

# Hydrocollator<sup>®</sup>

*MOBILE HEATING UNITS*

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## User Manual

*120 - 220/240 Volt Units*



SS-2

M-2

M-4



ISO 13485 CERTIFIED

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## FOREWORD

Hydrocollator® Mobile Heating Units

This manual contains general instructions for operation, precautionary instructions, and maintenance recommendations for the owners and operators of the Hydrocollator SS-2, M-2, and M-4 Heating Units. In order to obtain maximum life and efficiency of the Hydrocollator Heating Units, please read this manual thoroughly and follow all instructions prior to operating the unit.

Specifications put forth in this manual were in effect at the time of publication. However, owing to Chattanooga Group's policy of continual improvement, changes to these specifications may be made at any time without obligation on the part of Chattanooga Group.

## PRECAUTIONARY DEFINITIONS

Hydrocollator® Mobile Heating Units

The precautionary instructions found in this section and throughout this manual are indicated by specific symbols. Understand these symbols and their definitions before operating this equipment. The definitions of these symbols are as follows:



= **CAUTIONS** - Text with a "CAUTION" indicator explains possible safety infractions that could have the potential to cause minor to moderate injury or damage to equipment.



= **WARNINGS** - Text with a "WARNING" indicator explains possible safety infractions that will potentially cause serious injury and equipment damage.



= **DANGERS** - Text with a "DANGER" indicator explains possible safety infractions that are imminently hazardous situations that would result in death or serious injury.

**NOTE:** Throughout this manual, "NOTE" may be found. These notes are helpful information to aid in the particular area or function being described.

### CAUTION

- Read, understand and practice the precautionary and operating instructions. Know the limitations associated with the Hydrocollator SS-2, M-2, M-4 Heating Units. Observe the cautionary and operational decals installed on the unit.
- The thermostat is extremely sensitive and the slightest adjustment will alter the temperature several degrees. The recommended operating temperature is 160° F to 166° F (71° to 74°C). The temperature of the water should be checked with a thermometer after every adjustment, before using the HotPacs. Always allow sufficient time for the water temperature to stabilize.
- Always keep the water level over the top of the HotPacs to avoid burning or scorching of the packs.
- Never allow the HotPacs to dry after use.
- Check water level daily as it has a natural loss due to evaporation.

## PRECAUTIONARY INSTRUCTIONS

Hydrocollator® Mobile Heating Units

### CAUTION

- Never adjust the thermostat too high. The thermostat is extremely sensitive to the slightest adjustment.
- Clean the tank periodically as described in the maintenance portion of this manual.
- Always replace Hydrocollator HotPacs as soon as they show signs of wear.
- If the unit is to be left unattended for a period of time, unplug the unit, remove the packs, empty the water, and clean the tank.
- Do not move the Hydrocollator while filled with water. Tipping over could result in burns to the user or others.
- Always unplug the Hydrocollator from the power source before attempting to empty water from unit.
- Always use factory authorized replacement parts.
- Always destroy and replace HotPacs which are exposed to contamination: hazardous or cleaning materials, bodily fluids, mold, etc.

### WARNING

- **Grounding the Hydrocollator SS-2, M-2, and M-4 Mobile Heating Unit:** Make certain the unit is electrically grounded by plugging into a hospital grade electrical outlet with a ground terminal receptacle (U-ground outlet), **120 VAC only**. Follow the National Electrical Code.
- The water temperature in the Hydrocollator is approximately 160° F (71° C), and the water scalding temperature is approximately 120° F (49° C).



Risk of explosion if used in the presence of flammable anesthetics.

## Explanation of Symbols



ATTENTION: Consult accompanying documents.



Type B equipment. Denotes the degree of protection against electric shock, particularly regarding allowable leakage currents and the reliability of the protective earth connection.

## NOMENCLATURE

Hydrocollator® Mobile Heating Units

**WHITE LAMP (where applicable)**, when illuminated, indicates that main power is connected, the switch is on and unit is operating.

**RED LAMP (where applicable)**, when illuminated, warns of an overheat/low water condition. Action is necessary to correct the condition.

**GREEN LAMP (220/240 volt units)**, when illuminated, indicates that main power is connected, the switch is on and unit is operating.



