

Relief Pak® Heating Unit

User Manual

Stationary



4-pack unit (metal lid)



4-pack unit (plastic lid)



6-pack unit

Mobile



8-pack unit



12-pack unit



24-pack unit



Heating Units

- all units, including 4 & 6 pack, are insulated
- heats moist heat packs in a water bath up to 160° F
- on/off switch lights green when unit is on
- heating light glows orange when unit is warming to desired temperature
- available with either 110V or 220V
- comes with removable plug set
- made from durable seamless stainless steel for use in a high-traffic clinic



4 Pack



6 Pack

Relief Pak Heating Unit (110V)

size	unit only	with packs
Stationary		
4 Pack (metal lid)	11-1980	11-1960
4 Pack (plastic lid)	11-1981	11-1961
6 Pack	11-1982	11-1962
Mobile		
8 Pack	11-1984	11-1964
12 Pack	11-1985	11-1965
24 Pack	11-1986	11-1966

Relief Pak Heating Unit (220V)

size	unit only	with packs
Stationary		
4 Pack (metal lid)	11-1990	11-1970
4 Pack (plastic lid)	11-1991	11-1971
6 Pack	11-1992	11-1972
Mobile		
8 Pack	11-1994	11-1974
12 Pack	11-1995	11-1975
24 Pack	11-1996	11-1976

Moist Heat Packs and Covers

- reusable
- use with Relief Pak® cover or towel
- maintains therapeutic moist heat for up to 30 minutes
- washable foam-filled terry cloth or all terry covers available for each size



Standard

	size	each	bulk (12 each)
moist heat packs			
standard	10" x 12"	11-1310	11-1310-12
neck	7" x 24"	11-1311	11-1311-12
oversize	15" x 24"	11-1312	11-1312-12
half size	5" x 12"	11-1313	11-1312-12
spine small	10" x 18"	11-1314	11-1314-12
spine large	10" x 24"	11-1315	11-1315-12
knee-shoulder	10" x 20"	11-1316	11-1316-12
circular	10" dia	11-1205	11-1205-12



Half Size



Neck

	size	each	bulk (12 each)
foam-filled hot pack covers			
standard	20" x 24"	11-1360	11-1360-12
neck	9" x 24"	11-1361	11-1361-12
oversize	24" x 36"	11-1362	11-1362-12
half size	12" x 15"	11-1363	11-1363-12
circular	12" dia	11-1266	11-1266-12
standard with pocket	20" x 24"	11-1364	11-1364-12
oversize with pocket	24" x 36"	11-1365	11-1365-12
all-terry covers			
standard	20" x 24"	11-1366	11-1366-12
neck	9" x 24"	11-1367	11-1367-12
oversize	24" x 36"	11-1368	11-1368-12
half size	12" x 15"	11-1369	11-1369-12
circular	12" dia	11-1227	11-1227-12

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CSA C22.2 No.60601-1



Intertek
certificate #: 0087352



Set Up and Operating Instructions

Before you begin:

1. Read through this instruction manual carefully.
2. Make sure the unit is free of excessive wear.
3. Verify there is a properly grounded and voltage-matched hospital grade receptacle available.
4. Ensure the outlet is equipped with a functioning GFCI (Ground Fault Circuit Interrupter)

Setting up your unit

1. Make sure the unit is unplugged, all packaging has been removed, and the drain valve is closed.
2. With heat packs removed, fill unit approximately 3/4 full with tap water or to the maximum indicator line (if present on the inside of the heating unit).
3. Place the wire rack inside the unit. Do not touch the heating element.
4. Place Relief Paks on wire rack, ensuring they are fully submerged.
5. Close the lid.
6. Plug the power cord into an AC outlet. GFCI outlets are recommended to increase protection from electrical shock.

Operating Instructions

1. Controls are located on the front near the bottom of the unit.
2. The thermostat controls the temperature of the water. The thermostat has been tested and preset at the factory to normal operating temperature.
3. Turn control knob to desired temperature. Turning the knob counterclockwise lowers the temperature, turning it clockwise raises the temperature.
4. Turn power switch to the ON position. The heating element light should be illuminated.



Emptying the Unit

1. Turn the power switch OFF. The light will go out.
2. Unplug the unit.
3. Let the water completely cool before removing the Relief Paks and wire rack.
4. Drain the water
 - a. 4-pack units - pick the unit up by the handles and pour into a sink or floor drain.
 - b. 6, 8, 12, or 24-pack units - position drain hose into a sink or floor drain. Add additional hose if necessary. Turn handle to release water.



Tip 4-pack unit over sink in order to drain



Position hose into a sink or floor drain. Turn handle to release water.

