((echoRx))™

User Manual

Recovery and Relief

ACCELERATED

ThermoTek™

Table of Contents

Introduction

Thank you for choosing echoRx wearable ultrasound therapy device. These instructions for use contain general instructions for operation, application, and maintenance. The echoRx was designed to provide wearable ultrasound therapy for patients who are on the go and want to receive therapy in an easy and convenient manner. Easy to apply and use, the echoRx was designed with the patient in mind.

⚠ Be sure to read this user manual thoroughly and understand all contraindications, cautions and warnings before using the echoRx system.

℞only Federal law restricts the sale of the echoRx by or on the order of a licensed medical practitioner. Only use this product as defined by your prescription. If you are unclear of your prescription details, contact your medical practitioner or your medical device provider.

Operating Principle

The echoRx provides localized ultrasound therapy to soft tissues through the applicators connected to a dressing, which is applied to the patient's area of injury. The intended user is a licensed medical professional, a patient, or a caregiver. The user should be able to read and understand the directions, warnings and cautions provided in these instructions. The user should be physically capable of performing all the instructions provided in these instructions for use.

Indications for Use

Apply stationary use of ultrasound to:

This product is indicated to generate deep heat within body tissues for the treatment of selected medical conditions such as the relief of pain, the relief of muscle spasms, the treatment of joint contractures, and the local increase in circulation.

Apply continuous movement of ultrasound for:

1. Pain
2. Pain relief, muscle spasms, and joint contractures
3. Relief of pain, muscle spasms, and joint contractures that may be associated with:
    a. Adhesive capsulitis
    b. Bursitis with slight calcification
    c. Myositis
    d. Soft tissue injuries
    e. Shortened tendons due to past injuries and scar tissues
4. Relief of pain, muscle spasms, and joint contractures resulting from:
    a. Capsular tightness
    b. Capsular scarring
5. Localized increase in blood flow
6. Increased range of motion of contracted joint using heat and stretch techniques

Symbol Key

Information essential for proper use shall be indicated by using the corresponding symbols. The following symbols may be seen on the device and labeling.

Symbol	Title
	Medical Device
	Caution, consult accompanying documents
	Use by date
	Batch code
	Catalogue number
	Serial number
	Latex Free
	Temperature limitation
	Humidity limitation
	Non-sterile
	MR Unsafe - keep away from magnetic resonance imaging (MRI) equipment

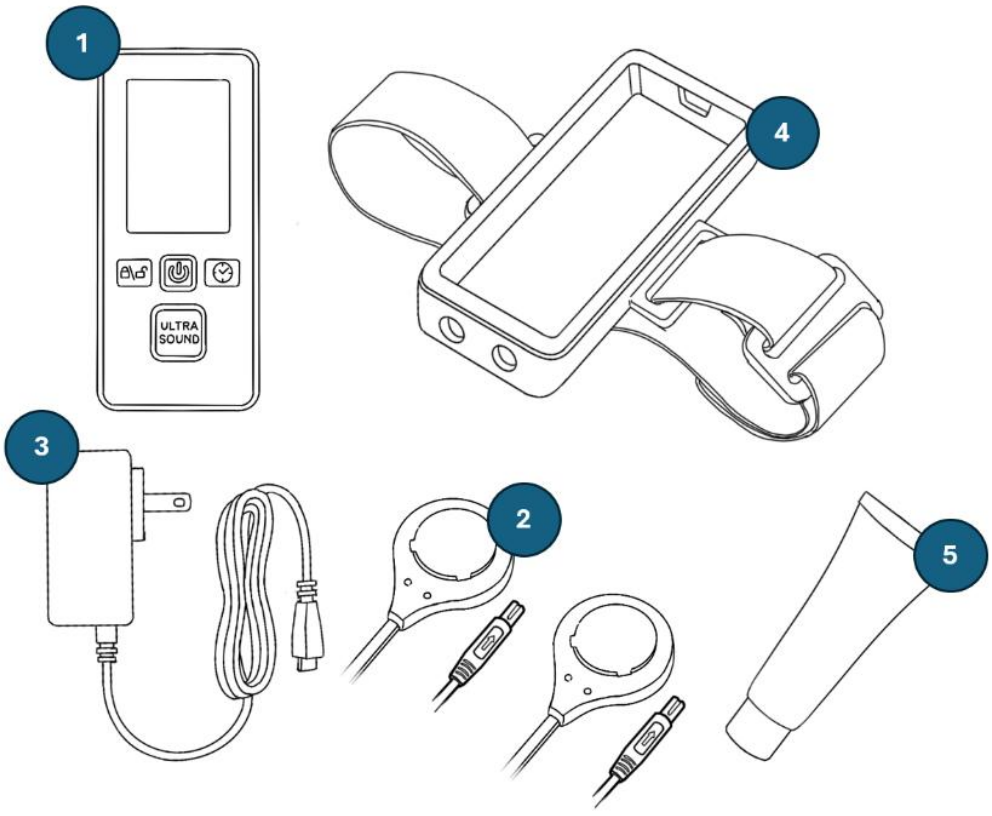
Symbol	Title
	Type BF Applied Part.
	Product packaging can be recycled
	Read the instruction manual
	This unit is an electromechanical device that includes printed circuit boards and rechargeable batteries. Do not discard in landfill. Consult local county requirements for proper disposal instructions.
IP22	Generator protection level
	Do not use if damaged.
℞ ONLY	Only use the system with a valid prescription.
	Distributed by
	DC Voltage
UDI	Unique Device Identification
	Atmospheric Limitation

Components

Your new echoRx comes with the following components. If any components are missing, please contact your medical device provider.