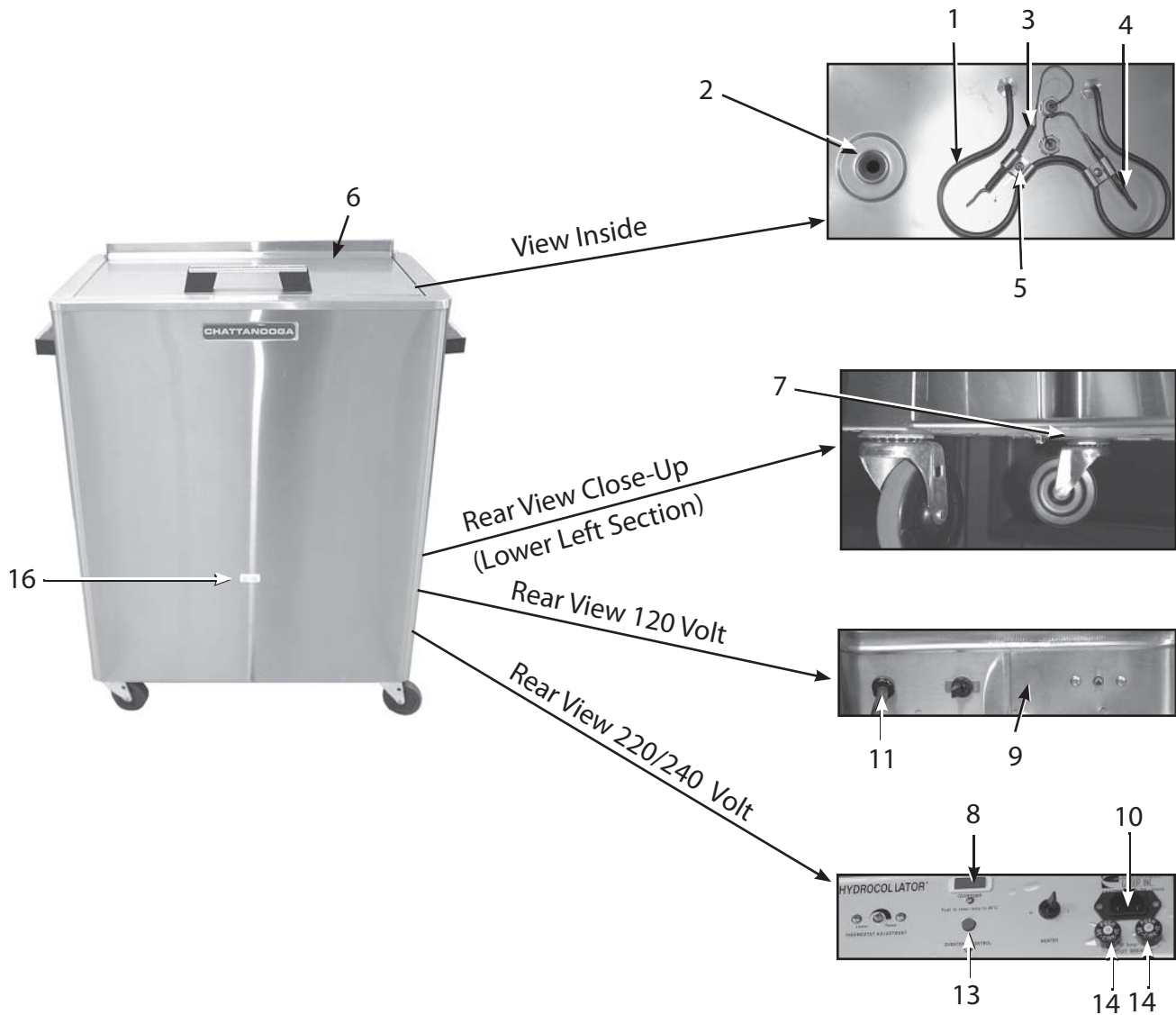
**IMPORTANT:** Some models are fitted with a thermal cut-out thermostat which acts as a "Non self-resetting" thermal cut-out. In the unlikely event of a fault condition, this device is designed to open the power circuit between  $190^{\circ}\text{F} \pm 14^{\circ}\text{F}$  ( $88^{\circ}\text{C} \pm 8^{\circ}\text{C}$ ). It is not possible to alter its operating range. The operation of the unit may be restored by depressing the red button after the water/element temperatures have been allowed to cool. If the fault condition persists, please contact Chattanooga Group or an authorized agent.

