



Zimmer ZWave Troubleshooting Guide

Lubricant

Problem: Zimmer has found that many customers are using gel as a lubricant, either the gel used with the Cryolipolysis® treatment or added ultrasound gel. As the gel is water based, if it gets inside the vents, it can corrode the inner mechanism. Use of gel will void the manufacturer's warranty.

Solution: Zimmer recommends that customers use either the Zimmer oil or mineral oil. Best practice is to spread a small amount of oil on the blue cap and a very thin layer on the skin. Use only enough oil to allow the delivery system to glide freely over the treatment area. This reduces the risk of splatter and prevents oil from getting into the air vents.

After every treatment, Zimmer recommends that the customer pull the silicon cap off the applicator head and clean all surfaces with alcohol. Ensure that the applicator head is screwed on tightly to avoid getting oil in the shock generator. For best cap longevity, it is recommended that the caps are cleaned with alcohol rather than a disinfectant.

Applicator Head Wear

Problem: A worn applicator head delivers less energy.

Solution: Zimmer recommends that you check the applicator heads for wear regularly, beginning at 250,000 pulses. If you sense that less energy is being delivered or that the sound is diminished, first inspect the applicator head for wear and for possible replacement.

To change the applicator head, hold the hand piece with one hand and unscrew the applicator head counterclockwise from the hand piece with the other hand. Then screw in the new applicator head clockwise until tight.

Overheating of the Hand Piece

Problem: To avoid reducing the life of the hand piece, a temperature switch is integrated. An internal shutdown mechanism forces the hand piece to cool off if excessive temperatures are reached.

Solution: When treating more than one area during a session, Zimmer recommends that you alternate hand pieces each time you move to a new treatment area. To change to the alternative delivery system, press the icon in

**Zimmer ZWave Troubleshooting Guide
... continued on back**

Zimmer
ZWave



Zimmer ZWave Troubleshooting Guide ... continued from front

the upper left section of screen. If necessary, refer to the User Manual for instructions to switch from Hand Piece 1 to Hand Piece 2. Alternating the hand pieces in this way should avoid overheating.

If you do get an "Over Temperature" warning, the hand piece can be used upon a new "Ready" notification.

Touch Screen Unresponsive

Problem: Touch screen unresponsive to touch.

Solution: Unresponsiveness may be due to a film build-up. A mild cleaner, like Windex, may restore the screen's touch sensitivity.

Shot Count

Problem: Not sure where to find the shot count?

Solution: Each delivery system's shot count can be found by selecting "Settings" on the Home Screen. Under "Hand Piece", "Counter Status" shows how many pulses are on each delivery system. Each delivery system is warranted for 2 million pulses.

Applicator Not Found

Problem: In the status bar, the message "No applicator found" appears.

Solution: Hand piece is not connected or is incorrectly connected. Make sure the hand piece is properly connected. (The plug must be snapped in.) If the error message continues, please contact Zimmer tech support.

Delivery System Message: "The guaranteed 2 million pulses of the hand piece will soon be exceeded. It is recommended to provide a new hand piece."

Problem: Screen warns you that the hand piece warranty will soon expire.

Solution: This is meant only to inform you that the pulse count will soon exceed the manufacturer's 2 million pulse warranty. Any malfunction of that delivery system will then be no longer subject to free repair or replacement. This does not mean, however, that you must replace the system upon notification. Continue use until a purchased replacement is required.

For Zimmer Parts and Service