⚠ Only use the manufacturer-provided components. The use of any other components may result in patient injury.

1. **echoRx Generator with Protective Case:** Produces the ultrasound therapy for your treatment.
2. **Ultrasound Applicators (2):** Attaches to the device and to the dressings (packaged separately) to deliver ultrasound to your site of injury.
3. **Charging Cord:** Connects to your echoRx to charge the internal battery.
4. **Arm Strap with Protective Case:** Attaches to the echoRx device to allow you to wear it around your bicep during activity.
5. **Liquid Ultrasound Gel (if needed):** This gel can be used in place of the gel pods, included in the dressing (packaged separately).
6. **Ultrasound Dressings (not shown, packaged separately):** Adhesive dressing and gel pod, which are applied to your skin on or around the area of injury. See specific application instructions.



Safety Information

Contraindications

1. Ultrasound therapy should not be used for symptomatic local pain relief unless etiology is established or unless a pain syndrome has been diagnosed
2. Application over parenchymatous organs – liver, spleen, lungs, endocrine glands, gonads
3. Bone protuberances just under the skin - vertebral spinous processes, ankles, epicondyles
4. Peripheral nerves close under the skin surface
5. Allergies to the applied ultrasound gels
6. Near brain, cervical ganglia, spine, laminectomy sites (can cause spinal-cord heating)
7. Total hip arthroplasties with methyl methacrylate or high-density polyethylene. These have a high coefficient of absorption, more than soft tissue, and the prosthesis could loosen due to unstable cavitation in the cement
8. Arthroplasties—the effect on bony ingrowth arthroplasties is not well defined; for this reason, the most prudent course is avoiding ultrasonic therapy over these areas
9. In an area of the body where infectious disease is present
10. Blood vessels in poor condition (risk of rupture) should not be treated as the vessel walls could rupture as a result of the treatment. Note: "Blood vessels in poor condition" can be defined as diagnosed arterial insufficiency, venous insufficiency, or any vascular disease that may slow or stop the blood flow through arteries (Contact your physician/doctor if you are not sure about blood vessels in poor condition).
11. Patients suffering from cardiac disease should not receive treatment over the cervical ganglia, the stellate ganglion, the thorax in the region of the heart, or the vagus nerve, as a reflex coronary vasospasm may result. Only low intensities and short treatment times should be used if these patients are treated in other areas because the stimulation of practically any afferent autonomic nerve (especially the vagus nerve) in the body could cause a change in cardiac rate.
12. Patients with thrombophlebitis or other potentially thromboembolic diseases should not be treated because a partially disintegrated clot could result in an obstruction of the arterial supply to the brain, heart or lungs.
13. Over areas of recent bleeding or hemorrhage
14. Over areas of active tuberculosis
15. Over these areas or on patients with these conditions:
    - Patients with an implanted medical device other than a pacemaker such as implanted deep brain stimulation device
    - Near the reproductive organs
    - Over or near bone growth centers until bone growth is complete
    - Over the thoracic area if the patient is using a cardiac pacemaker
    - In an area of the body where a malignancy is known to be present

- Over a healing fracture
- Over the eyes
- Over the pregnant uterus
- Over ischemic tissues in individuals with vascular disease where the blood supply would be unable to follow the increase in metabolic demand

16. Inspection of the treatment head for cracks before use, which may allow the ingress of conductive fluid.
17. Handle the treatment applicators with care; rough handling may adversely affect treatment.

Warnings

1. Handle ultrasound applicator with care. Inappropriate handling of the ultrasound applicator may adversely affect its characteristics.
2. An appropriate coupling medium should be used in order to ensure energy transmission to the tissue.
3. Use of any gel or medium not supplied by the manufacturer, not using enough gel or using gel pods that are dried out may result in burns.
4. The device may require up to 30 minutes to warm up / cool down from the minimum/ maximum storage temperature before it is ready for use.

