

# GAME READY™

## TROUBLESHOOTING TIPS

### System will not turn on:

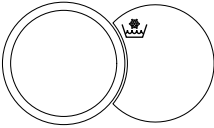
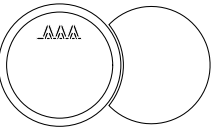
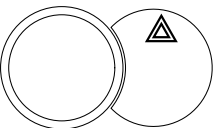

Check that the AC adapter is securely plugged into a working electrical outlet.

### Control Unit turns off during use:

If the system current draw rises above 1.99 amps during operation, the Control Unit will shut off to prevent damage to the pumps. Usually this is an indicator of a blockage in the fluid or air flow. Check the Wrap and the Connector Hose to be sure there are no kinks, creases or folds. Unplug the Control Unit to reset the system, and try the Wrap again. If the Control Unit shuts off again, there is either a problem with the Wrap or the Control Unit. Try a different Wrap to determine if it is the Control Unit or the Wrap and call Game Ready customer service at 1.888.GameReady for further assistance.

### Control Unit leaks water when placed on its side:

1. If the Control Unit is on its side, check to be sure that the control panel is not upside down. The unit is not designed to rest this way, and doing so will cause water to leak through its air vent. While a minimal amount of water leakage should not damage the system, immediately place the unit in its proper position: upright or on its side with the rubber feet facing down.
2. If there is excess water on the rubber gasket around the mouth of the ice box, the lid will not seal properly, and some of the water is likely to drip out when placed on its side. Simply wipe off excess water from the gasket and close the lid securely.
3. Check the ice box gasket to be sure it's seated properly around the lip of the ice box. If it is not flat in the groove, push it down so that it is flush with the lip of the ice box. If the gasket is damaged, call Game Ready customer service at 1.888.GameReady for further assistance.

ERROR SCREEN	WHAT DOES IT MEAN?	WHAT SHOULD I DO?
 <b>Hard Error</b>	<p><b>Dry Pump Alarm:</b> The Control Unit has detected a dry pump. This error is displayed after one attempt to correct the problem has failed. In order to prevent possible damage to the fluid pump, the unit will stop therapy. This is a Hard Error. The unit needs to be turned off and restarted.</p>	<ul style="list-style-type: none"> <li>• Make sure there is water in the ice box.</li> <li>• Verify that the ice box filter is not clogged.</li> <li>• Turn the Control Unit off and on again.</li> <li>• Select "No Pressure" and run the system for 1 minute using the largest Wrap available, lying it on the floor or table next to the Control Unit (not on the body).</li> </ul> <p>If the problem persists, call customer service at 1.888.GameReady (426.3732).</p>
 <b>Hard Error</b>	<p><b>Pressure Sensor Alarm:</b> The Control Unit has detected a problem calibrating the pneumatic compression circuit on startup. This is a Hard Error. The unit needs to be turned off and restarted.</p>	<ul style="list-style-type: none"> <li>• Disconnect the Wrap from the Control Unit.</li> <li>• Turn the Control Unit off and on again without a Wrap connected. This should clear the error.</li> </ul> <p>If the problem persists, call customer service at 1.888.GameReady (426.3732).</p>
 <b>Hard Error</b>	<p><b>Systems Error:</b> The Control Unit has determined that the fluid pump may be working too hard. This could be caused by ice or debris in the fluid circuit. In order to prevent possible damage to the fluid pump, the unit will stop therapy. This is a Hard Error. The unit needs to be turned off and restarted.</p>	<ul style="list-style-type: none"> <li>• Turn the Control Unit off and back on again.</li> <li>• Check the filter.</li> <li>• If that does not solve the problem turn the Control Unit off for 20 minutes before turning it on again to try again.</li> </ul> <p>If the problem persists, call customer service at 1.888.GameReady (426.3732).</p>
 <b>Hard Error</b>	<p><b>Self-Test Error:</b> The Control Unit has detected an electronic problem at startup. This is a Hard Error. The unit needs to be turned off and restarted.</p>	<ul style="list-style-type: none"> <li>• Disconnect the Wrap from the Control Unit.</li> <li>• Turn the Control Unit off and on again without a Wrap connected.</li> </ul> <p>If the problem persists, call customer service at 1.888.GameReady (426.3732).</p>

