



**OSTO INNOVATIONS**

*Change Your Life*

US Patent Number

8,454,568

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# OstomyVac™

# User's Manual

DOC001R03

THIRD EDITION

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MANUFACTURED BY:

**OSTO INNOVATIONS**

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**IMPORTANT: READ MANUAL BEFORE USE**



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## **1.0 INTRODUCTION**

Osto Innovations LLC has developed and patented an ostomy appliance that utilizes vacuum to supplement the attachment of Coloplast ostomy pouches to the body. The OstomyVac™ appliance is made of soft, highly flexible, medical grade silicone which provides an interface between a Coloplast ostomy pouch and the user's stoma.

The vacuum that supplements attachment to skin is provided by a fully automated, Ovac™ vacuum pump module.

The OstomyVac™ appliance and Ovac™ vacuum pump operate as a single system and must not be used independent of each other.



## 2.0 WARNINGS

It is important that the following warnings are carefully read and understood prior to using the OstomyVac™ appliance.



### PLEASE READ CAREFULLY



- Discontinue the use of product in the event of skin irritation.
- Do not apply this appliance to peristomal skin that is irritated or ulcerated.
- Osto Innovations LLC is not liable for any injury or loss that occurs if this product is used other than is intended or without consultation with a medical professional.
- Consult doctor or stoma nurse (WOCN) prior to using a convex product.
- Do not put batteries in direct contact with each other.
- Do not put more than one battery in a single plastic baggie.
- Ovac™ (vacuum pump) shall not be immersed or in direct contact with water (refer to Section 7 “Proper Usage: Shower & Bathing” contained herein).
- Components shall not be stored at temperatures above 120°F (i.e. in a closed automobile during summer months).
- The OstomyVac™ must not be used without proper installation of both an adhesive disc and cotton membrane.



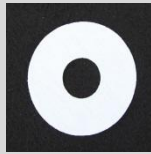
### 3.0 OstomyVac™ KIT COMPONENTS

The OstomyVac™ is comprised of a soft, highly flexible appliance integrated with an adhesive disk and cotton membrane as illustrated below. The OstomyVac™ shall not be used unless all three components are properly assembled.

#### OSTOMYVAC™ COMPONENTS



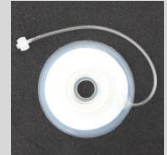
Adhesive Disc



Cotton Membrane



Appliance



OstomyVac™

#### Vacuum Pump Components



**Ovac™** Vacuum Pump



Battery Extraction Tool



Rechargeable Battery



Liquid Separator



Battery Charger

#### ANCILLARY COMPONENTS



Drybox



Ostomy Belt



6' Extension Tube (Tether)



Cotton Membrane Application Tool

**FIGURE 1: OSTOMYVAC™, OVAC™ & ANCILLARY COMPONENTS**



### 3.1 BREAKDOWN OF OstomyVac™ KIT

EXCEPT FOR DISPOSABLES, each kit contains components that are designed to provide reliable performance for a period of one year. The kit is delivered with two months' worth of disposables (adhesive and membranes). Disposables should be reordered monthly.

