

# ProMOTION®

EV1



## USER MANUAL

Version 1.0

[www.promotion.fitness](http://www.promotion.fitness)

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## THE PROMOTION EV1

Thank you for choosing the *ProMOTION* EV1. To assure you have the best experience possible, please be sure to read the entire user manual prior to use of the product.

The *ProMOTION* EV1 is a therapeutic product designed to assist in rehabilitation and recovery. The *ProMOTION* EV1 combines thermal and compression therapies and is intended to be used on key muscle sets and skeletal joints by individuals undertaking sports and general exercise.

The *ProMOTION* EV1 integrates cooling, heating and compression therapy in a unique, fully portable system. Compression and temperature are easily programmed and adjusted at the touch of a button for specific programs and user needs, with no requirement for water, ice, or heavy equipment.

Please feel free to let us know what you think of our products, we'd love to hear from you.

[customerservices@swellaway.com](mailto:customerservices@swellaway.com)

## PRODUCT SPECIFICATIONS

Pressure level: Ranges from 20 mmHg up to 75 mmHg

AC POWER INPUT: 100-240V, 50/60Hz, 0.8A.

DC POWER INPUT: 18V, 36W

Operating Temperature: 6 - 40 °C.

Recommended Ambient Operating Temperature: 18 - 25 °C

Recommended Operating Humidity: Non-condensing

Swellaway Ltd.

Great Oak Farm Offices, Mag Lane, Lymm, Cheshire, WA13 0TF, UK

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[www.promotion.fitness/resources](http://www.promotion.fitness/resources)



## CLASSIFICATION

This equipment has been tested and complies within the limits for household and similar electrical devices in EN 60335-1:2012/A11:2014 and EN 60335-2-32:2003/A2:2015 Low Voltage Directive (LVD 2014/35/EU). These standards specify the general requirements and conditions to test the domestic safety of electrical household appliances including defining the classification and marking of electrical equipment, protection against live parts, heating, leakage currents, electric strength at operating temperatures, moisture resistance, resistance to heat and fire, stability and mechanical hazards, internal wiring and supply connections.

### Electromagnetic Compatibility

This Therapy Unit has been approved against the following standards for Electromagnetic Compatibility (EMC):

- EN 61000-6-2:2019;
- EN 61000-6-3:2007+A1:2011;
- ETSI EN 301 489-1 V2.2.3;
- ETSI EN 301 489-17 V3.2.4

### Radio Emissions

This Therapy Unit has been approved against the following standards for Radio Emissions:

- ETSI EN 300 328 V2.2.2
- EN 62311:2008\*

### Safety Testing

This Therapy Unit has been approved against the following standards for Safety testing:

- EN 60335-1:2012/A11:2014
- EN 60335-2-32:2003/A2:2015

The Therapy Unit's battery pack has been approved against the following standards for Safety testing:

- UN 38.3
- IEC 62133-2:2017\*








## CLASSIFICATION

### Ingress Protection

Note that this is a general-purpose product with minimal protection against water. Always keep the device dry.

### Flammable Anaesthetics or Oxygen

The product is not suitable for use in an oxygen enriched environment or in the presence of flammable anaesthetics.

	Powered by direct current.
	Attention: Consult accompanying documents before use.
	Attention: Consult accompanying documents for cautionary information before use.
	Storage temperature limits (-20°C to 35°C).
	WEE symbol.
	Fragile parts. Handle with care.
	Keep dry.

## CONTRAINDICATIONS

**⚠ Caution:** Compression therapy using the *ProMOTION* EV1 device should not be used on patients:

- Who are in the acute stages of inflammatory phlebitis in the affected region.
- Who have any current clinical signs suggestive of deep vein thrombosis in the affected region.
- Who have significant arteriosclerosis or other vascular ischemic disease in the affected region.
- Who have any significant risk factors or current clinical signs of embolism (e.g. pulmonary embolus, cerebral infraction, atrial fibrillation, endocarditis, myocardial infarction, or arteromatous embolic plaque).
- Who have a condition in which increased venous or lymphatic return is not desired in the affected extremity (e.g., carcinoma).
- Who have decompensated hypertension in the affected region.

**⚠ Caution:** Cooling therapy using the *ProMOTION* EV1 device should not be used on patients:

- Who have reduced skin sensitivity to avoid the potential risk of frostbite. (e.g. locally anesthetised areas from nerve root compression syndromes, diabetic patients, patients with circulatory disorders, open wounds or skin conditions, patients with iron deficiency anaemia, and / or poor kidney function).
- Who have sensitivity or aggravation to cold (e.g. Raynaud's syndrome, thyroid conditions, severe cardiovascular disease, severe hypertension and those whose joint symptoms are aggravated by use of cold).
- With areas where nerves have become more superficial (e.g. ulnar nerve at the elbow and the peroneal nerve at the head of the fibular, cold-induced neuropathy in the axillary nerve and the lateral femoral cutaneous neuropathy).
- Who have known hematological dyscrasias which affect thrombosis (e.g., paroxysmal cold hemoglobinuria, cryoglobulinemia, sickle-cell disease, serum cold agglutinins).

**⚠ Caution:** Compression therapy with the *ProMOTION* EV1 device should be used only under the supervision of a licensed healthcare practitioner on patients:

- Who have a wound in the affected region (the wound must be dressed prior to use of the *ProMOTION* EV1 device).
- Who have an acute, unstable (untreated) fracture in the affected region.

## CONTRAINDICATIONS

- Who are children under 18 years old or patients who have cognitive disabilities or communication barriers, whether temporary due to medication or permanent.
- Who have a cardiac insufficiency or congestive heart failure.
- Who have a localized skin condition (e.g. dermatitis, vein ligation, gangrene, skin graft) in the affected region.
- Who have erysipelas or other active infection in the affected region.

**⚠ Caution:** Cooling Therapy with the *ProMOTION* EV1 device should be used only under the supervision of a licensed healthcare practitioner on patients:

- Who have Raynaud's disease or cold hypersensitivity.
- Who have hypertension or extreme low blood pressure.
- Who have diabetes.
- Who have compromised local circulation or neurologic impairment (including paralysis or localised compromise due to multiple surgical procedures) in the affected region.
- Who have rheumatoid arthritis in the affected region.
- Who have known and uncontrolled peptic ulcer (if the affected region is the abdominal region) since cold therapy applied to the abdomen can cause increased gastrointestinal motility and gastric acid secretion.

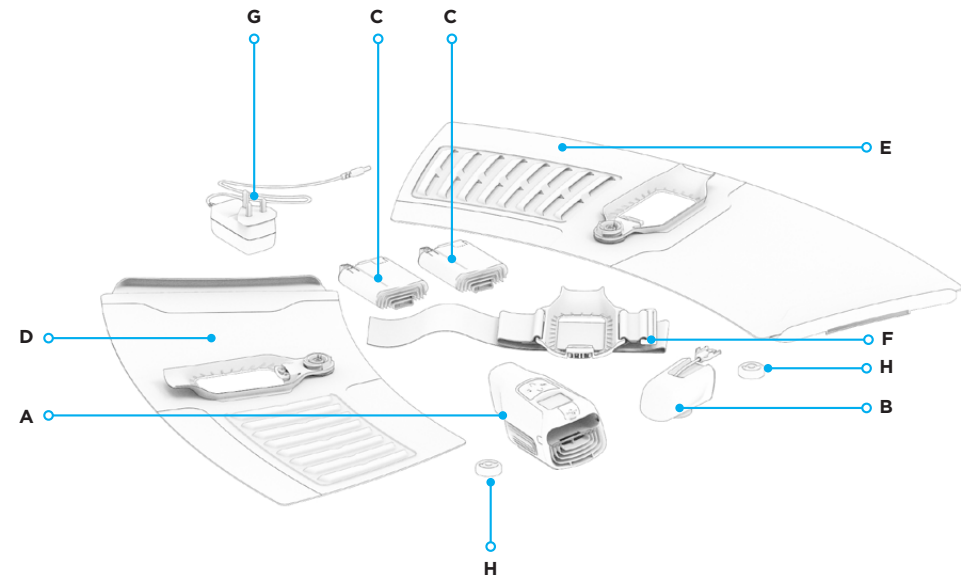
**Please note:** There may be some instances where your healthcare practitioner may decide that cold and compression therapy are appropriate for individuals who have some of the above conditions. This decision is always a clinical judgment call and must always be made by a suitably qualified practitioner.