Stationary 4 Pack Heating Unit (Metal Lid)

Diagram

1. Lid
2. Bracket
3. Controller Panel
4. Fuse
5. Heating Element
6. Lid Knob
7. Heating Lamp
8. On/Off Switch
9. Power Cord Socket
10. Thermostat
11. Thermostat Knob



Stationary 4 Pack Heating Unit (Plastic Lid)

Diagram

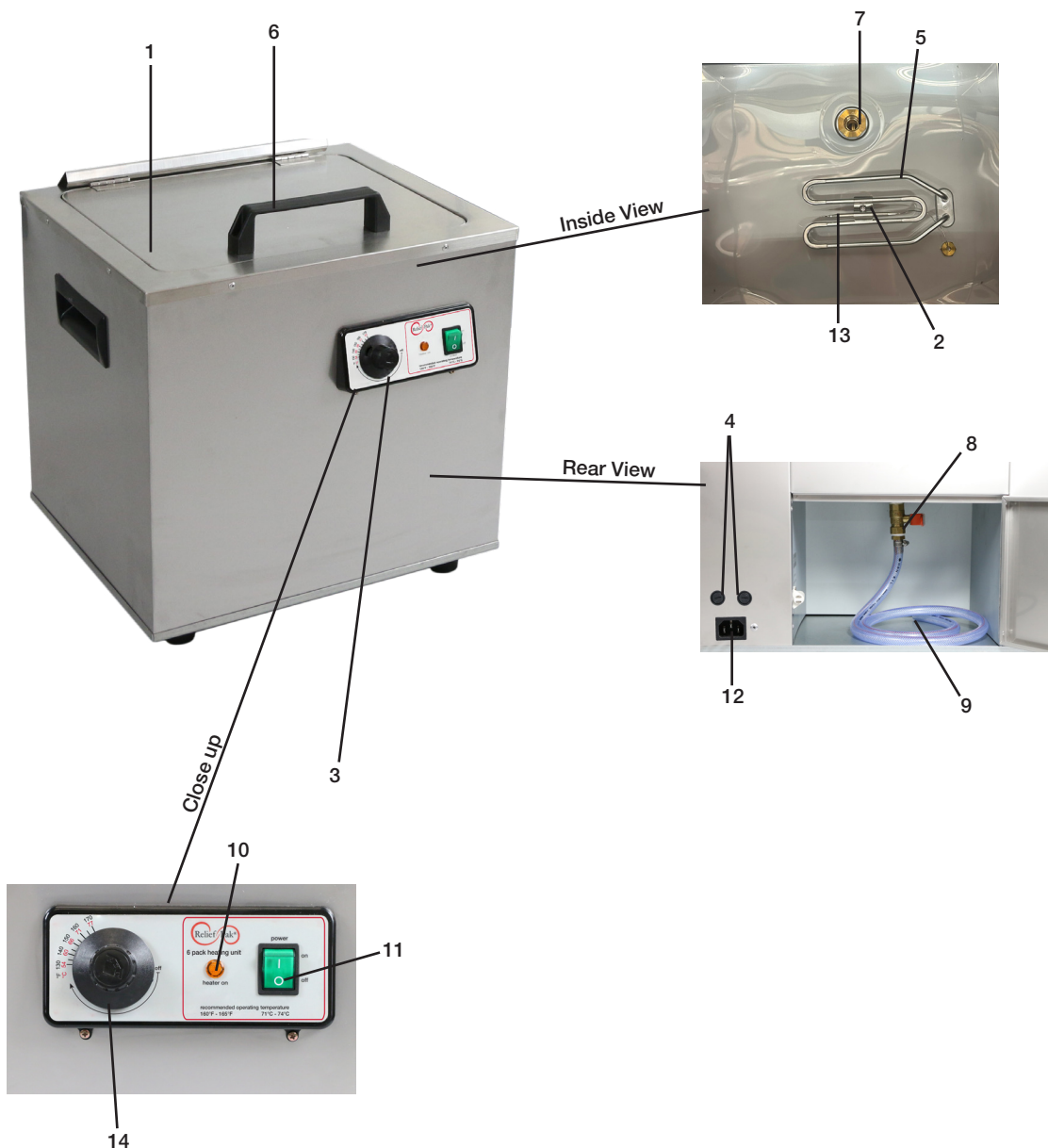
1. Lid
2. Bracket
3. Controller Panel
4. Fuse
5. Heating Element
6. Lid Knob
7. Heating Lamp
8. On/Off Switch
9. Power Cord Socket
10. Thermostat
11. Thermostat Knob