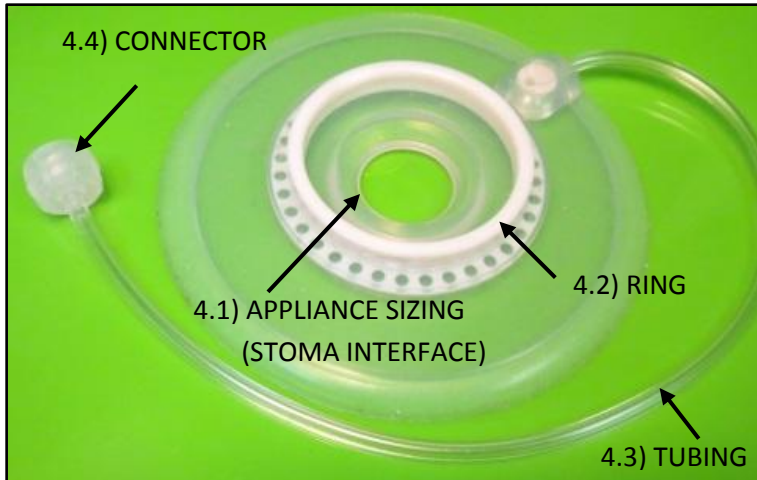
COMPONENT	TYPE	KIT QUANTITY	# OF SPARES
Adhesive Disc	Disposable	40	Maintain a reserve stock of 5 sets at all times.
Cotton Membrane	Disposable	40	
Appliance	Reusable	2	1
Ovac™ Vacuum Pump	Reusable	2	1
Battery Extraction Tool	Standalone	1	0
Battery	Rechargeable/ Reusable	4	3
Liquid Separator	Standalone	2	0
Battery Charger	Standalone	1	0
Drybox	Standalone	1	0
Ostomy Belt	Standalone	2	0
Extension Tube (Tether)	Standalone	1	0
Cotton Membrane Application Tool	Standalone	1	0

**TABLE 1: OstomyVac™ KIT BREAKDOWN**

COMPONENTS THAT ARE NOT IN USE SHALL BE STORED IN THEIR ORIGINAL PLASTIC PACKAGING



## 4.0 OstomyVac™ OVERVIEW



**FIGURE 2: APPLIANCE DIAGRAM**

**(Shown without Adhesive Disc or Cotton Membrane)**

The appliance is the device that is the interface between the stoma and the pouch. The appliance is attached to the user's body using adhesive and vacuum. The vacuum does not assist with, or effect stoma output. The appliance is made of soft, highly flexible, medical grade silicone and is configured for optimizing comfort while minimizing adhesive contact area with peristomal skin.

### APPLIANCE FEATURES:

- 4.1) APPLIANCE SIZING: The OstomyVac™ is available in thirteen standard sizes and shapes to accommodate most stoma configurations, as listed in Table 2. OstomyVac™ is also available as a custom-made appliance that precisely conforms to each individual user's unique stoma. For added comfort all edges and surfaces that contact the peristomal skin area are soft and complaint (no sharp edges or rigid surfaces).



C I R C U L A R				
	CONFIG #	DIAMETER (D)		COLOPLAST SIZE*
		INCHES	MM	COLOR
	1	0.50"	13mm	Green
	2	0.625"	16mm	Green
	3	0.75"	19mm	Green
	4	0.875"	22mm	Green
	5	1.00"	25mm	Green
	6	1.125"	29mm	Red*
	7	1.25"	32mm	Red*
	8	1.375"	35mm	Red*
	9	1.50"	38mm	Red
10	1.625"	41mm	Red	
O V A L				
	CONFIG #	LENGTH (L) x HEIGHT (H)		COLOPLAST SIZE*
		INCHES	MM	COLOR
	11	1.5" X 0.75"	38mm x 19mm	Red
	12	1.5" x 1.0"	38mm x 25mm	Red
13	2.25" x 1.25"	57mm x 32mm	Yellow*	

**TABLE 2: APPLIANCE SIZE STANDARD CONFIGURATIONS**

*\* It is important to note that OstomyVac™ sizing is inconsistent with Coloplast sizing. Please follow the chart above.*

- 4.2) **RING:** The OstomyVac™ is designed to be used exclusively with standard, “Click to Lock”, Coloplast Ostomy pouches.
- 4.3) **TUBING:** The vacuum line between the OstomyVac™ and the Ovac™ is comprised of medical grade tubing. It is through this tubing that the vacuum level is drawn.





Note 1: If moisture does happen to collect in this line, IGNORE IT. Moisture is potentially caused by perspiration forming under the OstomyVac™ and then traveling down into the vacuum line. A liquid separator is provided to prevent liquid from reaching the pump. Liquid that may accumulate in the OstomyVac™ Tubing (Ref. Figure 2, Item 4.3) poses no problem as long as a liquid separator is in use.

