



Cold/Hot Temperature Therapy Unit Troubleshoot Guide

The JetStream® Cold/Hot Temperature Therapy Unit features a patented Automatic Temperature Control (ATC™) that measures and regulates temperature to provide therapeutic cold or hot therapy without manual adjustment.

Refer to the LED light on the back of the unit to indicate the status. If the LED light is:

- **Red:**

- **COLD mode:** The unit is below 40°F. The unit will not pump water to the blanket to reduce the chance of injury. Once the unit temperature increases above 40°F, the pump will turn on.
- **HOT mode:** The unit is above 120°F. The unit will not pump water to the blanket to reduce the chance of injury. Once the unit temperature decreases below 120°F, the pump will turn on.

- **Green:** The unit is operating properly and efficiently. It may appear that the blanket is not consistently filled with water. This is a normal result of the ATC™ feature as the pump runs at different speeds to keep the temperature within the therapeutic zone (40-50°F COLD; 80-120°F HOT).

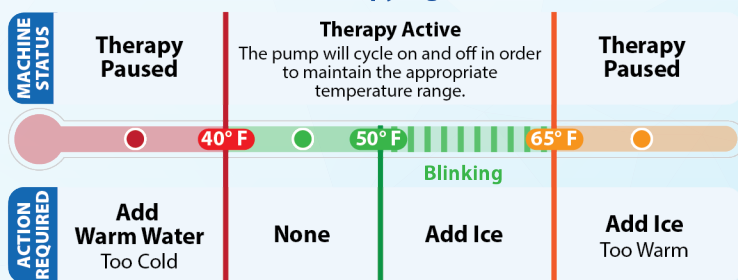
- **Blinking Green (COLD mode only):** The unit is still within the therapy zone, but you will need to add ice soon. Check the unit often and replace the ice once it has melted.

- **Amber:**

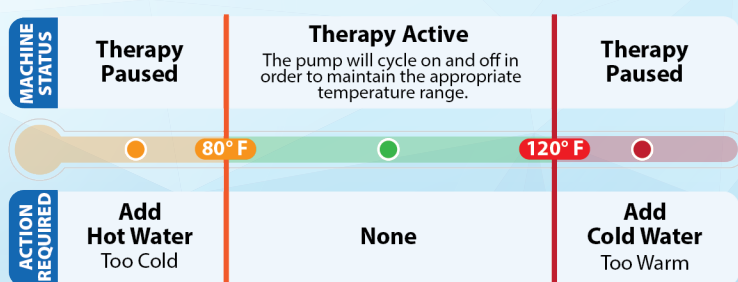
- **COLD mode:** Replace ice. The unit temperature has risen above 65°F.
- **HOT mode:** Add hot water. The unit temperature has fallen below 80°F.

- **Blinking Red:** See below for more details.

Cold Therapy Light Guide



Hot Therapy Light Guide



VERY IMPORTANT: IF THE LIGHT IS BLINKING RED, FOLLOW ALL STEPS BELOW.

1. Check the level of the water and ice (COLD only). Fill with water to the WATER FILL LINE, and fill with ice to the ICE FILL LINE (COLD only).
2. Ensure the hose blanket connection is secure. The therapy blanket should click TWICE when connecting to the unit hose.
3. Ensure the hose is not kinked.
4. Ensure the therapy blanket is not folded.
5. Ensure the blanket isn't elevated too high, which can restrict the water from properly flowing.

NOTE: UNIT MUST BE RESET AFTER STEPS 1-5 HAVE BEEN COMPLETED. Turn the switch on the power cord to "off" and let sit for 10 seconds to reset the unit. Turn the switch back to "on" for therapy.

Reference the JetStream Cold/Hot Temperature Therapy Unit "User Guide" on the side of the unit for additional information regarding the light display.



Cold/Hot Temperature Therapy Unit Best Practices

Increase Therapy Time	Increasing the size of the ice will increase therapy time.
Connecting Blanket	When connecting the blanket to the unit, make sure you hear TWO audible clicks. Gently tug on the hose from both ends to make sure you have a secure connection.
Place The Unit Above The Blanket	<p>The JetStream Cold/Hot Temperature Therapy Unit should be placed level with or above the blanket. If the unit is placed below the blanket, the pump will have to work harder to pump the water against gravity, which reduces the lifetime of the pump and increases the noise level.</p> <p>For most efficient pumping, place the unit on a table or chair, or secured to the bed rail with the strap provided on the handle.</p> <p>Make sure the tubing is not lying on the floor as stepping on the tubing can damage the device.</p>
Leaking At Blanket Connection	If the unit is leaking at the connection site, the connection did not form a proper seal. Turn the unit off, disconnect the blanket from the hose and reconnect making sure you are connecting it straight on (i.e. not from an angle). After you hear TWO audible clicks, gently tug on the hose from both ends to make sure you have a secure connection. RESET THE UNIT. Turn the switch on the power cord to “off” and let sit for 10 seconds. Turn the switch back to “on” and check to ensure the connection is no longer leaking.
Reduce Noise Level	The JetStream Cold/Hot Temperature Therapy Unit will have a soft hum while pumping. Place the unit on a towel to help muffle the noise of the pumps vibration.
Condensation May Occur	Condensation on therapy blankets and connections may occur when in use depending on the air temperature and temperature at the treatment site. This is normal; however, DO NOT continue use if skin barrier becomes moist. Change to dry barrier as necessary.
Remove Water After Use	Unplug the unit. Remove the water from the reservoir. Hold the blanket above the reservoir and roll it to remove as much water as possible. Disconnect the blanket. Remove the remaining water from the reservoir.

IMPORTANT: This guide is designed to help troubleshoot some of the most common concerns with the DeRoyal® JetStream® Cold/Hot Temperature Therapy Unit. It is meant to be used as a quick reference and **IS NOT** intended to replace the JetStream® Cold/Hot Temperature Therapy Unit “User Guide”. Please continue to reference the “User Guide” for a complete list of instructions, indications, contraindications, safety alerts and warnings, and any other applicable information.

If an issue arises and none of these solutions work, please call DeRoyal Customer Service.

DeRoyal Support | Phone: 1-800-DEROYAL | Email: customerservice@deroyal.com



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