

vive®



ICE THERAPY MACHINE

Owner's Manual
RHB1049GRY

vivehealth.com

OVERVIEW

We are constantly answering questions and recording helpful videos to make using your Vive Ice Therapy Machine as easy as possible. Check out the included links and QR codes to help you through the process.



To see all FAQs in one place visit vhealth.link/4c05b

WHAT'S INCLUDED

- Ice Bucket with Lid
- Hose
- Universal Cold Therapy Pad
- 3x Adjustable Straps: Small, Medium and Large.
- Protective Barrier.
- 2 extra "O" rings (taped to manual)



QUICK START GUIDE



Want to watch us do this? Check out vhealth.link/idw for an easy instructional video.

IMPORTANT: Do not turn the machine on until all hoses and parts are securely fastened. A treatment can last up to 30 minutes. Do not attempt to unhook any parts including the pad while the machine is in use.

Step 1:

Add ice to the bucket, filling to the ice fill line.



Step 2:

Add cold water to the bucket, filling to the water fill line.



Step 3:

Attach the lid to the top of the bucket.



Step 4:

Attach the hose to the lid, make sure there is an audible click. For the best fit, push down on the metal lock before connecting the hose.



Step 5:

Attach the cold therapy pad to the hose, make sure there is an audible click. For the best fit, push down on the metal lock before connecting the hose.



Step 6:

Plug in the power cord to the lid and an outlet. Then turn the unit on by flipping the switch next to the power plug.



Step 7:

Press and hold the “M” button to set the desired duration of cold therapy and the LPM (liter per minute). Use the up and down arrows to make changes and “M” to confirm. Press the “START” button. A fan icon on the screen indicates water is circulating. Circulation is subtle. Condensation is normal.



Important Note: Ice Therapy Machine relies on added ice to control water temperature and will not refrigerate water within. Refill ice if needed.

HEATING

The Vive Ice Therapy Machine may also be used as a heat therapy device, be careful and follow the instruction below for proper use.

1. Drain the bucket of any cold water if previously used for cold therapy.
2. Fill the bucket with hot water from the tap up to the water fill line. The water should not exceed 120° Fahrenheit, do NOT use boiling water.
3. Run the machine for several minutes and bring the therapy pad up to your skin to make sure it is not too hot. Let the water cool if needed.
4. Ensure a protective barrier is used before applying the therapy pad to any body part.

COMMON APPLICATION AREAS

The Vive Ice Therapy Machine comes with an included fabric barrier that attaches to the cold therapy pad. The barrier protects against intense cold or heat during therapy treatment. Ensure the barrier is always attached before application. Alternatively, you may use paper towels or an old thin t-shirt to act as a barrier.

The cold therapy pad is suitable to be used on the following areas:

1. Ankle



2. Calf



3. Knee



4. Quad



5. Hip



6. Shoulder



7. Elbow



8. Bicep



CARE AND MAINTENANCE

- Keep hoses and connectors free of dust and other contaminants.
- Store away from direct sunlight in a well ventilated area.
- To clean, run only water through the unit.
- Do not use soaps, salts or solvents when cleaning.

FILTER CARE AND INSTALLATION

To prevent debris from collecting and interrupting the water flow rate, we've installed a removable mesh filter. The filter can be removed, cleaned, and reused to keep your machine delivering the best performance. Follow the instructions below to perform regular maintenance on your filter.

It is recommended to clean and reinstall the mesh filter every month.

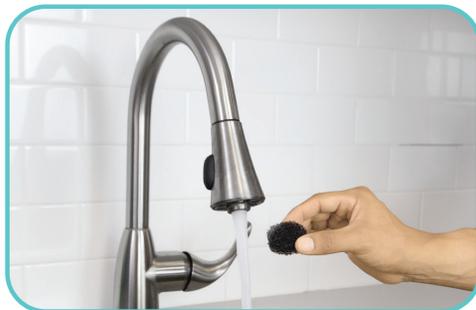
1. Flip the lid over and locate the mesh filter inside the intake valve.



2. With your fingers press in, pinch to grab the filter, then remove it completely.



3. Rinse the filter under water to remove any debris.



4. To determine the location of the intake valve, flip the lid over and use the image on the right as reference.



5. Insert the filter back into the intake valve. Ensure the top of the filter is flush with the top of the intake valve.



HOW TO DRAIN FOR STORAGE

NOTE: The pad and tubes must be drained before storage.

1. Remove the lid from the bucket so that it is completely out of the water or ice.
2. Turn on the machine.
3. Hold the lid over the bucket or a sink so that you catch the water that drains out of the pad and tubes.
4. Hold the pad in a vertical position and above the lid to make drainage easier. Twist the pad to force the water out.

TROUBLESHOOTING

Reason	Solution
The pump will not turn on	<p>Check all electrical connections and make sure the wall plug has power. Make sure the ON/OFF switch is set to ON.</p> <p>Make sure the unit is completely filled with ice and water.</p>
The cold therapy pad will not cool down	Check all hose connections are secure and water is flowing.
	The pad is wrapped around your body part too tightly. Unwrap and re wrap with the unit running to ensure water is circulating.

The water is not flowing	Check the water level and add water if necessary.
	Check to make sure the hose is not kinked.
	Make sure the connection between the hose and the pad is secure.
	The pad is wrapped around your body part too tightly. Unwrap and re wrap with the unit running to ensure water is circulating.
There is water leaking at the connector	Stop machine, disconnect the hose and reconnect listening for the "click". Restart the unit. Disconnect the hose from the pad, push down on the metal lock and reconnect the hose listening for the "click".
	Stop the machine, disconnect the hose, push down on the metal lock and reconnect the hook listening for the "click". Restart the unit.
There is water leaking at the cold therapy pad	Make sure the o-ring on the unit are intact. If one or more are torn or cracked, replace using the included spares.

SPECIFICATIONS

- Dimensions: 11"x11"x11"
- Max water volume: 6L
- Unit Weight: 3.1kg (6.84lb)
- Timer settings: 5,10,15,20,25, 30 minutes
- Water flow -- 5 rates of flow (LPM)
- Water temperature indicator
- Celsius Range: 5 - 20 degrees
- Fahrenheit Range: 41° - 68°
- 2 alarms (temperature and timer)
- Strap dimensions: 15", 27.75" and 46" in length
- Hose length: 5 foot length
- ETL Listed
- FDA approved

HAVE MORE QUESTIONS?

Check out our list of Frequently Asked Questions at vhealth.link/4c05b for helpful answers.



And if that doesn't answer your question, our customer service team would love to help! Feel free to connect with them by phone, e-mail, or chat on our website.

 service@vivehealth.com

 1-800-487-3808

 vivehealth.com

Distributed by

**vive
health**

8955 Fontana Del Sol Way
Naples, FL 34109
Made in China