When changing out the OstomyVac™, any moisture that may have accumulated in the vacuum line can be removed using the syringe provided in every kit. The pamphlet “OstomyVac™ Service Procedure” provides instructions on how to use the syringe to remove the moisture.

- 4.4) CONNECTOR: The connector is the joint to connect the OstomyVac™ to the Liquid Separator. Ensure that the two pieces are fully engaged by twisting clockwise until firmly connected (HAND TIGHT ONLY). A loose connection could cause a vacuum leak (not good).



**FIGURE 3: OSTOMYVAC™ DIAGRAM**

- 4.5) ADHESIVE DISC: The primary purpose of the adhesive disc is to secure the OstomyVac™ device to the body. The appliance cannot be worn without the adhesive disc and cotton membrane. The adhesive disc and cotton membrane should be changed every three days.

COTTON MEMBRANE: The purpose of the cotton membrane is to distribute vacuum over the peristomal skin for adhesion enhancement. The OstomyVac™ will not work properly if the adhesive disc and cotton membrane are not installed.

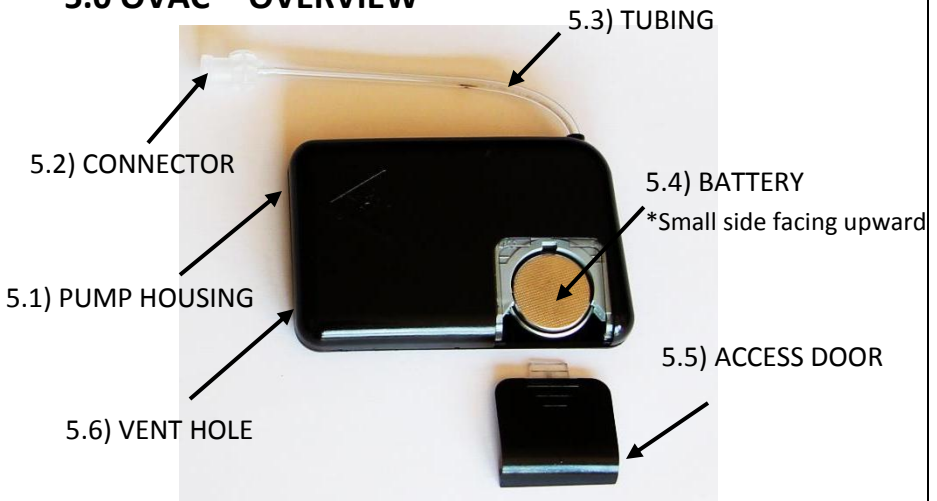
Detailed step-by-step instructions for installing the adhesive disc and cotton membrane are provided in the “OstomyVac™ Service Procedure”. This pamphlet is contained in the shipping box.



DISCONTINUE THE USE OF PRODUCT IN THE  
EVENT OF ANY SKIN IRRITATION.



## 5.0 OVAC™ OVERVIEW



**FIGURE 4: OVAC™ VACUUM PUMP MODULE**

The primary function of the Ovac™ is to maintain the vacuum level over the peristomal skin. The Ovac™ is merely a ‘black box’ autonomously controlled by the internal electronics. The only interaction required with the Ovac™ is opening the access door to replace the battery. Besides the access door, the Ovac™ enclosure shall NOT be opened to avoid damage.

### OVAC™ FEATURES:

- 5.1) **OVAC™ HOUSING:** The Ovac™ housing is a black plastic enclosure that is NOT water tight. Putting in water will damage the Ovac™, voiding warranty.
- 5.2) **CONNECTOR:** The connector is the joint to connect the Ovac™ to the Liquid Separator. Ensure that the two matching pieces are fully engaged by twisting clockwise (hand tight only) until firmly connected. A loose connection could cause a vacuum leak (not good).



5.3) TUBING: The Ovac™ vacuum tubing is comprised of medical grade tubing. It is through this line that the vacuum level is drawn.