# NOMENCLATURE

Hydrocollator® Mobile Heating Units

## Diagram

- |   |                               |
|---|-------------------------------|
| 1. Heating Element                            | 9. Junction Box (J-Box) Cover |
| 2. Drain                                      | 10. IEC connector             |
| 3. Overtemp Thermostat                        | 11. Power Cord                |
| 4. Thermostat, Hydraulic                      | 12. Drain Valve (Not Shown)   |
| 5. Bracket (Brkt. & Bulb Thermo A/B Assembly) | 13. Reset Overtemp Button*    |
| 6. Lid  | 14. Fuses                     |
| 7. 3 inch Caster                              | 15. Pilot Lamp, Red           |
| 8. Overtemp Light                             | 16. Pilot Lamp, Clear         |



**NOTE:** M-4 model shown; models will vary.

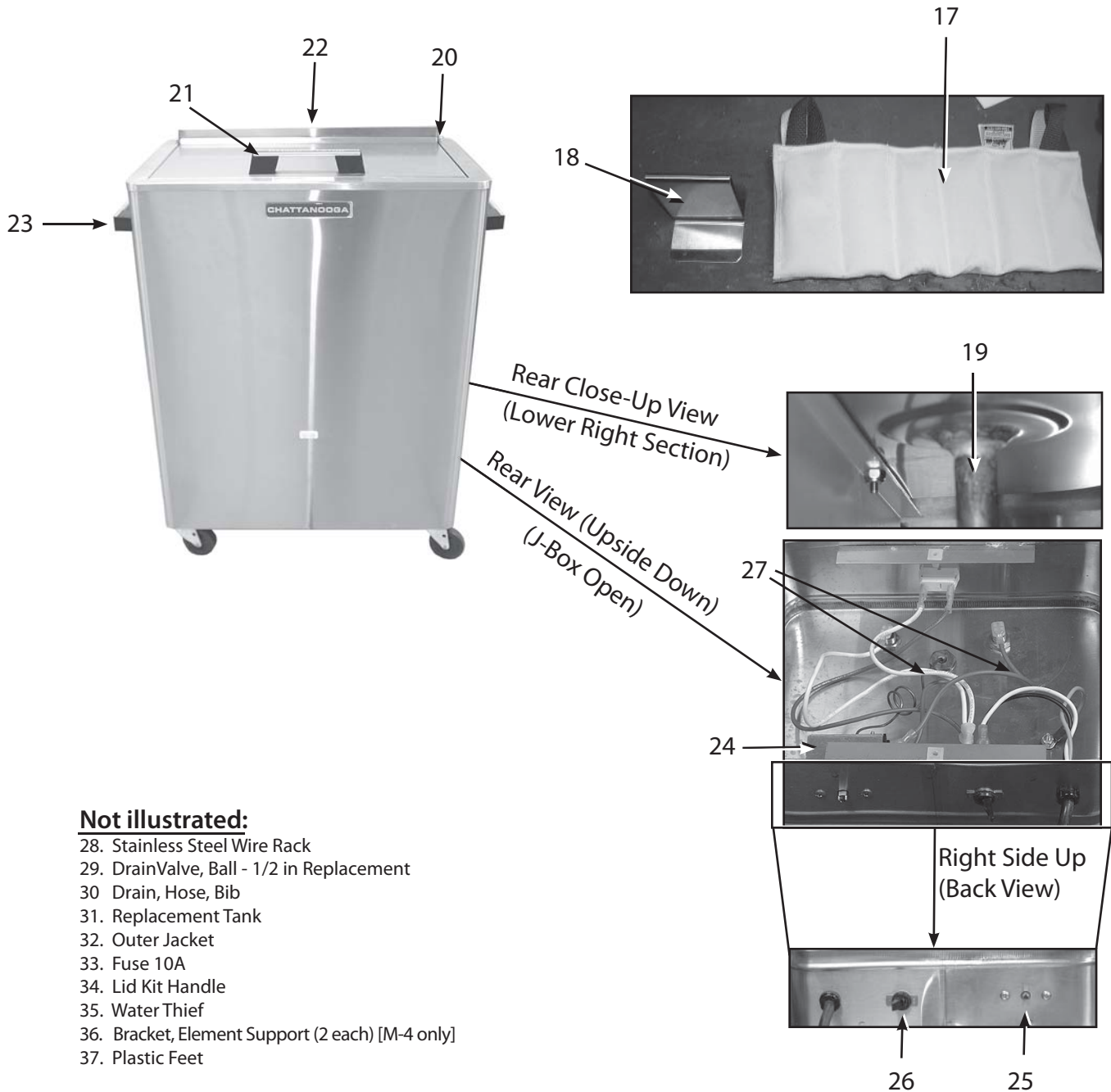
\* All 220-240 Volt and M-4 120 Volt have this button