Stationary 6 Pack Heating Unit

Diagram

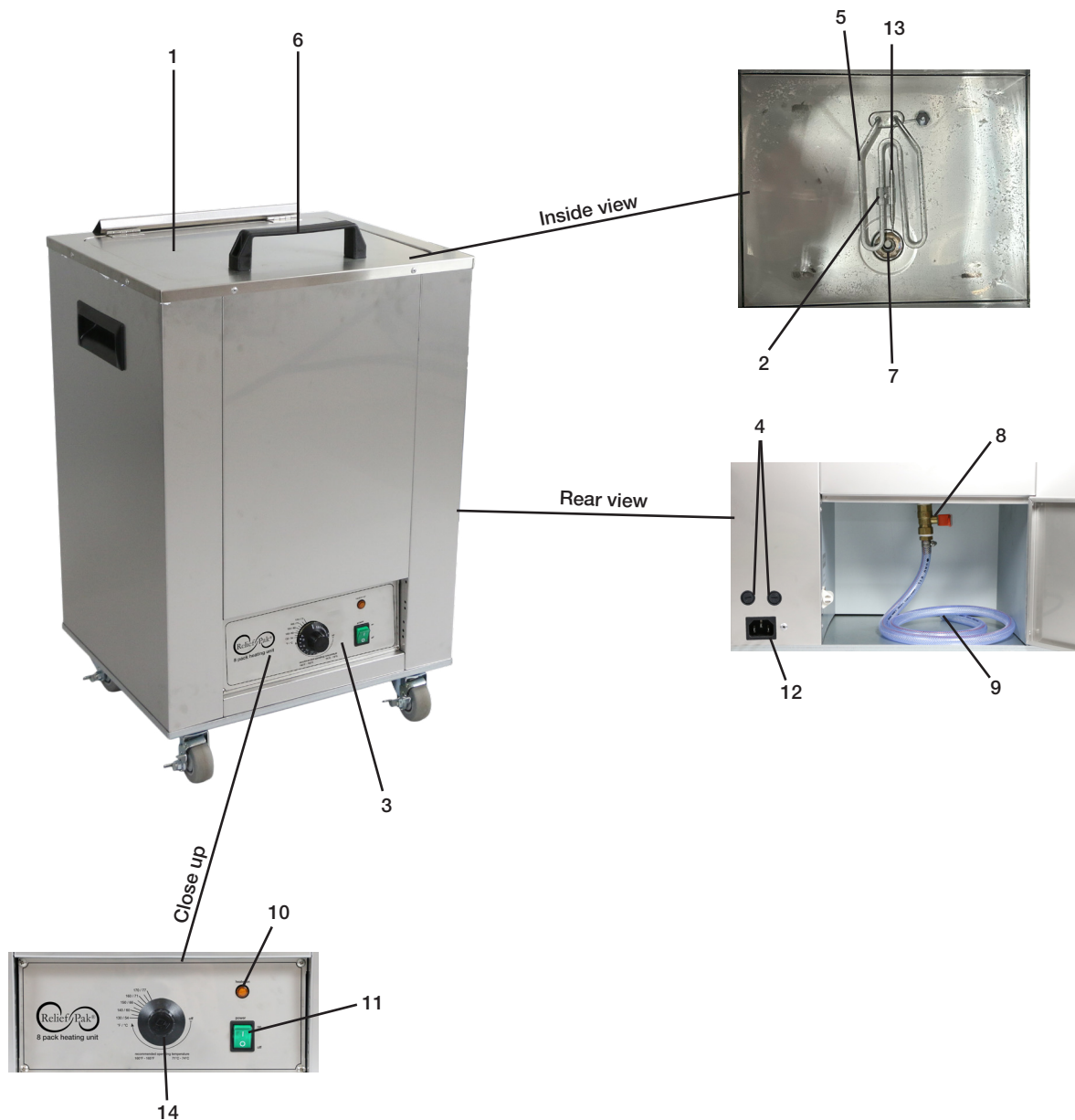
1. Lid
2. Bracket
3. Controller Panel
4. Fuse
5. Heating Element
6. Lid Handle
7. Drain
8. Drain Valve
9. Hose
10. Heating Lamp
11. On/Off Switch
12. Power Cord Socket
13. Thermostat
14. Thermostat Knob