## WARNINGS

- ⚠ Monitor the treatment area before, after and during therapy. If any painful pressure burning, loss of feeling, itching, increased swelling or pain or skin changes such as an allergic reaction, blisters, increased redness, discoloration occur, cease usage immediately. Improper placement or prolonged use of the device could result in tissue damage.
- ⚠ *ProMOTION EV1* compression wraps are not sterile; do not place directly against open wounds, sores, rashes, infections, or stitches.
- ⚠ Monitor the *ProMOTION EV1* device and its components during use. The product contains electronics. If any burning smell and/or excessive noise is experienced remove the battery from the device immediately. If a treatment is in progress cease treatment and remove the device from the patient immediately.
- ⚠ The *ProMOTION EV1* device contains electronics and should be disposed of in line with regional disposal regulations. Do not dispose of the device's electrical components in normal waste.
- ⚠ Use of the *ProMOTION EV1* device in extreme temperature, pressure and humidity environments may cause reduced device functionality. Do not use the device on an aircraft.
- ⚠ Handle the *ProMOTION EV1* device with care. Never operate the device with damaged or modified components or if the unit is otherwise not fully operational.
- ⚠ If you suspect battery leakage, stop usage immediately. Batteries should be disposed of carefully in line with local authority regulations.
- ⚠ Do not use any cables, charging adapters or accessories other than those provided by *ProMOTION EV1*.
- ⚠ The *ProMOTION EV1* compression wraps may be available in multiple configurations, please make sure to use them within accordance of the varying user guides.
- ⚠ Do not cover the air vents of the *ProMOTION EV1* device. This may cause the device to overheat.
- ⚠ Do not use the device whilst asleep
- ⚠ Do not use in damp or wet environments. Exposure to rain may damage the device.

## DEVICE OVERVIEW

The *ProMOTION EV1* includes the following items; a user manual, a Therapy unit, a Pump unit, two batteries, an AC charging adaptor, a SM/MD Compression wrap, a MD/LG Compression wrap and a universal strap.



- A - Therapy Unit**
- B - Compression Pump Unit**
- C - Battery pack (x2)**
- D - Small/Medium Compression wrap**
- E - Medium/Large Compression wrap**
- F - Universal strap**
- G - AC Charging adaptor**
- H - Bladder bung (1 per Compression wrap)**

**Not shown - *ProMOTION EV1* User Manual**

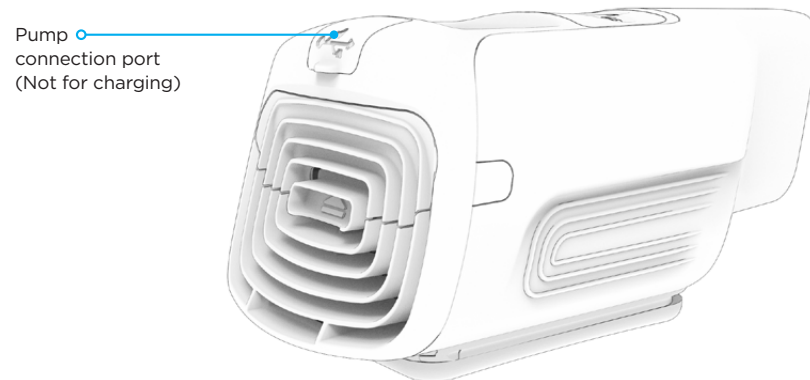
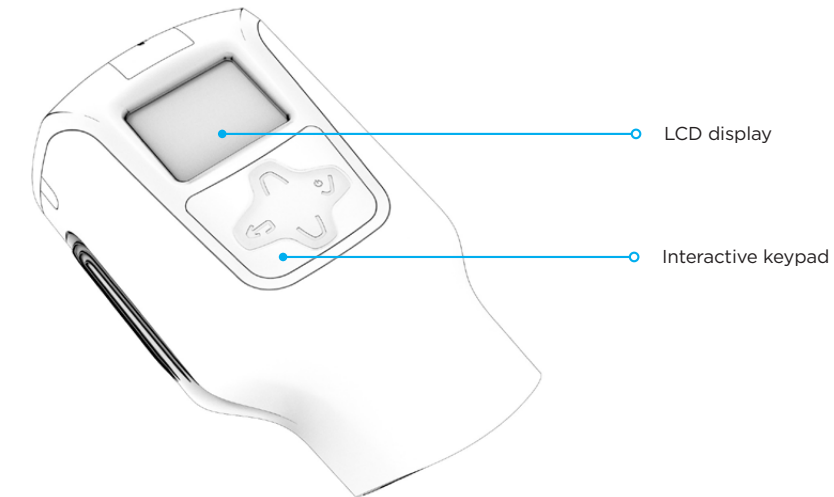
## DEVICE OVERVIEW

### Therapy Unit

The ProMOTION EV1 Therapy Unit features a multifunction interactive keypad and LCD display. The keypad can be used to power the unit on, select a program mode, start or stop a program and to power the unit down.

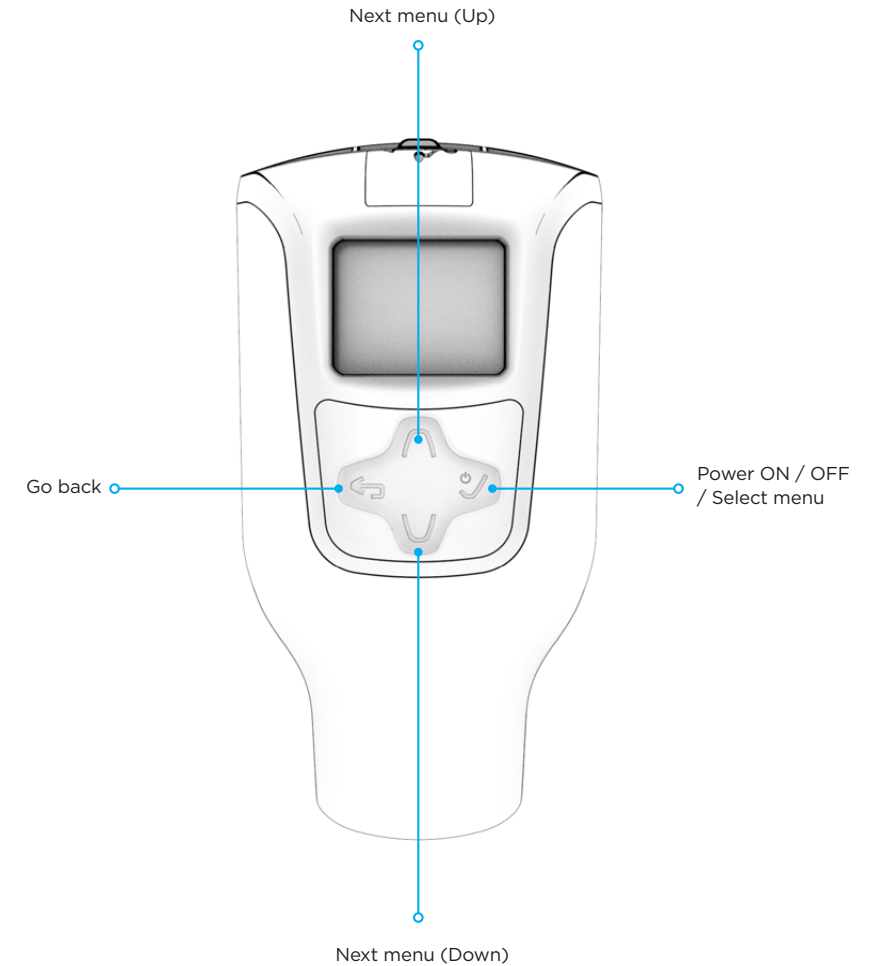
The LCD display indicates; power status, program selection, program status and error messages.