Precautions

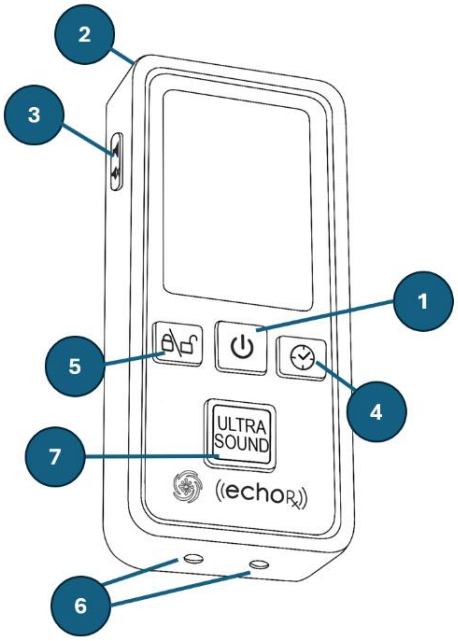
1. For ultrasound treatment, only use the ultrasound applicator sold with this device or specifically provided by the manufacturer for this device.
2. Only use the gel (liquid or pods) provided by the manufacturer.
3. Caution when using:
    - On patients with hemorrhagic diatheses
    - Over areas where there is sensory impairment or sensory loss
    - Over acute skin conditions such as eczema, dermatitis, etc.
    - Over the anterior aspect of the neck
    - On patients who are febrile
    - Over anesthetized areas

Possible Adverse Reactions

1. You may experience skin irritation and/or burns beneath the applicator applied to the skin. Check skin under applicator frequently.
2. Stop using the device and consult with your physicians if you experience adverse reactions from the device.

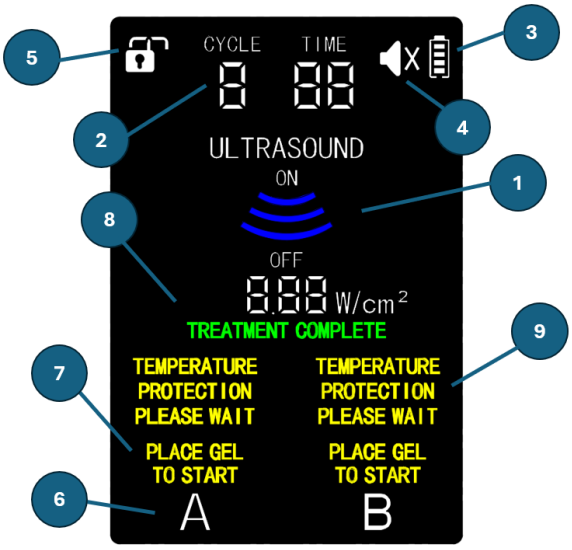
Get to Know Your System

Your system comes with everything you need to start your recovery. Below is an explanation of all the parts of your system.



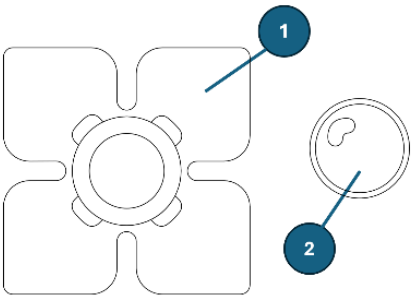
echoRx Device:

1. Power on/off button
2. AC Power connection (top of device, not shown)
3. Speaker on/mute button
4. Therapy timer set button
5. Keypad lock/unlock button
6. Ultrasound Applicator connection ports
7. Ultrasound therapy start/stop



echoRx Screen Indicators:

1. Ultrasound Therapy
2. Therapy cycle and time
3. Battery indicator
4. Speaker on/mute
5. Keypad lock/unlock to toggle button functionality
6. Ultrasound applicator indicator
7. Indicates that the applicator is not getting good conductivity and gel needs to be added
8. Indicates treatment is complete
9. Indicates that the ultrasound applicator has initiated temperature protection (see Troubleshooting)



echoRx Dressings (comes separately packaged):

1. Ultrasound Dressing Patch adheres to the skin to hold the ultrasound applicator to the site of injury
2. Gel Pods: Use 1 per dressing to allow conduction of ultrasound from the applicator to the skin (liquid gel may also be used)

Setting Up Your Device

Charging the echoRx Device

- When first receiving your echoRx device, remove the device and the charging cord and charge completely before first use.
- Plug the power cord into the top of the device and connect to a wall outlet (120/240 VAC). Only use the manufactured-supplied power cord (Model HNDI050200WU).
- The echoRx will display a battery charging symbol in the upper right-hand corner.
- While charging, the unit will display a battery that cycles charge level. When complete, the unit will beep when charging is complete. The battery icon will remain solid in the upper right-hand corner.
- You cannot use your echoRx while charging the battery. You will have to unplug it to begin using it.
- Plan to charge the battery between treatments.
- If the battery charge depletes during therapy, the system will beep and then the system will shut down.

Applying the echoRx Dressing

1. **Clean and fully dry the dressing application site before applying the dressing patches to your skin.**

