



**We want you to find the best solution for your pain. To make sure you are satisfied, we guarantee our product will help to relieve your pain within 30 days, or we'll refund your purchase price.**

## WELCOME

Thank you for purchasing your THERMOTEX™ Personal System. We're proud to provide far infrared therapy that helps to relieve your pain safely, effectively and expertly.

This unit is registered by Health Canada and the FDA as a medical device and includes added features such as a hospital-grade plug and detachable electrical cord as required under governing medical device standards. This set of standards controls the production of our products to ensure quality, safety and durability.



## READ THIS MANUAL CAREFULLY AND COMPLETELY BEFORE USE

THERMOTEX™ is a deep penetrating infrared therapeutic pain relief system that is different from all other types of therapeutic products on the market today. The design of THERMOTEX™ products ensure therapeutic benefits are achieved. The stiffness of the heat inserts help to position the body to receive the optimal benefits of the therapeutic energy as well as required protection for the delicate infrared element. For a pad at room temperature, it will take approximately 10 minutes to get to full temperature.

## INDICATIONS FOR USE

The THERMOTEX™ Heat Therapy Systems are indicated for the temporary relief of minor muscle and joint pain and stiffness; the temporary relief of joint pain associated with arthritis, muscle spasms, minor strains and sprains and minor muscular back pain; muscular relaxation; and the temporary increase of local circulation where applied.

## POWER USAGE

It has been estimated that any of the THERMOTEX™ family of products would cost less than 5 cents per month if used as instructed.

This product is for **INDOOR USE ONLY**



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## IMPORTANT SAFETY INSTRUCTIONS – SAVE THESE INSTRUCTIONS

Danger – to reduce risk of burns, electrical shock and fire, this product must be used in accordance with the following instructions:

### Warning: - Read all instructions

- Do not use while sleeping.
- Do not use on an infant.
- Do not use with liniment, salve or ointments- this may cause skin irritation.
- Do not use on areas of insensitive skin.
- Burns can occur regardless of control setting, check skin under pad frequently.
- This pad is not to be used on or by an invalid, sleeping or unconscious person, or a person with poor blood circulation unless carefully attended.
- Use caution around young children. The power cord if used improperly, could cause strangulation.
- Access to power outlet should be easily accessible, either at the wall plug or at the appliance coupler in order to disconnect the THERMOTEX™ pad from the power supply.
- Never use the THERMOTEX™ without the outer cover in place.
- Do not use pins or other metallic means to fasten in place, this could puncture the PVC and could result in electrical shock.
- Do not sit on or crush pads – avoid sharp folds. Thermotex Gold or Foot product should only be used in the flat position. Never fold or bend the heat inserts. This could result in damage by misuse of the product which is not covered by warranty.
- Never pull this pad by the supply cord; this could result in damage to the product.
- Do not use the cord as a handle, this could result in damage to the product.
- Carefully examine the inner cover of the heat inserts before each use. Discard the pad if inner cover shows sign of deterioration. May also be returned to Thermotex for repair if heat insert PVC shows any sign of deterioration.
- Do not immerse the THERMOTEX in water or any other liquid; also avoid use in areas of dripping and pooling water, this could result in electrical shock.
- Do not use THERMOTEX™ products outdoors.
- Do not use your Thermotex™ in vehicle or attached to wheelchair.
- Do not allow power controller to drag on the floor. Keep controller within easy reach.
- To avoid possible power cord abuse, keep the power cord up off the floor.
- Do not plug in and leave unattended. Disconnect power cord from the power outlet when unit is not in use.
- To discontinue power supply, unplug cord from power outlet.
- Store your THERMOTEX™ in a safe location to ensure it will not be in the way of damage to the heat inserts or electrical cord and switch. Damage can occur if stepped on, caught under furniture legs or in reclining chair mechanisms.
- When transporting your THERMOTEX™, ensure it is secured in a location that will prevent the heat inserts from being damaged and the electrical cord and switch from being severed.
- Loop cord loosely when storing, tight wrapping may damage cord and internal parts.
- Do not use any parts that are not approved and specified for use by the manufacturer. Warning: No modifications of this equipment is allowed and there are no operator serviceable parts.
- There is no essential performance if THERMOTEX™ products stop working.
- This device is not suitable for use in the presence of flammable anesthetic mixture, in an oxygen rich environment or nitrous oxide as in hospital use
- The power cord supplied by Thermotex is a three conductor hospital grade plug and this cord is the only cord that should be used with the heat pad. Do not substitute any other electrical cord to operate. The conductor that is connected to protective earth contact is only used for functional earth.