The Therapy Unit also contains a Pump Connection Port located adjacent to the LCD display. This is used to connect to the Pump unit.



P10

## DEVICE OVERVIEW

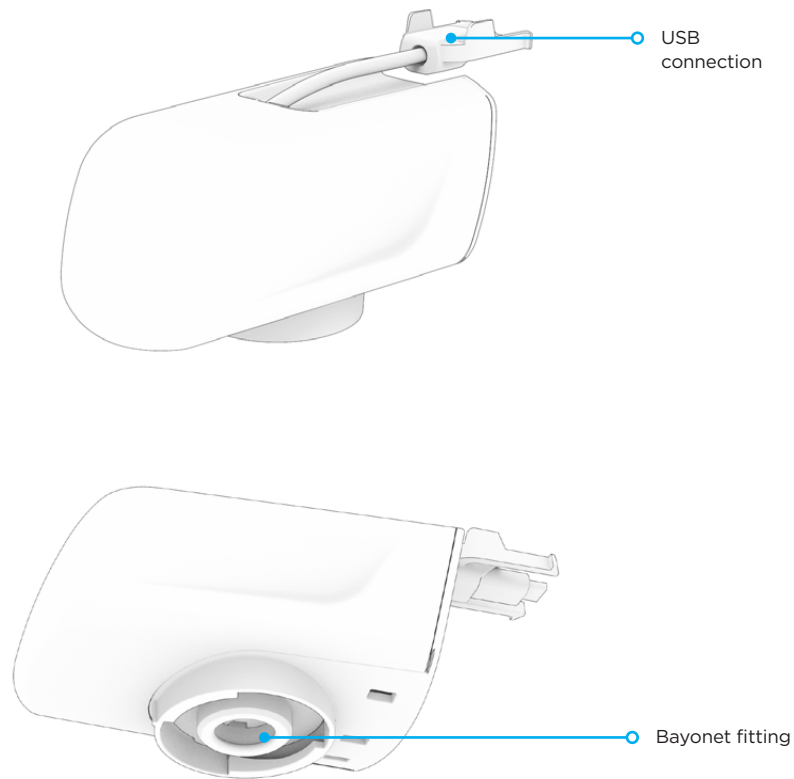


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## DEVICE OVERVIEW

### Pump Unit

The *ProMOTION* EV1 Pump Unit features a USB connector and clip for connection to the Thermal Unit. It also features a bayonet fitting for connection to the Compression Wrap.

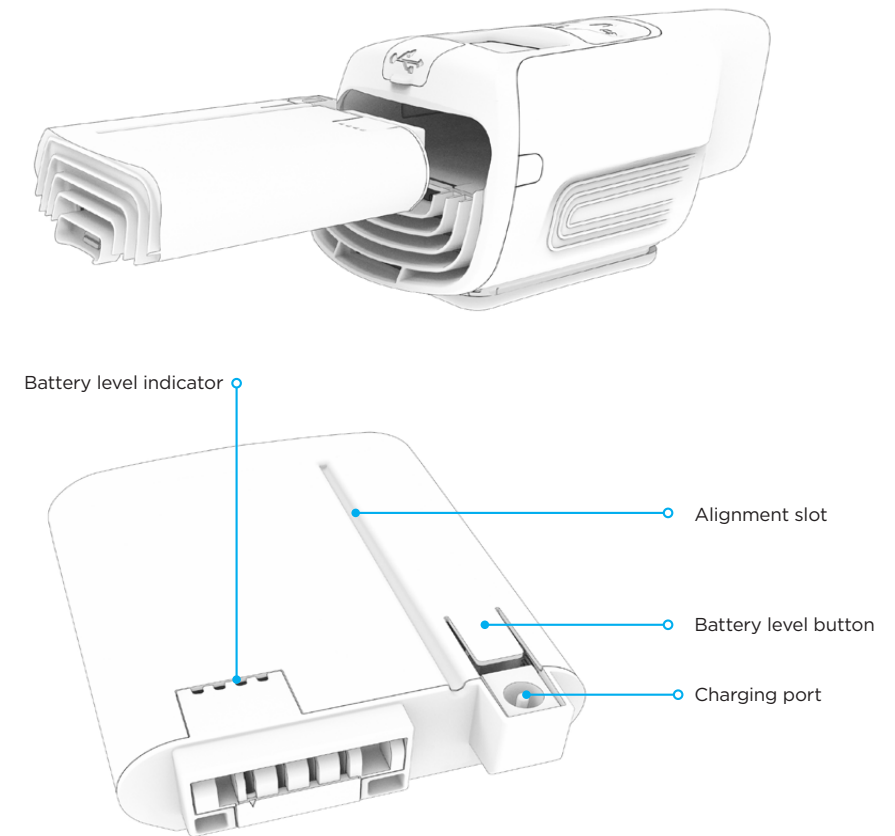


## DEVICE OVERVIEW

### Battery

The *ProMOTION* EV1 battery features a battery level indicator and button, charging port, and eject tab. Depressing the indicator button will result in the level of charge being indicated.

- 1 LED = 25% charge
- 2 LED = 50% charge
- 3 LED = 75% charge
- 4 LED = 100% charge

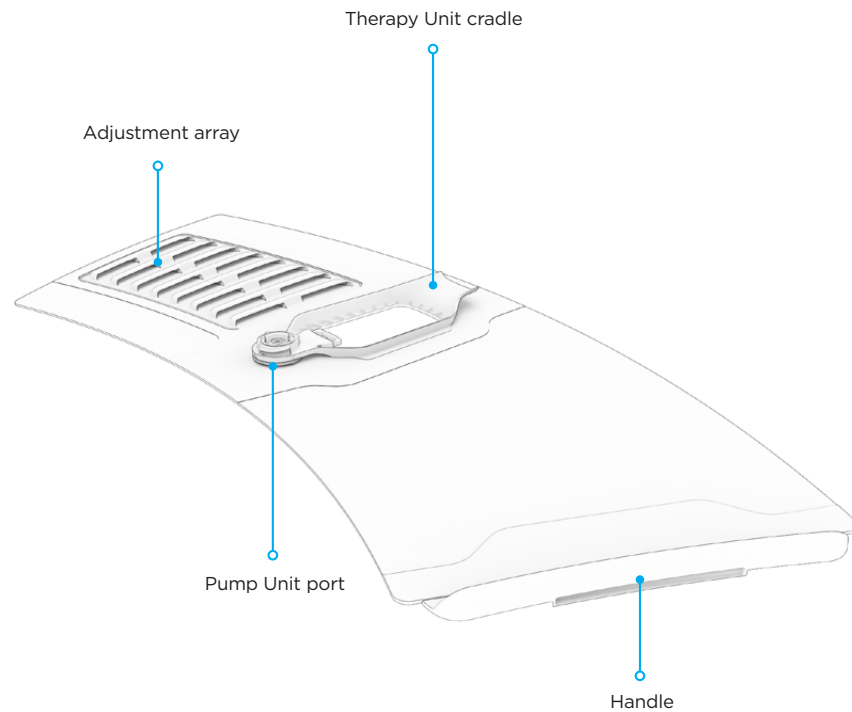


## DEVICE OVERVIEW

### Compression wrap

The *ProMOTION EV1* Compression wraps feature a cradle for docking the Therapy Unit and Pump Unit. The wraps also feature an adjustment array and handle for adjusting the wrap to suit.

Note that two sizes of wrap are supplied with the *ProMOTION EV1* system. Small / Medium (S/M) and Medium / Large (M/L).

