



## JetStream™ Hot/Cold & CoolJet™ Therapy Units

### What to Expect

Our patented **ATC™** (Automatic Temperature Control) feature measures and regulates the temperature of the water within the blanket. You may notice the motor running at different levels, making different sounds, or stopping at times. Do not be alarmed, as long as the LED light is **solid green**, the unit is operating properly and efficiently.

It may appear that the blanket is not consistently filled with water. This is a normal result of the **ATC™** feature as the pump runs at different speeds to keep the temperature within the therapeutic zone (40-50°F/4.4-10.0° C in cold mode and 80-120°F/26.7-48.9°C in hot mode). The blanket does not need to be completely full of water to provide therapy.

Please note when disconnecting the blanket to refill water or take breaks, the unit **MUST** be shut off.

**Please refer to the LED light on the backside of the unit. If the LED light is:**

-  **Blinking Green:** Still within the therapy zone, but you will need to add ice soon
-  **Amber:** Add ice for cold mode or hot water for hot mode. The unit has risen above 65°F/18.3°C in cold mode or dropped below 80°F/26.7°C in hot mode.\*
-  **Solid Red:** The temperature is above 120°F/48.9°C in hot mode.\* Add cool water to the reservoir to lower the temperature. **NOTE: DO NOT OVERFILL THE UNIT.**
-  **Blinking Red:** Ensure there is no kink in the hose and the bucket is level with the treatment site. Unplug unit, check and adjust as needed, then reconnect.

\*Hot modes apply only to **JetStream™** unit.

**For further explanation on LED lighting and troubleshooting, please refer to the User Guide attached to the side of the unit.**

**IMPORTANT:** This guide is designed to help troubleshoot some of the most common concerns with the DeRoyal® JetStream™ and CoolJet™ units. It is meant to be used as a quick reference and IS NOT intended to replace the JetStream™ or CoolJet™ "User Guide". Please continue to reference the "User Guide" for a complete list of instructions, indications, contraindications, safety alerts and warnings, and any other applicable information.

## Temperature Therapy Unit Troubleshooting Guide

### Leaking

- **At the spout?**

If the unit is leaking from the spout at its base, unscrew the cap and push the silicone disc back, so it is flush with the cap. Then screw back on making sure it is secure.

- **At the connection site?**

If the unit is leaking at the connection site, the connection did not form a proper seal. Turn the unit off, disconnect the pad from the hose and reconnect making sure you are connecting it straight on (i.e. not from an angle). After you hear TWO audible clicks, gently tug on the hose from both ends to make sure you have a secure connection. Test the unit to ensure the connection is no longer leaking.

### Condensation

- Condensation on therapy blankets and couplings may occur when in use depending on the air temperature and temperature at the treatment site. This is normal; however, DO NOT continue use if skin barrier becomes moist. Change to dry barrier as necessary.

### Light is Blinking Red and Not Pumping

- **The unit is flashing red.**

*Reference the JetStream™ or CoolJet™ Therapy Unit “User Guide” or the back of the unit for additional information regarding the light display.*

1. Check the level of the water and ice. Fill with water to the WATER FILL LINE, and fill with ice to the ICE FILL LINE.
2. Ensure the hose is not kinked.
3. Ensure the therapy blanket isn't folded.
4. Ensure the blanket isn't elevated too high, which can restrict the water from properly flowing.
5. Turn the switch on the power cord to “off” and let sit for 10 seconds to reset the unit. Turn the switch back to “on” for therapy.

### Unit is Noisy

- The **JetStream™** or **CoolJet™** unit will have a soft hum while pumping. This is normal. The hum can be louder when the treatment site is at a higher level than the unit. This is due to the pump working harder to pump upstream. For most efficient pumping, place the unit on a table or chair, or secured to the bed rail at a more neutral level with the treatment site. If needed, you may also place the unit on a towel to help muffle the noise of the pumps vibration.

**If an issue arises and none of these solutions work, please call DeRoyal Customer Service and we will assist with troubleshooting.**

### **DeRoyal Support**

**Phone:** 1-800-DEROYAL • **Email:** [customerservice@deroyal.com](mailto:customerservice@deroyal.com)

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**DeRoyal Industries, Inc.** | 200 DeBusk Lane, Powell TN 37849 | 888.938.7828 or 865.938.7828 | [www.deroyal.com](http://www.deroyal.com)

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