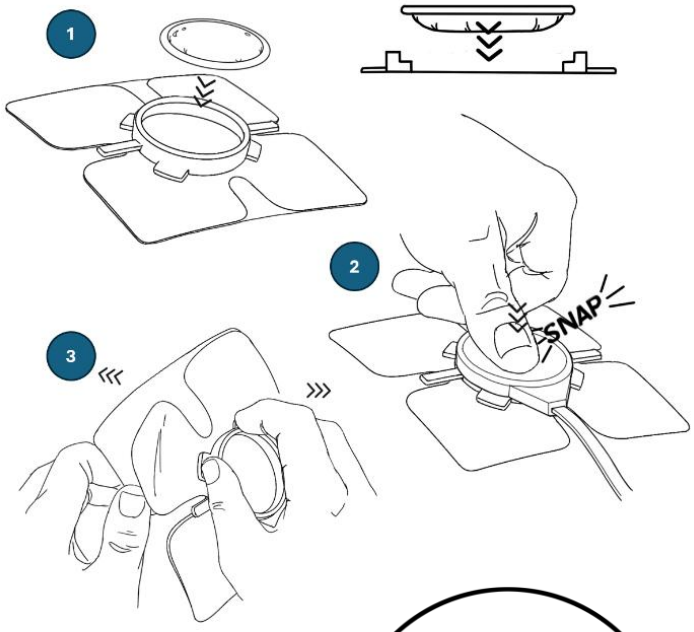
⚠ If you see any reaction, redness, swelling, or changes in appearance after using the dressings or the system, stop using immediately and call your physician.

2. **Apply the Dressings with Gel Pods**

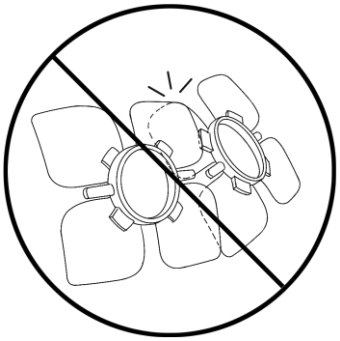
- Place a single gel pod in the center cavity of each of the dressings (#1). Alternatively, you can use the liquid gel supplied with the device.
    - IMPORTANT: The gel pod must be inserted with the narrow side facing towards your skin.
    - If using liquid gel, fill the dressing cavity with ultrasound gel.
    - Do not use liquid gel and a gel pod at the same time, use one or the other.

⚠ If using liquid gel, be sure that the cavity is completely full. Failure to apply adequate gel or continued reuse of gel pods may result in skin burns. Do not use dressings or gel if it is expired.

- Press down to attach the ultrasound applicator to the dressing (#2). You will hear a noticeable click when seated properly.
- If using liquid gel, some gel may escape when the ultrasound applicator is attached. This is okay, just wipe up any access gel that escapes the dressing.
- Remove peel-away from the back of the dressing (#3) and apply to the site of injury. Repeat this process for the second dressing if both are going to be applied.

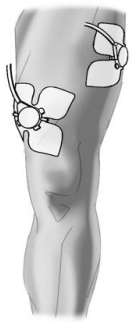


- Apply one or two patches as prescribed by your physician to the site of injury as described below.

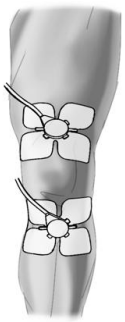


⚠ Do not significantly overlap the patches when applying to the site of injury. Placing the applicators too close can disrupt the ultrasound therapy delivery and cause the system to alarm.

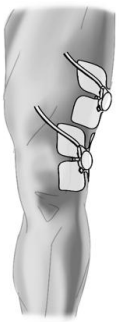
The maximum ultrasound therapy will be delivered directly under the ultrasound applicator. Apply the ultrasound applicators over soft tissue and avoid applying directly over bony areas (example: do not apply directly over the kneecap). Always follow your medical practitioner's prescription and application instructions when applying the echoRx. The figures presented below depict example dressing applications for each body part, but do not represent prescriptive advice. Do not apply to the front of the neck.