Mobile 8 Pack Heating Unit

Diagram

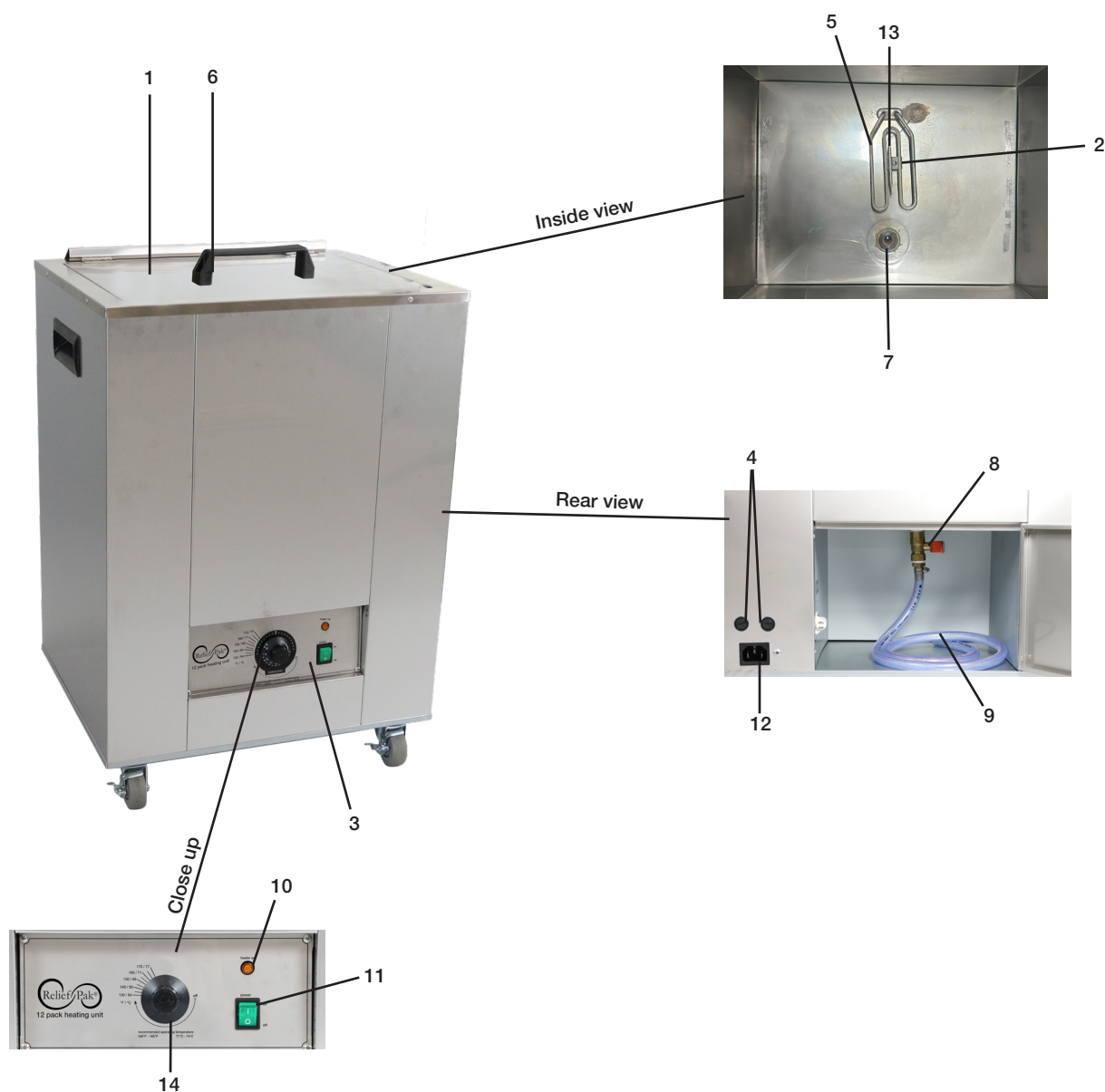
1. Lid
2. Bracket
3. Controller Panel
4. Fuse
5. Heating Element
6. Lid Handle
7. Drain
8. Drain Valve
9. Hose
10. Heating Lamp
11. On/Off Switch
12. Power Cord Socket
13. Thermostat
14. Thermostat Knob