Note: If Moisture happens to accumulate in this tube, ignore it. **DO NOT** attach a syringe to this section of tubing as it will damage the Ovac™.

5.4) BATTERY: A lithium ion battery (3.6 Volts) powers the Ovac™. The battery is sized to last for three days before replacement is necessary. In spite of that, it is highly recommended to change the battery daily to avoid the possibility of low battery charge. See Section 6.3 for the battery replacement procedure.

The Ovac™ has the ability confirm a full battery charge at start-up (the moment when battery is installed). If the inserted battery is fully charged, a lamp inside the Ovac™ will illuminate for 2-seconds at start-up. If the battery is installed and the lamp does not illuminate for 2-seconds, the battery is not fully charged and requires replacement.

NOTE: As shown in Figure 4, the smaller side of the battery faces upward. The side marked with an “+” faces downward.



BATTERIES NOT IN USE, SHALL BE STORED IN THEIR OWN **INDIVIDUAL** PLASTIC CONTAINER

5.5) ACCESS DOOR: This is a sliding door that provides access to the battery compartment at the time of battery replacement.

5.6) VENT HOLE: The vacuum pump outlet is vented to the outside of the Ovac™ case through this hole.



## **5.7 OVAC™ LOGIC**

The Ovac™ vacuum pump module is a rather simple device that controls the operation of the vacuum pump, vibration motor, and heartbeat.

### **5.7.1 OVACTM ON/OFF**

The ON/OFF function is controlled by installing and removing the battery. There is no ON/OFF switch, only the battery.

When the battery is INSTALLED the vacuum pump turns ON.

When the battery is REMOVED the vacuum pump turns OFF.

You can expect the vacuum pump to turn ON as soon as the battery is installed. The Ovac™ has a built-in safety feature that will automatically shut the unit OFF in a safe manner, in the event the battery is inadvertently left installed.

### **5.7.2 VACUUM PUMP CONTROLS**

The Ovac™ uses a vacuum sensor to precisely measure vacuum level over the peristomal skin area. A micro-vacuum pump is automatically turned on and off to precisely maintain the proper vacuum level.

The pump is typically on for less than half a second (0.5 second) when vacuum is needed to maintain normal adhesion. This is consistent for every user.

The time interval between pump ON can range from every fifteen minutes to hours depending on the user.

### **5.7.3 VIBRATION MOTOR CONTROLS**

The Ovac™ incorporates a feature for detecting leakage of the OstomyVac™. In the event the vacuum pump runs for more than two seconds (consistent with a leak), a vibration motor will turn on. It will shake the Ovac™ box, similar to a cell



phone vibration mechanism. Once the vacuum is restored (depressing the appliance onto the body), the vibration motor will turn off. The vibration motor will run until the leak has been restored.

Note – When a battery is installed in the Ovac™, the unit will continue to run until sufficient vacuum level is attained in the OstomyVac™. So as to maximize battery life after charging, the battery should not be installed until all vacuum lines are connected and the OstomyVac™ is fully attached to the body. Under this condition, the vacuum pump will normally run less than two seconds to establish adequate vacuum level.

If vacuum is not established within two seconds after inserting the battery, you can expect the vibration motor to start vibrating and continue to run until adequate vacuum level has been established.

#### **5.7.4 HEARTBEAT**

The OstomyVac™ has a built-in ‘heartbeat’. The ‘heartbeat’ is a blinking light that illuminates every ~12 seconds assuring normal operation. If the ‘heartbeat’ ceases to blink, the unit is not operating and the user should replace the battery.