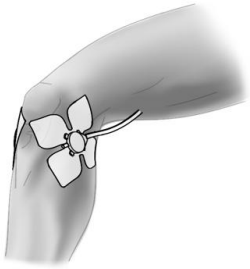
Quadriceps



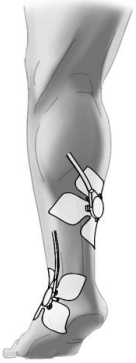
Knee - Dorsal



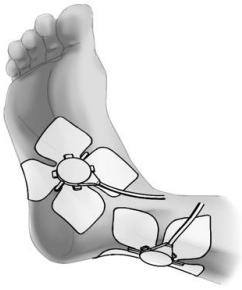
IT Band



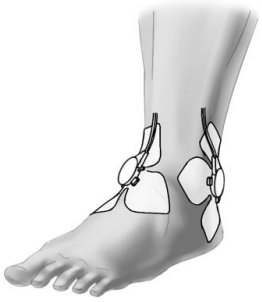
Knee



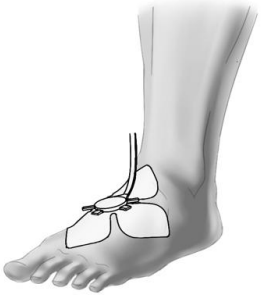
Achilles



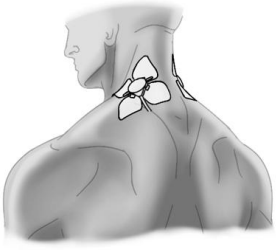
Achilles - Alt



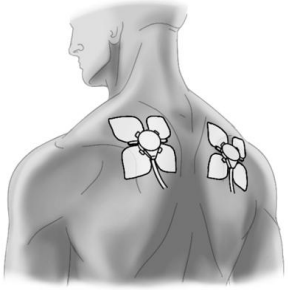
Ankle/Foot



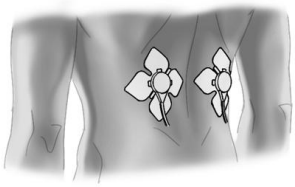
Foot – Single Applicator



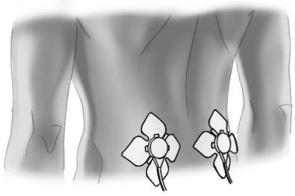
Cervical



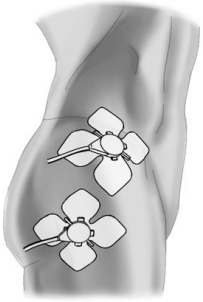
Scapular



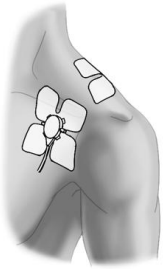
Mid Back



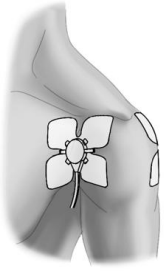
Low Back



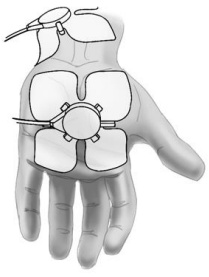
Hip



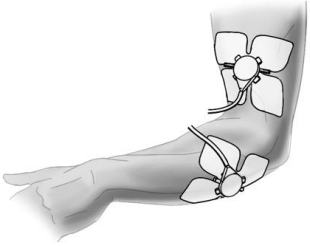
Trapezius



Shoulder



Hand



Elbow/Forearm

Starting echoRx Ultrasound Therapy

1. *Power On the Unit*

- Press the power button on the echoRx device to turn it on. The device will beep and the screen will illuminate, then sit in an idle state.
- After 20 seconds of inactivity, the device will power off.
- Press and hold the power button to power off the device.

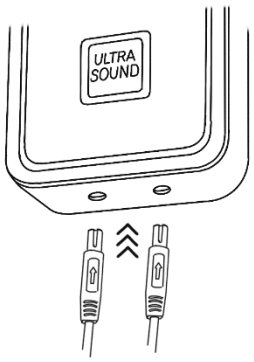
2. *Set Therapy Duration*

- Use the timer button to set the therapy time.
- The echoRx system runs in 30-minute cycles. A single (1) cycle or 4 cycles may be selected.
- If one cycle is selected, the unit will run for 30 minutes and then therapy will stop. If selected for four cycles, it will run for a total of two hours. Therapy may be stopped by the user mid-cycle at any time.

⚠ Use the therapy setting prescribed by your medical practitioner. If unclear on the details of your prescription, stop use of the echoRx and call your medical practitioner.

3. *Start Ultrasound Therapy*

- Connect the ultrasound applicators to the ports on the bottom of the echoRx device.
- Be sure the ultrasound applicators are connected to the dressing and the dressings are applied, as described above.



⚠ Only use the applicators that were provided with the unit. Use of other applicators may result in incorrect delivery of ultrasound.

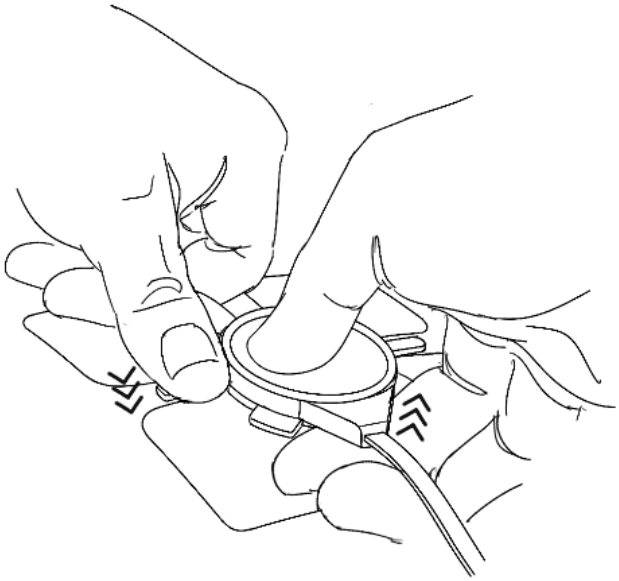
- Press the ultrasound button to start therapy.
- The ultrasound indicator on the screen will change from OFF to ON (refer to the section above to identify these indications).
- A green indicator will appear on the face of the ultrasound applicator (if a yellow indicator appears, see the Troubleshooting section).
- After 1 min of therapy the keypad will automatically lock to prevent errant button pressing. To unlock it, press the keypad lock/unlock button. You will see the icon change in the upper left corner of the screen.