Mobile 12 Pack Heating Unit

Diagram

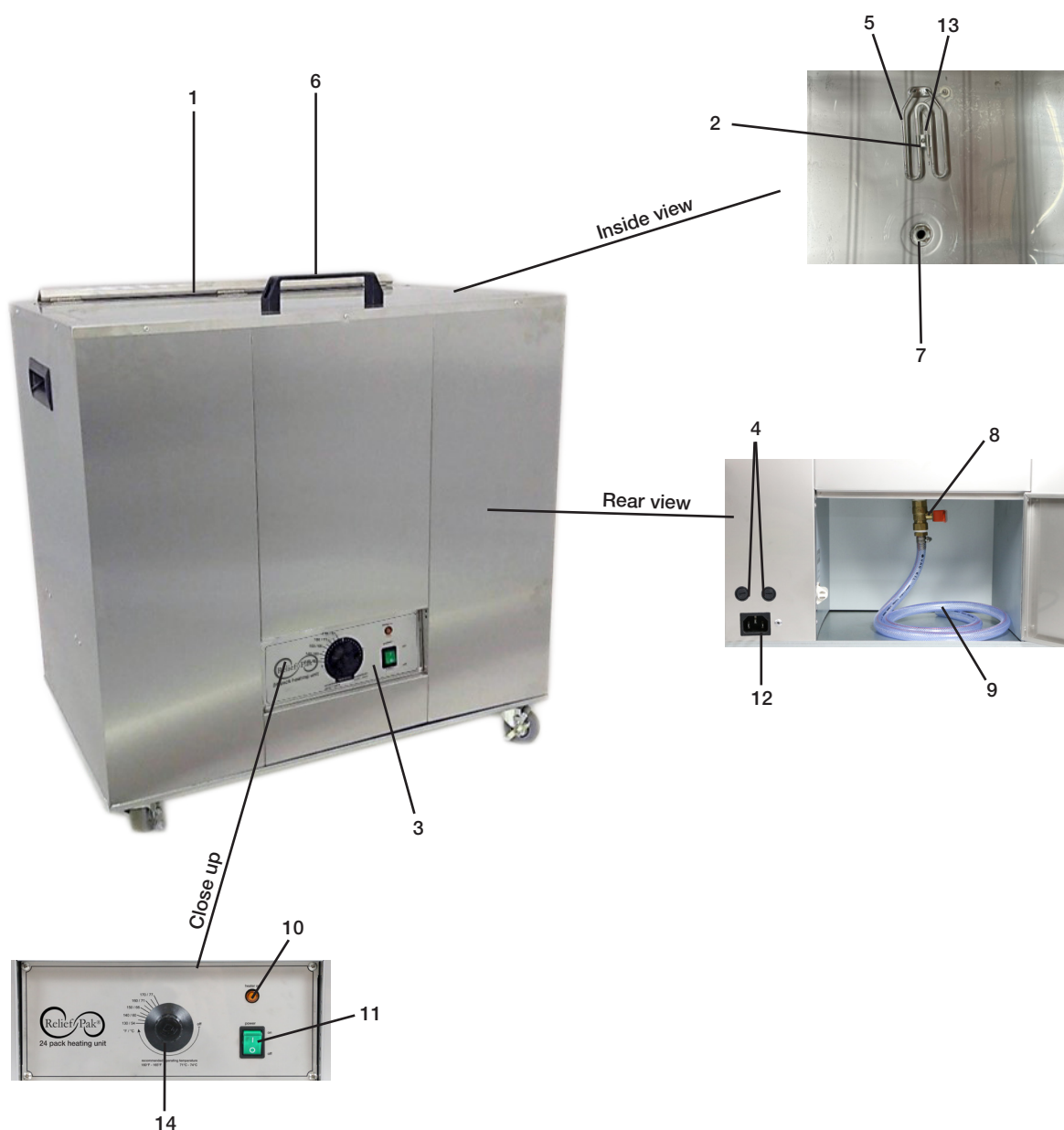
1. Lid
2. Bracket
3. Controller Panel
4. Fuse
5. Heating Element
6. Lid Handle
7. Drain
8. Drain Valve
9. Hose
10. Heating Lamp
11. On/Off Switch
12. Power Cord Socket
13. Thermostat
14. Thermostat Knob



Mobile 24 Pack Heating Unit

Diagram

1. Lid
2. Bracket
3. Controller Panel
4. Fuse
5. Heating Element
6. Lid Handle
7. Drain
8. Drain Valve
9. Hose
10. Heating Lamp
11. On/Off Switch
12. Power Cord Socket
13. Thermostat
14. Thermostat Knob



Technical Specifications

Model RP4SM (11-1980 / 11-1990)

Power supply	100 - 127V	220 - 240V
Power consumption	700 - 1,020W	1,000 - 1,190W
Rated frequency	50 - 60Hz	
Tank capacity (L)	20	
Recommended operating temperature	160°F - 165°F (71°C - 74°C)	
Operating thermal cut-out temp	190°F - 205°F (88°C - 96°C)	
Heating up time	Time to 160°F (70°C) - 2 hours	
Cool down time	Time from 160°F (70°C) - 1 hour	
Dimensions	13.5in W x 13in D x 22in H (345mm W x 340mm D x 555mm H)	
Fuses	250VAC, 15A	
Capacity	4 standard size moist heat packs	

Model RP4SP (11-1981 / 11-1991)

Power supply	100 - 127V	220 - 240V
Power consumption	700 - 1,020W	1,000 - 1,190W
Rated frequency	50 - 60Hz	
Tank capacity (L)	19	
Recommended operating temperature	160°F - 165°F (71°C - 74°C)	
Operating thermal cut-out temp	190°F - 205°F (88°C - 96°C)	
Heating up time	Time to 160°F (70°C) - 2 hours	
Cool down time	Time from 160°F (70°C) - 1 hour	
Dimensions	14in W x 11in D x 20in H (355mm W x 285mm D x 500mm H)	
Fuses	250VAC, 15A	
Capacity	4 standard size moist heat packs	

Model RP6S (11-1982 / 11-1992)

