

NICE ROCC

USER MANUAL





CONTENTS

4	Introduction
4	NICE ROCC Description
5	Indications for Use
5	Contradictions, Cautions, and Warnings
7	Unpacking NICE ROCC
8	Environmental Conditions
9	Getting Started
11	Operating Instructions
14	Maintenance and Cleaning
15	Troubleshooting Guide
16	Service and Customer Support
16	Service Injury Reporting
17	Return and Warranty Policy
18	Terms and Conditions
19	Electromagnetic Compatibility

1. INTRODUCTION

The NICE ROCC is designed to enhance your workout and increase performance. If the device is used in a manner other than as specified, its operation or safety protection may be impaired. Please read the entire manual carefully before operating the NICE ROCC.

1.1 THE SCIENCE BEHIND PALM COOLING

During exercise, muscle temperature rises rapidly. When muscles reach a critical point (104°F / 40°C) the production of adenosine triphosphate ATP is inhibited. This results in muscle fatigue and ultimately, muscle failure. Your hands contain special blood vessels, arterio-venous anastomoses (AVAs) which provide a direct connection between small arteries and small veins, bypassing the high resistance capillaries. By cooling the palms, a person's blood is cooled and pumped throughout the body, cooling their core body temperature. The NICE ROCC cooling surface maintains a safe temperature of 55°F - 60°F (12.8°C - 15.6°C). When held for 90-120 seconds, it can extract significant heat without causing vasoconstriction.

Learn more at: getnice.com

2. NICE ROCC DESCRIPTION

The NICE ROCC is a state-of-the-art palm cooling device which includes the items shown in Section 5. The device uses thermoelectric technology to maintain a constant, cool surface temperature. The NICE ROCC is a portable wellness device.

2.1 FEATURES

- Surface temperature 55°F - 60°F (12.8°C - 15.6°C)
- Integrated haptic time
- Active portable device

2.2 GENERAL SPECIFICATIONS

- Weight: 5 lbs.
- Dimensions: 7.37" W x 5.11" H x 4.88" D
- Charging Time: 60-90 minutes
- Battery Life: 2+ hours
- User Operating Temperature: 60°F - 80°F (15.6° - 26.7°C)
- Storage/Transportation Temperature Range: 14°F - 113°F (-10°C - 45°C)
- Expected Service Life of NICE ROCC unit: 3 years

2.3 OPTIONS

- Carrying Case

2.4 SYMBOLS



Read Operator's Manual.



Nice Recovery Systems LLC
2205 Central Ave
Boulder, CO 80301



Class III equipment.



Do not use this device in a bathtub, shower, or water-filled reservoir.



Recycle. Do not throw unit in trash.



Powered by direct current.



Separate Supply Unit.

IP20

3. INDICATIONS FOR USE

The NICE ROCC is intended for use by adults to increase thermal recovery and performance optimization during or after physical activity. It is designed for use in home and commercial gyms, fitness centers, and athletic facilities. This device is not intended for medical treatment of any condition.

4. CONTRADICTIONS, CAUTIONS, AND WARNINGS

NICE ROCC or any palm cooling device should not be used by persons that:

- have significant vascular impairment (e.g., from prior frostbite, diabetes, arteriosclerosis, or ischemia).
- have acute paroxysmal cold hemoglobinuria, cryoglobulinemia, Raynaud's disease, or cold hypersensitivity (cold urticaria).
- have pre-existing respiratory or cardiac conditions.

CAUTION

- Basic safety precautions should always be followed when using the NICE ROCC to reduce the risk of fire, electric shock, and personal injury.
- Please read the entire User Manual carefully before operating the unit.

WARNINGS

- Do not use on sensitive skin or in the presence of poor circulation.
- If unusual skin discoloration or discomfort occurs, immediately discontinue use of the NICE ROCC and consult a healthcare professional.
- Immediately stop use if you experience any sense of discomfort, numbness or tingling in the hands.

POTENTIAL HARM FROM MISUSE

WARNINGS

- Use of this device may cause Rhabdomyolysis if used excessively or incorrectly.
- Use of this device may cause Hypothermia if used excessively or incorrectly.
- For adult use only, the use of the NICE ROCC by children may be dangerous.

BATTERY CHARGER AND ACCESSORIES

CAUTION

- Only use the supplied power block and cord.
- Do not operate the unit with a damaged or frayed power cord.

