

# ArTek Air<sup>®</sup>

## User Manual



# Table of Contents

<b>1. Introduction.....</b>	<b>3</b>
<b>2. Glossary of Terms .....</b>	<b>4</b>
<b>3. General Warnings and Cautions .....</b>	<b>5</b>
3.1 Contraindications for Use .....	5
3.2 Precautions .....	5
3.3 Warnings .....	5
3.4 Cautions .....	6
<b>4. Indications for Use .....</b>	<b>7</b>
<b>5. ArTek Air Device Description .....</b>	<b>8</b>
5.1 Features .....	8
5.2 General Specifications.....	8
5.3 Device Description .....	9
<b>6. Unpacking Your ArTek Air Therapy System .....</b>	<b>11</b>
<b>7. Attaching ArTek Air Accessories .....</b>	<b>12</b>
<b>8. Environmental Conditions You Should Be Aware of Before     Operating Your ArTek Air System .....</b>	<b>17</b>
<b>9. How to Set Up Your ArTek Air System for Therapy .....</b>	<b>18</b>
<b>10. Warning and Alarm Indicators .....</b>	<b>20</b>
<b>11. Things You Can Do To Keep Your ArTek Air System     Performing .....</b>	<b>22</b>
<b>12. Emptying the Condensate Collector Tray .....</b>	<b>23</b>
<b>13. Storage .....</b>	<b>24</b>
<b>14. Troubleshooting Guide.....</b>	<b>25</b>
<b>15. Device Summary .....</b>	<b>28</b>
<b>16. Service and Customer Support.....</b>	<b>29</b>
<b>17. Accessories and Replacement Parts .....</b>	<b>30</b>
<b>18. Specifications .....</b>	<b>31</b>
<b>19. Index.....</b>	<b>32</b>
<b>20. Warranty and Disclaimer Information.....</b>	<b>33</b>

# 1. Introduction

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Please read the entire manual carefully before trying to operate the ArTek Air® therapy system. It is unsafe to start using the ArTek Air therapy system before reading the entire user manual.

At ThermoTek, we pledge to provide the highest quality product with excellent support and service. If we can do anything to make your ArTek Air experience better, please do not hesitate to contact us.

## User Assistance Information:

*The ArTek Air Therapy System is manufactured by:*

ThermoTek, Inc.

1200 Lakeside Parkway #200

Flower Mound, TX 75028

(972) 874-4949

(877) 242-3232 (toll free service number)

For 24-hour Service, call (214) 502-8800 or visit us on the web at [www.thermotekusa.com](http://www.thermotekusa.com)

## Icons Used for Warnings and Cautions:



Electrical Shock Risk



Burn Risk



General Caution



Frostbite or Cryogenic Burn Risk

In the event of a Medical Emergency, call:

# 9-1-1

## 2. Glossary of Terms

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**Contraindication** - a reason that makes it inadvisable to prescribe a particular drug or employ a particular procedure or treatment to a patient.

## 3. General Warnings and Cautions

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### 3.1 Contraindications for Use:

The patient should **NOT** use the ArTek Air therapy system if the patient is suspected of or observed to have any of the following:

- Hyper-sensitivity to cold
- Areas of impaired sensation
- Areas of impaired circulation
- Open wounds
- Ablative laser treatment
- Frostbite
- Raynaud's disease
- Cryo-globulinemia
- Cold-agglutinin disease

### 3.2 Precautions:

When using the ArTek Air therapy system, basic safety precautions should always be followed to reduce the risk of fire, electric shock and personal injury. Please read the entire manual carefully before trying to operate this system.

Precautions include:

### 3.3 Warnings



Never push objects of any kind into the therapy unit through the ventilation holes or frame as they could cause damage to the unit, or could result in a risk of fire or electrical shock.



Never spill liquid of any kind on the therapy unit.



If the unit gets wet, unplug the unit from the wall and allow the unit to dry before use.



The unit must be operated with the supplied power cord and plugged into a 3-prong grounded outlet.



Do not operate the unit if it has any noticeable or physical damage or is leaking fluid.