# NOMENCLATURE

Hydrocollator® Mobile Heating Units

Diagram (continued)

- 17. Hot Pac
- 18. Neck Pac Insert
- 19. Drain, Copper Tube
- 20. Lid Hinge nuts
- 21. Lid Knob/Handle
- 22. Lid Hinge
- 23. Side Handle
- 24. Thermostat, Hydraulic
- 25. Thermostat Control Knob
- 26. On/Off Switch
- 27. Internal Wiring Harness



**Not illustrated:**

- 28. Stainless Steel Wire Rack
- 29. DrainValve, Ball - 1/2 in Replacement
- 30. Drain, Hose, Bib
- 31. Replacement Tank
- 32. Outer Jacket
- 33. Fuse 10A
- 34. Lid Kit Handle
- 35. Water Thief
- 36. Bracket, Element Support (2 each) [M-4 only]
- 37. Plastic Feet

## TECHNICAL SPECIFICATIONS

Hydrocollator® Mobile Heating Units

### SS-2 Model

Power Supply	110-120V~ 220-240V~
Rated Frequency	50/60Hz
Power Consumption	1000 W
Tank Capacity	49.32 Liters
Temperature Range	160°F - 165°F (71°C - 74°C)
Thermal Cut-out Temp	190°F ± 14°F (88°C ± 8°C)
Accuracy	+/- 10%
Heating Up Time	Time to 160°F (70°C) - 4 Hours
Cool Down Time	Time from 160°F (70°C) - 2 Hours
Safety Class	Type B
Safety Tests	UL 544
Dimensions	33 in H x 21 in L x 16 in W (85 cm H x 52 cm L x 39 cm W)
Weight	30 lbs (13.6 kg)

**Standard Accessories:** Includes eight Standard size HotPacs.

### M-2 Model

Power Supply	110-120V~ 220-240V~
Rated Frequency	50/60Hz
Power Consumption	1000 W
Tank Capacity	68.81 Liters
Temperature Range	160°F - 165°F (71°C - 74°C)
Thermal Cut-Out Temp	190°F ± 14°F (88°C ± 8°C)
Accuracy	+/- 10%
Heat Up Time	Time to 160°F (70°C) - 6 Hours
Cool Down Time	Time from 160°F (70°C) - 3 Hours
Safety Class	Type B
Safety Tests	UL 544
Dimensions	33 in H x 27 in L x 16 in W (85 cm H x 67 cm L x 40 cm W)
Weight	37 lbs (16.8 kg)

**Standard Accessories:** Includes twelve Standard size HotPacs.



## TECHNICAL SPECIFICATIONS

Hydrocollator® Mobile Heating Units

### M-4 Model

Power Supply	110-120V~ 220-240V~
Rated Frequency	50/60Hz
Power Consumption	1500 W
Tank Capacity	135.76 Liters
Temperature Range	160°F - 165°F (71°C - 74°C)
Thermal Cut-out Temp	190°F ± 14°F (88°C ± 8°C)
Accuracy	+/- 10%
Heating Up Time	Time to 160°F (70°C) - 8 Hours
Cool Down Time	Time from 160°F (70°C) - 4 Hours
Safety Class	Type B
Safety Tests	UL 544
Dimensions	33 in H x 35 in L x 20 in W (85 cm H x 89 cm L x 50 cm W)
Weight	55 lbs (25 kg)

**Standard Accessories:** Includes twenty-four Standard size HotPacs.

## SETUP

Hydrocollator® Mobile Heating Units

Remove all of the contents inside the Hydrocollator and then replace the wire rack. Make certain the drain valve is closed before filling the tank with water. The tank should be approximately 3/4 full with packs removed. The tank may be filled from any standard type faucet.

Check the voltage rating on the serial decal plate which is located on the back of the unit. To turn the unit on, simply plug the unit into a 120 Volt~, 60 Hz or 220/240 Volt~, 50-60 HZ outlet as indicated on the decal plate. To turn the unit off, simply unplug from mains power supply. Do not attempt to use direct current. Follow the procedures indicated in the Precautionary Instructions. Do not attempt to use the unit if it is not properly grounded.