ENVIRONMENT CONDITIONS AND OPERATING

CAUTION

- Do not operate the device if it has any noticeable or physical damage.
- The device is not intended to be used in a wet environment.
- Do not use in excessive heat. Prolonged exposure to extreme temperatures may cause device malfunction or overheating.
- Do not use with open flames or heat sources. It may cause fire hazards.
- The NICE ROCC has an IPx0 rating. If the unit gets wet, unplug the unit (if plugged in) and allow unit to dry before use.
- The NICE ROCC has an IP2x rating and can tolerate and prevent foreign object intrusion

such as a finger. Do not stick foreign objects into the intake holes, grill, or USB-C connectors.

- Never push objects of any kind into the device.

WARNINGS

- Do not simultaneously touch parts of other electrical equipment when using the NICE ROCC device.
- It is imperative that the NICE ROCC is never powered on in an enclosed bag or box. Slots and openings of the device are provided for ventilation to protect the unit from overheating. These openings must not be blocked or covered at any time.
- Keep the system away from children and pets. No parts of the system are to be used as toys.

POTENTIAL DAMAGE TO UNIT FROM MISUSE

CAUTION

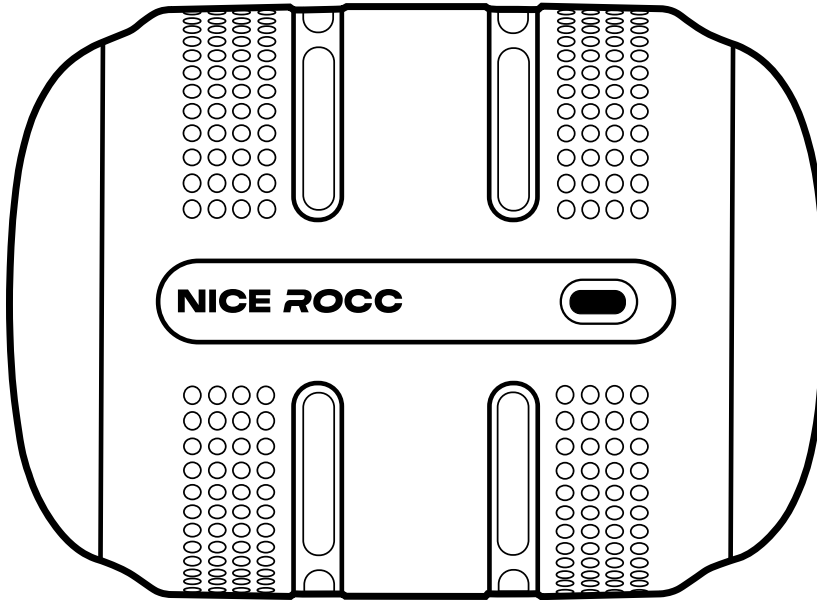
- Never spill liquid of any kind on the device.
- Do not drop the device or cause impact to the device.
- Do not spray the unit with any water solvents or cleaners. See Section 9.
- Do not service or perform maintenance while the equipment is in use.
- Do not disassemble. Unauthorized disassembly or modification of the device may lead to malfunction or risk of electric shock.

WARNINGS

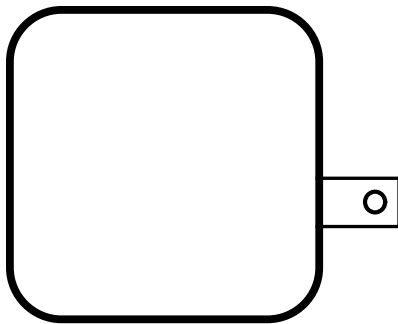
- Do not attempt to sterilize this device by any means.
- No modification of this equipment is allowed.

5. UNPACKING NICE ROCC

When you first unpack the NICE ROCC you should have the following items:



1 NICE ROCC Palm Cooling Unit



2 60W Power Supply



3 USB-C Charging Cord

6. ENVIRONMENTAL CONDITIONS

NICE ROCC is intended for indoor gyms, fitness centers, and athletic facilities. Do not operate NICE ROCC in or near a wet environment.

NICE ROCC is not to be used in a confined space. Adequate airflow is necessary for the proper functioning of the device. It is recommended that the device has at least 12 inches of clearance around the slots for adequate airflow. Inadequate airflow can result in overheating of internal electrical components and undesirable or excessive noise.