## 6.0 INSTRUCTIONS FOR USE

### 6.1 PREPARATION AND ATTACHMENT OF YOUR OSTOMYVAC™

**STEP 1**  
LAYOUT  
COMPONENTS ON A  
CLEAN SURFACE

**STEP 2**  
INSTALL LIQUID  
SEPARATOR

**STEP 3**  
PREPARE A FRESH  
OSTOMYVAC™

\*\*\*\*NEW USERS GO TO STEP 5 \*\*\*\*

**STEP 4**  
REMOVE  
OSTOMYVAC™ FROM  
THE BODY

**STEP 5**  
CLEAN PERISTOMAL  
SKIN AREA

**STEP 6**  
ATTACH  
OSTOMYVAC™ TO  
BODY

**STEP 7**  
PUT ON OSTOMY  
BELT

**STEP 8**  
CONNECT LIQUID  
SEPARATOR

**STEP 9**  
INSTALL BATTERY

**STEP 10**  
SECURE **OVAC** IN  
OSTOMY BELT  
POCKET

**COMPONENTS INCLUDE:**

- OstomyVac™ Appliance
- Cotton Membrane
- Adhesive Disc
- Cotton Membrane Application Tool
- **Ovac**
- Battery
- Ostomy Belt
- Liquid Separator

- Install liquid separator into Ostomy Belt pocket
- No connections are made at this time
- Elbow fitting is positioned on the top of the Ostomy Belt

- Reference Material: OstomyVac™ Service Procedure brochure
- End Result is a silicone appliance with a new adhesive disc and cotton membrane

- Remove Belt and Disconnect Liquid Separator from OstomyVac™
- Peel back silicone appliance from body
- Users may wish to use an adhesive remover
- Put items aside and remove battery for later charging
- Inspect peristomal skin and discontinue use if irritation or ulceration is present

- Clean peristomal skin area using an anti-microbial cleanser and then pat dry
- Some users may choose to apply a no-sting skin barrier (Cavilon or equivalent)

- Vacuum tube orientation shall be horizontal to body, facing towards belly button
- Align OstomyVac™ opening with stoma and lightly press device against body

- Align OstomyVac™ with center of hole in Ostomy Belt
- Ensure pockets are accessible from the outside
- Tighten velcro strap

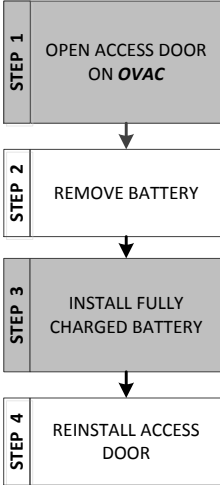
- First, connect OstomyVac™ to liquid separator
- Second, connect **Ovac** to liquid separator
- Connectors shall be twisted clockwise until hand tight

- Assure lamp illuminates for 2 seconds, confirming full battery charge
- Depress inner and outer edges of OstomyVac™ until **Ovac** ceases to vibrate confirming vacuum seal integrity

- Slide **Ovac** into belt pocket



## 6.2 DAILY BATTERY REPLACEMENT



- Holding **Ovac** in one hand

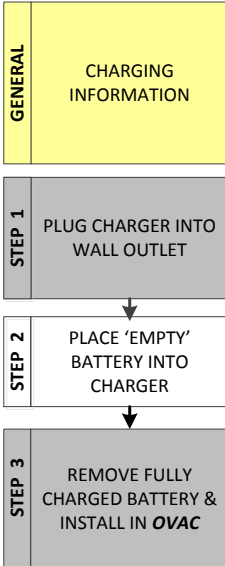
- Using battery extraction tool
- Pry battery out of battery holder using extraction tool

- Reference Section 6.3 for battery charging
- Verify POSITIVE “+” side is facing down! Very Important!

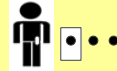


- Push in door until an audible ‘click’ is heard
- Make sure door is completely closed

## 6.3 BATTERY CHARGING



- OstomyVac™ kit includes 4 batteries: From left to right: **Ovac**, Charger, Spare\*, Spare\*  
Two batteries in use, rotating between the **Ovac** & charger
- \*SPARE: Properly dispose of battery when battery life is significantly reduced and replenish with spare battery.



