



Panacea®

HEEL PROTECTOR

Owner's Manual

Thank you for purchasing the Panacea® Heel Protector from Direct Supply Equipment & Furnishings®, a division of Direct Supply, Inc. Please read this entire manual carefully and keep it for future reference. This manual will provide you with instructions, warnings, warranty information and other important information about your device.

⚠ WARNING: The Panacea Heel Protector must be removed at least once every 8 to 12 hours, or as ordered by a licensed healthcare professional, to check the resident's skin for ischemia or discoloration.

Indications for Use

Individuals unable to avoid long periods of uninterrupted pressure over bony prominences are at increased risk for the development of necrosis and ulceration. The Panacea Heel Protector is designed to help minimize pressure and friction on the skin, thus helping to prevent and provide relief from pressure sores. The cushioned design distributes the weight of the heel over a larger area, reducing pressure and increasing blood flow. An optional gel pack may be heated or cooled for hot/cold therapy. This product may not be appropriate for all individuals and is intended for use in normal, indoor conditions by a licensed healthcare professional.

Directions for Use

1. Place resident's foot inside the Heel Protector. The product tag should be oriented toward the resident's toes.
2. Secure the hook-and-loop closure. The closure should be snug, but not tight.

Gel Pack (Hot/Cold Therapy)

If you have the Heel Protector with the gel-pack option, the gel pack is easily removed by opening the pocket at the back of the heel protector.

- For Hot Therapy: Place the gel pack inside the microwave. Set the microwave to the defrost setting and the timer for 2.5 minutes. Press start. If your microwave does not have a defrost setting, set the microwave on the lowest setting and set the timer for 1 minute. Press start. **⚠ CAUTION:** HANDLE HEATED GEL PACK WITH CARE.
- For Cold Therapy: Place the gel pack in the freezer for 2 hours.

⚠ WARNING: Avoid direct skin contact. Gel pack may cause frostbite or burns.

⚠ CAUTION: Handle with care when removing gel pack from heat or cold source. Do not lie or sleep on pack. If pack becomes uncomfortable, remove immediately.

Cleaning Instructions

Wash hot for 25 minutes at 160°F (71°C). Dry on low. This device should not be laundered or dried at temperatures that exceed 180°F (82°C). Do not use chlorine bleach. Remove gel pack before laundering.

Limited Warranty

We, Direct Supply Manufacturing, Inc. offer to you, as the original purchaser, a warranty for the Panacea Heel Protector. Our warranty applies for the limited warranty period stated below. If any device or device part listed below is defective in material or workmanship during the applicable limited warranty period, we will repair or replace it at our cost. Please note that the decision to repair or replace a device or device part will be at our discretion.

Our warranty applies only if the device is properly maintained by the original purchaser for normal, indoor use and does not cover normal wear and tear, modification of the device, or damage caused by abuse, improper use, failure to maintain, use which exceeds the published device limitations, or the combination of any device with another device. In addition, our warranty does not cover fading, colorfastness, stains, spills or exposure to chemicals, odors, heat or light. In certain cases, we may provide you repair or adjustment instructions and/or replacement parts, and ask you to perform a repair or adjustment or replace a defective part.

Our warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Please note that our limited warranty period begins when we ship the device to you. The limited warranty period and our obligations under the warranty end once you transfer the device to someone else or at the end of the applicable limited warranty period identified below, whichever is earlier.

Device	Warranty Period (Parts)	Anticipated Usable Device Life
Panacea® Heel Protector	6 months	6 months
Panacea® Heel Protector, Gel	6 months (excludes gel pack)	6 months

Anticipated Usable Device Life is based on normal use with proper maintenance, cleaning and storage. You should still inspect, monitor and care for the device as described in this guide, as the device may need to be replaced sooner than anticipated in particular situations.

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Customer Service

Our promise to you is that you will have a convenient and easy ordering experience, receive a quality Panacea Heel Protector and enjoy outrageous customer service. If you have any questions about the Heel Protector you have purchased or would like to request warranty service, please contact: **Direct Supply Equipment & Furnishings** at 1-800-634-7328, 6767 N. Industrial Road, Milwaukee, WI 53223, SalesSupport@DirectSupply.com.



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