## OPERATING INSTRUCTIONS

The THERMOTEX™ Far Infrared Therapy System is easy to use.

It is important to know that the infrared energy radiates only from one side of the THERMOTEX™. Place the hard side of the THERMOTEX™ heat inserts towards the body. The padded side does not heat.

The THERMOTEX™ Infrared Therapy System uses a simple on or off switch. If the surface feels too warm put a cotton towel between the body and the THERMOTEX™. The infrared heat penetrations will still be effective.

When the THERMOTEX™ product is powered, the green indicator light will show as on. There will be no light shown in the OFF position.

It is important that the THERMOTEX™ pad be used for at least 30-45 minutes (longer if desired) on each area being treated. For the first two or three weeks we recommend THERMOTEX™ be applied twice a day (for chronic pain the pad may be used three or four times per day). After that, THERMOTEX™ use may not be needed as often but we do recommend daily use. This is particularly important for chronic and inflammatory conditions. Regular use of the THERMOTEX™ will significantly reduce levels of inflammation and lactic acid build up.

IT IS IMPORTANT TO UNDERSTAND that the heat felt may not always feel the same. This is due to the body's individual and varying reaction. After using THERMOTEX™ regularly, the pad may not feel as warm as it did earlier. There is NOTHING WRONG with the THERMOTEX™. This is expected. It is a good sign - it means the therapy is working well and pain relief is being experienced. It is also normal to feel greater heat in one area of the body than on another.

## HOW TO USE THE THERMOTEX™

Recommended treatment time is a minimum of 30 - 45 minutes per session. When your THERMOTEX™ is at room temperature, it will take approximately 10 minutes to get to full temperature to provide infrared therapy.

Thermotex products do not get as hot as conventional heating pads (which most people are used to). Thermotex products reach temperatures between 43 - 48 degrees Celsius (108 - 116 Fahrenheit). This is the ideal temperature range to achieve depth of penetration to provide therapeutic benefits. The infrared rays have been proven to penetrate 2.36 inches after 20 minutes of use, heating the tissues in the area being treated. Your body feels the heat and as a natural response called homeostasis, will send in fresh blood to the treatment area to cool it down. The increased blood flow brings in oxygen, nutrients and proteins and flushes away lactic acid and inflammation causing pain. Thermotex products would not be as therapeutic at hotter temperatures.

## WHEN THERMOTEX™ SHOULD NOT BE USED

Specific Contraindications: (Do Not Use in Cases of) Pregnancy, Hemophilia, and Severe Adrenal Suppression\*

\* Adrenal Suppression - in conditions such as Lupus, Addison's and MS there is concern about raising the core temperature of the body to higher temperature levels such as found in a sauna. These are not temperature levels which would be typically encountered with a THERMOTEX™ pad. In people with mild to moderate symptoms, the far infrared would actually be safe and therapeutic.

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## CAUTIONARY NOTES FOR THE THERAPY RECIPIENT

Consult the healthcare professional before using THERMOTEX™ if you have any of the following:

- Skin lesions
- Chronically hot and swollen joint
- Recent acute joint injury- Use the infrared pad alternating with ice 24-48 hours after an acute injury
- Using Prescription Drugs - Check with the physician or pharmacist if you have been prescribed a drug you have been administered.

**METAL IMPLANTS:** initially, use shorter treatment times on areas where there are metal implants. Gradually increase the treatment time until you reach the recommended minimum time of 30-45 minutes. If an uncomfortable heat buildup is felt during treatment, discontinue use.

**NOTE:** These cautionary notes are a guideline only and not intended to replace a healthcare professional's advice. Should any negative reaction to THERMOTEX™ occur, discontinue use and consult a healthcare professional.

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## PLATINUM SYSTEM

This is our most versatile and popular therapy system. The Platinum system has 3 - 3" x 8" heat inserts. The pad uses only 14 watts of power. This unit is ideal for treating almost every part of the body due to the ability to wrap. Simply use the pad in the flat position on the back or wrap the pad around the limb being treated.

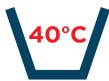
The Platinum system can be used as demonstrated below:



This demonstrated method for treating the neck can also be used lying on the side to treat the side of the neck.