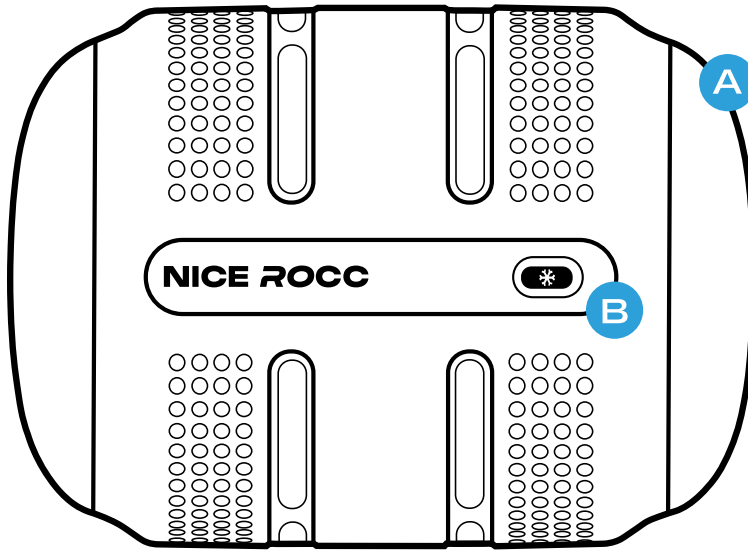
For optimal performance, use the device between 60°F to 80°F (15.6°C - 26.7°C).

Failure to meet these operating environment conditions may result in:

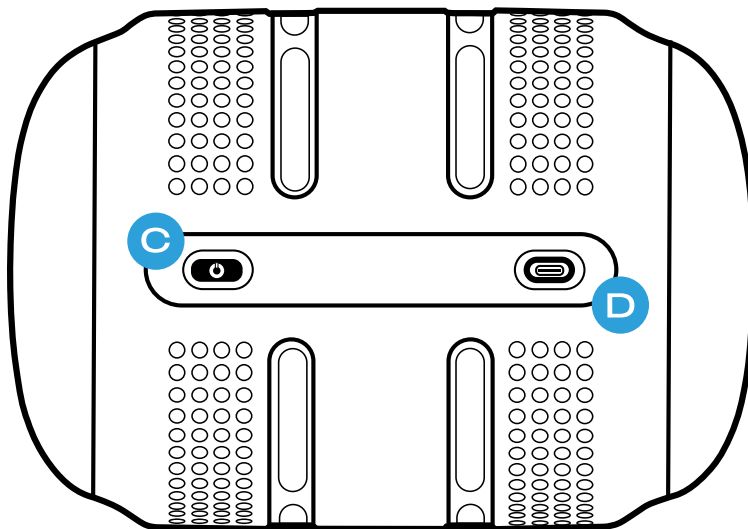
- Overheating or freezing of the unit.
- Internal electronics malfunctions.
- A reduction in the cooling capabilities of the device.
- The inability of the unit to properly provide effective palm cooling.

7. GETTING STARTED

7.1 LABELED DEVICE



- A** Palm Cooling Surface
- B** Snowflake Button



- C** Power Button
- D** USB-C Charging Port

7.2 POWERING ON

- 1 Press the Power Button to turn the device on. The color of the Power Button will indicate the state of charge.
- 2 Wait for the device to reach target temperature (57°F / 13.9°C). The device takes 2-4 minutes to reach temperature. The color of the Snowflake Button indicates the temperature of the Cooling Surface.
- 3 Once the device has reached temperature the Snowflake Button will turn blue. You are ready to use the NICE ROCC.

ON

Press



Device begins to cool



= Cooling Surface **>85°F (29.5°C)**



= Cooling Surface **>60°F - 85°F
(15.6°C - 29.5°C)**



= at Target Temperature
(57°F / 13.9°C)

7.3 POWERING OFF

OFF

Press and hold the Power Button for 3 seconds to power the device off.

AUTOMATIC SHUT OFF

The unit will automatically shut off if an error is detected. See Troubleshooting Guide for further instructions.

OFF

Press



and hold for **3 seconds**

8. OPERATING INSTRUCTIONS

8.1 STEP-BY-STEP INSTRUCTIONS

STEP 1

TURN ON THE DEVICE

STEP 2

PERFORM YOUR EXERCISE

STEP 3

USE THE DEVICE

Once the device reaches its target temperature, place your palms on both sides of the device so they are in contact with the palm cooling surface.

STEP 4

TIME YOUR SESSION

- Press the Snowflake Button to turn the timer on. The timer is ON when the Snowflake Button pulses Blue.
- The device will vibrate every 30 seconds.
- Press the Snowflake Button to turn off timer. The timer is OFF when the Snowflake Button is solid Blue.