4. ***During Active Therapy***

- Ultrasound is painless and silent. You may feel a warming sensation under the ultrasound applicator, or you may not feel it at all. Be assured it's working!
- If yellow notices appear on the screen after starting ultrasound therapy, refer to the Troubleshooting section in this user manual.
- The speaker can be turned on or muted by using the button on the left side of the device.
- During active therapy, the therapy timer cannot be changed. Press the timer button during therapy to display the ultrasound level in different units. This does not change your therapy.
- If you choose to stop therapy in the middle of the cycle, simply press the ultrasound button to stop therapy.
- When the therapy time is complete, the unit will indicate 'Therapy Completed' and beep if the speaker is not muted.

5. ***Stop Therapy and Disconnect the echoRx System***

- If only 1 treatment is intended for the 24-hour period, remove the dressing from the skin, disconnect the ultrasound applicator from the dressing, and discard the dressing and gel pod.
- If ultrasound therapy is intended to be used multiple times a day, you may leave the dressing applied to your skin up to 24 hours.
- Remove the ultrasound applicator from the dressing by pressing down on the dressing connector tabs while pulling up on the ultrasound head.



⚠ Do not pull the ultrasound applicator by the cord.

- If applying multiple treatments over the course of 24 hours, carefully remove the gel pod from the dressing and place in a resealable bag (Zip-lock bag, etc). The gel pod may be reused, but not if the original packaging has been opened for more than 24 hours or if the gel pod is damaged.
- If liquid gel was used, wipe up the excess gel and replace it with new gel prior to next use.

⚠ Do not leave the dressing patches on your skin for more than 24 hours. If the gel pod cracks or is damaged during removal or dries out between uses, do not use. Use a new gel pod or liquid gel on the next use.

Troubleshooting

If your echoRx is presenting an error or other problems present, refer to the table below for possible resolutions. If problems persist, please contact your medical device provider.

Issue	Resolution
Screen displays "Place Gel to Start"	Indicates the system does not detect good conduction of ultrasound to your skin • Verify that the gel pods are placed correctly and that the narrow side of the gel pod is facing towards your skin. • Verify the ultrasound head is secured to the dressing. • Verify the dressing is not too loose. • Verify that gel pods are not damaged or dried out.
Screen displays "Temperature Protection, Please Wait"	Indicates the ultrasound applicator has detected higher than normal temperatures • Verify all bullets above under 'Place Gel to Start.' • If the problem continues to persist, contact your medical device provider.
Unit will not power on Or Battery will not charge/maintain charge	• Verify the battery is charged. • Verify wall power is active. • Verify that the charging cable is securely connected to the device. • If battery charges, but dies within 2 hours of use, understand that battery life will degrade over time. Contact your medical device provider.
Skin is red or discolored under the gel/gel pod	• Be sure not to use a damaged or dried gel pod; replace on next use. • Be sure to use enough liquid gel – the cavity should be very full. • Contact your physician if skin irritation is present.
Skin is red or discolored when removing the dressing	• Discontinue use immediately and remove the dressing /gel if you see any changes in your skin, including redness, discoloration, itchiness or other changes in skin appearance. • Contact your medical practitioner immediately.
echoRx system has physical damage	• Do not use echoRx if the system or any of its components are damaged. • Do not use dressings if the adhesive feels dry or if the gel pods are dry/cracked. • Do not use the dressings or liquid gel/gel pods if they are past the expiration date. • If the product or accessories are damaged, discontinue use immediately and contact your medical device provider.

Maintenance and Care

Cleaning Your Unit

- If the unit becomes soiled, you can wipe down the applicators, charging cable, and the device with a damp cloth or any cleaner intended for electronics.
- Do not use running water, submerge any components underwater, or attempt to clean the dressings or gel pods.
- Protective cases may be scrubbed with soapy water and dried. Ensure everything is completely dry before reusing.

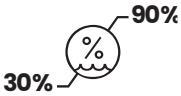
Transport, Storage, and Disposal Conditions

- Store the echoRx device in a cool, dry place away from direct sunlight.
- Dispose of used dressings and gel pods in general waste. The echoRx generator contains a lithium-ion battery. Recycle or dispose of echoRx generators and applicators per local regulations. Do not dispose in household trash.

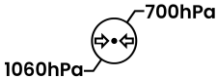
Normal working ambient temperature: 10~40°C

Store and transport ambient temperature: -10 ~50°C

Normal working ambient humidity: 30~85%



Store and transport ambient humidity: 30~90%



Atmospheric pressure: 700hPa-1060hPa

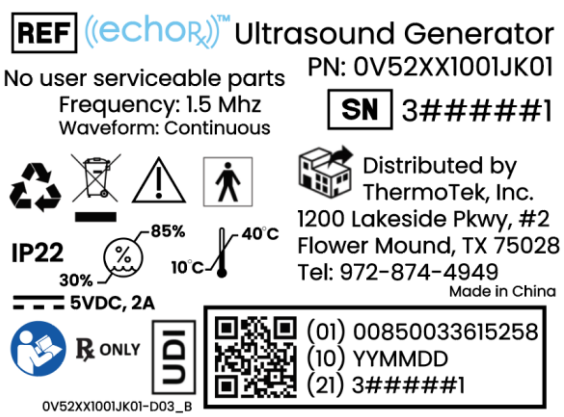
Product packaging can be recycled

Fragile; handle with care

Non-sterile

Technical Information

echoRx Safety Signed Marked on US Generator



echoRx Safety Signed Marked on US Applicator

echoRx Technical Specification

echoRx US Generator Specification	
Frequency	1.5 ± 20% MHz
Waveform	Continuous
Input Voltage / Current	5 VDC, 2A
Internal Battery	3.7 VDC, 3000 mAh LiPo
Operating Environment	10° - 40° C 30% - 85% RH
Operating Altitude	< 2,000 meters
Dimensions	359 cm x 283 cm x 243 cm
Weight	172 g
Max Treatment Duration	4 Hours