Do not operate the unit with a damaged or frayed power cord.



The therapy unit is not intended to be used in a wet environment or when relative humidity is greater than 50%.



Do not spray the unit with any water solvents or cleaners.



Do not drop the therapy unit or cause impact to the unit.



Do not pull or otherwise put undue stress on the hose.



Do not use this device without the supplied intake air filter.



Do not use near equipment that generates electromagnetic or other interferences as this may be harmful to the therapy unit.

### **3.4 Cautions:**



Do not attempt to sterilize this device by any means.



The therapy device must only be used by a licensed healthcare practitioner.



Be aware that patients vary in sensitivity to cold.



Do not allow the therapy hose to contact sharp objects that could puncture it.



Slots and openings in the cabinet are provided for ventilation to protect the unit from overheating. These openings must not be blocked or covered at any time.



Observe all warning labels. Never remove the warning labels.

## **4. Indications for Use**

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The ArTek Air therapy system is designed to provide anesthetic relief during dermatological procedures as specified in this manual. If the system is used in a manner other than as specified, its operation or the safety protection may be impaired.

The intended therapy of the ArTek Air device is to:

- Minimize pain during dermatological treatments.
- Provide temporary topical anesthetic relief for injections and dermatological procedures that induce minor local discomfort.

## **5. ArTek Air Device Description**

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The ArTek Air therapy system is an electronic cooling system that provides precisely controlled cold energy to the skin during therapy. This convenient, mobile system utilizes solid-state thermoelectric heat pumps to provide topical cooling in a safe and environmentally friendly manner.

### **5.1 Features:**

- Variable Air Speed settings: I, II, III, IV
- Pain Management
- Mobile Package with Wheels
- User-Friendly Interface
- 100-120 VAC Power Input (0P9TARCARE), 220-240 VAC Power Input (0P9TATA220)
- Therapy Temperature Range from -2°C to 3°C, 28°F to 37°F
- Overhead Table Top

### **5.2 General Specifications:**

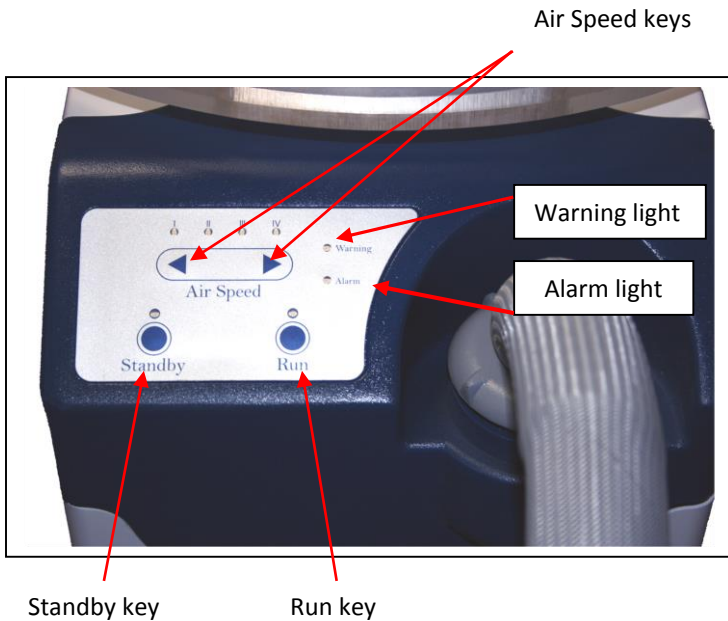
- Weight: 60 lbs.
- Hose Length: 6 ft.
- Dimensions: 10"W x 22.5"H x 20.5"D

### 5.3 Device Description:

#### Air Delivery Hose:



#### Keypad Interface:



**Condensate Collector Tray:**



## 6. Unpacking Your ArTek Air Therapy System

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When you first unpack the shipping container, you should have the following items:



All of these items are needed for safe system operation. If any of these items are missing from the shipping container, please contact the dealer, or ThermoTek Customer Service at 877-242-3232.

