



# COLD THERAPY SYSTEM

**WITH PATENT-PENDING PROGRAMMABLE  
TIMER & TEMPERATURE FLOW CONTROL**

## INSTRUCTIONS

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Patients and medical professionals should carefully read all of the following instructions and warnings before using and operating the Polar Active Ice® Cold Therapy System.

**Polar Products, Inc. will not be liable for injuries that result from misuse or misapplication of this system.**



# ACTIVE ICE SYSTEM COMPONENTS

**9-QUART OR  
16-QUART COOLING  
RESERVOIR WITH  
INSULATED TUBING  
#AIS3.0**



**ACTIVE ICE® POWER  
SUPPLY #PS-AIS**



**PROGRAMMABLE TIMER  
& TEMPERATURE FLOW  
CONTROL #DFT**

**THERAPY PAD AS SPECIFIED WITH PURCHASE  
COMES WITH YOUR SYSTEM.**

**WARNING:** Possible cold related injuries: The Active Ice® Cold Therapy System can seriously injure skin if improperly used. Follow all instructions to ensure patient safety. Use only under the direction and supervision of a licensed healthcare provider.

**NOTE:** Due to health and hygiene regulations, all Active Ice® Cold Therapy products and parts are non-returnable once used.



**SCAN TO SEE ALL  
THERAPY PAD  
OPTIONS FOR  
YOUR ACTIVE ICE®  
SYSTEM.**

**SCAN TO SEE  
ALL ACCESSORY  
OPTIONS FOR  
YOUR ACTIVE ICE®  
SYSTEM.**



# PLEASE READ INSTRUCTIONS THOROUGHLY BEFORE USE

**USE ONLY AS PRESCRIBED:** Patients first need to be assessed by their physicians for contraindications, risk factors, and medical history, before using this product. Supervision may be necessary to ensure precautions are followed, especially with young children and the elderly. Adhere strictly to your healthcare provider's instructions regarding use, treatment times, treatment frequency, settings, self-assessment and best practices regarding your specific condition. See page 10 of this instruction manual for more information on warnings and risk factors for cold-induced injury and/or contraindications.

**WARNING: An insulation barrier is required.** Do not allow direct contact with the skin. Always use an insulation barrier between the skin and the Active Ice® therapy pad. Failure to use an insulation barrier between the therapy pad and the skin can lead to injury. If post-surgery dressing or bandages on target therapy area do not completely cover the skin, place a piece of fabric over the bandage to ensure complete skin coverage.

**CAUTION:** Therapy pad is not sterilized, never use on broken or bleeding skin. The insulation barrier must be dry. If moisture is present in the insulation barrier the skin may become colder than intended. If moisture is found, replace with a dry barrier immediately.

## SET-UP AND USAGE

*If you would like to watch our video showing you how to set up your system, scan the QR code to the right. It is available to view on our website at [polarproducts.com](http://polarproducts.com), as well as our YouTube channel.*

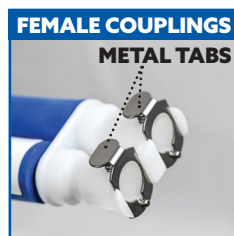


### 1. SETTING UP THE SYSTEM

a. **CAUTION: Always begin with power supply unplugged.** Do not turn on the system until all connections are complete and the insulated tubing from the cooling reservoir to the therapy pad is free from bends or restrictions, as this will restrict water flow through the system.

b. Connect the therapy pad tubes to the Active Ice® System tubes with the quick disconnect couplings. Be sure the tabs on the female couplings are pushed all the way down, then insert the male couplings into the female couplings. Couplings “click” when they are properly locked together.

c. Open the reservoir and add 16.9 oz (500 ml) frozen water bottles (**manufacturer's recommendation**). You can use up to 6 bottles for the 9-quart and up to 12 for the 16-quart system. Make sure to remove the labels from the water bottles before use. Then fill the system with clean, cold water to the water fill line in the cooling reservoir. Using frozen water bottles instead of ice will make the water stay cold longer and does not require emptying the excess water from the melted ice.



## SET-UP AND USAGE (CONTINUED)

If using ice, open the reservoir and fill with cold water until the pump is submerged. Then fill to the top with ice to the water return flow tube located near the top of the reservoir. Be sure water covers the pump in the reservoir.

**CAUTION: NEVER OPERATE THE UNIT WITHOUT WATER!**

**OPERATING TIP:** Have a second set of frozen water bottles ready so you can easily swap them out and put the first set back in the freezer.

d. Plug the power supply into a wall outlet. Then plug the Programmable Timer and Temperature Flow Control (#DFT) into the power supply. Finally, plug the programmable timer into the electrical jack on the plate side of the cooling reservoir. Ensure all connections are secure.