Power supply	100 - 127V	220 - 240V
Power consumption	700 - 1,020W	1,000 - 1,190W
Rated frequency	50 - 60Hz	
Tank capacity (L)	37	
Recommended operating temperature range	160°F - 165°F (71°C - 74°C)	
Operating thermal cut-out temp	190°F - 205°F (88°C - 96°C)	
Heating up time	Time to 160°F (70°C) - 4 hours	
Cool down time	Time from 160°F (70°C) - 2 hours	
Dimensions	19in W x 17in D x 20in H (483mm W x 440mm D x 515mm H)	
Fuses	250VAC, 15A	
Capacity	6 standard size moist heat packs	

Technical Specifications

Model RP8M (11-1984 / 11-1994)

Power supply	100 - 127V	220 - 240V
Power consumption	700 - 1,020W	1,000 - 1,190W
Rated frequency	50 - 60Hz	
Tank capacity (L)	58	
Recommended operating temperature range	160°F - 165°F (71°C - 74°C)	
Operating thermal cut-out temp	190°F - 205°F (88°C - 96°C)	
Heating up time	Time to 160°F (70°C) - 3 hours	
Cool down time	Time from 160°F (70°C) - 2 hours	
Dimensions	19in W x 16in D x 30in H (483mm W x 405mm D x 760mm H)	
Fuses	250VAC 15A	
Capacity	8 standard size moist heat packs	

Model RP12M (11-1985 / 11-1995)

Power supply	100 - 127V	220 - 240V
Power consumption	1000 - 1,600W	1,500 - 1,785W
Rated frequency	50 - 60Hz	
Tank capacity (L)	83	
Recommended operating temperature range	160°F - 165°F (71°C - 74°C)	
Operating thermal cut-out temp	190°F - 205°F (88°C - 96°C)	
Dimensions	23in W x 18in D x 34in H (575mm W x 465mm D x 855mm H)	
Fuses	250VAC, 15A	
Capacity	12 standard size moist heat packs	

Model RP24M (11-1986 / 11-1996)

Power supply	100 - 127V	220 - 240V
Power consumption	1000 - 1,600W	1,500 - 1,785W
Rated frequency	50 - 60Hz	
Tank capacity (L)	141	
Recommended operating temperature range	160°F - 165°F (71°C - 74°C)	
Operating thermal cut-out temp	190°F - 205°F (88°C - 96°C)	
Dimensions	32in W x 20in D x 34in H (815mm W x 515mm D x 855mm H)	
Fuses	250VAC 15A	
Capacity	24 standard size moist heat packs	

Care and Cleaning

- Regularly clean and drain the unit (every two weeks). Failure to properly maintain the unit will cause premature wear.
- Before cleaning the unit make sure the power is OFF, the unit is unplugged and empty.
- Use a soft cloth, sponge or non-abrasive cleaning pad to wipe down the unit. Do not use steel wool as it can cause rusting on the stainless steel surfaces.
- Use mild soaps and non-abrasive detergents to clean the surfaces of the unit.
- Do not use bleach or cleaners with high chlorine contents.
- Remove all deposits from interior surfaces and parts. The mineral deposits will allow rusting to begin and decrease the efficiency of the heating elements. Exercise care when cleaning the thermostat or heating element. The components can be easily damaged without proper care. A solution of vinegar and water may be used to dissolve away deposits. Thoroughly rinse the unit after.

Troubleshooting

Problem

Possible Causes

Possible Solutions

Water does not get hot, even though the unit is plugged in and switched on

- Circuit fuse is blown
- Thermostat is not working
- Heating element burned out

- Replace circuit fuse
- Replace thermostat
- Replace element

Water is cloudy

- Too long between cleanings
- Filler from heat packs is seeping

- Drain, clean, and refill
- Replace the heat packs

Relief Paks are too hot

- Thermostat is set too high
- Thermostat failure

- Adjust the thermostat
- Replace the thermostat

Relief Paks are too cool

- Thermostat is set too low
- Thermostat failure

- Adjust the thermostat
- Replace the thermostat

Unit boils

- Thermostat failure

- Replace the thermostat

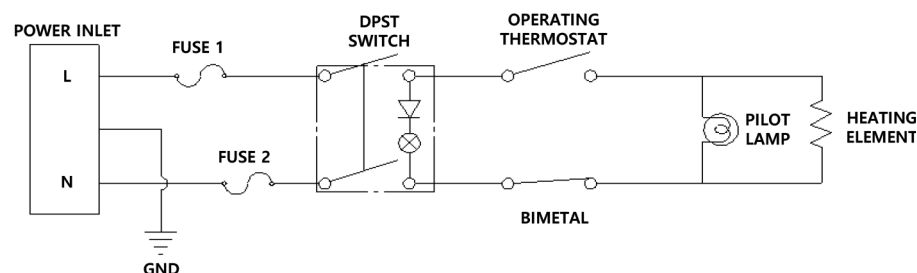
Rust or discoloration

- Contact with ferrous metal
- Deposits on inside of tank

- Remove the ferrous metal item from the unit (staple, paper clip, safety pin, tongs, etc) and clean thoroughly
- Thoroughly clean the tank and remove all deposits

