

# NEHOO

Cold Therapy System  
WLC-01

## Product User Manual

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## Intended use

The Cold Therapy System is intended for the treatment of post-surgical and acute injuries in order to reduce edema, swelling and pain where cold is indicated. It is intended for use by or on the order of healthcare professionals in hospitals, outpatient clinics, athletic training settings, or home settings.

The intended use of this device is for the temporary reduction of swelling and pain following surgery or injury. It is a non-sterile prescription device for single patient use and is intended to provide localized external application of cold therapy. This device should not be used for any other purpose than that instructed by a healthcare professional.

## Contraindications

DO NOT use this device on patients with Raynaud 's phenomenon or other vasospastic conditions; Buerger' s disease, cold allergy or hypersensitivity cryoglobulinemia paroxysmal cold hemoglobinuria or other cold agglutinin disorders pheochrom ocytoma sickle cell anemia or history of cold injury.







## Limitations on special patient populations

Limit the use of this device with patients who are unresponsive, incapacitated, have altered mental status or altered pain perception. Post-surgical patients under sedation or on analgesics or anesthetics, as well as patients taking hypnotics, anxiolytics, or antidepressants, must be monitored frequently during use of this device. These patients may not be able to perceive pain, burning, numbness, tingling or decreased sensation and may be susceptible to injury. Discontinue cold therapy immediately at the first sign of cold injury.

## Adverse reactions

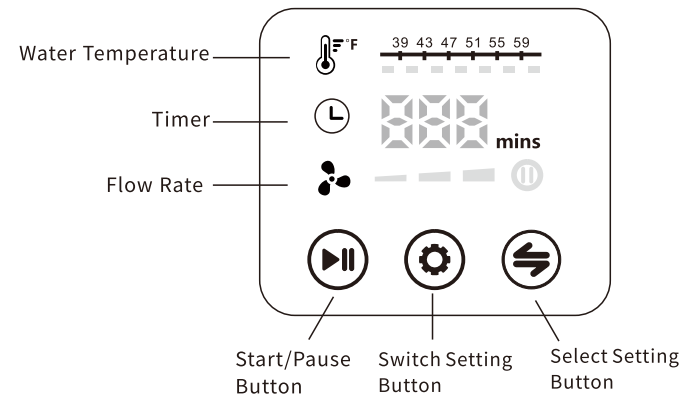
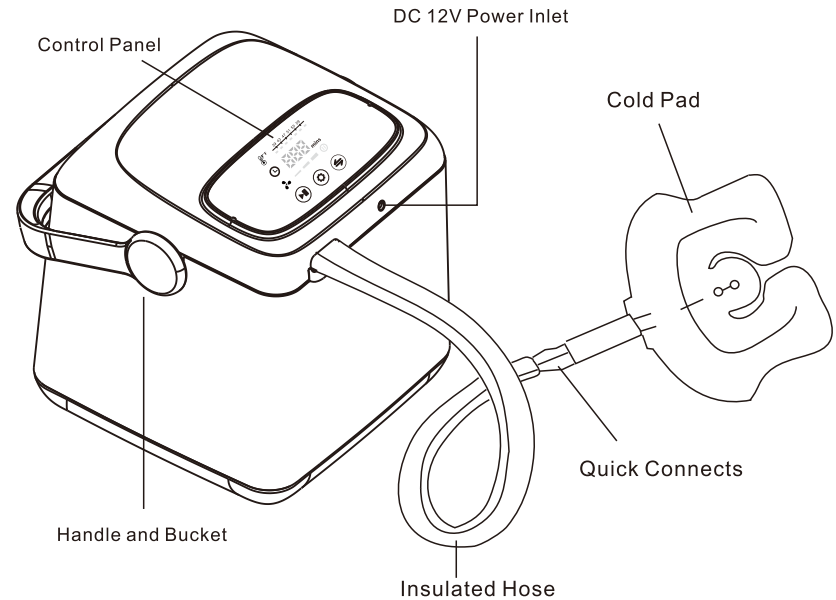
Increased pain, burning, numbness, tingling increased redness, discoloration, itching, increased swelling, blisters, irritation.

## Safety precautions

<b>WARNING!</b> Read and understand all warnings and the operating instructions before using this device.	
<b>WARNING:</b> This device can become cold enough to cause serious injury. Serious adverse reactions and safety hazards may occur when using this device.	
<b>WARNING!</b> DO NOT use this device without a prescription from a physician: Rx only. Your prescription must state a temperature, duration of use, regularity of use, and the length of breaks which must be taken between uses. DO NOT use this device if a prescription has not been given to you or if you do not understand the prescription. Use of this device without a prescription or failure to follow the prescription may result in serious injury, which can include tissue necrosis.	
<b>WARNING!</b> This device can become cold enough to cause serious injury, including tissue necrosis. You must be able to frequently check your skin condition beneath the cold pad (at least once every hour). DO NOT use this device if you are unable to frequently check your skin condition (at least once every hour). You should check for an increase in pain, burning, numbness, tingling, redness, discoloration, itching, swelling, blisters, irritation or any other changes in skin condition beneath the cold pad or around the treatment area. If you experience any of these conditions, discontinue use of the device immediately and contact your physician.	
<b>WARNING!</b> Application of the cold pad directly on to the skin may result in serious injury, including tissue necrosis. DO NOT allow any part of the cold pad to touch your skin. ALWAYS use with a barrier between your skin and the cold pad.	
<b>WARNING!</b> The barrier between your skin and the cold pad may become moist during use, which may lead to colder temperatures on the skin. Temperatures which are too cold may result in serious injury, including tissue necrosis. ALWAYS check for moisture on the barrier between your skin and the cold pad. If moisture is present on the barrier, you should immediately discontinue use of the device.	