Immediately upon unpacking your ArTek Air Therapy System, inspect your unit. If the unit shows shipping damage, contact the transportation company and file a freight damage claim. **Be sure to retain all packing material and the original box or case.**

## 7. Attaching ArTek Air Accessories

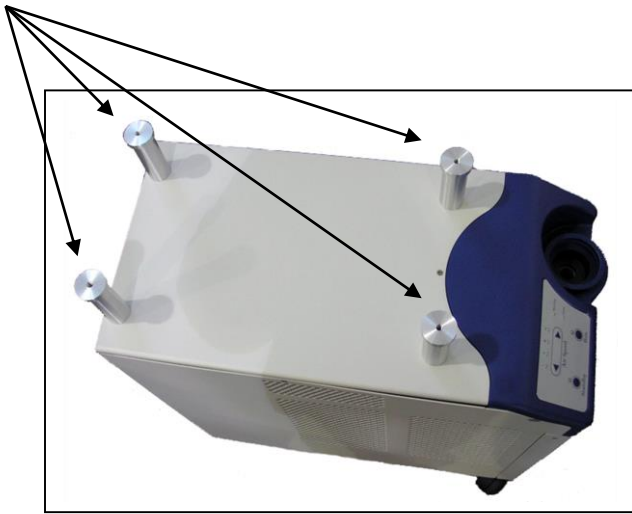
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1. Install the air delivery hose bracket as shown using (2) 6-32 screws.



2. Install the (4) metal standoffs into the four holes on top of the unit. The standoffs will screw in as shown.

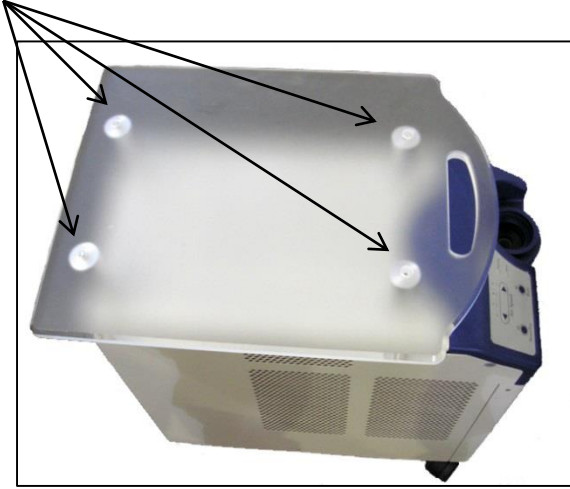




3. Peel the paper backing from the table top.



4. Align the table top holes over the standoffs as shown.



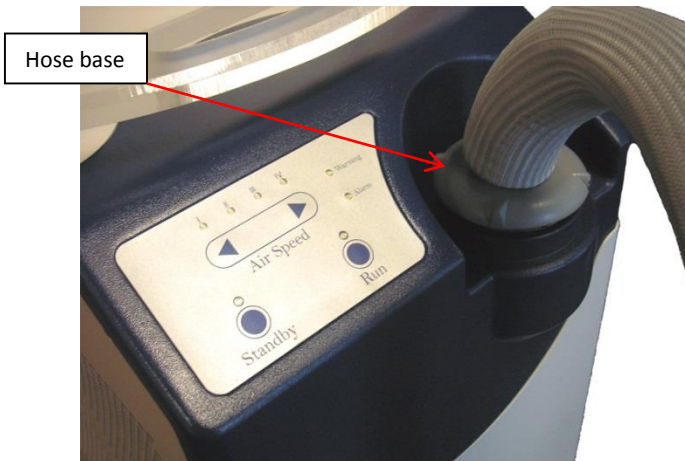
5. Install (4) bolts into the table top holes and screw into the unit using the supplied hex tool.



6. Install the air delivery hose base onto the threaded opening on the unit as shown.



7. Screw the hose base clockwise onto the threaded hose interface until the hose base is secure.



8. Slide the condensate tray onto the bottom of the unit as shown.



## 8. Environmental Conditions You Should be Aware of before Operating Your ArTek Air System

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The ArTek Air therapy system is intended for indoor use only.