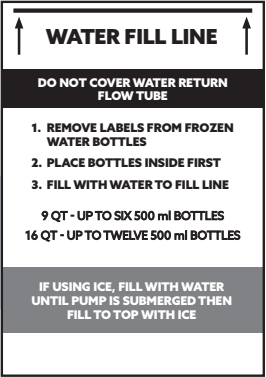
### e. Programmable Timer and Temperature Flow Control Instructions

*If you would like to watch our video showing you how to use your digital timer, scan the QR code to the right. It is available to view on our website at [polarproducts.com](http://polarproducts.com), as well as our YouTube channel.*



**Note:** Remove the plastic screen protector.

1. This combination control is plugged-in between the power supply and the cooling reservoir. It has four (4) temperature flow settings: 4 (coldest), 3, 2 and 1 (least cold). The timer function may be set in 10-minute increments up to 990 minutes for both “ON” and “OFF.”
2. The center button is both the on/off switch and to set the temperature flow control.
3. When the therapy system is set-up and ready to turn on, push the center button to turn the system on.
4. The system will immediately turn on and the LED display will show the number “4,” then “ON,” then “10.”
5. The system’s default setting at start-up is set at the coldest temperature setting of “4” and the timer is set to cycle 10 minutes on and 10 minutes off.
6. Increase or decrease the ON time by pressing the right (+) or left (-) button.
7. Increase or decrease the OFF time by pressing the top (+) or bottom (-) button.



### TO COOLING RESERVOIR



**#DFT**

### TO POWER SUPPLY



8. The timer will cycle the system on and off per the set times until they are changed or the system is turned off.
9. If it is desired to have the system on for a certain number of minutes then turn off with no cycling, then set the time off to “0”.
10. To regulate the water flow, press the center button once to show the default flow setting of “4.” Press the center button again and the flow control will drop to setting “3”. Press it again and it will drop to “2”, then again to have it drop to “1” and one final time will turn the system off.
11. The system will maintain the water flow settings throughout the on and off cycles but will return to the default setting of “4” if turned off.
12. As long as the timer is plugged in, the last “on” and “off” setting will automatically come up each time it is turned on. However, the temperature flow control will revert back to the coldest setting “4.”
13. If the timer is unplugged, the sequence starts over at number 2 above.

**Please be advised:** it is normal to have minimal flow at the lowest setting (“1”).

**CAUTION: Always follow your healthcare provider’s directions in regards to treatment time, “on” and “off” cycles, and skin inspection.**

***This programmable timer and temperature flow control is ONLY compatible with the Polar Products Active Ice® 3.0 Cold Therapy System.***

- g. Lay the connected therapy pad on a level surface with the cooling reservoir and press the “on/off” button on the programmable timer. Water will begin circulating through the therapy pad and back into the cooling reservoir via the water return flow tube. Allow the system to run several minutes before securing the therapy pad to the target body part. This will ensure good flow through the system. Always ensure there is water flowing out of the return tube into the cooling reservoir.



- h. Use the elastic belt(s) with hook and loop tabs to secure the therapy pad comfortably on the target body part. (See “Therapy Pad Usage” section on page 7 in this manual for proper fit with elastic belts.) **CAUTION: Always use an insulation barrier, such as a t-shirt, leggings (or other clothing), cast padding or elastic bandage, between the therapy pad and the skin.**
- i. When the water temperature has risen above the desired level, refill the reservoir with ice. (See steps ‘c’ and ‘d’.) Drain water if necessary.
- j. Confirm water is flowing out of the return flow tube at the top of the cooling reservoir when the system is on.

**Skin Inspection: Inspect the skin under the therapy pad as instructed by your healthcare provider.**

**CAUTION: Stop use and contact your healthcare provider immediately if you experience any adverse reactions, such as increased pain, burning, itching, increased swelling, blisters, increased redness, discoloration, welts, other changes in skin appearance, or any other reaction identified by your healthcare provider.**

## SET-UP AND USAGE (CONTINUED)

**OPERATING TIP:** If using ice, be sure to take water out of the cooling reservoir as it builds up. This will prolong the life of the ice by keeping an optimum ice to water ratio. It also will keep the water level low so spilling is much less likely.

### 2. ENDING THE THERAPY SESSION

Turn the system off and disconnect the power supply. Press the tabs on the female couplings and gently pull the therapy pad tubes from the system tubes.