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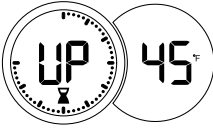
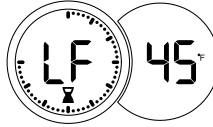
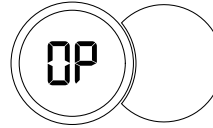
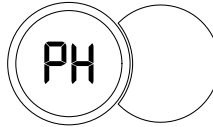
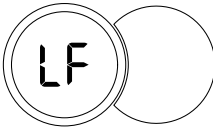
## TROUBLESHOOTING TIPS

### Soft Error:

When a Soft Error occurs, the system will continue to run, and will not fully shut down. Therapy can continue even though the optimal levels are not being reached.

### Hard Error:

When a Hard Error occurs, the system will shut itself down and will require attention to start therapy again.

ERROR SCREEN	WHAT DOES IT MEAN?	WHAT SHOULD I DO?
 <p><b>Soft Error</b></p>	<p><b>Under Pressure:</b> The Control Unit can't reach its target maximum compression. This often indicates that there is a leak in the pneumatic compression circuit, either in the Connector Hose or the Wrap itself. This is a Soft Error. There is no danger to the person being treated or the Control Unit, and therapy will continue.</p>	<p>Once treatment has finished, try the same pressure with a different Wrap, if one is available. When you have determined if the problem is isolated to one Wrap or not, call Game Ready customer service at 1.888.GameReady (426.3732). You can continue to use your system without harming the Control Unit. You can even continue using the affected Wrap, but this error will persist.</p>
 <p><b>Soft Error</b></p>	<p><b>Low Flow Warning:</b> The Control Unit has detected a temporary interruption of fluid flow, but it was able to correct the situation by reducing the compression setting. This is a Soft Error. There is no danger to the person being treated or the Control Unit, and therapy will continue.</p>	<p>This error can often be corrected by reapplying the Wrap so that it is snug against the body part being treated. Please consult your Wrap Use Guide for more detailed instruction. If the problem persists, call customer service at 1.888.GameReady (426.3732).</p>
 <p><b>Hard Error</b></p>	<p><b>Over Pressure Alarm:</b> The Control Unit has detected excessive pressure in the air chamber. In order to prevent any possible harm to the person being treated, the unit will stop therapy. This is a Hard Error. The unit needs to be turned off and restarted.</p>	<ul style="list-style-type: none"> <li>• Turn the Control Unit off and back on.</li> <li>• Apply the same Wrap more tightly.</li> <li>• Apply a different Wrap.</li> </ul> <p>If the problem persists, call customer service at 1.888.GameReady (426.3732).</p>
 <p><b>Hard Error</b></p>	<p><b>Pressure Too High Alarm:</b> The Control Unit has detected that the Wrap has not properly deflated. In order to prevent any possible harm to the person being treated, the unit will stop therapy. This is a Hard Error. The unit needs to be turned off and restarted.</p>	<p>This error often comes about when the person being treated moves around during treatment and puts pressure on the air bladder. If this is not the case try the following:</p> <ul style="list-style-type: none"> <li>• Turn the Control Unit off and back on.</li> <li>• Apply the same Wrap more tightly.</li> <li>• Apply a different Wrap.</li> </ul> <p>If the problem persists, call customer service at 1.888.GameReady (426.3732).</p>
 <p><b>Hard Error</b></p>	<p><b>Low Flow Alarm:</b> The Control Unit has detected an interruption of fluid flow that it could not correct. In order to prevent possible damage to the fluid pump, the unit will stop therapy. This is a Hard Error. The unit needs to be turned off and restarted.</p>	<ul style="list-style-type: none"> <li>• Check the hose and Wrap for kinks that might cut off fluid flow.</li> <li>• Make sure there is water in the ice box.</li> <li>• Make sure that the ice box filter is clean.</li> <li>• Reapply the Wrap so that it is snug against the body part being treated.</li> </ul> <p>If the problem persists, call customer service at 1.888.GameReady (426.3732).</p>