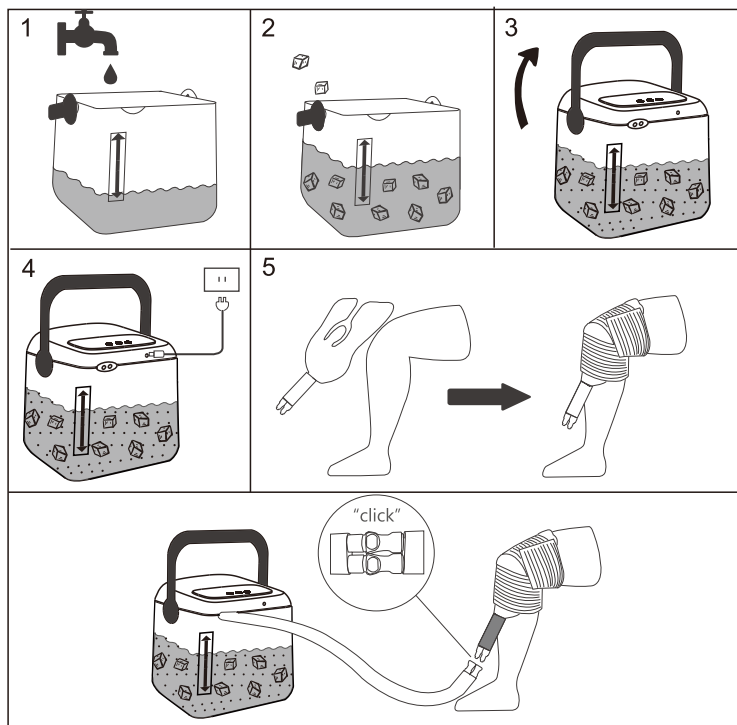
<b>WARNING!</b> Use of this device with wet hands or in a wet location may result in electrical shock and serious injury. DO NOT handle the transformer or power cord with wet hands or in a wet location.	⚠
<b>WARNING!</b> DO NOT use this device near flammable anesthetics, as this may result in explosion and/or serious injury.	⚠
<b>WARNING!</b> DO NOT attempt any unauthorized alterations or modifications to the device. This can lead to an increased chance of unpredictable risks.	⚠
<b>WARNING:</b> The use of accessories, detachable parts, and materials not described in the operating instructions can lead to an increased chance of unpredictable risks, and should therefore be avoided.	⚠
<b>WARNING!</b> The adapter plug is the only part of the device which can be connected to a power supply.	⚠
<b>WARNING!</b> DO NOT start the pump when the water in the container is below the lowest waterline, or the pump can be damaged. DO NOT exceed the maximum fill level when adding water or ice to the container.	⚠
<b>WARNING!</b> This device is only intended for single patient use. Secondary use can lead to serious injury, which includes infection.	⚠
<b>WARNING!</b> Poor connections between tubes may cause leaking, which can result in serious injury, including infection and tissue necrosis. ALWAYS listen for a “snap” or “click” when connecting the tubes.	⚠
<b>WARNING:</b> After using this device, please wipe clean. Keep the device away from children and pets or pests to avoid injuring them or causing pollution.	⚠
<b>WARNING:</b> When using this device, ensure that the tubes remain straight to avoid strangulation.	⚠
<b>WARNING:</b> DO NOT perform service or maintenance while the equipment is in use.	⚠
<b>WARNING:</b> Read the instructions for this device carefully. If you encounter any abnormal behavior when using the device, turn it off immediately and contact the customer support team.	⚠

## Product description



	Running time (minutes)	Resting time (minutes)
Single mode	10, 20, 30, 40, 50, 60	P0
Loop mode	10, 20, 30, 40, 50, 60	P10, 20, 30, 40, 50, 60
Non-stop mode	00	

## Operating instructions



1. Fill water in the bucket above the minimum water line.
2. Add ice to the bucket.
3. Put the lid on the bucket; turn the handle to secure the lid.
4. Connect the adapter plug to the device, plug the adapter into an electrical outlet.
5. Use the elastic bandages to hold the cold pad against the body.
6. Connect the pad and insulation hose, ensuring a reliable connection. please press down the metal button of female connectors to reset them before connecting. If disconnect, also press down the metal button of female connectors.
7. Operation settings
  - (1) When the device is powered on, the operation panel will light up and a short beep will indicate that it is ready for use.
  - (2) The default running mode is a maximum flow rate treatment for 30 minutes.