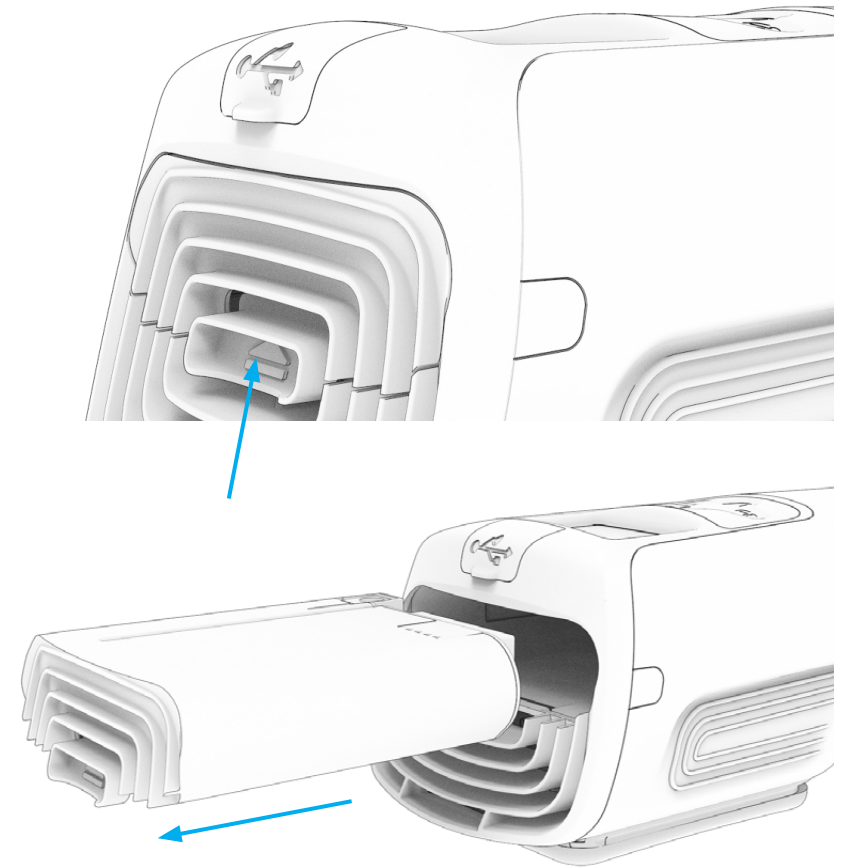


## USING YOUR PROMOTION EV1 DEVICE

### Battery charging and usage

The battery should be fully charged before use to ensure maximum performance. Follow the procedure below before using the device.

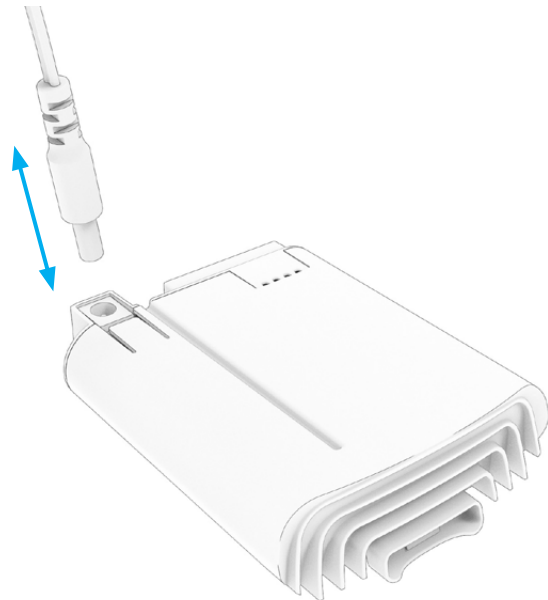
- ① If the battery is installed in the Therapy Unit, lift the eject latch on the battery. The battery will spring out.





## USING YOUR PROMOTION EV1 DEVICE

- ② Connect the charger to the battery charging port, then connect the charger to a mains power supply and turn the supply on.
- ③ The battery level indicator will light up and sequentially pulse to indicate that charging is in progress. The percentage of charge is indicated by how many LEDs pulse.
  - 1 LED = 25% charge
  - 2 LED = 50% charge
  - 3 LED = 75% charge
  - 4 LED = 100% charge
  - Charging is complete when the battery level indicator turns off
- ④ Unplug the charging cable\* from the battery charging port once the battery is charged.



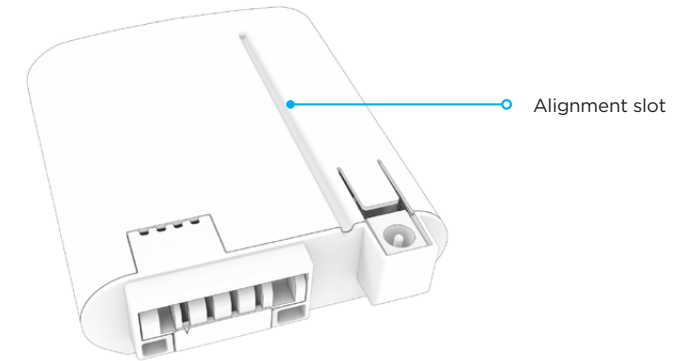
### Precautions

- ⚠ Only use supplied charging cable
- ⚠ The battery should never be covered during the charging cycle.
- ⚠ It is recommended that battery charging is ceased once the battery has reached a fully charged state.

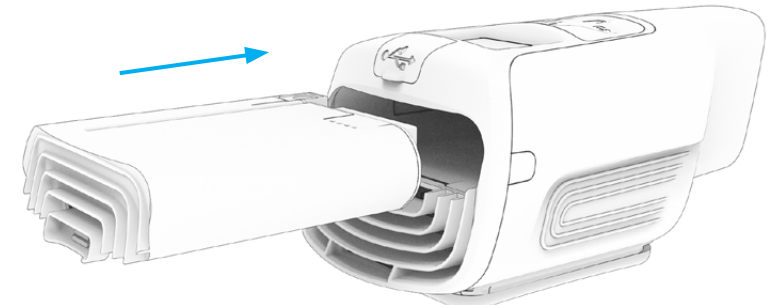
## USING YOUR PROMOTION EV1 DEVICE

### Battery Installation

- ① Orientate the battery with the Therapy Unit. A slot on the battery will line up with the corresponding feature inside the Therapy Unit.



- ② Push the battery into the Therapy Unit until the battery eject tab clicks, securing the battery in place.



### Precautions

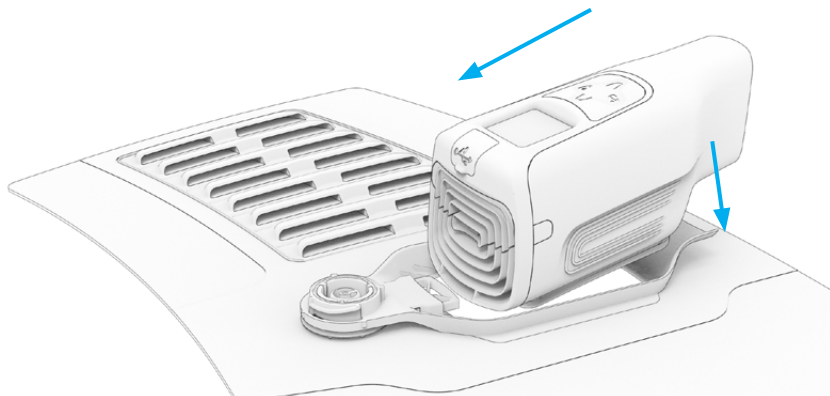
- ⚠ Do not force the battery into the Therapy Unit. Check the battery is correctly orientated and nothing is obstructing the battery slot.