Note: *It is recommended to hold the device for at least 90 seconds. If the timer is on for longer than 5 minutes the timer will turn off automatically and the Snowflake Button will return to solid **Blue**.*

STEP 5

INCREASE PERFORMANCE THE NEXT SET

8.2 QUICK START FLOWCHART

ON

Press



Device begins to cool



= Cooling Surface **>85°F (29.5°C)**



= Cooling Surface **>60°F - 85°F
(15.6°C - 29.5°C)**



= at Target Temperature
(57°F / 13.9°C)

OFF

Press



and hold for **3 seconds**

BATTERY LEVEL



= **20% - 100%**



= **10% - 20%**



= **1% - 10%**



Fast Blinking = **<1%**

TIMER

Press



to turn timer **ON & OFF**



Pulsing = **TIMER ON**



Solid = **TIMER OFF**

When **ON**, ROCC vibrates every 30 seconds

8.3 CHARGING

- Plug one end of the USB-C charging cable into the USB-C port and the other into the USB-C charging block to charge the NICE ROCC.
- Check the device's battery status (USB-C LED indicator)
 - Pulsing Red: 0% - 10% Charge
 - Pulsing Yellow: 10 %- 20% Charge
 - Pulsing Green: 20% - 99% Charge
 - Solid Green: 100% Charge
- USB-C LED will flash while properly connected until fully charged. The USB-C LED will turn solid green when charging is complete.
- The battery life is approximately 2+ hours and takes about 60 - 90 minutes to charge.
- If the USB-C is Solid Red, the USB-C connected is not compatible with the NICE ROCC.

****Note:** If using an alternative USB-C cable, ensure that it is from a trusted source and has not suffered any structural damage. Do not try to use the device while charging.

CHARGING

	Fast Blinking = USB-C Not Compatible / Low Wattage
	Pulsing = 0% - 10%
	Pulsing = 10% - 20%
	Pulsing = 20% - 99%
	Solid = 100%

9. MAINTENANCE AND CLEANING

- There are no user serviceable internal parts.
- Keep water away from intake holes, vents, and the USB-C connector of the unit.
- To avoid possible electric shock, do not remove the cover of the unit.
- Do not immerse the unit in water or any liquid.
- Wipe the exterior of the unit with a damp cloth to clean.
- Do not use abrasive or solvent-based cleaners on the unit.

10. TROUBLESHOOTING GUIDE

The NICE ROCC has many internal software safeguards to help protect the users and the device from unsafe operations. In this section, you will find a list of system warnings and errors that may occur if a potentially unsafe situation arises while using the NICE ROCC. The device is not intended for field repair. Do not attempt to service the unit in any way. Troubleshooting steps are included.

Errors indicate the system has detected, an issue and has stopped to protect the user. The error state must be corrected before device can be used.

System errors indicate that an error has been detected and the device will halt to protect the user. System errors typically require service to the device to correct the problem. If you encounter a system error, note the color code indicated and please contact NICE technical assistance.

Below is a list of common user-related warnings and errors that may occur during therapy operation of the unit. Note: Both the snowflake button and the power button will pulse in Red simultaneously.

ERROR



&



If **Power Button and Snowflake Button** are **Pulsing Red**, Contact NICE

TYPE OF ERROR AND # OF RED PULSES

ADDITIONAL SUGGESTED ACTION OF USER

ONE RED PULSE: COOLING SYSTEM ERROR

Restart device. If error persists contact service provider.

No additional action needed. If the error persists, contact service provider.

TWO RED PULSES: FAN ERROR

Restart device. If error persists contact service provider.

No additional action needed. If the error persists, contact service provider.

THREE RED PULSES: HIGH TEMPERATURE ERROR

Device environment is too hot to provide cooling. Bring to room temp, wait 5 minutes, and restart. If error persists, unplug and contact service provider.

Repeat at least twice to allow unit to cool. Ensure that the device has at least 12 inches of clearance for proper air flow. If the error persists, contact service provider.

11. SERVICE AND CUSTOMER SUPPORT

Nice Recovery Systems, LLC is committed to servicing our NICE ROCC both during and after sales to the customer. If you have any questions concerning the operations of the NICE ROCC, please contact us at:

Nice Recovery Systems LLC
2205 Central Ave
Boulder, CO 80301
support@getnice.com
888.815.9907

12. SERIOUS INJURY REPORTING

If a serious incident has occurred, please report to Nice Recovery Systems, LLC using the contact information noted in the Service and Customer Support section of this User Manual. If in the European Union, please also report to your Competent Authority where the serious incident has occurred.