Circuit Diagram

Good for all units



Precautions - English

Warning

1. Do not reach into water to get the moist heat packs. Skin burns may occur. Use hook or protective gloves to take out moist heat packs.
2. Do not use unit near explosive gases. A fire may occur.
3. Do not place moist heat packs directly on bare skin. Always place the moist heat packs in a terry cover or towel.
4. Remove all packaging before using.
5. Fill with water before you plug in the unit. If the unit is empty when switched on, the heating element could be damaged.
6. Before connecting, read instructions.
7. Do not touch the heating element.
8. Always allow unit to cool down before draining.
9. To avoid the risk of electric shock, this equipment must only be connected to a grounded outlet.
10. Users should not attempt to repair the unit. Only a licensed electrician should repair the unit. (This could cause a fire or an electric shock.)
11. Do not plug the unit in with wet hands. This may cause an electric shock.
12. When installed in a humid, dusty, or corrosive gaseous area, lifespan of the product can be shortened. Do not place close to fire.
13. Do not put heavy objects on the power cord. Do not fold or pull the cord excessively. Ensure cord is not stuck when moving in narrow areas.
14. Do not plug the unit into a power strip. (This may cause electric shock or fire due to circuit overload.)
15. Unplug the power cord when you clean the product or it is not operated for long time. (This may cause an electric shock.)
16. Do not cover the lid.
17. This unit is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
18. Children should be supervised to ensure that they do not play with the unit.
19. Do not put heavy items on the unit or have excessive impacts on it. (This could cause deformation and malfunction.)
20. Unplug the power cord when the product is broken down. (This could cause a fire or an electric shock.)
21. Do not use the unit on a slanted or unsafe place. (This could cause a malfunction.)
22. Do not move the product while in use. (This could cause a malfunction of the product, a fire, a burn, or an electric shock.)
23. You should keep the product's distance (more than 2 inch / 5cm) from wall when installing for ventilation. (This could cause a malfunction or a fire.)
24. Excessive force when opening and closing the lid can cause product damage.
25. Do not use other products within 3ft / 1m. Potential electromagnetic or other interference may occur.
26. The unit must be placed where the cord can be easily unplugged in case of an emergency.

Avertissement

1. Ne pas mettre dans l'eau pour obtenir les chaudes et humides-Packs. Brûlures de la peau peuvent se produire. Utilisez crochet et des gants de protection lorsque vous prenez des serviettes ou chaud et humide-Packs.
2. Ne pas utiliser l'appareil à proximité de gaz explosifs. Les incendies peuvent se produire.
3. Ne pas placer le chaud et humide-Pack sur la peau nue. Placez toujours le chaud et humide-Pack dans une housse en tissu éponge.
4. Retirez tous les emballages avant utilisation.
5. Remplissez avec de l'eau avant de brancher l'appareil. Si l'unité est vide lorsqu'il est allumé, l'élément de chauffage peut être endommagé.
6. Avant de connecter, lire les instructions.
7. Ne touchez pas l'élément chauffant.
8. Toujours laisser refroidir l'appareil avant de le vider.
9. Pour éviter tout risque de choc électrique, cet équipement ne doit être connecté à fournir secteur avec terre de protection.
10. Ne pas réparer l'unité à l'utilisateur. L'ingénieur doit réparer l'appareil. (Cela provoque un incendie ou un choc électrique.)
11. Ne pas essayer de brancher avec vos mains mouillées. Méfiez-vous d'un choc électrique.
12. Lorsque l'installation dans une zone gazeux humide, poussiéreux ou corrosif, la durée de vie du produit peut être raccourcie. Aussi laisser suffisamment d'espace de feu.
13. Veillez à ne pas mettre des objets lourds sur le cordon d'alimentation, et ne pas plier ou tirer sur le cordon trop pour votre sécurité. Surtout lors de la mise dans une zone étroite, s'il vous plaît vérifier que le cordon n'est pas coincé.
14. Vous ne devriez pas utiliser multi-tap. (Cela provoque un choc électrique ou un incendie dû à une surcharge de courant.)
15. Débranchez le cordon d'alimentation lorsque vous nettoyez le produit ou il n'est pas utilisé pendant longtemps. (Cela provoque un choc électrique.)
16. Ne pas couvrir le couvercle.
17. Cet appareil n'est pas destiné à être utilisé par des personnes (y compris les enfants) ayant une déficience physique réduite, sensorielles ou mentales, ou le manque d'expérience et de connaissances, à moins qu'elles ne soient surveillées ou instructions concernant l'utilisation de l'appareil par une personne responsable de leur sécurité.
18. Les enfants doivent être surveillés pour s'assurer qu'ils ne jouent pas avec l'appareil.
19. Vous devriez ni mettre des objets lourds sur le produit, ni avoir des répercussions déraisonnables sur elle. (Cela provoque la déformation et troubles du produit.)
20. Débranchez le cordon d'alimentation lorsque le produit est décomposé. (Cela provoque un incendie ou un choc électrique.)
21. Vous ne devriez pas utiliser à l'endroit incliné ou dangereux. (Cela provoque des problèmes.)
22. Vous devez ni bouger ni donner un impact au produit lors de l'utilisation. (Cela provoque un dysfonctionnement du produit ou d'un incendie ou une brûlure ou un choc électrique.)
23. Vous devez garder la distance du produit (plus de 2 inch / 5cm) du mur lors de l'installation de ventilation. (Cela provoque un dysfonctionnement ou un incendie.)
24. Contactez une force radicale pour l'ouverture et la fermeture peut causer des dommages au produit.
25. Ne pas utiliser d'autres produits à moins de 1m. Par l'autre appareil, les interférences électromagnétiques ou autre potentiel peut se produire.
26. L'appareil doit être placé là où il peut être facilement branché et débranché le cordon parce que la prise de cet appareil est un dispositif de déconnexion