## USING YOUR PROMOTION EV1 DEVICE

### Installing Therapy Unit

The Therapy Unit can be used on its own for the application of heating or cooling. If you wish to use compression therapy too, the Therapy Unit should be paired with the Pump Unit and Compression wrap. To do this:

- ① Align the Therapy Unit with the cradle.
- ② Locate the slot in the front of the Therapy Unit against the plastic spring, and push the Therapy Unit forwards (see image below).
- ③ Lower the Therapy Unit down into the cradle. Allow the spring to push back, locking the Therapy Unit in place.



#### Precautions

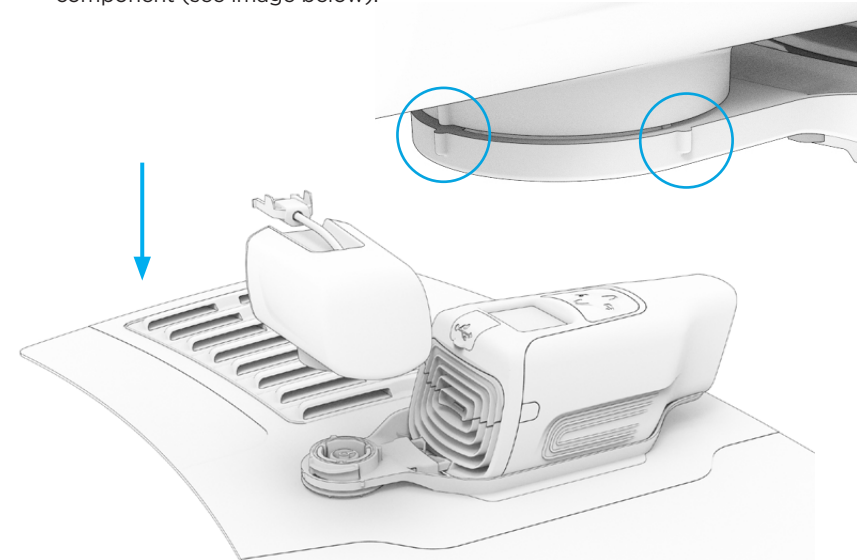
- ⚠ Check the Therapy Unit is secure by pulling it up and away from the cradle.
- ⚠ Do not obstruct the air inlet or exhaust at either end of the Therapy Unit.

## USING YOUR PROMOTION EV1 DEVICE

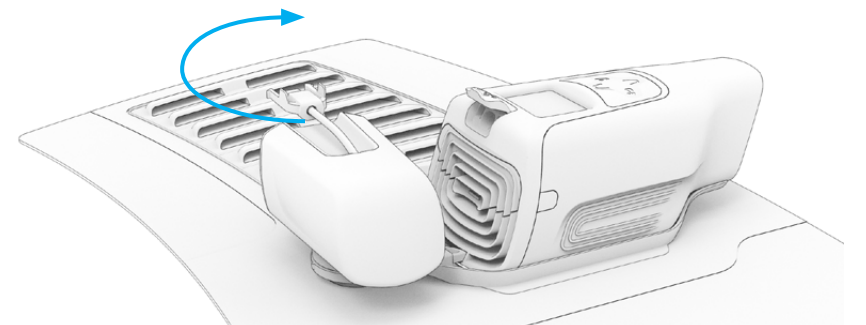
### Installing Pump Unit

The Pump Unit attaches to the Compression wrap via a simple bayonet fitting. To attach it:

- ① Align the Pump Unit with the port on the cradle. Align the pips on each component (see image below).



- ② Gently support the compression wrap under the bayonet
- ③ Start to rotate the Pump Unit clockwise. The bayonet will begin to engage.

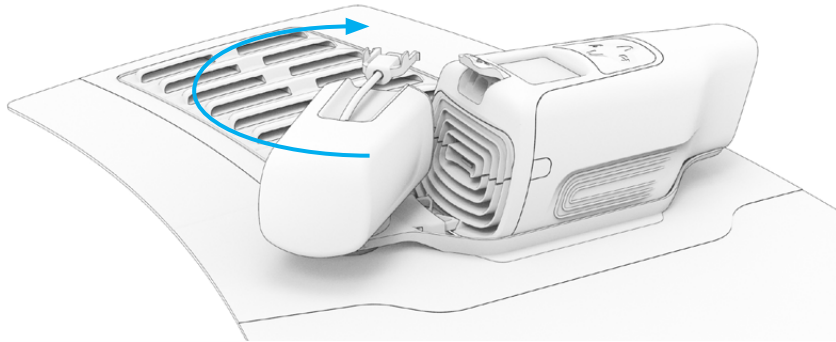


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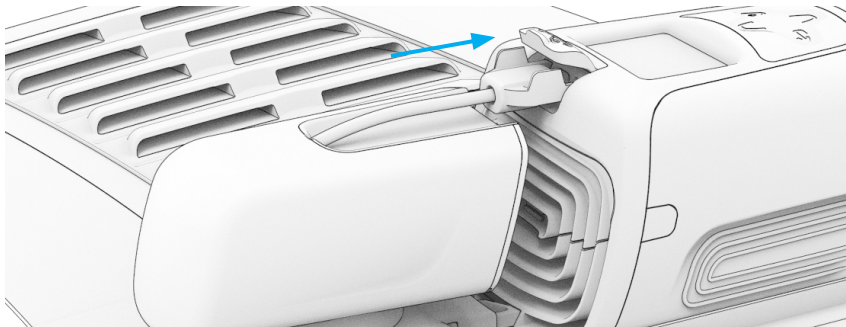
## USING YOUR PROMOTION EV1 DEVICE

### Installing Pump Unit

- Continue to rotate the Pump Unit, until it is inline with the Therapy Unit.



- Push the Pump unit cable and clip into the USB port on the Therapy Unit until it clicks into place.

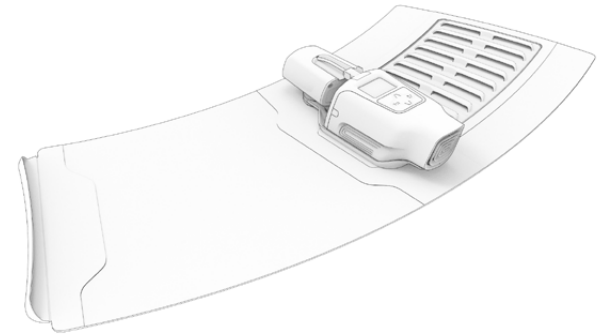


#### Precautions

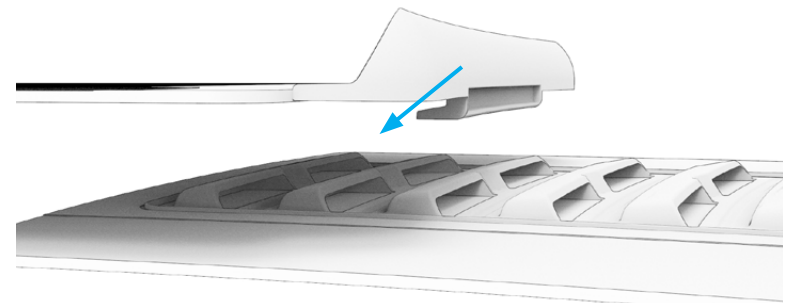
- ⚠ Check that the Pump Unit fits the bayonet port correctly before use. The Pump Unit should be 'parallel' with both the Therapy Unit and the cradle.

## USING YOUR PROMOTION EV1 DEVICE

### Fitting Compression wrap



- Carefully locate the assembly by placing the Therapy Unit over the injury site.
- Wrap the Compression wrap comfortably around the limb - It should be secure enough not to slip, but not tight.
- Locate the wrap handle into the adjustment array, securing the wrap assembly in place.