13. NICE RECOVERY RETURN & WARRANTY POLICY

Return Policy

This Return Policy applies to all NICE Recovery products purchased directly from NICE Recovery Systems LLC or through an authorized reseller. It does not apply to items clearly marked as “Final Sale” or “Non-returnable” on the product listing page.

Visit www.getnice.com to review full warranty & returns policy noting exclusions and product ineligibility. Seller may update this policy at any time.

Definitions

- Delivery Date: The date the carrier records as delivered to customer
- Like-new condition: No visible wear, all original seals intact, all accessories present, and packaging undamaged.
- RMA: Return Merchandise Authorization document issued by NICE Recovery.
- Seller: NICE Recovery Systems LLC (“Seller”) or authorized reseller
- Buyer: purchaser or end-user as permitted (“Buyer”)

Return Process

Returns must be initiated within 30 calendar days of Delivery Date. RMA and return label are valid for 14 days from issuance.

To begin a return, please submit a ticket at www.getnice.com/support or contact customer service at support@getnice.com. Order number, item(s) for return, and reason for return will need to be provided.

Products must be returned in like-new condition, with original packaging and accessories in addition to a valid RMA provided by Seller.

Warranty Policy

Seller warrants that all products are free from material defects for twelve (12) months from delivery or as stated in the Manufacturer’s Warranty in the Product User Manual, whichever is longer. Accessory Products (e.g., therapy wraps, power supplies) hold a 90 day warranty term, subject to change at Seller’s discretion. Warranties transfer to Buyer only and not to a third-party sale made by Buyer.

Limited Warranty Periods

- Devices – 1-Year Warranty
- Devices (UK/EMEA) - 2-Year Warranty, unless otherwise stipulated by mutual business agreement.
- Attachments and Accessories – 90-Day Warranty*

**Please note that accessories include the NICE ROCC power supplies and carrying cases.*

14. NICE RECOVERY TERMS & CONDITIONS OF SALES*

Effective Date: June 1 2025

These Terms and Conditions of Sale (“Agreement”) apply to the sale of NICE Recovery Systems LLC’s (“Seller”) palm cooling units.

This Agreement is legally binding as of the effective date shown and supersedes any prior versions. It is not part of NICE Recovery Systems’ internal document control system and is maintained as an externally released legal document.

CAUTIONS & WARNINGS

Purchases from third-party or unauthorized sources (e.g., online auctions or private sellers) are not guaranteed for quality or condition, and warranties will be void.

**Full Terms and Conditions can be found at www.getnice.com Seller may update this policy at any time; the Effective Date reflects the current version.*

15. ELECTROMAGNETIC COMPATIBILITY

GUIDANCE AND MANUFACTURER'S DECLARATION: ELECTROMAGNETIC IMMUNITY AND EMISSIONS			
The NICE ROCC was tested to the following standards: EN IEC 55014-1:2021 CISPR 14-1:2020 AS/NZS CISPR 14-1:2021 EN 55014-2:2015 CISPR 14-2:2015 AS/NZS CISPR 14-2:2015 EN 61000-3-2:2013 + A1:2019 EN 61000-3-3:2013 + A1:2019 FCC 47 CFR Part 15, Subpart B – Verification ICES-003 Issue 7:2020 IEC 60335-1 Edition 5.2: 2010 +A1:2013 +A2:2016			
The NICE ROCC is intended for use in the electromagnetic environment specified below. The customer or the user of the NICE ROCC should assure that it is used in such an environment.			
EMC TEST	IEC STANDARD, TEST LEVEL	TESTED COMPLIANCE LEVEL	ELECTROMAGNETIC ENVIRONMENT GUIDANCE
RF Emissions CISPR 14	EN IEC 55014-1:2021 CISPR 14-1:2020 AS/NZS CISPR 14-1:2021 EN 55014-2:2015 CISPR 14-2:2015 AS/NZS CISPR 14-2:2015 EN 61000-3-2:2013 + A1:2019 EN 61000-3-3:2013 + A1:2019	EN IEC 55014-1:2021 CISPR 14-1:2020 AS/NZS CISPR 14-1:2021 EN 55014-2:2015 CISPR 14-2:2015 AS/NZS CISPR 14-2:2015 EN 61000-3-2:2013 + A1:2019 EN 61000-3-3:2013 + A1:2019	The NICE ROCC uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
AC Power Line Conducted Emissions	IEC 61558-2-16	IEC 61558-2-16	The NICE ROCC switch mode power supply is suitable for use in all establishments, including domestic establishments and those directly connected to the public mains that supplies buildings used for domestic purposes.
Electrostatic Discharge (ESD) Immunity	IEC 61000-4-2 ± 8 kV contact ± 15 kV air	IEC 61000-4-2 ± 8 kV contact ± 15 kV air	While this testing level is high it is not the maximum observed in some areas with very low humidity. If used in a known very dry location the user should try to discharge/ground themselves before using the unit.
RF Electromagnetic Fields for enclosure ports	IEC 61000-4-3 80 – 1000 & 1400-2000; 2000-2700 MHz 10 & 3 V/m 80% AM (1kHz)	IEC 61000-4-3 80 – 1000 & 1400-2000; 2000-2700 MHz 10 & 3 V/m 80% AM (1kHz)	While tested to a high level, interference may occur in the vicinity of equipment market with the following symbol: 