### 3. CARE AND MAINTENANCE

If using frozen water bottles, the water in the reservoir may be reused. We recommend changing the water daily. Periodically drain and rinse the cooling reservoir with warm, antibacterial soapy water, as needed. Once every 2 weeks, while using the system, pour 16 ounces of Isopropyl (Rubbing) Alcohol in the reservoir along with the ice and water. Allow the alcohol and water mixture to circulate through the tubing and therapy pad for at least 30 minutes then drain and replace with clean water.

### 4. CLEANING AND EXTENDED STORAGE

**Note:** *It is not possible to remove all of the water from the therapy pad, system and tubing; therefore follow these instructions before extended storage.*

- a. To clean the system after you have finished all of your cold therapy treatments and prior to extended storage, fill the reservoir with water to the fill line and mix in 2 tablespoons of liquid bleach.
- b. Connect the therapy pad to the system and turn the system on.
- c. Allow the water/bleach mixture to circulate for 10 minutes. This will help keep the system clean.
- d. Turn system off and unplug the power supply.
- e. To drain your therapy pad, keep it connected to the system, then lift it straight up to allow the remaining water to drain into the cooling reservoir. Carefully drain the water and bleach mixture out of the reservoir and wipe dry. Store in a cool dark place leaving the lid slightly open. (Exposure to sunlight, extreme heat and temperature fluctuations may damage tubing and system.)
- f. When reusing the system after extended storage, fill the reservoir with clean water. Connect the old therapy pad and turn the pump on to circulate the water through the hose and therapy pad and flush remaining water mixture out of the system (use the old therapy pad for this procedure; discard the therapy pad after cleaning is completed). A new therapy pad should be purchased from Polar Products when using the system after extended storage.
- g. Dispose water and refill the reservoir with fresh ice and water. Follow the operating instructions in this manual before use.
- h. Before you use the system, inspect tubes and therapy pad for any tears or breaks.

# THERAPY PAD USAGE

For use only with the Active Ice® System manufactured by Polar Products, Inc.

**WARNING:** Read and follow all instructions, cautions and warnings provided with the Active Ice® System before using this therapy pad or operating the therapy system. This product must be used in accordance with all instructions provided with the system. Polar Products, Inc. will not be liable for injuries that result from misuse or misapplication of this system.

**CAUTION:** Always use an insulation barrier between the therapy pad and the skin. Use an additional insulation barrier over a sterile dressing that does not completely cover the skin. Never use this non-sterile therapy pad directly on the skin.

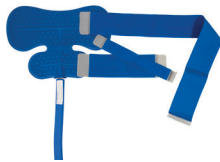
Position the therapy pad on the target body part with the fabric side away from the body. Elastic belt(s) with hook & loop attachment are provided with all therapy pads. Wrap the belt around the target body part and attach back onto the therapy pad. Adjust the belt for comfort. All elastic belts and therapy pads are hook & loop compatible.

**CAUTION:** Do not over-tighten the elastic belt(s) or pinch the tubes or therapy pad. Be sure the tubes are not restricted or bent, as this will restrict water flow through the entire system.

## POLAR'S BEST SELLING THERAPY PADS



**KNEE & JOINT**  
(#KB)



**BROAD COVERAGE SHOULDER**  
(#SB)



**FULL COVERAGE FOOT & ANKLE**  
(#FB)



**RECTANGULAR**  
(#RB)



**FULL CIRCUMFERENCE KNEE**  
(#KBFULL)



**EXTENDED COVERAGE HIP**  
(#HP)



**UNIVERSAL "U"**  
(#UB)

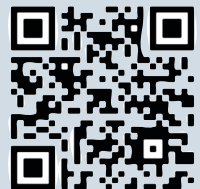


**BLANKET**  
(#BB)



**HEAD CAP**  
(#HC)

To see all of the 15+ therapy pads available, scan the QR code below. You can also view them in the "Shop Hot & Cold Therapy" section of our website. Select "Active Ice® 3.0 Therapy Pads."



## TROUBLESHOOTING GUIDE

For troubleshooting assistance, we strongly recommend you watch our video going through some of the steps below. Scan the QR code to the right. If the possible solutions suggested below do not address your problem, please call our Customer Service department at 800.763.8423 and we will do everything possible to help.



***NOTE: Never run the pump without it being completely submerged in water!***

### **IF THE PUMP IS NOT RUNNING**

- Check the wall outlet to ensure there is power to the system. Confirm all power cords are properly plugged in and seated.
- Check to be sure the electrical connections are in the proper order: wall outlet to power supply to programmable timer to cooling reservoir.
- Remove the Programmable Timer and plug the power supply cord directly into the plate on the cooling reservoir. The system may be operated this way while a replacement programmable timer is ordered.

