

vive®



## **KNEE ICE WRAP**

Owner's Manual  
SUP2020GRY

[vivehealth.com](http://vivehealth.com)

## OVERVIEW

The Vive Knee Ice Wrap utilizes 2 hot and cold therapy gel packs for targeted therapy. The design has an open hole in the middle that serves as patella support so you can use the brace without the gel packs if desired.

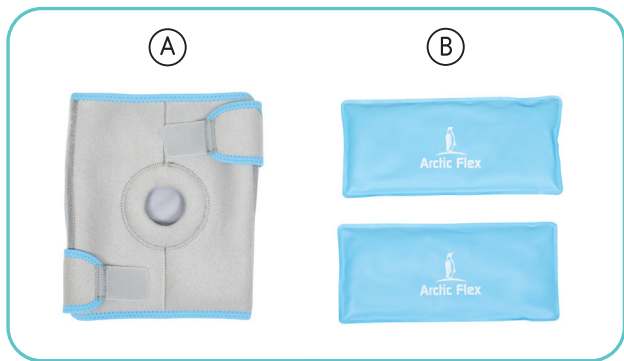
We are constantly answering questions and recording helpful videos to make using your Vive Knee Ice Wrap as easy as possible. Check out the included links and QR codes to help you through the process.



To see all FAQ's in one place  
visit [vhealth.link/d53](https://vhealth.link/d53)

## WHAT'S INCLUDED

- (A) Knee Ice Wrap
- (B) Arctic Flex Gel Packs



## HOT/COLD GEL PACK INSTRUCTIONS

Prior to use of the Knee Ice Wrap, it is important to understand proper gel pack heating and cooling procedures for safe and effective use.



For a video demonstration of each method, check out [vhealth.link/n2e](https://vhealth.link/n2e)

## COOLING INSTRUCTIONS

1. Gently knead the gel pack to ensure that its contents are spread evenly throughout then lay flat in the freezer for a minimum of 2 hours.
2. Apply the gel pack to the affected area either within the included removable brace or within a layer of towel wrapped around the pack to protect your skin from the intense cold.
3. Leave the pack on the area for no more than 15-20 minutes at a time. If used repeatedly, leave the pack off for at least 20 minutes before re-applying. Refreeze if needed.

## MICROWAVE HEATING INSTRUCTIONS

1. Gently knead the gel pack throughout to ensure that its contents are spread evenly, this will ensure the pack heats evenly.
2. Place the gel pack flat in the microwave on a dry paper towel. Fold larger packs in half if needed to fit inside the microwave.

3. Heat the pack at full power in 5-second intervals, overheating will cause the pack to expand and rupture. Inspect the gel pack each interval to make sure there is no leaking.
4. Remove the pack with tongs and place within the brace or a wrapped towel before checking the warmth with a light touch. Packs are best used when warm to the touch, but not extremely hot. **DO NOT touch the pack directly, only touch the covering. The pack may be extremely hot.**
5. If the pack is too hot, let it cool for at least 1 minute before use.
6. Apply the gel pack to the affected area with either the included removable brace or a layer of towel between the pack and your skin.
7. Leave the pack on the affected area for no more than 15-20 minutes.
8. As the pack loses heat during the application, protective layers of towel may be removed. If used repeatedly, leave the pack off for at least 20 minutes before re-applying. Reheat if needed.

## STOVETOP HEATING INSTRUCTIONS

1. Use a pot or pan large enough to accommodate the gel pack fully beneath the top edge of the pot/pan.
2. Place the gel pack inside the empty pot or pan.
3. Fill the pot with water. The water should not reach the top of the pot, but just high enough to cover the gel pack.
4. Remove the gel pack from the pot. **DO NOT boil the water with the gel pack still inside.**
5. Place the pot on the stove and bring the water to a boil.
6. Once the water boils, remove the pot from the stove and allow to cool for 2 minutes.
7. Using tongs (without sharp edges) or oven mitts, gently place the gel pack in the boiled water. **Submerge for 10 seconds.**
8. Remove the pack with the tongs and place them within the brace or a wrapped towel before checking the warmth with a light touch. Packs are best used when warm to the touch but not extremely hot. **DO NOT touch the pack directly, only touch the covering; pack may be extremely hot.**

9. Remove from the covering and place the pack back in the water as needed in 5-second intervals. Resubmerge as necessary until the pack reaches the desired temperature.
10. If used repeatedly, leave the pack off for at least 20 minutes before re-applying. Reheat if needed.

Note: Be careful when placing and removing the packs from the pot, as the boiled water may splash.

## USING THE KNEE ICE WRAP

1. Insert the gel packs into the pouches of the brace. Secure the pocket shut.



2. While in a seated position, completely straighten your leg, then place the brace over the knee with the kneecap centered at the hole of the brace.



3. Wrap and attach the top strap first, then the bottom strap. Adjust as necessary.





## CARE INSTRUCTIONS

- Spot clean the brace with a damp cloth and air dry. Alternatively, the brace may be machine washed. Air dry.
- Wipe down the gel packs with a dry cloth. DO NOT machine wash or dry the gel packs.

## WARNINGS

- Overheating the gel pack may cause it to burst or leak.
- Monitor the gel pack in the microwave. If it begins to expand, turn off the microwave and allow the pack to cool.
- Check the pack for punctures before each use. If there is a puncture, throw the pack away and wash skin if it came in contact with the inner gel.
- The gel pack shouldn't come into direct contact with the skin. Always use a brace or other protective layer, such as a towel. Supervise use by children or older adults, who may be more prone to skin irritation.
- Always check the temperature of the pack before use. If it's too hot or too cold, leave it to sit for a few minutes before use.

- If you have diabetes, poor circulation, nerve damage, sensitive skin, or paralysis, do not use gel pack therapy.
- Don't apply pain-relieving ointments prior to using the gel pack.
- Don't apply the gel pack to open skin. If the affected area has broken skin, disinfect the cut or wound and apply a sturdy bandage before using the pack.
- In the case of contact with the inner gel pack substance with eyes, skin, or clothing, rinse the affected area with warm water. If irritation persists, contact a doctor.

## GOT MORE QUESTIONS?

Check out our list of Frequently Asked Questions at [vhealth.link/d53](https://vhealth.link/d53) 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](mailto:service@vivehealth.com)

 1-800-487-3808

 [vivehealth.com](https://vivehealth.com)