The ArTek Air therapy system is not to be used in a confined space. Adequate air flow distance from the unit sides must be maintained during operation.

Inadequate air flow can result in overheating of internal electrical components and undesirable or excessive noise.

Only use the ArTek Air therapy system in an ambient environment between 60-80 degrees Fahrenheit (°F) (60-75°F is optimum) and a relative humidity below 50%.

Failure to meet these operating environment conditions may result in:



Condensate buildup inside the unit.



Overheating or freezing of the unit.



Internal electronics malfunction

- A reduction in the cooling capabilities of the unit
- A potential to blow the unit's electrical fuse due to an internal electrical overload.

## 9. How to Set Up your ArTek Air System for Therapy

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Now that you have fully unpacked your ArTek Air therapy system and verified that all of the necessary equipment is present and not damaged, you may begin to prepare the system for treatment.

1. Place the ArTek Air system upright on a level surface and at least 3 feet from any wall or other obstruction that could restrict airflow through the sides or back of the system.
2. Verify that the power switch located on the top right back of the unit is in the OFF position.
3. Verify that the delivery hose is connected at the top of the unit.
4. Turn ON the power switch located on the top right back of the unit.
5. Once power is applied, the therapy system will run through all air speed settings. The initial calibration routine will take 2 minutes and 30 seconds and finish in Standby mode with “Standby” illuminated. During start-up calibration, the “Run” light will blink. The keypad is disabled during the calibration routine.
6. Pressing the “Run” push button will start the cooling operation. The “Run” light will blink and the Low Air Speed setting will be illuminated. Adjust the Air Speed to the desired level at this time using the arrow push buttons.

7. The therapy system is ready for use when the “Run” light becomes solid and a long beep is audible.
8. While in “Run” mode, the air speed is adjusted using the arrow push buttons.
9. Pressing the “Standby” push button at any time will set the ArTek Air in Standby mode. Once the ArTek Air is in Standby mode, the air speed will continue at the previously set level until the system purges any condensate built up inside.  
The system is ready to run again when the air speed decreases and the air speed light shuts off.
10. Turn the ArTek Air OFF or set to Standby mode when not in use.

If you experience difficulty in setting up your ArTek Air therapy system for use, please contact ThermoTek technical assistance toll-free at 1-877-242-3232 during the hours of 8am – 5pm Central Time. If technical assistance is needed after these hours, you may contact the 24-hour line at (214) 502-8800.

## 10. Warning and Alarm Indicators

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The ArTek Air therapy system has many internal software safeguards to help protect the patient and the unit from unsafe operation. In this section you will find a list of possible system warnings and alarms that may occur if a potentially unsafe situation arises while using the ArTek Air therapy system.

**Warnings** indicate that an unsafe condition could or is about to occur. Warning notifications combine the use of a flashing “Warning” light and a beep sequence.

**Alarms** indicate that an unsafe condition is currently present and halts all current therapies to protect the patient. The alarm state must be corrected before any therapy can be restarted. Alarm notification consists of an audible beeping noise and a blinking “Alarm” light. Press the “Standby” button to clear the active alarm. If the alarm state is still present, the alarm notification will continue and prevent the start of therapy.

If you encounter an alarm, contact ThermoTek technical assistance toll-free at 1-877-242-3232 during the hours of 8am-5pm Central Time. If technical assistance is needed after these hours, you may contact the 24-hour line at (214) 502-8800.

Below is a list of common user-related warnings that may occur during therapy operation of the unit.

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**DOUBLE BEEP and blinking Warning and Standby lights:** When the ArTek Air is in “Run” mode, the software monitors for frozen condensation that may cause a reduction in system performance. If this warning is active, the system will continue to operate. It is recommended to push the

“Standby” button and suspend therapy until the “Warning” light turns off.

**TRIPLE BEEP and blinking Warning light:** After the ArTek Air is powered on, the software monitors for blocked or restricted air flow for several minutes. If the air flow is blocked or restricted, this warning activates.