Immunity to conducted disturbances induced by RF fields applied to AC input	IEC 61000-4-6 0.15-80MHz 10 Vrms(unmodulated) 80% AM (1kHz) 150 ohms	IEC 61000-4-6 0.15-80MHz 10 Vrms(unmodulated) 80% AM (1kHz) 150 ohms	Portable and mobile RF communications equipment should be used no closer to any part of the NICE1, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. Recommended separation distance $d=1.2\sqrt{P}$ $d=1.2\sqrt{P}$ 80 MHz to 800 MHz $d=2.3\sqrt{P}$ 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). Interference may occur in the vicinity of equipment marked with the following symbol: 
Electrical fast transients / bursts applied to AC input	IEC 61000-4-4 4 kV 5/50 Tr/Td(ns) 5kHz	IEC 61000-4-4 4 kV 5/50 Tr/Td(ns) 5kHz	Mains power quality can be that of a typical hospital, commercial, or home environment.
Surge immunity test for input and output AC power ports	IEC/EN 61000-4-5 Line to Gnd: 4kV (peak) Line to Line: 2kV (peak) 1.2/50 (8/20) Tr/Th(μs)	IEC/EN 61000-4-5 Line to Gnd: 4kV (peak) Line to Line: 2kV (peak) 1.2/50 (8/20) Tr/Th(μs)	Mains power quality can be that of a typical hospital, commercial, or home environment.
Voltage dips and interruptions	IEC/EN 61000-4-11 100%, 0.5 cycles 100%, 1 cycle 40%, 10 cycles 70%, 25 cycles 80%, 250 cycles 100%, 250 cycles	IEC/EN 61000-4-11 100%, 0.5 cycles 100%, 1 cycle 40%, 10 cycles 70%, 25 cycles 80%, 250 cycles 100%, 250 cycles	Mains power quality can be that of a typical hospital, commercial, or home environment.
Harmonics and interharmonics including mains signaling for input and output AC power ports	IEC/EN 61000-4-13	IEC/EN 61000-4-13	The NICE ROCC power supply electrical harmonics are very low and is suitable for use in all establishments, including domestic establishments and those directly connected to the public mains that supplies buildings used for domestic purposes.
NOTE 1 At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies. NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.			

- a. Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast 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 in which 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.
- b. Over the frequency range 80 – 1000 & 1400-2000; 2000-2700 MHz, field strengths should be less than 10 V/m.

RECOMMENDED SEPARATION DISTANCES BETWEEN PORTABLE AND MOBILE RF COMMUNICATIONS EQUIPMENT AND THE NICE ROCC

The NICE ROCC is intended for use in the electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the NICE ROCC can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the NICE ROCC as recommended below, according to the maximum output power of the communications equipment.

RATED MAXIMUM OUTPUT POWER OF TRANSMITTER W	SEPARATION DISTANCES ACCORDING TO FREQUENCY OF TRANSMITTER M		
	150 kHz to 80 MHz d=1.2√P	80 kHz to 800 MHz d=1.2√P	800 kHz to 2.5 GHz d=2.3√P
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73
1	1.2	2	2.3
10	3.8	3.8	7.3
100	12	12	23

For transmitters rated at a maximum output power not listed above, the recommended separation distance d in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

NOTE 1 At 80 MHz and 800 MHz, the separation distance for the higher frequency band applies.

NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.



OPTIMIZING HUMAN PERFORMANCE

Designed, engineered, and manufactured in Boulder, Colorado

[GETNICE.COM](https://getnice.com)