



Zimmer Cryo Troubleshooting Guide

Dirty Filter

Problem: A dirty filter can affect the overall performance of your Zimmer Cryo unit and compromise the efficiency of the Zimmer Cryo unit.

Solution: Please vacuum your Cryo filter every 150 hours of operation (every 2 weeks for best practice) and replace your Cryo filter when necessary. Go to Zimmer USA's YouTube channel for instructional videos on "How to replace your Cryo filter".

Damaged Hose

Problem: Using a damaged hose can restrict air flow and affect the air load.

Solution: Replace your Cryo hose when you see or feel air leaks or compression points. Go to Zimmer USA's YouTube channel for instructional videos on "How to install your Cryo hose".

Cryo Unit Not Blowing Proper Amount Of Air

Problem: Blockage or kink in hose.

Solution: Remove hose and check flow straight from Cryo unit. If air flow is OK, replace hose.

Problem: Defrost issue.

Solution: If Cryo unit is being used for treatments all day, defrost the unit to correct the issue.

If Cryo unit is sitting all day without use, turn it on just 15 minutes before use. If longer than one hour until the next patient, shut it off.

- How to defrost Cryo 5 - With the unit on, hold the two temperature buttons (the two buttons under the SNOWFLAKE icon). You will hear a beep and the unit will begin a defrost cycle for about 30 minutes.
- How to defrost Cryo 6/Mini - Turn the unit on, select the MENU option on the lower right hand side of the touch screen. The first option in the Menu is DEFROST. Hit the SELECT button and the fan will come on for about 30 minutes.



Water Container Message

Problem: Your Cryo unit informs you that the water container is full and needs to be emptied.

Solution:

- Cryo 5 - The water container is located at the rear of the unit, behind a small door. Open the door and you will see the white water container. Slowly pull the container out until it has cleared the shelf so that you can lower the container to clear the water level float. Empty the container and replace, making sure the water level float is inside the top of the water container.
- Cryo 6 - The water container is the gray colored container located at the bottom front of your Cryo 6 unit. Carefully pull the container straight out. Remove the red plug at the back of the container and empty the container. Replace the red plug into the back of the container and slide the container back into your Cryo 6 unit. You can clear the message on your Cryo 6 unit by selecting OK on the touch screen.
- Cryo Mini - The water container is located on the left side of the unit, behind a small door. Open the door and you will see the white water container. Slowly pull the container out until it has cleared the shelf so that you can lower the container to clear the water level float. Empty the container and replace, making sure the water level float is inside the top of the water container.

“Clean Filter” Light Reset

Problem: Filter check light comes on and needs to be reset.

Solution: Please call the Zimmer Cryo Service Department at (800) 327-3576 to discuss resetting the filter light/message and how to replace and/or maintain the Cryo filter.

“Overpressure Cooling Circuit” Error When Turning Unit On

Problem: The Cryo 6/Mini power switch is a toggle type switch with a built-in breaker to protect the unit. There are 3 positions: ON, OFF, and a middle spot. If you happen to pause near the middle spot when turning the unit on, it will cause an error message and an alarm will sound.

Solution: Turn the unit off, then carefully turn it back on, making sure to press the power switch fully into the ON position.

For Zimmer Parts and Service



800-327-3576



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