## OPERATION

Hydrocollator® Mobile Heating Units

The Hydrocollator is simple and easy to operate. The controls are located in the rear, near the bottom of the unit. The thermostat controls the temperature of the water. It is located near the bottom of the unit on the control panel. It has been tested and preset at the factory to normal operating temperature. If further adjustment is necessary, it can be easily accomplished by turning the adjusting screw located on the thermostat. ***Turning the outer screw counterclockwise lowers the temperature, while turning it clockwise raises it.***

**NOTE:** Do not turn the inner stem.

The Hydrocollator units operate through the use of a hydraulic capillary-type thermostat and can be left plugged in and turned on to provide a ready supply of heated HotPacs.

The HotPac rack is adjustable and accommodates different sizes and types of packs.

**SS-2 Unit** – The unit comes complete with eight standard HotPacs.

**M-2 and M-4 Units** - The M-2 unit comes complete with 12 standard HotPacs. The M-4 comes complete with 24 standard HotPacs.

# TROUBLESHOOTING

Hydrocollator® Mobile Heating Units

The following are solutions to minor performance problems. Only qualified personnel should service equipment problems.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Unit Plugged In, Water Doesn't Get Hot	<ol style="list-style-type: none"> <li>1. Breaker for electric circuit off.</li> <li>2. Thermostat not functioning.</li> <li>3. Heating element burned out.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn breaker ON.</li> <li>2. Replace thermostat.</li> <li>3. Replace element.</li> </ol>
Cloudiness of Water	<ol style="list-style-type: none"> <li>1. Filler from packs is seeping.</li> <li>2. Too long a period between cleanings.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace packs.</li> <li>2. Drain and clean.</li> </ol>
Packs Too Hot	<ol style="list-style-type: none"> <li>1. Thermostat set too high.</li> <li>2. Thermostat failure.</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust thermostat.</li> <li>2. Replace thermostat.</li> </ol>
Packs Too Cool	<ol style="list-style-type: none"> <li>1. Thermostat set too low.</li> <li>2. Thermostat failure.</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust thermostat.</li> <li>2. Replace thermostat.</li> </ol>
Unit Boils	<ol style="list-style-type: none"> <li>1. Thermostat failure.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace thermostat.</li> </ol>
Rust	<ol style="list-style-type: none"> <li>1. Contact with ferrous metal.</li> <li>2. Deposits on inside of tank.</li> <li>3. Too much chlorine in water.</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove the ferrous metal item from the unit - usually a staple, paper clip, safety pin, etc., and clean thoroughly.</li> <li>2. Thoroughly clean tank and remove all deposits.</li> <li>3. Clean tank and rinse thoroughly. Add de-chlorinator if local water has high chlorine content.</li> </ol>

# REPLACEMENT PARTS

Hydrocollator® Mobile Heating Units

## Model M-2 – Standard

Cat. No. – 2402 w/packs

Key*	Part Description	Part No.
1	Element, Heating 120 Volt, 1000 Watt	10630
4	Hydraulic Thermostat	10631
5	Brkt. & Bulb Thermostat A/B Assembly (2 each)**	21023
6	Lid	22297
7	Caster 3 in	21259
9	Cover, Junction Box	22087
11	Power Cord	20568
	Hose, Drain	21882
15	Pilot Lamp, Red	22149
16	Pilot Lamp, Clear	22148
19	Drain, Copper Tube Part A	21286
20	Lid Hinge Rod Nuts (2 each)	21737
21	Lid Knob/Handle	21025
22	Lid Hinge Rod	22303
23	Handle, Side	20237
	Thermo Low Water Kit***	20548
27	Wiring (Internal) Harness	61579
28	Stainless, Wire Rack	22304
29	Drain Valve, Ball - 1/2 in Replacement	21085
30	Drain, Hose, Bib	23392
31	Replacement Tank M-2	56314
32	M-2 Outer Jacket	22421
34	Handle, Lid Kit	22171
26	On/Off Switch	23406

\* Key numbers refer to Nomenclature section (pages 5 and 6)

\*\* Used to hold the Hydraulic Thermostat and Overtemp Thermostat to the Heating element.