- Flip up plug-in terminals on charger and plug charger into a 115 volt receptacle
- Green POWER light on charger is ON (STATUS light will be OFF)

- VERY IMPORTANT: Insert battery with Positive (+) side up
- While the battery is charging the yellow STATUS light is ON

- Battery Full = STATUS light is OFF and green POWER lights is ON
- To remove the battery, pry the metal clip holding the battery away from the battery and battery will pop out of charger
- Battery is ready for use in **Ovac**





## 6.4 CONNECTING YOUR TETHER FOR BATHING

**GENERAL**  
EXTENSION TUBE  
FUNCTIONALITY

- Provides for greater distance between the OstomyVac™ and **Ovac** Box
- Do not remove OstomyVac™ from body to install tether

**STEP 1**  
DISCONNECT VACUUM  
LINE BETWEEN **OVAC**  
AND OSTOMYVAC™

- Untwist connector to separate OstomyVac™ and **Ovac**.  
\*Note: **Ovac** will run (including vibration motor) while the tubes are disconnected. Ovac will turn off once connectors are reconnected and the vacuum level has been restored.

**STEP 2**  
CONNECT  
OSTOMYVAC™ TO  
TETHER

- Connect end of tether to corresponding OstomyVac™ connector

**STEP 3**  
CONNECT TETHER TO  
**OVAC**

- Connect free end of tether to **Ovac**
- Now the Ovac can be remotely located up to 6 feet away from the user

## 6.5 CONNECTING YOUR DRYBOX FOR SHOWERING AND SWIMMING

**GENERAL**  
DRYBOX  
FUNCTIONALITY

- Allows users to shower, swim and scuba dive while wearing their OstomyVac™.
- Box is modified specifically for **Ovac** integration.
- Can be used in water up to 100 feet.
- Refer to Users Instructions contained within the drybox.
- Do not remove OstomyVac™ from body to install drybox

**HELPFUL TIP:** Pinching off **Ovac** vacuum line will keep the **Ovac** from running during this operation.

**STEP 1**  
DISCONNECT  
VACUUM LINE  
BETWEEN **OVAC** AND  
OSTOMYVAC™

- Untwist connector to separate OstomyVac™ and **Ovac**.  
\*Note: **Ovac** will run (including vibration motor) while the tubes are disconnected. Ovac will turn off once connectors are reconnected and the vacuum level has been restored.

**STEP 2**  
CONNECT  
OSTOMYVAC™ TO  
TETHER

- Connect end of tether to corresponding OstomyVac™ connector

**STEP 3**  
CONNECT TETHER TO  
DRYBOX

- Connect free end of tether to Drybox connector.

**STEP 4**  
CONNECT DRYBOX TO  
**OVAC**

- \* Unpinch vacuum line if it has been pinched off.
- Place **Ovac** inside of drybox.
- Connect Ovac to drybox connector.
- Place connectors on top of **Ovac** and close drybox.
- Snap shut to lock. Verify the tubes are not pinched in the inside the drybox.



## **7.0 DAILY ACTIVITIES**

### **7.1 SHOWERING**

There are two options available for protecting the Ovac™ from water damage during showering. The first option is to hang the Ovac™ by its tether out of direct contact with water (refer to Section 6.4 for tether installation instructions). The second option is to enclose the Ovac™ in the water-tight Drybox and let it lay on the shower floor (refer to Section 6.5 for Drybox installation instructions). This option allows the user more mobility during showering.

After showering is an ideal time to do the daily battery replacement to maximize battery life.

### **7.2 BATHING**

While bathing, the user should connect the tether so as to keep the Ovac™ out of direct contact with water. Refer to Section 6.4 for tether installation instructions.

After bathing is an ideal time to do the daily battery replacement to maximize battery life.

### **7.3 SWIMMING**

The Drybox shall be used whenever the user is swimming so as to protect the Ovac™ from water damage. Refer to Section 6.5 for Drybox installation instructions.

Before swimming in public pools, confirm below, to maintain hygiene at pool, protecting all.