The back can be treated by lying down on the THERMOTEX™ or resting against the pad if sitting up right. The Platinum may also be wrapped for use on the arms, legs or feet.

**COVER CLEANING INSTRUCTIONS:** The THERMOTEX™ cover may be machine or hand washed following the laundry symbols below. An increase in perspiration may occur with pad use which would indicate a need for more frequent washing. In general, wash frequency is a personal choice. Remove all electrical components; PVC covered heat inserts and all electrical cords prior to washing. For hygiene purposes you may consider washing as indicated above before being used by another person. Do not use if the cover is damp. When being used on a patient in a medical facility ensure washing instructions are followed as indicated above before being used on another patient.



WARM WATER



NO CHLORINE



FIRE RETARDANT



DO NOT TUMBLE DRY

## TECHNICAL DATA

Wattage use is as follows:

THERMOTEX™ electrical power rating - 120 volt, 60Hz.

Platinum - 14 watts

Gold - 20 watts

Foot - 20 watts

Elbow and Knee - 9 watts

Wrist - 3 watts

**Operating Environmental Parameters:**

Ambient Temperature - 5°C (41°F) to 40°C (104°F)

Humidity - 15% to 90% RH

**Barometric Pressure** - 700 hPa to 1060 hPa

**Altitude** - less than 3000M

Under normal operating conditions the surface temperature will vary from 30 °C (86 °F) to 60 °C (140.0 °F) depending on ambient temperature.

**Storage and Transport Environmental Parameters:**

Ambient Temperature -10°C (14°F) to 50°C (122°F)

Humidity 15% - 90% RH



CLASS II



Applied part type BF

Ingress Protection Rating is IP20- for indoor use only.

IP20 rating means that the device is protected against insertion of fingers. There is no liquid rating.

The product life expectancy of this product family is 5 years under normal operating conditions.



**ONE YEAR LIMITED WARRANTY:** The Company warrants this to the original purchaser or gift recipient, to be free from defects in workmanship and materials under normal use and services, for a period of one year from the date of purchase.

**LIMITATIONS:** ALL WARRANTIES IMPLIED BY STATE OR PROVINCIAL LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY LIMITED TO THE DURATION OF THE LIMITED WARRANTIES SET FORTH ABOVE. Some jurisdictions do not allow limitation on how long an implied warranty lasts, so the above limitation may not apply to you. IN NO EVENT SHALL THE COMPANY BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSS OF PROFIT OR MEDICAL EXPENSES CAUSED BY ANY DEFECT, FAILURE, MISUSE, OR MALFUNCTION OF THE PRODUCT. Some jurisdictions do not allow the exclusion of limitation by incidental or consequential damages, so the above limitation or exclusion may not apply to you.

The company will not be responsible for damages or losses, direct or indirect, caused by misuse, abuse, accident, negligence, conditions of transport or storage or failure to follow instruction. The company will not be responsible for any statements that are made or published, written or oral that are inconsistent with the facts as published in the literature or specifications furnished by the company. This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

## **WARRANTY CLAIMS PROCEDURE**

Proof of purchase is required for all refund and warranty claims.

Any product that proves defective within the warranty period will, transport charges pre-paid, be repaired or replaced at the option of the Thermotex, free of charge. Simply include the purchase receipt and deliver to:

**THERMOTEX Therapy Systems Ltd.**  
#15, 6115 - 4 St SE  
Calgary, Alberta, CANADA T2H 2H9

Lot #: \_\_\_\_\_ Date of Purchase: \_\_\_\_\_

Place of Purchase: \_\_\_\_\_  
(Found on invoice or box)

The THERMOTEX™ Therapy System comes with a 30 day money back guarantee and is covered by a 12 month parts and labour warranty. To qualify for this guarantee the following obligations

1. The new THERMOTEX™ Therapy System is not like a regular heating pad. Read the instructions carefully and commit to using this product as a routine therapy.
2. The THERMOTEX™ pad must be used for at least 30-45 minutes, twice daily. It can be used more often if required.
3. If after 30 days of faithful use as instructed, the THERMOTEX™ Therapy System has not helped the condition, return it to the dealer the product was purchased from.
4. The warranty registration must be filled out at:  
**[www.thermotex.com/thermotex-warranty-registration](http://www.thermotex.com/thermotex-warranty-registration)**