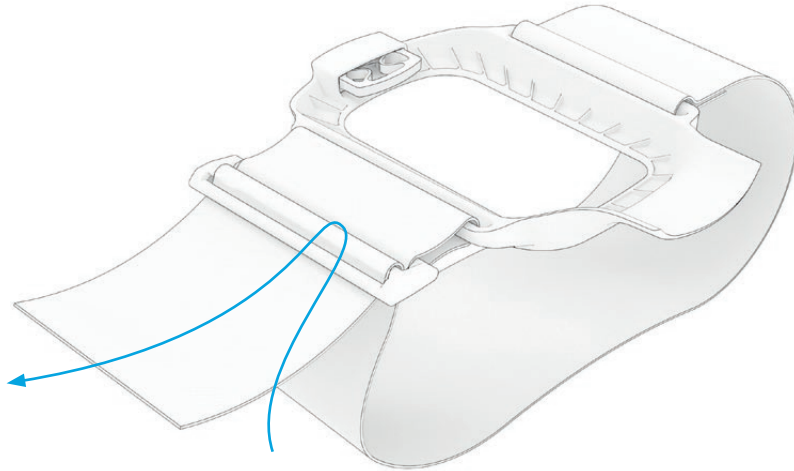


#### Precautions

- ⚠ Do not over tighten the Compression wrap around the limb. The wrap will secure itself when inflated.

## USING YOUR PROMOTION EV1 DEVICE

### Fitting the universal strap



- ① Align the Therapy Unit with the cradle, and push it into place.
- ② If not already located, push the strap up through the buckle, then pass it back through the buckle as shown above
- ③ The strap and Therapy unit can now be secured to the body as required

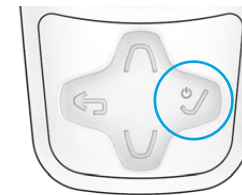
## USING YOUR PROMOTION DEVICE

### Powering up and using the device

The *ProMOTION* EV1 device is now ready for use. Use the keypad to turn the device on, navigate the menus, and turn the device off again.

- ① Press and hold the 'Select' button to power the Therapy Unit on. Release the button once the display lights up.

Key pad

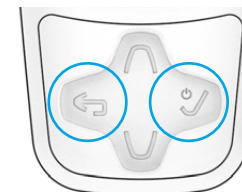


Display

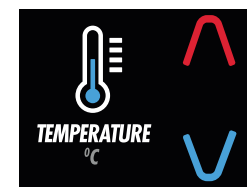


- ② Use the keypad to navigate the menus. Pressing the 'Up' & 'Down' buttons will cycle through the menus or adjust the levels. Use the 'Select' and 'Go back' buttons to make a selection or return to the previous menu. Temperature, compression and duration can be adjusted and selected.

Key pad



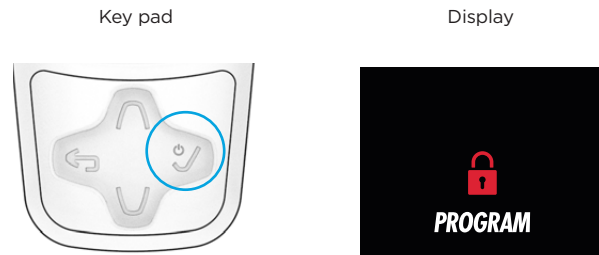
Display



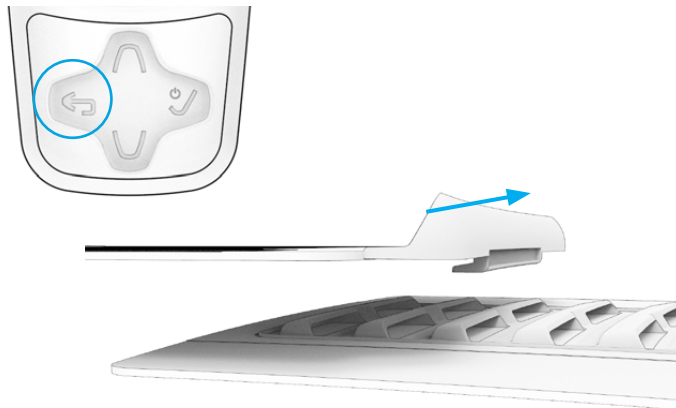
## USING YOUR PROMOTION EV1 DEVICE

### Powering up and using the device

- ③ Once you have selected a program, press 'Select' to begin. A timer will appear in the display counting down the time to program completion, while the keypad will light up blue or red depending on the chosen temperature. To pause or stop a program, hold the 'Go back' button until the on-screen padlock displays as open. Then press the button again to stop the program.



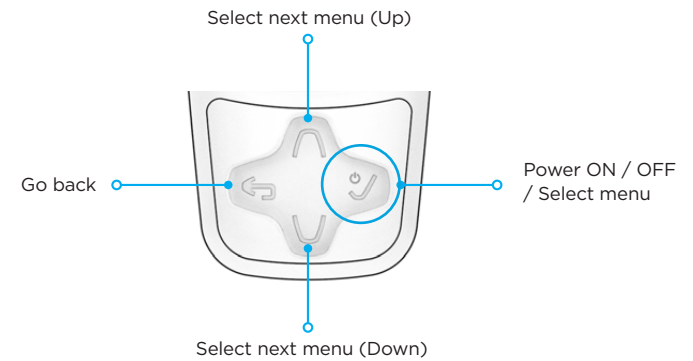
- ④ The Compression wrap will start to deflate before the end of the program. Once the program is complete, the device will revert to standby mode and the wrap can be removed. Once the wrap has deflated, gently pull the handle free of the sizing array.



## USING YOUR PROMOTION EV1 DEVICE

### Powering down

- ① Press and hold the 'Select' button to turn the Therapy Unit off.



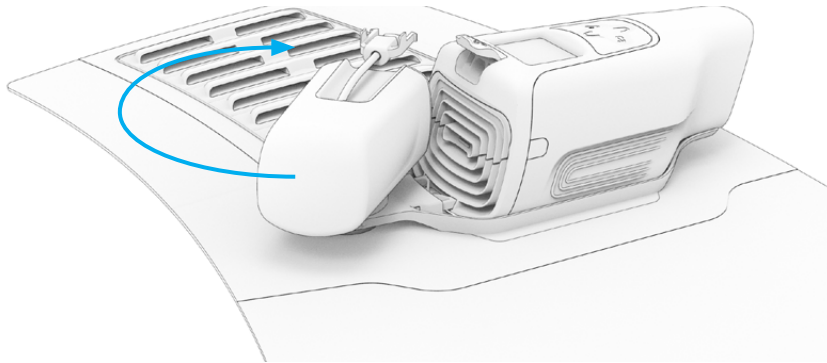
## USING YOUR PROMOTION EV1 DEVICE

### Removing the pump and therapy unit

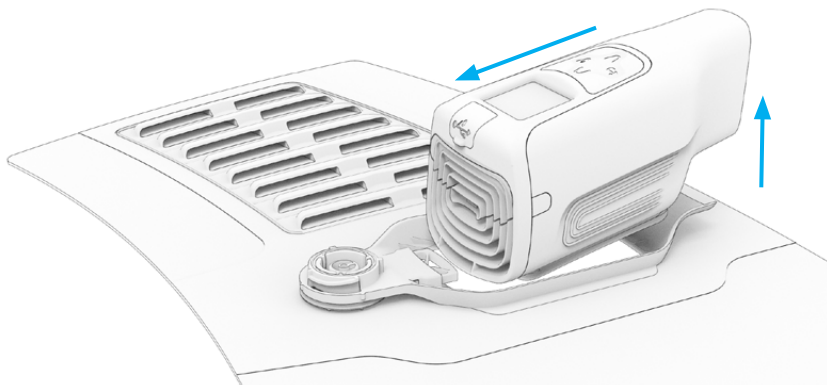
#### Precautions

- ⚠ Do not attempt to remove the wrap while it is inflated. Wait a few seconds after the device has switched off to allow the air pressure to drop.

- 1 Squeeze and gently pull the Pump connection clip to remove it. Then rotate the pump anticlockwise to remove it.