**QUADRUPLE BEEP and blinking Warning light:** When the ArTek Air is in “Run” mode, the software monitors for air flow leaks. If a leak is detected, this warning activates. Verify that the air delivery hose is connected properly and power cycle the device.

**DOUBLE BEEP and SINGLE BEEP with blinking Warning and Standby lights:** When the ArTek Air is in “Run” mode, the software monitors the cool down rate. If the internal temperature does not reach a pre-determined temperature in a given time, this warning will activate.

## 11. Things You Can Do To Keep Your ArTek Air System Performing

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Do not use abrasive or solvent-based cleaners on the unit.



There are no user serviceable internal parts. The system warranty is voided if the tamper seals are breached or removed.



Keep water away from vents, power ON/OFF switch and the power cord connection 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.

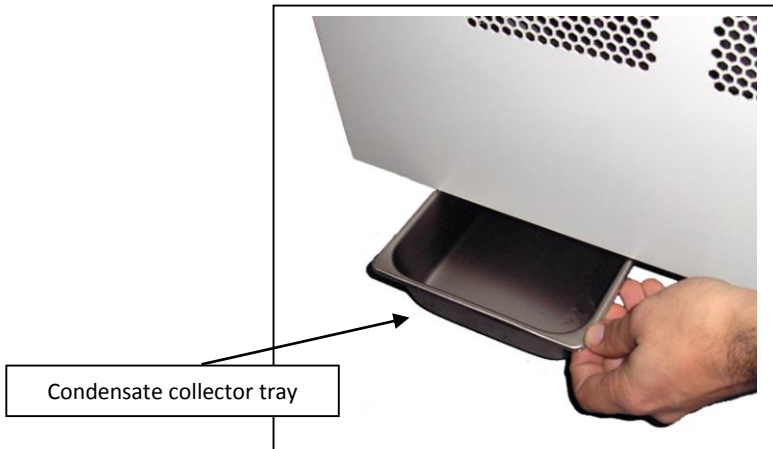
- Check the condensate collector tray fluid level and empty daily.
- Wipe the exterior of the unit with a damp cloth.
- The air filter is located in the back of the unit. To clean the air filter, remove it, wash it in mild soap and water, and allow it to dry completely before reinstalling.

## 12. Emptying the Condensate Collector Tray

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Empty the condensate collector tray daily (if unit is used on a daily basis).

1. Turn the unit OFF and unplug from electrical source.
2. Remove the condensate collector tray from the bottom of the unit.



3. Pour the condensate down a sink drain.
4. Replace the tray below the ArTek Air.

## 13. Storage

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When therapy is complete and it is time to return or store the ArTek Air therapy system you can use the transport box.

1. Turn the unit OFF and unplug from the electrical source.
2. Disconnect the air delivery hose.
3. Follow the “Emptying the Condensate Collector Tray” instructions in Chapter 12.
4. Allow the unit to completely dry indoors for two hours.
5. Collect the following items together:
  - a. ArTek Air unit
  - b. Power cord
  - c. User Manual
6. Store the above items in the original packaging box.
7. Store indoors in an ambient environment between 40 °F and 105 °F.

Failure to properly store the unit and hose may result in the following:



Damage to the unit, hose.



Microbial growth inside the tray if the condensate collector tray is not properly emptied.

## 14. Troubleshooting Guide

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Refer to Chapter 8 “Environmental Conditions You Should Be Aware of Before Operating Your ArTek Air System” for a list of acceptable environmental conditions for safe operation.

This unit is not intended for field repair. Do not attempt to service the unit in any way other than using the instructions listed in this guide.

If the unit is displaying an alarm or warning not listed in Chapter 10, contact Customer Support. See the Customer Support contact information below.

If your issue cannot be resolved with the following scenarios, first contact ThermoTek technical assistance toll-free at 1-877-242-3232 during the hours of 8am-5pm Central Time. If technical assistance is needed after these hours, you may contact the 24-hour line at (214) 502-8800.