echoRx US Applicator Specification	
Frequency	1.5 ± 20% MHz
Waveform	Continuous
Beam Type	Collimated
Ultrasound Power	0.6W / Single transducer 1.2W / Dual transducer
Ultrasound spatial average/temporal avg (SATA)	0.15 ± 30% W/cm^2
ERA	3.90 cm^2
BNR	< 5:1

echoRx Charger	
Model	HNDI050200WU
Input Voltage	100-240 VAC, 50/60 Hz
Input Current	0.35A
Output Voltage	5.0 VDC
Output Current	2.0A

echoRx Classification Information	
US DFA Medical Device	21 CFR 890.5500
Protection Against Electric Shock Hazard	Complies to Group 1, Class B
Applied Protection Against Fluid Ingress	IP22
Applied Part	Type BF

echoRx Conformance Information	
Quality Assurance	FDA 21 CFR 820 QSR, ISO 13485
Safety	IEC 60601-1, IEC 60601-1-11
Electromagnetic Compatibility	IEC 60601-1-2

echoRx Guidance and manufacture's declaration – electromagnetic emission

Emission Test	Compliance	Electromagnetic Environment - Guidance
Radiated emissions EN 55011	Group 1, Class B	The device uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to interfere with nearby electronic equipment. The device is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Conducted emissions EN 55011	Group 1, Class B	
Harmonics emission EN 61000-3-2	Class A	
Voltage fluctuations / flicker emissions EN 61000-3-3	Complies	

echoRx Guidance and manufacture's declaration – electromagnetic immunity			
Immunity Test	**IEC 60601 Test Level**	**Compliance Level**	**Electromagnetic Environment - Guidance**
Electrostatic discharge (ESD) IEC 61000-4-2	±8 kV contact ±15 kV air	±8 kV contact ±15 kV air	Floors should be wood, concrete or ceramic tile. If the floor is covered with synthetic material, the relative humidity should be at least 30%.
Electrical fast transient/burst IEC 61000-4-4	±2 kV for power supply lines ±1 kV for input/output lines	±2kV for power supply lines ±1kV for power supply lines	Mains power quality should be that of a typical commercial or hospital environment.
Surge EN 6100-4-5	±1kV line to line ±2 kV line to earth	±2kV for power supply lines ±1kV for power supply lines	Mains power quality should be that of a typical commercial or hospital environment.
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	<5% U_T (>95% dip in U_T) for 0.5 cycle 40% U_T (60% dip in U_T) for 5 cycles 70% U_T (30% dip in U_T) for 25 cycles <5% U_T (>95% dip in U_T) for 5 sec	<5% U_T (>95% dip in U_T) for 0.5 cycle 40% U_T (60% dip in U_T) for 5 cycles 70% U_T (30% dip in U_T) for 25 cycles <5% U_T (>95% dip in U_T) for 5 sec	Mains power quality should be that of a typical commercial or hospital environment.
Power frequency (50Hz/60Hz) Magnetic field IEC 61000-4-8	3 A/m	3 A/m	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.
Conducted RF EN 61000-4-6 Radiated RF EN 61000-4-3	3 Vrms 0.15 MHz to 80 MHz 3V/m 80 MHz to 27 GHz	3 Vrms 0.15 MHz to 80 MHz 3V/m 80 MHz to 27 GHz	Portable and mobile RF communications equipment should be used no closer to any part of the device, including cables, than the recommended separation distance calculated from the equation applicable to the transmitter's frequency. **Recommended separation distance** $d = 1.2\sqrt{P}$ $80MHz\ to\ 800MHz$ $d = 2.3\sqrt{P}$ $800MHz\ to\ 2.5GHz$ Where *P* is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and *d* is the recommended separation distance in meters (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey[1], should be less than the compliance level in each frequency range[2]. Interference may occur in the vicinity of equipment marked with the following symbol: 

Note 1: Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcasts, and TV broadcasts, cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location where the device is used exceeds the applicable RF compliance level above, the device should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as re-orienting or relocating the device.

EMC Notice

echoRx generates, uses, and can radiate radio frequency energy. If not installed and used in accordance with the instructions in this user manual, electromagnetic interference may result. The equipment has been designed to provide reasonable protection against electromagnetic interference when operated in the intended use environments described in this manual.