- 1.) Correct Battery use, Section 5.4.
- 2.) OstomyVac™ has a good seal against the body. If a good seal has not been achieved, the user can expect the vibration motor to turn on. Section 6.7.3



If while swimming, the user notices a breach in the seal, the user should place their hand on the OstomyVac™ (securing it in place) and exit the pool.

Osto Innovations is not liable for any contamination to a public or private swimming pool.

#### **7.4 SLEEPING**

The user will determine their individual preference as to what the best configuration is for sleeping. A pouch cover or belt is preferred since they provide secure attachment of the Ovac™ to the body. The user may also allow the Ovac™ to merely reside in bed since damage will not occur to the plastic case if slept on top of. There is slight risk of pulling the OstomyVac™ from the body using this configuration which would result in leakage.



## **8.0 SECURING YOUR OVAC™**

There are several options available for securing your Ovac™ during bathing, showering, swimming, along with normal use. Accessories such as pouch covers, belts and a drybox allow for use of the OstomyVac™ during these activities.

### **8.1 POUCH COVER**

The pouch cover is made from high quality, durable fabrics and serves the dual purpose of adding stylish accent while securing the Ovac™.

The pouch cover can be purchased from C&S Ostomy Pouch Covers. Upon ordering, be sure to order the pouch cover designated for Osto Innovations.

C&S Ostomy Pouch Covers

[www.cspouchcovers.com](http://www.cspouchcovers.com)

941-429-8030

### **8.2 BELT**

A large-width cotton-spandex belt is available to enhance OstomyVac™ security while providing a pocket to hold the Ovac™. The large width helps to prevent skin folds and is not visible through loose-fitting clothing. Belts can be purchased directly from Osto Innovations.



## 9.0 TROUBLESHOOTING

1	<p><b>SYMPTOM</b></p> <p>LAMP (<b>OVAC</b>) DOES NOT ILLUMINATE FOR 2 SECONDS UPON START UP</p>	<p><b>CAUSE</b></p> <p>BATTERY IS NOT FULL AND DOES NOT MEET REQUIREMENT FOR OPERATION</p>	<p><b>FIX</b></p> <p>REMOVE 'EMPTY' BATTERY AND PUT IN CHARGER. REPLACE WITH FULLY CHARGED BATTERY</p>
2	<p><b>SYMPTOM</b></p> <p>PUMP AND VIBE MOTOR RUN CONTINUOUSLY ON START UP</p>	<p><b>CAUSE</b></p> <p>INNER or OUTER SEALS ARE NOT PROPERLY SEALED AGAINST THE SKIN</p>	<p><b>FIX</b></p> <p>PRESS DOWN, AROUND THE INNER &amp; OUTER SEALS UNTIL VIBE MOTOR TURNS OFF</p>
		<p><b>CAUSE</b></p> <p>VACUUM IS NOT ESTABLISHED B/C ADHSIVE DISC &amp; COTTON MEMBRANE ARE INSTALLED INCORRECTLY</p>	<p><b>FIX</b></p> <p>REMOVE ADHESIVE DISC AND COTTON MEMBRANE AND REPLACE WITH NEW</p>
3	<p><b>SYMPTOM</b></p> <p>ONCE IN OPERATION, THE PUMP (<b>OVAC</b>) TURNS ON FREQUENTLY OR CONTINUOUSLY</p>	<p><b>CAUSE</b></p> <p>BREAKDOWN OF ADHESIVE COMPROMISES VACUUM SEAL</p>	<p><b>FIX</b></p> <p>REMOVE OSTOMYVAC™ AND REPLACE WITH A FRESHLY PREPARED UNIT</p>
4	<p><b>SYMPTOM</b></p> <p>HEARTBEAT (LAMP ON <b>OVAC</b>) IS NOT BLINKING EVERY 10 SECONDS</p>	<p><b>CAUSE</b></p> <p>BATTERY IS 'EMPTY'</p>	<p><b>FIX</b></p> <p>REMOVE 'EMPTY' BATTERY AND PUT IN CHARGER. REPLACE WITH FULLY CHARGED BATTERY</p>
5	<p><b>SYMPTOM</b></p> <p><b>OVAC</b> MAKES A 'SPITTING' OR 'SPUTTERING' NOISE</p>	<p><b>CAUSE</b></p> <p>MOISTURE (WATER) HAS ENTERED THE <b>OVAC</b></p>	<p><b>FIX</b></p> <p>REMOVE <b>OVAC</b> AND REPLACE WITH SPARE. ALLOW WET UNIT TO DRY OUT FOR 24hrs</p>
6	<p><b>SYMPTOM</b></p> <p><b>OVAC</b> DOES NOT START UP, EVEN WITH A NEW BATTERY</p>	<p><b>CAUSE</b></p> <p><b>OVAC</b> HAS BEEN PERMANENTLY DAMAGED</p>	<p><b>FIX</b></p> <p>REQUEST RMA # FROM OSTO INNOVATIONS. RETURN DAMAGED UNIT FOR REPLACEMENT. IN THE MEANTIME, OPERATION IS WITH ONLY 1 <b>OVAC</b>.</p>
7	<p><b>SYMPTOM</b></p> <p>VACUUM LINE HAS DISENGAGED FROM <b>OVAC</b></p>	<p><b>CAUSE</b></p> <p><b>OVAC</b> VACUUM LINE HAS BEEN YANKED OUT OF <b>OVAC</b> BLACK BOX.</p>	<p><b>FIX</b></p> <p>FIRMLY PUSH <b>OVAC</b> VACUUM LINE BACK INTO THE PLASTIC BOX.</p>