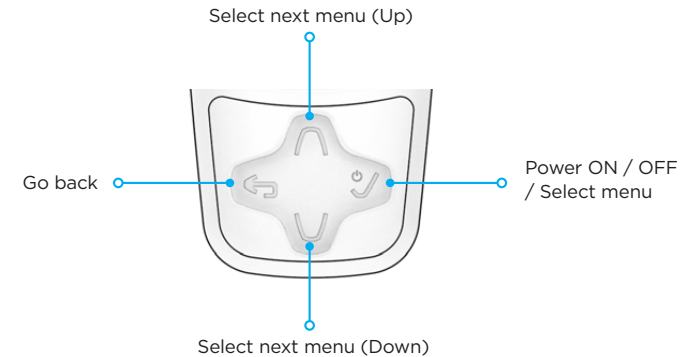
- 2 Push the Therapy Unit forwards while lifting it out of its cradle.



## MENU OVERVIEW

The *ProMOTION EV1* menu system enables you to create and repeat new therapy programs, and access pre-designed routines.

Use the keypad to navigate to each menu. Pressing the up or down keys will adjust the setting. Once you are happy with your choice, press 'Select' - the device will retain your input.



After powering up, the Therapy unit will display a series of menus enabling you to operate and program the device. 'New', 'History' and 'Programs' give access to new, old and pre-programmed routines:



#### New

Selecting 'New' will create a new program, where temperature, program duration and compression levels can be amended to suit.



#### History

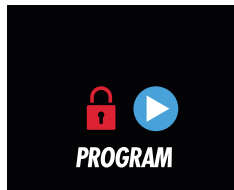
Selecting 'History' allows you to access previously completed programs.

## MENU OVERVIEW



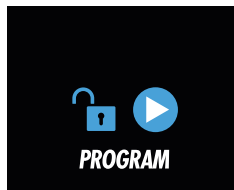
### Programs

Selecting 'Programs' allows you to access pre-defined programs, such as those created by a Physiotherapist or other Healthcare professional.



### Padlock (closed) - Device in use

During a program, this screen is displayed. Press and hold 'Go back' to unlock the screen. Press 'Go back' again to stop the program.



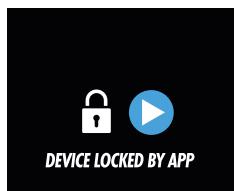
### Padlock (open) - Device unlocked

This menu displays when the device is unlocked. Press 'Go back' again to stop the program.



### Battery low

The battery does not have enough charge to complete a program. Please remove it for charging.



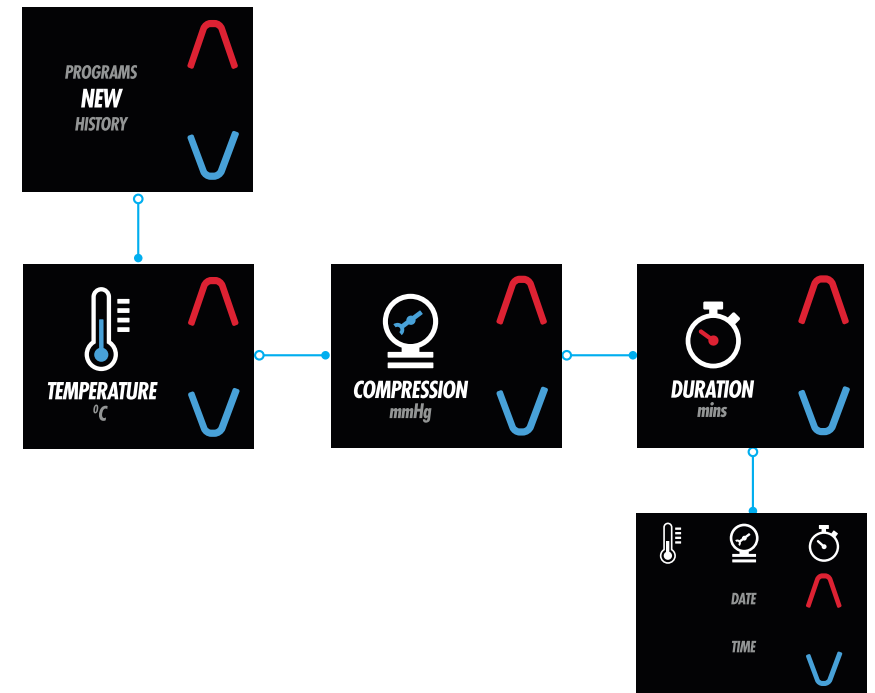
### Locked

The device is under control of the app.

## MENU OVERVIEW

**New** - Selecting 'New' will create a new program, where temperature, program duration and compression levels can be amended to suit:

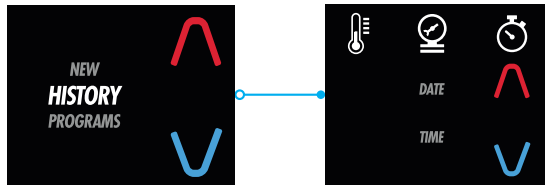
- ① Use the keypad to navigate to each menu (Temperature, Duration, Compression).
- ② Press 'Up' or 'Down' to adjust the setting.
- ③ Press 'Select' to proceed to the next menu.
- ④ Once you are happy with your choices, press 'Select' to proceed to the summary page. Press 'Select' to initiate the program.



## MENU OVERVIEW

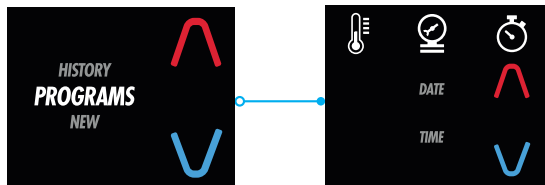
**History** - Selecting 'History' gives access to the last 10 previously completed programs. Note that the *ProMOTION EV1* App gives further access - up to 100 programs:

- ① Pressing 'Up' or 'Down' allows the user to view the program details.
- ② Press 'Select' proceed to the summary screen.
- ③ Press 'Select' to initiate the program.



**Programs** - The 'Programs' function gives access to pre-programmed therapies. 10 slots are available, the first 3 of which are default programs created by *ProMOTION* (see next page). Programs created in the *ProMOTION EV1* App can be saved in the remaining slots:

- ① Select 'Programs', then press 'Up' or 'Down' to choose a program.
- ② Press 'Select' to view a program's details. Contrast therapies will display each cycle as a number e.g. 01/05, with the details of each cycle displayed to the left of the screen.
- ③ Press 'Select' proceed to the summary screen.
- ④ Press 'Select' to initiate the program.



## Default Programs

- ① Cold: 6°C, 75mmHg for 20 minutes.
- ② Hot: 40°C, 30mmHg for 20 minutes.
- ③ Contrast: Cycles between 6°C @ 75mmHg and 40°C @ 30mmHg for 20 minutes

### Precautions

- ⚠ Please do not remove components from each other while the device is in use. Doing so may cause inadvertant system error.
- ⚠ If the Pump connection cable or Pump Unit are disconnected at any stage, simply reconnect it. The Pump Unit will take a few moments to recalibrate before continuing the program.
- ⚠ The Therapy Unit will not recall incomplete or interrupted programmes. If the battery is removed during a program, the device will reset from startup.
- ⚠ Please note that using the system in an environment with a high or low ambient pressure or temperature may affect the ability for the unit to provide adequate cooling, heating or compression.
- ⚠ Excessive movement during a program is not advised, as this can alter pressure in the compression system, causing ineffective treatment.
- ⚠ Failure to properly follow the set-up instructions may result in inadequate therapy. Ensure all components are present before use.
- ⚠ Power the Therapy Unit down before removing it from the cradle.
- ⚠ It is recommended that the *ProMOTION EV1* device is disassembled and placed back into protective casing for storage transport.



## PROMOTION EV1 APP

The *ProMOTION EV1* App allows the user to create and store customised therapy programs, targeting specific temperature zones or compression levels, and also giving the user the ability to create and use contrast therapy cycles.