### **IF PUMP IS RUNNING, BUT THERE IS NO FLOW OR THE THERAPY PAD IS NOT GETTING COLD**

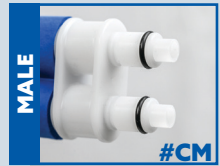
- First: Is water flowing out of the water return flow tube in the cooling reservoir?
- **If water is NOT flowing out the water return flow tube or it is flowing weakly:**
  - First: repeat steps outlined in “Setup and Usage” section (pages 3-6).
  - Check the couplings. Confirm the therapy pad is properly connected. (Couplings should “click” when properly connected.) Reseat couplings between the tubing and the therapy pad. With the pump running, disconnect couplings and then reconnect them, listening for an audible click. When connecting the couplings, be sure the metal tab on the female coupling is pushed down before trying to connect.
  - Check the water level in the cooling reservoir. Confirm the pump is completely submerged in the water.
  - Check for kinks. Ensure there are no kinks in the hoses, insulated tubing or therapy pad.
  - Adjust the belt. Ensure the belt(s) holding the therapy pad to the body are not too tight and impeding flow.
  - Check for obstructions. Turn the system off. Disconnect couplings to ensure there is not an obstruction. Remove anything lodged in the coupling or tubing. Also ensure there are no obstructions at the bottom pump intake in the reservoir.
  - Check the pump. Occasionally an air bubble can get lodged in the pump intake. The pump is held to the bottom of the reservoir with suction cups. Pull the pump off the bottom and turn the pump motor vertically to horizontally to dislodge any air bubble.



- Remove the therapy pad from the body and run the system with the therapy pad on a flat surface. If there is flow, put on the target body part while running.

**TROUBLESHOOTING TIP: ISOLATE THE PROBLEM:**

A good way to isolate the problem is to remove the couplings from the insulated tubing attached to the reservoir. To do this simply turn off the system, pull off (or cut off) the couplings, place the end of the tubes over a sink and then turn the system on. If water flows freely, there is an obstruction in the coupling, therapy pad or tubing. Couplings can become blocked with minerals, hair, etc. Use a paper clip to clear the blockage. A new coupling may be necessary. To reinstall the couplings, see the troubleshooting tip below.



- If water is flowing out the water return flow tube:
  - Make sure the reservoir is filled with ice. Note the line inside the cooler.

**IF THE SYSTEM IS LEAKING AT THE COUPLINGS**

If a leak exists, turn off the system. Disconnect and reconnect the couplings, make sure both sides are clicked-in properly. When connecting the couplings, ensure that the silver tab platform on the female coupling is pressed down prior to insertion.

*NOTE: Couplings have rubber O-rings that can become worn and dysfunctional, and may need replaced. You received two extra o-rings with your order. Replacement couplings may need to be purchased from Polar Products.*

**TROUBLESHOOTING TIP: COUPLINGS:** The couplings are a wear item. They can become difficult to connect and disconnect over time. If this happens, it is usually the rubber O-ring on the male coupling causing the problem. These O-rings can be replaced. Also, try rubbing some olive oil on the O-ring; this often fixes the problem.

**TROUBLESHOOTING TIP: REPLACING COUPLINGS**

Whenever replacing or reinstalling the couplings, always cut the tubing (and insulation if needed) back to unused tubing. Then push the coupling barbs into unused tubing. If the couplings are loose in the tubing, a small dab of cement or super glue gel on the barbs will solve the problem.

**IF THE SYSTEM IS STILL NOT WORKING**

Contact Polar Products Customer Service in Stow, Ohio at 800.763.8423 for additional assistance. Be sure to have the original invoice number, approximate date of purchase, and who the system was purchased from. Please note our warranty on page 11.

## CAUTIONS AND WARNINGS

**CAUTION:** To reduce the risk of adverse reactions and malfunction, the Active Ice® System must be used in accordance with all instructions. Read and follow all included instructions. **Use only under the direction and supervision of a licensed healthcare provider.**

Patients first need to be assessed by and discuss treatment with their physicians for contraindications, risk factors, and medical history before using this product. If used improperly, use of the Active Ice® System could result in serious injury. Supervision may be necessary to ensure precautions are followed, especially with young children and the elderly. Adhere strictly to your healthcare provider's instructions regarding use, treatment times, treatment frequency, settings, self-assessment and best practices regarding your specific condition.