## **10.0 WARRANTY STATEMENT**

Osto Innovations LLC warrants all products to be free of defects in material and workmanship of OstomyVac™ (Appliance) and/or Ovac™ (Vacuum Pump) for a period of one year commencing from date of shipment.

Osto Innovations will issue a Return Material Authorization (RMA) Number to any user who wishes to return defective products for warranty consideration. An RMA number must be issued before any materials are returned.

Warranty consideration is subject to review of returned items (see Limitations and Exclusions) and application of warranty is to be determined by Osto Innovations, LLC, in its sole discretion.

Osto Innovations, LLC, reserves the right to make design changes in appliance and accessories, without incurring obligation to incorporate these changes in products previously shipped.

At original purchaser's discretion items determined to be defective will be subject to either:

1. A refund of the purchase price (minus a 10% restocking fee) or,
2. Replacement of defective parts with new materials (the original warranty expiration date will remain in force). Replacements are shipped at the expense of Osto Innovations, LLC.

### **SATISFACTION GUARANTEE**

Osto Innovations, LLC, guarantees customer satisfaction. If for any reason (see Limitations and Exclusions) the user is not completely satisfied with our products:



OstomyVac™ (Appliance) and/or Ovac™ (Vacuum Pump), they may be returned within 60 days of the date of shipment for a full refund (minus a 10% restocking fee).

**LIMITATIONS AND EXCLUSIONS**

User neglect, user modification, and mishandling nullify any consideration for refund.

**LIABILITY WAIVER**

Osto Innovations, LLC is not liable for any injury or loss that occurs because this product is used other than is intended or without consultation with a medical professional.

**RETURN INSTRUCTIONS**

1. For safety and health reasons please return all used OstomyVac™ appliances in sealed zip lock bags.
2. For warranty consideration or refund, please ship items in original boxes (if possible) to:  
Osto Innovations, LLC.  
2633 Lantana Road, Building 1301 /Suite 46  
Lantana, Florida 33462.
3. Shipping costs of returned materials are the customer's responsibility. We recommend returns be shipped via UPS or Fed Ex, with an assigned tracking number, to validate receipt. Ensure RMA number is documented somewhere ON or IN the package. Please allow 5 business days for warranty consideration and notification (by phone, email, or mail).