In addition, the app can be used to create essential user information and notes, view therapy history, save history logs to PC & Mac, and share files on Android and iOS.

To access this functionality, you must first connect the Therapy Unit to your app device:

### Bluetooth connectivity

- ① Turn the Therapy Unit on, and initiate the *ProMOTION EV1* App.
- ② In the app, search for your device.
- ③ Select your device from list and wait until it connects - your device screen will be locked out once connected.

### Using the App

From the Home screen, the app will display a series of options:

- Select 'Default Program' to select a predefined program.
- Select 'New Program' to define your own program.
- Select 'Program History' to access previously completed programs.

## PROMOTION EV1 APP

### Default Programs

The *ProMOTION EV1* device and app allocates ten program slots. Three of these are default programs created by *ProMOTION EV1*, the rest are available for users to create their own programs for use at a later date. Programs created here are automatically saved when you initiate them.

### Programs 1-3

- ① Select a program slot - the app will display the parameters of the program.
- ② Press the 'Select' button to start your program.

### Programs 4-10

- ① Select a program slot.
- ② Select 'Fixed' or 'Contrast' from 'Program Type'\*.
- ③ Name your program.
- ④ Create the parameters of the program - Select a menu and use the up and down keys to adjust the setting.
- ⑤ Press 'Select' to start your program.

\* Note that Contrast Therapy provides multiple cycles with the opportunity to tailor each cycle depending on your requirements.

## PROMOTION EV1 APP

### New Programs

The New Program option in the *ProMOTION EV1* App allows the users to create a program from scratch. These can be later saved using the app:

- ① Select 'New program'.
- ② Select 'Fixed' or 'Contrast' from 'Program Type'.
- ③ Create the parameters of the program.
- ④ Press 'Select' to start your program.

### Program History

The *ProMOTION EV1* App allows you to access the last 100 program logs used by the device. To access the list of programs:

- ① Select 'Program History'.
- ② Scroll through the history logs. They are listed chronologically, from newest to oldest.
- ③ Tap a program to open it up and review it's parameters.
- ④ Press 'Select' to start the program.

History logs can be downloaded from the app in the form of a CSV file. To do this select the download button from the program summary page

**Please note:** App functionality may change over time

## CLEANING, MAINTENANCE & STORAGE

### Therapy Unit & Pump Unit

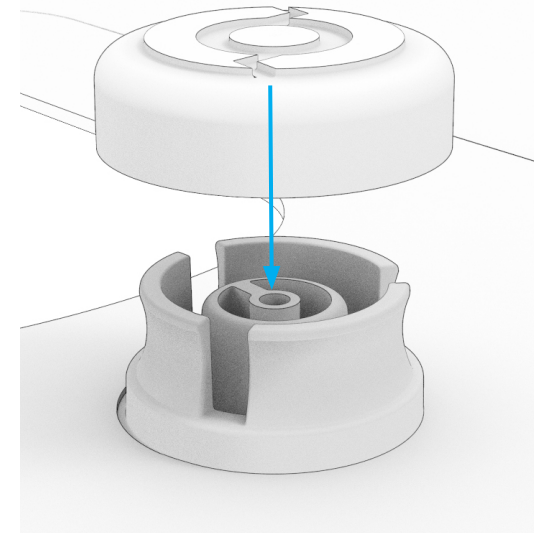
The exterior of the device can be cleaned with a soft, damp cloth. Do not use any solvent-based cleaners or abrasive materials.

**⚠ Caution:** The *ProMOTION EV1* is not a waterproof device. Do not apply a direct stream of any liquid onto the device, submerge it, or allow any liquid to pool on the device.

### Compression Wrap & Strap

The fabric parts of the *ProMOTION EV1* can be cleaned with cold water, using a soft, damp cloth and mild detergent or antibacterial soap.

**⚠ Do not immerse the wrap in liquid.** Use the supplied bung to prevent water from entering the internal bladder (see image below). Always remove the Therapy and Pump Units from the Compression wrap before cleaning. If needed, the plastic parts of the wrap may be cleaned by wiping down with commercial non-bleach cleaning wipes or hand washed using a very small amount of mild detergent or antibacterial soap. **DO NOT MACHINE WASH.** Hang to dry.



## CLEANING, MAINTENANCE & STORAGE

### Maintenance

It is recommended to inspect and clean the device twice a week, although this is dependent on usage. No product maintenance beyond cleaning should be performed by the user. If your device requires maintenance, please contact the manufacturer.

### Storage

- Recommended storage temperature conditions: 1°C - 35°C (34° - 95°F)
- Relative humidity: 10% - 95% non-condensing.

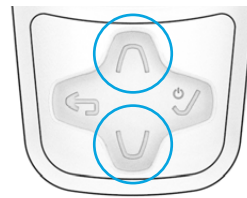
### Battery storage information

- Recommended battery storage temperature conditions: 1°C - 35°C (34° - 95°F)
- Storing the battery at temperatures outside of the recommended range may negatively affect the life of the battery.
- Store the battery with charge for optimum life. Do not store the battery in a discharged condition.

### Precautions

- It is recommended that the *ProMOTION EV1* device is used at Tropospheric Pressure levels (1.075 Bar). The device should not be used on an aircraft.
- Do not leave the device in direct sunlight. The UV light may damage or discolour the device.

## TROUBLESHOOTING

Error description	Possible cause
Therapy Unit will not turn on or function as desired	<ul style="list-style-type: none"> <li>• Battery charge may be insufficient - please recharge</li> <li>• Check that battery is correctly inserted into the Therapy Unit</li> <li>• Check for foreign object contamination in the battery connections</li> <li>• Battery may be damaged or expired - please contact <i>ProMOTION</i> Customer services</li> <li>• Ambient Temperature &amp; Humidity may be outside recommended range - wait until within range</li> <li>• If the problem persists, please contact <i>ProMOTION</i> Customer Services</li> </ul>
Therapy Unit will not achieve desired temperature	<ul style="list-style-type: none"> <li>• Battery charge may be insufficient - please recharge</li> <li>• Ambient Temperature &amp; Humidity may be outside recommended range - wait until within range</li> <li>• Battery may be damaged or expired - please contact <i>ProMOTION</i> Customer services</li> </ul>
Pump Unit does not operate as desired	<ul style="list-style-type: none"> <li>• Is the Pump Unit connected properly? - Check that the Pump connection cable is securely plugged into the Therapy Unit</li> <li>• Is the Pump Unit mounted correctly? Check that the Pump Unit is correctly mounted to the cradle. The Pump should fit parallel with the bayonet</li> <li>• Pump Unit may be damaged - please contact <i>ProMOTION</i> Customer services</li> </ul>
Compression Wrap does not inflate as expected	<ul style="list-style-type: none"> <li>• Check that the wrap is not damaged or punctured - please contact <i>ProMOTION</i> Customer services if you require a new wrap</li> <li>• Is the bladder valve leaking? Ensure the bladder valve is correctly located into the cradle, and that the Pump Unit is correctly attached to the cradle</li> <li>• Check that the wrap is not tightly stretched around the limb prior to inflation - the wrap should only be tight enough to not slip</li> <li>• If the problem persists, please contact <i>ProMOTION</i> Customer Services</li> </ul>
Battery does not charge / no lights displayed during charging	<ul style="list-style-type: none"> <li>• Check that the charger is correctly inserted into the battery pack</li> <li>• If the problem persists, please contact <i>ProMOTION</i> Customer Services</li> </ul>
<b>Factory reset</b>	
	<p><b>A Factory reset will delete the:</b></p> <ul style="list-style-type: none"> <li>• custom treatments</li> <li>• user info</li> <li>• user notes</li> <li>• treatment history and logs.</li> </ul> <p>Hold down 'up' button for ten seconds, then 'down' button to confirm when prompted</p>

**NOTES**

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[www.promotion.fitness/resources](http://www.promotion.fitness/resources)



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