\*\*\* Includes Gasket Thermostat, Nut 1/2-20 Brass, and Overtemp Thermostat (#26)

# REPLACEMENT PARTS

Hydrocollator® Mobile Heating Units

## Model SS-2 – Standard

Cat. No. – 2302 w/packs

Key*	Part Description	Part No.
1	Element, Heating 120 Volt, 1000 Watt	10630
4	Hydraulic Thermostat	10631
5	Brkt. & Bulb Thermostat A/B Assembly (2 each)**	21023
6	Lid SS-2	22219
7	Caster 3 inch (4)	21259
9	Cover, Junction Box	22087
11	Power Cord	20568
	Hose, Drain	21635
15	Pilot Lamp, Red	22149
16	Pilot Lamp, Clear	22148
19	Drain, Copper Tube Part A	21286
20	Lid Hinge Rod Nuts (2 each)	21737
21	Lid Knob/Handle	21025
22	Lid Rod Hinge	22231
23	Handle, Side (2)	20237
	Thermo Low Water Kit***	20548
27	Wiring (Internal) Harness	61579
28	Stainless, Wire Rack	22259
29	DrainValve, Ball - 1/2 in Replacement	21085
30	Drain, Hose, Bib	23392
31	Replacement Tank SS-2	23385
32	SS-2 Outer Jacket	22425
34	Handle, Lid Kit	22171
35	Water Thief	21882
26	On/Off Switch	23406

\* Key numbers refer to Nomenclature section (pages 5 and 6)

\*\* Used to hold the Hydraulic Thermostat and Overtemp Thermostat to the Heating element.

\*\*\* Includes Gasket Thermostat, Nut 1/2-20 Brass, and Overtemp Thermostat (#26)

# REPLACEMENT PARTS

Hydrocollator® Mobile Heating Units

## Model M-4 – Standard

Cat. No. – 2502 w/packs

Key*	Part Description	Part No.
1	Heating Element M-4, 120 Volt, 1000 Watt	20570
4	Hydraulic Thermostat	10631
5	Brkt. & Bulb Thermostat A/B Assembly (2 each)**	21023
6	Lid	22348
7	Caster 3 in	21260
9	Junction Box Cover	22360
11	Power Cord	20568
14	Hose, Drain	21635
15	Pilot Lamp, Red	22149
16	Pilot Lamp, Clear	22148
19	Drain, Copper Tube Part A	21286
20	Lid Hinge Rod Nuts (2 required)	21737
21	Lid Knob/Handle	21025
22	Lid Hinge Rod	22361
23	Side Handle (Serial # Above 5149)	20237
	Thermo Low Water Kit***	20548
27	Wiring (Internal) Harness	61579
28	Rack, Stainless Steel	22374
29	Drain Valve, Ball - 1/2 in Replacement	21085
30	Drain, Hose, Bib	23392
31	Replacement Tank M-4	22343
32	M-4 Outer Jacket	23384
34	Handle, Lid Kit	22171
35	Water Thief	21882
36	Bracket, Element Support (2 each)	22356
26	On/Off Switch	23406

\* Key numbers refer to Nomenclature section (pages 5 and 6)

\*\* Used to hold the Hydraulic Thermostat and Overtemp Thermostat to the Heating element.

\*\*\* Includes Gasket Thermostat, Nut 1/2-20 Brass, and Overtemp Thermostat (#26)

# REPLACEMENT PARTS

Hydrocollator® Mobile Heating Units

## Model SS-2 220-240 VOLT – (Low Water)

Cat. No. – 2307 w/packs

Cat. No. – 2309 w/o packs

Key*	Part Description	Part No.
1	Element, Heating, 240V~ CE	22245
4	Thermostat, Hydraulic	10631
3	Lamp, Pilot, Green	22146
11	Cord Set (Country Specific)	
26	Switch	23406
28	Rack	22259
	Hose, Nylon 5/8 x 4' Coupled M-F	21635
7	Caster, 3 in (4)	21259
	Handle, M/SS, Lid, Finished	20513
23	Handle, Side, Common (2)	20237
34	Lid, Assembly With Handle	22219
9	Cover, Junction Box, M-2, 220-240 Volt~	22087
29	Drain, Copper M-2 Part A #25010	21286
5	Bracket, Bulb Thermostat, H2O, S/A (Lo-Water) (2)	21023
35	Water Thief	21882
	Spacer, Thermostat (Lo-Water) (2)	72393
	Thermostat, (Lo-Water)	20548
15	Lamp, Red, Indicator (Lo-Water)	22147
14	Fuse, 6.3 Amp. (2)	71772
	Fuse Holder (2)	72734
	Receptacle, Power 8843-FSG-W-40-60	74723
27	Harness Wiring	61579
31	Tank, Replacement with Drain	23372
	Insert, For neck Contour Packs	21053
	Thermostat, LM5-2505	23393
20	Lid, Rod Nuts (2)	21737
22	Lid, Rod	22231
29	Valve, Ball	21085
	Fit Bib, SS2, M2, M4	23392

