

Hilotherm HTP1 User Instructions

YouTube video available - Hilotherm HTP1 User Instructions

1. Place the device on a flat surface near a power socket and within easy reach of the patient
2. Make sure the device has clear space on each side and above to allow air to ventilate (20cm to all sides and 10cm above)
3. The device should already be filled with water. You can check this by looking through the white cap on the top of the device. You should not need to add any water to the device but if you do need to do so please use sterile or de-ionised water.
4. Plug the device into the mains electricity supply from the back of the device
5. Connect blue duo hose to the connectors on the top of the device (you should hear an audible click)
6. Connect the cuff into the blue duo hose making sure it is securely connected
7. Turn the device on using the button at the rear of the device
8. Set the desired temperature using the up and down arrows (it is recommended to start using the treatment at 17°C and then adjust to suit the patient's needs)
9. Check whether the device you are using has the option for Eco & Boost/Power modes. This will be displayed on the front of the device next to the control panel
10. If the device is as pictured below simply press start to activate the water flow
11. If the device has Eco & Boost/Power mode options. Press start quickly to activate Eco mode which is used for all facial cuffs. Press and hold the start button for 3-5 seconds to activate Boost/Power mode only if you are using an orthopaedic/body cuff.
12. The water will begin to pump around the cuff (please check malfunctions and troubleshooting guide if you have any issues at this stage)
13. After 5 minutes fit the cuff to the part of the face or body you wish to treat
14. If you want to stop the device, simply press stop
15. If the device is not required for a longer period of time, please switch the device off using the button at the back of the device and unplug
16. It is recommended that you do not disconnect the cuff or blue tubes throughout the patient stay. Instead take the cuff on and off the patient when needed and leave the cuff connected but the water flow stopped for 10-15 minutes before the patient leaves hospital and disconnecting the cuff.



Hilotherm Ltd

Unit 3 The Venture Centre, Sir William Lyons Rd, Coventry CV4 7EZ

Office: 02476 323 372 Email: info@hilotherm.co.uk

Registered in England: 11409331

Frequently Asked Questions

Where can I find more information about using Hilotherm?

Search Hilotherm on YouTube for the HTP1 user instructions & HTP1 troubleshooting guide

What temperature should the device be set to?

Face 16-19°C Head & neck 15-20°C Breast/torso 18-21°C
Extremities 15-18°C

How long can I use Hilotherapy for?

As the temperature of the cooling is controlled, the device can be used for prolonged periods of time. Many patients will use the device continuously, particularly in the first few days following surgery.

The device does not feel like it is cooling, what should I do?

- Make sure that the water is flowing all the way through the cuff without obstruction
- Make sure there is plenty of space to the front and back of the device. If the device is against a wall/bed it will not cool properly
- Check whether there is any sign of dust on the fan by looking through the slots on the front of the device underneath the display. If dust is visible the panel underneath the device can be removed and the fan dusted.
- If using a device that has both Boost/Power & Eco mode, please make sure that you are using in Eco mode for facial cuff (press start quickly) or Boost/Power mode for orthopaedic/body cuffs (hold start button for 3-5 seconds)

Water is not circulating through the cuff, what should I do?

- Check for any kinks or obstructions in the hose or cuff
- Remove the white cap on the water tank and try running the device with the lid off for a few minutes, being careful that nothing is dropped into the water tank whilst the lid is removed. It may be an air block and this should resolve the issue.
- Check that the couplings on the top of the device and those to the cuff itself are attached properly
- If using a device that has both Boost/Power & Eco mode, please make sure that you are using in Eco mode for facial cuff (press start quickly) or Boost/Power mode for orthopaedic/body cuffs (hold start button for 3-5 seconds)

The device is not turning on, there is no visible display, what should I do?

- Check that the black power supply is properly connected at the back of the device and that the power is switched on at the mains point.
- Check that the black switch at the back of the device has been turned on.

It is difficult to connect the blue tubes to the device, what should I do?

- The outer silver collar of the connector should slide up and down. Try sliding this down towards the device and placing the end of the blue duo hose into the connector before releasing the outer collar.
- If the connectors are too stiff to do this, they can be lubricated by using a very small amount of Vaseline onto either the connectors or the end of the blue duo hose and connecting the two together several times.

Error 'water level'

- Remove the white cap from the top of the device and add either de-ionised or sterile water.

For any other Error messages please contact either the Medical Engineering department or Hilotherapy UK Ltd 02476 323 372 (Mon-Fri) for further advice.

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