**CONTRAINDICATIONS** – The Polar Active Ice® System should not be used on patients with the following conditions, including but not limited to:

- History of cold injury, frostbite or adverse reactions to cold application
- History of injury or adverse reactions to treatment
- Special care monitoring must be provided for children, patients on prolonged therapy, unconscious or incapacitated patients, patients with diabetes, and those with poor circulation
- Application areas with compromised local circulation
- Potential wound healing problems, including those from multiple surgical procedures
- Circulatory syndromes such as Raynaud's disease, Buerger's disease, peripheral vascular disease, vasospastic disorders, sickle cell anemia, and hypercoagulable clotting disorders
- Local tissue infection
- Hand/wrist or foot/ankle surgery with polyneuropathy
- Unconsciousness or incoherence due to any reason.
- Polyneuropathy or other nerve damage

**RISK FACTORS FOR COLD-INDUCED INJURY** – Including but not limited to:

- Pathological sensitivity to cold
- Young children and the elderly
- Behaviors that negatively affect circulation, such as poor nutritional habits, using tobacco, caffeine abuse, and alcohol abuse
- Cognitive impairment and use of medications that negatively impact mental capacity
- Patients with diabetes
- Application area desensitization due to local anesthesia or regional nerve blocks

- Medications that have a negative effect on peripheral vascular circulation: beta adrenergic blockers and localized epinephrine
- Excessive moisture at the application site
- Hand/wrist or foot/ankle surgery
- Communication barriers that would cause improper use of the system

**WARNING: The Active Ice® System can seriously injure skin if used improperly.**

- Follow all instructions to ensure product safety for patients and medical professionals
- If you are pregnant, please consult your healthcare provider prior to use
- If you have sensitive skin, or skin sensitivity, please consult your healthcare provider
- Active Ice® System should be kept out of reach of infants and children
- Do not use while asleep
- The Active Ice® System should not be used by an invalid, unconscious person or a person with low blood circulation without supervision
- Do not leave system unattended when operating
- Discontinue use if you experience persistent discomfort or a rash
- Monitor patients skin condition during therapy (every 30 minutes)
- The system should not be applied to cancerous lesions, wounds, infected areas or open sores
- Never unplug by pulling on the connecting cords
- Turn off when not in use
- Patients should use extreme caution when using system and should monitor skin conditions underneath the therapy pad every 30 minutes. It is recommended to take rest time from treatments. Always follow your healthcare provider's directions.

## WARRANTY AND SERVICE

**Polar Products, Inc. warrants that the Active Ice® System is fit for use under the normal use for which it is intended and free of any defects in materials and/or workmanship for one year from the date of initial purchase.**

Polar's obligation under this warranty is limited to the replacement or repair of any defective part(s) of this product. If you encounter a problem with your Active Ice® System, please call our Customer Service at 800.763.8423 to obtain a Returned Goods Authorization number (RGA).

**Please note: Health regulations prohibit us from accepting returns on used cold therapy systems unless there is a problem with its operation (as covered by the warranty.) If the system is within its 12 month warranty period, it will be repaired or replaced with a new system. Couplings are a wear item and may need to be replaced. They are available for individual purchase.**

## ACTIVE ICE® ACCESSORIES AND UPGRADES

Once you have purchased your system, we have many accessories you can purchase to add even more convenience to your cold therapy session. Check out the options below. If you need to replace or purchase an additional therapy pad, see page 7 for additional options. All therapy pads are compatible with your Active Ice® System.



### POWER TAKE OFF ADAPTER #PTOA

Plugs directly into a car, boat, RV or any 12 Volt DC power outlet, which allows the Active Ice® System to be used on-the-go.



### TIMER EXTENSION CORD #TEC

The 8-foot timer extension cord allows flexibility to position the timer as desired.



### 5-FOOT INSULATED TUBING EXTENSION WITH COUPLINGS #XT4

Extend the length between the cooling reservoir and the therapy pad from 5 feet to 10 feet.



### DRAIN ACCESSORY #DA

Attaches to the end of your Active Ice® System's tubing, allowing you to drain your system without having to lift it!

*To see all accessories available, scan the QR code to the right.*



### MAKE YOUR SYSTEM A DOUBLE!

The Active Ice® Double Therapy System offers convenient cold therapy to two parts of the body simultaneously. Convert your existing system or purchase a new double system. Call for details.

**NEED ASSISTANCE? CALL US - WE'RE HAPPY TO HELP!**

**polarproducts.com | 800.763.8423 | polar@polarproducts.com**