# REPLACEMENT PARTS

Hydrocollator® Mobile Heating Units

## Model M-2 220-240 VOLT – (Low Water)

Cat. No. – 2407 w/packs

Cat. No. – 2409 w/o packs

Key*	Part Description	Part No.
1	Element, Heating, 220 Volt~, 1000 Watt	22245
4	Thermostat, Hydraulic	10631
3	Lamp, Pilot, Green	22146
11	Cord Set (Country Specific)	
26	Switch	23406
28	Rack	22304
	Hose, Nylon 5/8 x 4' Coupled M-F	21635
7	Caster, 3 in (4)	21259
	Handle, M/SS, Lid, Finished	20513
23	Handle, Side, Common (2)	20237
34	Lid, Assembly With Handle	22297
9	Cover, Junction Box, M-2, 220-240 Volt~	22087
29	Drain, Copper M-2 Part A #25010	21286
5	Bracket, Bulb Thermostat, H2O, S/A (Lo-Water) (2)	21023
35	Water Thief	21882
	Spacer, Thermostat (Lo-Water) (2)	72393
	Thermostat, (Lo-Water)	20548
15	Lamp, Red, Indicator (Lo-Water)	22147
14	Fuse, 6.3 Amp. (2)	71772
	Fuse Holder (2)	72734
	Receptacle, Power 8843-FSG-W-40-60	74723
27	Harness Wiring	61579
31	Tank, Replacement with Drain	23373
	Insert, For neck Contour Packs	21053
20	Lid, Rod Nuts (2)	21737
22	Lid, Rod	22303
29	Valve, Ball	21085
	Fit Bib, SS2, M2, M4	23392



# REPLACEMENT PARTS

Hydrocollator® Mobile Heating Units

## Model M-4 220-240 VOLT – (Low Water)

Cat. No. – 2506 w/packs

Cat. No. – 2508 w/o packs

Key*	Part Description	Part No.
1	Element, Heating, 240 Volt~, 1500 Watt	22246
4	Thermostat, Hydraulic	10631
3	Lamp, Green, 1607-5107, 220-240 Volt~	22146
11	Cord Set (Country Specific)	
26	Switch	23406
28	Rack, Wire M-4	22374
	Hose, Nylon 5/8 x 4' Coupled M-F	21635
7	Caster, 3 in (4)	21260
	Handle, M/SS, Lid, Finished	20513
34	Lid, Sub-Assembly M-4, With Handle	22348
9	Cover, Junction Box, 18.25x19.125, M-4	22360
29	Drain, Copper M-2 Part A #25010	21286
5	Bracket, Element Support	22356
35	Water Thief	21882
	Breaker, Heinemann (2)	22173
	Thermostat, (Lo-Water)	20548
15	Lamp, Red, Indicator (Lo-Water)	22147
	Receptacle, Power 8843-FSG-W-40-60	74723
31	Tank, M-4, Replacement with Drain	23384
20	Lid, Rod Nuts (2)	21737
22	Lid, Rod	22361
29	Valve, Ball	21085
	Fit Bib, SS2, M2, M4	23392
5	Bracket, Bulb Thermostat, H2O, S/A (Lo-Water) (2)	21023

## Care and Cleaning

The Hydrocollator is equipped with an immersion type heating element and a hydraulic capillary type thermostat which evenly maintains the HotPac temperature in the water and provides a ready supply of heated packs. It is critical to maintain the water level over the top of the HotPac to avoid damage to the heating element, the stainless steel, or the HotPac. Water is constantly lost during operation due to evaporation. Therefore, it is essential that water be added daily. The tank should also be drained and cleaned systematically, at minimum intervals of every two weeks.

Always unplug the unit from the power source when emptying or cleaning the unit. Drain the unit by the drain valve located at the bottom rear of the unit. Either move the unit to a floor drain or attach the extension hose to it when draining.

### WARNING

- Do not move the Hydrocollator while filled with water. Tipping over could result in a burn to the user or others.
- Always unplug the Hydrocollator from the power source before attempting to empty water from unit.

Your Hydrocollator Heating Unit is made of high quality stainless steel that should last a lifetime. You must properly care for your Hydrocollator Heating Unit if you wish for it to last a lifetime.

Follow these simple steps to ensure that your Hydrocollator Heating Unit lasts.