- (3) Press the start/pause button to start or pause operation.
- (4) Press the switch setting button to switch running time/resting time/ flow rate setting.
- (5) Press the switch setting button . When the timer light flash, press select setting button to choose a running time of 10/20/30/40/50/60 mins. 00 indicates non-stop mode.
- (6) Before the light stops flashing, press the switch setting button again. When timer light with a P0 flash, press select setting button to choose a resting time of P10/20/30/40/50/60 min and get into a loop running mode. P0 indicates single running mode with no resting time.
- (7) Before the light stops flashing, press the switch setting button again. When the flow rate light flash, press select setting button to choose a flow rate.
- (8) Press start/pause button to confirm the program or wait for 5 seconds without operation to confirm automatically.

**TO AVOID THE RISK OF ELECTRICAL SHOCK, DO NOT UNPLUG THE POWER SUPPLY WITH WET HANDS.**

### Caution

Exercise special care when prescribing this device for the following patients: those with arthritic conditions; peripheral vascular disease; decreased skin sensitivity; poor circulation, or compromised local circulation; hypercoagulation disorders; diabetes or neuropathies. Also exercise care with children under the age of 12. In addition, special skills, training, and knowledge required by the OPERATOR or RESPONSIBLE ORGANIZATION and environmental restrictions on locations of use should always be specified.

## Maintenance

### Cleaning

- 1.The bucket can be washed with water.
- 2.The main body, insulation tube and cold pad can be cleaned using a wet cloth.
- 3.After treatment, ice water in the bucket should be poured directly into a sink to be disposed of with domestic water sewage.

### Storage

Drain the ice bucket and wipe dry.

Pull out the connectors, drain the water out of pad and tube completely.

Storage temperature conditions: 13°F~158°F (-25°C~ 70°C).

Storage transportation relative humidity: 10%~90% non-condensing.

### Caution

Do not store the device in hot or freezing conditions. Do not expose the control unit to direct sunlight, as UV light may cause damage or discoloration to the control unit.

### Disposal

To avoid environmental pollution, please dispose of this instrument according to local environmental requirements and DO NOT discard casually.



## Troubleshooting

No flow	<ol style="list-style-type: none"><li>1.Make sure the water level in the bucket is above the lowest water line.</li><li>2.Make sure the cold pad is not wrapped too tightly or the hose is not kinked.</li><li>3.Make sure the connection between the pad and the hose is correct.</li><li>4.Make sure the cold pad is not wrapped too tightly or the hose is not kinked.</li><li>5.The pump gets caught in hair or thread.Take the lid apart and clean the pump.</li></ol>
Water leakage at connectors	<ol style="list-style-type: none"><li>1.Make sure the O-rings on the connectors are properly installed.Reconnect the connectors, listening for a "snap" or "click"</li><li>2.Apply Vaseline to O-rings.</li><li>3.Replace the O-rings.</li></ol>
Water leakage at the lid	Take the lid apart and check if the hose is off the joint.
Water leakage at the cold pad	Replace the pad.
The pressure of cold pad is too high or too low.	<ol style="list-style-type: none"><li>1.Make sure the connection between the pad and the hose is correct.The water should flow properly back to the bucket.Check the connectors and hose if water doesn't flow back to the bucket properly.</li><li>2.Select a more suitable water flow rate.</li></ol>
Magnetic or electromagnetic interference	Increase the separation between equipment.Plug the power supply into an outlet on a circuit which is different from that to which the other device(s) are connected Keep the connector ports and power supplier ports clear to prevent the accumulation of lint or dust.Avoid prolonged exposure of the device to direct sunlight.
Other	Please contact the merchant or product support team for help.

## Product specifications

Dimensions	260mm x 285mmx 255mm
Bucket maximum volume	7L
Weight	2.7kg
Treatment time	30/60/90/120 minutes,30-30minutes loop
Power adapter	Input: AC 100~240 V Output: DC 12V 1.0A

## Safety classifications

External electrical power source - Class II equipment	
Degree of protection against electric shock - Type BF applied parts are the insulation tube and the pad	
Degree of protection against harmful ingress of water	IP21

## Nominal operating environment

Ambient temperature: 4°C~ 40°C (40°F~ 104°F)

Relative humidity: 15%~90%

Atmospheric pressure: 800~1060hpa

Altitude: ≤ 2000m

## Warranty

The manufacturer will repair or replace all or part of the unit and its accessories in case of any material or workmanship defects for a period of one year from the date of purchase.

## Product support

No product maintenance should be performed by the user.

If your Cold Therapy System requires any maintenance, please contact Customer Service.

Expected service life of the equipment and any accessories shipped with the equipment:

If the device is correctly used according to the instructions, the service life of the product is one year.

Manufacturer:

Shenzhen Shuichang Technology Co. Ltd.

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Post code: 518131

**Product support team Email: [waterlongtec@outlook.com](mailto:waterlongtec@outlook.com)**

Please do not hesitate to contact us directly if you have any questions.