**SYMPTOM:** Nothing happens when I turn the unit to the ON position.

**CORRECTIVE ACTION:**

- Make sure the unit is plugged into the appropriate electrical outlet.
- Make sure the power cord is also plugged into the therapy unit.
- Turn the power switch OFF, wait, and turn it back ON. If the alarm persists, contact Customer Support.

**SYMPTOM:** The unit is leaking.

**CORRECTIVE ACTION:**

- If the unit is leaking, make sure the unit is unplugged from the power source before proceeding.

- Inspect the unit for physical damage. If the unit shows any cracks or dents and is leaking, the unit should not be used. Contact Customer Support.
- Check the condensate collector tray and refer to the “Emptying the Condensate Collector Tray” instructions in Chapter 12 if the condensate collector tray is full.

**SYMPTOM:** The unit is heating when it should be cooling.

**CORRECTIVE ACTION:**

- Allow appropriate amount of time for the unit to cool. Depending on the ambient temperature in the room, the output air may take between 5 and 7 minutes to reach “Ready” temperature.
- Verify the unit is in Run mode.
- Turn the unit OFF and then back ON by toggling the power switch on the rear panel. Turn on the unit following the instructions from “Chapter 9 – How to Set Up your ArTek Air System for Therapy”. If the problem persists, the unit may be malfunctioning and should not be used. Contact Customer Support.

**SYMPTOM:** The unit turns on, but it is not cooling.

**CORRECTIVE ACTION:**

- Check keypad for warning or alarm indicators.
- If there is no evidence of air flow, verify the unit is in Run mode and there is nothing blocking the inlet or outlet air.
- If the problem persists, the unit may be malfunctioning and should not be used. Contact Customer Support.

**SYMPTOM:** The unit is noisy.

**CORRECTIVE ACTION:**

- Inspect the unit for physical damage. If the unit shows any cracks or dents, the unit should not be used. Contact Customer Support.

- Turn the unit OFF and unplug it from the power source. Inspect the chassis vents for any foreign objects that may be lodged inside or present in the unit. If the foreign object cannot be removed, contact Customer Support.
- If the fans or pumps are making excessive noise, the unit cannot provide proper therapy and should not be used. Contact Customer Support.

**SYMPTOM:** Water is condensing around or inside the air delivery hose.

**CORRECTIVE ACTION:**

- If there is water around or inside the hose, set the unit to Standby by pressing the “Standby” button. Discontinue treatment until condensation is no longer present.
- Inspect the hose for physical damage. If the hose shows any signs of puncture or tear, the hose should not be used. Contact Customer Support.
- Do not use the unit if the relative humidity is greater than 60%.

**SYMPTOM:** The keypad buttons are not responding.

**CORRECTIVE ACTION:**

- Inspect the unit for physical damage. If the unit shows any cracks or dents, the unit should not be used. Contact Customer Support.
- Verify there is power to the unit and that the unit is turned on.
- Turn the unit OFF and back ON by toggling the power switch on the bottom left. Restart the treatment. If the problem persists, the unit may be malfunctioning and should not be used. Contact Customer Support.

## 15. Device Summary

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The ArTek Air therapy system is capable of performing therapies for the following:

- **Analgesic Therapy:** The intended therapy of the ArTek Air therapy system is to minimize pain from dermatological treatments as well as provide temporary topical anesthetic relief for injections or other dermatological procedures that induce local discomfort.

### Basic Instructions for Use:

The instructions listed here are not intended to replace the complete user instructions listed in Chapter 8. The user should read this entire manual before attempting to operate the device.

1. Prepare the system for operation using the “How to Set-Up Your ArTek Air System for Therapy” instructions in Chapter 9.
2. Initiate the treatment set temperature.
3. Stop all therapy modes after treatment is complete.

If you experience difficulty in setting up your ArTek Air therapy system for use, please contact ThermoTek technical assistance toll-free at 1-877-242-3232 during the hours of 8am-5pm Central Time. If technical assistance is needed after these hours, you may contact the 24-hour line at (214) 502-8800.