Electromagnetic Interference

This device has been tested and found to comply with the limits for Medical Devices according to IEC60601-1-2. These limits are designed to provide reasonable protection against harmful interference in typical medical installations. This equipment generates and radiates radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to other devices in the vicinity. There is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to other devices, which can be determined by turning the equipment on and off, the user can try to correct the interference by one or more of the following measures:

- Re-orient or relocate the receiving device.
- Increase the physical separation between the equipment and other device(s).
- Connect the equipment into an outlet, or circuit, different from the one where the other device(s) are connected.

MRI Notice

This equipment contains electronic and ferrous components, whose operation can be affected by intense electromagnetic fields. Do not operate the system in an MRI environment or in the vicinity of high-frequency surgical diathermy equipment, defibrillators, or shortwave therapy equipment. Electromagnetic interference could disrupt the operation of the device.

Internal Battery

The device uses a 3.7VDC, 3,000mAh LiPo battery for operation. This battery is not user-replaceable or serviceable.

Warranty

Limited Warranty Terms: ThermoTek, Inc. (“ThermoTek”) warrants to the immediate purchaser from ThermoTek, that any echoRx system will be free from defects in workmanship and material under normal use for one year after the date of purchase (domestic only).

This Limited Warranty covers only defects in material or workmanship. Therefore, it does not cover any other claim, service, defect, condition, or damage, including: installation, set-up, or instructions or recommendations on use; accidents, tampering, improper product selection, misuse, neglect, or abnormal use; use of parts, accessories or fluids that are incompatible or adversely affect operation, performance, or durability; unauthorized service, repair or alteration; excessive moisture or humidity; normal wear and tear; cleaning or any condition caused by any dirt or foreign substance on or in the product; or damages resulting from shipping. **Installation or use of the product or any portion thereof in a manner that does not comply with the Operating Instructions voids the warranty. Any alteration or modification that changes the product’s effectiveness or intended use voids the warranty.**

ThermoTek will, at its option, repair or replace within a reasonable time any product that is found to have a defect in material or workmanship under normal use during the applicable warranty period. This is the immediate purchaser’s sole remedy. Any warranty on a repair or replacement expires at the same time as the warranty expires or would have expired on the original product. The product must be returned at the immediate purchaser’s expense to an authorized ThermoTek Service Center for warranty service. ThermoTek will pay for the expense of returning the product receiving warranted service to the immediate purchaser. The immediate purchaser is responsible for and will be assessed a fee for test and calibration if no defects are found with the product.

Because ThermoTek updates and advances its products and technology, ThermoTek reserves the right to modify or improve the design of any product without assuming any obligation to modify any product previously manufactured.

Any product returned for warranty must have a Returned Materials Authorization (“RMA”) number on the outside of the container or package. Please call ThermoTek Customer Service at 972-874-4949 for an RMA number. Returned products must be in the ThermoTek approved box and packing material to ensure safe transport. To quickly process your warranty repair request, please have the following product information, which is located on the serial plate located on the back side of ThermoTek products, available: (1) Model Number, (2) Serial Number, (3) Description of Problem, and (4) Contact Name and Telephone Number.

Disclaimer of Warranties: ThermoTek disclaims all other warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose. The product is sold “as is” and NO WARRANTY OR AFFIRMATION OF FACT, OTHER THAN AS SET FORTH IN THE LIMITED WARRANTY ABOVE, IS MADE OR AUTHORIZED BY THERMOTEK (whether in the past or future). ThermoTek has not made any affirmation of fact or promise relating to the product being sold that has been relied upon or become the basis of a bargain. This limited warranty is not transferable or made to any person other than the original purchaser of the product from ThermoTek. To the extent any disclaimer is not permitted by applicable law, any warranty shall expire upon the expiration of the limited warranty provided above, and recourse is limited to repair or replacement as provided above.

DISCLAIMER AND Limitation of Liability: the foregoing sets forth ThermoTek’s only obligations and the exclusive claim and remedy against ThermoTek, regardless of whether such claims are based on warranty, contract, tort or any other theory. ThermoTek Disclaims and is not responsible for direct, special, incidental, consequential, or other damages, costs or loss. ThermoTek’s liability is limited to repair or replacement as provided above. In the event the repair or replacement warranty above is determined to fail OF its essential purpose, the foregoing terms and provisions apply except that, instead of repair or replacement, the exclusive remedy is ThermoTek’s repayment of the purchase price less an amount equal to eight percent of the product’s purchase price multiplied by the number of months that the product was available to or in use by the purchaser.

Other Limitations: ThermoTek assumes no responsibility for the accuracy or completeness of the information presented, which is subject to change without notice. Any mention of non-ThermoTek products or services is for informational purposes only and is not an endorsement, recommendation or representation. If any provision of this Limited Warranty is held to be invalid or unenforceable, such provision shall be fully severable and the remaining portions of the Limited Warranty shall remain in full force and effect.

Contact Information


Distributed By ThermoTek, Inc.

Address: 1200 Lakeside Parkway #2
Flower Mound, TX 75028
Tel: 972-874-4949
Fax: 972-874-4945
Email: info@thermotekusa.com

0V52XX1001JK01-D01_B