

wellcare

**HOT & COLD
GEL BACK WRAP**



USER MANUAL

Model Number: ACHY01

Contents

- 03** Getting Started
- 04** Operation
- 05** Other Useful Information
- 06** Specifications
- 07** Important Safety Instructions

Getting Started

Before first use

- Unpack the product and accessories and ensure all parts of the product are undamaged and in good working order. Keep the original packaging carton and materials in a safe place. It will help prevent any damage if the product needs to be transported in the future, and you can use it to store the product when it is not in use. In the event that the packaging is to be disposed of, please recycle all packaging materials where possible.
- Plastic wrapping can be a suffocation hazard for babies and young children, so ensure all packaging materials are out of their reach and disposed of safely.
- Read this manual to familiarise yourself with the product. Pay particular attention to the safety instructions on the previous pages.

What's Inside the Box

1. Hot & Cold Gel Back Wrap
2. Instructional Manual
3. Warranty Certificate

Operation

Placing the Gel Lower Back Wrap



- Position the wrap against your lower back with the gel pack centered over the affected area. Wrap the belt around your waist and fasten the straps securely, ensuring a snug but comfortable fit.
- Adjust as needed so the wrap stays in place without restricting movement or circulation.

Cold Application

- Place the gel pack in the freezer or refrigerator for at least 2 hours, or until the desired temperature is reached. The pack will only cool to the temperature of your freezer, so adjust the freezer setting if a colder pack is needed.
- Insert the gel pack into the wrap before use, and store it in the refrigerator between uses so it is always ready for the next cold application.

Hot Application

- Start with the pack at room temperature. Wrap it in a moist cloth or paper towel and place it in the center of a clean microwave turntable, ensuring it does not touch the sides. Turn off any additional microwave functions, such as “browning,” then heat for the time indicated below.
- Check the temperature before use. If more heat is needed, reheat in short intervals as indicated until a safe, comfortable temperature is reached. Before reheating, check for hot spots—especially around the edges—knead the pack to distribute heat evenly, rotate it 180°, and reheat.

Other Useful Information

Cleaning and care

- Wipe the wrap with a damp cloth and mild soap if needed. Do not machine wash, bleach, or immerse the wrap in water. Allow to air dry completely before reuse.
- Use a soft, slightly damp sponge or cloth to wipe the device clean. Dry thoroughly using a dry cloth.
- Do not immerse the device in water or liquid or allow it to become wet.

Storage

- Store the product in the refrigerator or at room temperature when not in use. Keep the wrap in a cool, dry place away from direct sunlight or heat sources.

Service and repair

- Inspect the wrap and gel pack before each use. Do not use if the gel pack is punctured, leaking, or damaged. Avoid folding or placing heavy objects on the gel pack to prevent damage.
- Do not attempt to repair a damaged gel pack or wrap. If any part is torn, leaking, or no longer functions as intended, discontinue use and contact our after sales support.

Specifications

Gel Component	Water + Polyacrylamide + Glycerine
Materials	Hydro Gel + Fabric + Elastic Strap + Neoprene Fabric + Velcro + Piping Edge
Microwave Wattage (Heating Time)	800W (30 seconds) 1000W (25 seconds) 1200W (20 seconds)
Weight (g)	650 (approx)
Dimensions (mm)	1050 x 220 (approx)

For Technical and Warranty Support

1300 886 649

tempo.org/support

Distributed by Tempo (Aust) Pty Ltd,
PO Box 6097, North Sydney NSW 2059

Important Safety Instructions

READ CAREFULLY AND KEEP FOR FUTURE REFERENCE

Read this manual carefully before first use, even if you are familiar with this type of product. These safety instructions are designed to reduce the risk of injury, burns, or frostbite when used correctly.

Ensure you fully understand all instructions and warnings before use. Keep this manual in a safe place for future reference, together with your purchase receipt and original packaging. If this product is sold or transferred, ensure these instructions are provided to the new owner.

Always follow basic safety precautions and accident prevention measures, including the following:

Usage conditions and restrictions

- **Never apply directly to skin:** Always use a cloth, towel, or the wrap's fabric sleeve as a barrier between the gel pack and your skin to prevent burns (heat) or frostbite (cold).
- **Limit session duration:** Apply the wrap for no more than 15 to 20 minutes at a time. Wait at least one hour between sessions to allow your skin to return to its normal temperature.
- **Do not fall asleep:** Never use the gel pack while sleeping or lying on it, as prolonged exposure can cause serious burns or tissue damage without you noticing.
- **Check skin regularly:** Periodically inspect the skin under the wrap for any signs of discomfort, such as excessive redness, blistering, or numbness. Discontinue use immediately

if any adverse reactions occur.

- **External use only:** The gel is non-toxic but should not be ingested. If the pack leaks, discard it and clean the affected area.
- **Adult supervision required:** Children and individuals with impaired sensation should only use the product under adult supervision.

Health Considerations

This product is intended to provide temporary comfort through hot or cold application only. It is not a medical device and is not intended to diagnose, treat, cure, or prevent any medical condition.

Consult a healthcare professional before use if you:

- Have any health concerns or existing medical conditions
- Are pregnant
- Have circulatory disorders, varicose veins, nerve damage, impaired sensation, diabetes, open wounds, broken skin, bruising, or inflammation of veins.

Do NOT use this product:

- As a substitute for medical treatment
- On swollen, inflamed, or irritated skin, rashes, or skin eruptions
- If you are unable to feel heat or cold properly
- If the gel pack or wrap is damaged, leaking, or misshapen

Heating and Cooling Safety

- **Follow all heating and cooling instructions carefully:** Only heat or cool the gel pack using the methods specified by the manufacturer. Overheating may cause the pack to rupture.
- **Never heat in an oven, on a stovetop, or with an open flame.**
- **Test the temperature:** Always check the temperature with the back of your hand. The pack should feel warm or cool – **never painfully hot or extremely cold.**
- **Cold therapy for new injuries only:** Use cold therapy during the first **48–72** hours following an acute injury to help reduce swelling. Heat may increase inflammation during this period.

Notes



Please read the manual

It will help you get the best out of your product

Still have questions?

Call After Sales Support

1300 886 649

Or visit tempo.org/support



Please scan the QR code to access the latest manual.

Product does not work?

If you encounter problems with this product, or if it fails to perform to your expectations, make sure to contact our After Sales Support Centre on (AU) 1300 886 649 or (NZ) 0800 836 761 for advice.

Distributed by Tempo (Aust) Pty Ltd ABN 70 106 100 252
PO BOX 6097, North Sydney NSW 2059

Customer Helpline:

(AU) 1300 886 649 (NZ) 0800 836 761

Email: tempo.org/support

www.wellcarehealthproducts.com