1. Chlorine means rust to stainless steel. No bleach or any cleaner with high chlorine content should be used.
2. Clean regularly for optimal service and operation.  
**NOTE:** Failure to maintain your equipment (including regular cleaning) will void your warranty.
3. Fill daily with water. Water is constantly lost during operation due to evaporation.
4. Chlorine in regular tap water may be present in high enough concentrations to damage your unit. If you suspect high levels of chlorine in your Hydrocollator Heating Unit, we recommend the addition of a dechlorinator.
5. Certain additives (such as herbal teas, essential oils, etc.) will damage the components of the heating unit including the stainless steel. The Hydrocollator Heating Unit was designed to heat water and HotPacs only.

### To avoid potential for rusting:

1. **Do not** use bleach or cleaners with high chlorine content.
2. **Do not** use paper clips, safety pins, staples, coat hangers, etc., in or on the unit.
3. **Do not** clean the unit with steel wool or a carbon steel brush.
4. **Do not** use abrasive cleaners which tend to disturb the grain in the finish.
5. Water level is critical: Add water daily and keep it full.
6. Regularly clean and drain the tank (every two weeks).
7. Remove all deposits from interior surfaces and parts (including heating element). The deposits are concentrations of chlorine that allow rusting to begin. If allowed to accumulate on the heating element, these deposits will lower the efficiency of the element and increase the power consumption of the unit.
8. If you suspect that you have "hard water", you may need to change your water more frequently. Salt deposits are an indication of hard water that will eventually cause rust.

## Cleaning Tips

1. The interior of the unit should be cleaned, usually every two weeks, using a low abrasive bathroom cleaner. Check for low or no chlorine content in your cleaner and make sure that the residue is thoroughly rinsed away with water.
2. A strong solution of vinegar and water will usually dissolve away deposits, which then must be thoroughly rinsed away.

## Care of HotPacs

Always return the Hydrocollator HotPac to the hot water of the heating unit after each treatment. There it is heated, kept clean and ready for immediate use. The HotPac may be boiled; however, this hastens the deterioration of the pack. The pack may also be cleaned by scrubbing the pack with soap and water. The simplified method of keeping the pack clean is to keep it immersed in water.

The Hydrocollator HotPac, under constant daily use, should have a useful life of at least one year. When the pack begins to wear out, the filler oozes and leaks through the fabric of the cloth and sections of the pack appear to be loose and empty and will not retain heat properly. The pack should be replaced when it reaches this state. Original replacement Hydrocollator HotPacs may be ordered from an authorized Chattanooga Group dealer.

**NOTE:** If HotPacs are to be stored for extended periods, they may be placed - while wet - in plastic bags and stored in a freezer.

# WARRANTY

Hydrocollator® Mobile Heating Units

Chattanooga Group ("Company") warrants that the Hydrocollator Models SS-2, M-2, and M-4 Heating Units ("Products") are free of defects in material and workmanship. This warranty shall remain in effect for one year from the date of original consumer purchase. If these Products fail to function during the one year warranty period due to a defect in material or workmanship, Company or the selling dealer will repair or replace this Product without charge within a period of thirty days from the date on which the Product is returned to the Company or the dealer.

All repairs to the Product must be performed by a service center authorized by the Company. Any modifications or repairs performed by unauthorized centers or groups will void this warranty.

To participate in warranty coverage, this Product's warranty registration card (included with Product) must be filled out and returned to the Company by the original owner within ten (10) business days of purchase.

This Warranty Does Not Cover:

Replacement parts or labor furnished by anyone other than the Company, the selling dealer or a certified Company service agent.

Defects or damage caused by labor furnished by someone other than Company, the selling dealer or a certified Company service agent.

Any malfunction or failure in the Product caused by product misuse, including, but not limited to, the failure to provide reasonable and necessary maintenance or any use that is inconsistent with the Product User's Manual.

## **COMPANY SHALL NOT BE LIABLE IN ANY EVENT FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

To obtain service from Company or the selling dealer under this warranty:

1. A written claim must be made within the warranty period to the Company or the selling dealer. Written claims made to the Company should be sent to:

4717 Adams Road  
P.O. Box 489  
Hixson, TN 37343 USA  
Telephone: (423) 870-2281 USA  
Telephone: (800) 361-3661 Canada  
Outside USA: +1 (423) 870-7200  
Facsimile: (423) 875-5497

2. The Product must be returned to the Company or the selling dealer by the owner.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

The Company does not authorize any person or representative to create for it any other obligation or liability in connection with the sale of the Product. Any representation or agreement not contained in the warranty shall be void and of no effect.

**THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**



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1.800.361.6661 Canada  
1.423.870.7200 Outside U.S.A.  
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