## 16. Service and Customer Support

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ThermoTek, Inc. is committed to servicing our ArTek Air therapy system both during and after sale to the customer. If you have any questions concerning the operation of your ArTek Air system, please refer to the following to contact us at our Flower Mound, Texas facility:

- **Sales Organization:** (972) 874-4949
- **Toll Free Number:** (877) 242-3232  
(between 8:00am and 5:00pm CST, Monday through Friday)
- **ThermoTek Website:** [www.thermotekusa.com](http://www.thermotekusa.com)
- **Service Department (after hours):** (214) 502-8800

In the event of a Medical Emergency, call:

**9-1-1**

## 17. Accessories and Replacement Parts

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### Boxes/Foam:

Part Number	Description
OP2HAAFSET	Foam, Packing Set, ArTek Air
OP2HAASBX0	Box, Shipping, ArTek Air

### Replacement Parts:

Part Number	Description
OP2C20A115	Cord, Power 20A/115 VAC, Medical Grade
OP9AATHSAD	Hose, Air Delivery

### Optional Parts:

Part Number	Description
OP9TATARTB	Table Top, ArTek Air, Accessory
OP2AATAHHG	Bracket, Hose Hanger

## 18. Specifications

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ArTek Air Part Number	OP9TARCARE	OP9TATA220
Dimensions	10"W X 22.5"H X 20.5"D	10"W X 22.5"H X 20.5"D
Ambient Operating Range	60 – 80 °F	60 – 80 °F
Weight	60-pounds	60-pounds
Power Consumption (Max)	1400 Watts	1400 Watts
Input Voltage (Nominal)	100-120 VAC, 60 Hz, Single Phase	220-240 VAC, 50Hz, Single Phase
Input Current (Max)	13 Amps	6.5 Amps
Refrigerant	None	None
RS232 Interface	Yes, Standard	Yes, Standard
Air Speed	I, II, III, IV	I, II, III, IV

### 18.1 Calibration

The ArTek Air therapy system is comprised of components that are of high accuracy and low drift. Under normal operation, the therapy unit does not require calibration. The end user has the option to send the unit back to ThermoTek, Inc. for testing and calibration.

### 18.2 Product Listing



ThermoTek is a listed medical equipment manufacturer with The United States Food and Drug Administration (FDA).

# 19. Index

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## A

Accessories, 12, 30  
Air Delivery Hose, 9, 15  
Alarms:  
    System Display, 17

## B

Beeping:  
    Alarms and Warning, 20

## C

Calibration, 31  
Cautions for Use, 6  
Condensate Collector, 10, 16  
Contraindication(s), 5  
Customer Support, 29

## E

Environment, 6, 17  
Operation, 18  
Storage, 24  
Troubleshooting, 25

## F

Features, 8

## G

General Specifications, 8

## I

Indications for Use, 7

## K

Keypad Interface, 9

## M

Maintenance, 22  
Cleaning, 22

## P

Precautions for Use, 5  
Product Listing, 31

## R

Re-Packaging, 24  
Replacement Parts, 30

## S

Service, 3, 29  
Set-Up, 18  
Specifications, 31  
Storage, 24  
Support, 3, 29  
Summary, 28  
System Error, 20

## T

Troubleshooting, 25

## W

Warnings:  
    For Use, 5  
    System Display, 20  
Warranty, 33

## 20. Warranty and Disclaimer Information

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**Limited Warranty Terms:** ThermoTek, Inc. (“ThermoTek”) warrants to the immediate purchaser from ThermoTek or an immediate purchaser of an unused unit from an authorized distributor of ThermoTek products, that any ArTek Air will be free from defects in workmanship and material under normal use for one year after the date of purchase. The second year warrants parts only. ThermoTek warrants to the immediate purchaser from ThermoTek, or an immediate purchaser of an unused wrap from an authorized distributor of ThermoTek products, that ThermoTek single patient use wraps will be free from defects in workmanship and material under normal use for only the first use of the wrap.

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 877-242-3232 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 OR THE ORIGINAL PURCHASER OF THE PRODUCT FROM AN AUTHORIZED DISTRIBUTOR OF 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.

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Rev: X9 7/15  
CAPA/ECO B01523

For customer service information, please see Section 16 of this manual.