



YouTube video available - Hilotherm HTP1 Troubleshooting Guide

Error	Possible Cause	How to resolve
Hose difficult to plug in to connector	Connectors stiff	Pull the metal casing on the connector down before inserting the hose
Device not turning on	1. Plug not properly connected or turned on 2. Damaged in transit	1. Check the power supply is connected at the back of device and been switched on at the wall and on the device. 2. Please contact Hilotherm Limited to arrange replacement device.
No cooling	1. Cooling element frozen over due to cuff impingement 2. Air circulation impeded 3. Ambient temperature of room too high 4. Fault with heat exchanger	1. Turn device off for 30-45 minutes to allow frozen element to thaw and ensure cuff does not impinge again. 2. Check the device has lots of space in front and behind and that air ventilation is not being impeded 3. Turn device off and allow to cool down. Move to a cooler ambient temperature if possible and restart. 4. Please contact Hilotherm Limited to arrange replacement device.
Insufficient water circulation	1. Cuff circulation impeded 2. Air-lock in machine 3. Hose not properly connected. 4. Pump not working	1. Ensure the circulation around the cuff is not impeded. 2. Take off lid and run machine for 10 seconds, then replace lid. 3. Ensure hose is properly connected. 4. Please contact Hilotherm Limited to arrange replacement device.
Display reads 'Error Water Level'	1. Insufficient water in tank. 2. Water level indicator faulty.	1. Refill with distilled or deionised water by opening the lid on top of the device. 2. Please contact Hilotherm Limited to arrange replacement device.
Display reading 'Error temp high' or 'Error cool air h'	1. Air circulation impeded 2. Ambient temperature too high. 3. Device needs recalibrating	1. Check the device has lots of space in front and behind and that air ventilation is not being impeded 2. Turn device off and allow to cool down. Move to a cooler ambient temperature if possible and restart. 3. Please contact Hilotherm
Display reading 'Error flow'	1. Cuff circulation impeded 2. Error flow message faulty	1. Ensure the circulation around the cuff is not impeded. 2. Please call Hilotherm
Display reading 'Error Temperature sensor W or L'	Machine damaged in transit	Please contact Hilotherm Limited to arrange replacement device.
Display reading 'Error Temp'	Ambient temperature of room is too low	Adjust temperature of room and allow device to adjust before restarting
Display reading 'Error pump'	Machine damaged in transit	Please contact Hilotherm Limited to arrange replacement device.
Display reading 'Error Peltier'	Cooling element frozen over due to cuff impingement	Turn device off for 30-45 minutes to allow frozen element to thaw and ensure cuff does not impinge again.
Display reading 'Error fan'	Machine damaged in transit	Please contact Hilotherm Limited to arrange replacement device.