Warranty

Fabrication Enterprises warrants that the Relief Pak® Heating Units are free of defects in material and workmanship under normal use and service for a period of one year from the date of shipment to consumer. If these products fail to function during the one year warranty period due to a defect in material or workmanship, at FEI's option, FEI or the selling dealer will repair or replace this product without charge.

This warranty does not cover installation or labor charges, and does not apply to materials which have been damaged by other causes such as mishandling or improper care or abnormal use. This warranty does not cover:

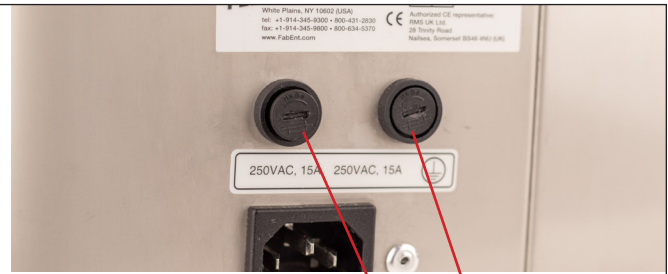
- Replacement parts or labor furnished by anyone other than FEI, the selling dealer or a certified FEI service agent
- Defects or damage caused by labor furnished by someone other than FEI, the selling dealer or a certified FEI service agent
- Any malfunction or failure in the product caused by product misuse including, but not limited to, the failure to provide reasonable and necessary maintenance or any use that is inconsistent with the Product User Manual

This warranty is in lieu of all other warranties expressed or implied. Product maintenance instructions are issued with each unit and disregard or non-compliance with these instructions will constitute an abnormal use condition and void the warranty. Please call 800-431-2830 (+1-914-345-9300 Outside U.S.) with questions or for technical assistance.

Fuse Replacement Instructions

Note: Make sure unit is turned off and unplugged before replacing fuses.

Step 1: Locate the two fuse compartments on the back of the heating unit.



fuse compartments

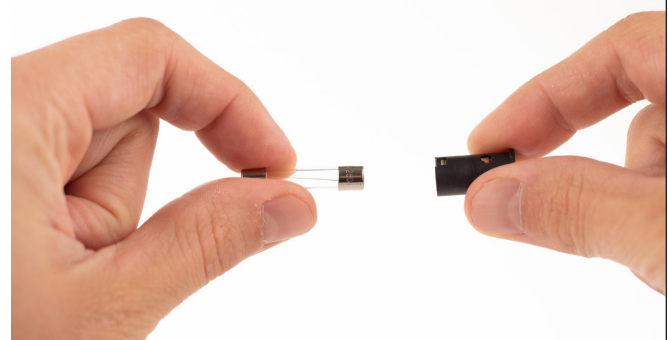
Step 2: Use a flat head screwdriver to unscrew the fuse compartment. Carefully turn the fuse compartment head counter-clockwise (approximately 90 degrees) while pressing the fuse compartment in. The compartment is spring loaded and will pop out when released.



Step 3: Gently remove the old fuse from the fuse compartment head and replace it with a new one. The new fuse can be installed in either direction.



fuse



Step 4: Place the fuse compartment back into the heating unit and push it in while slowly turning clockwise with a flat head screwdriver until you hear a click. This will secure the fuse compartment. Do not over-tighten.

If necessary, repeat steps 1-4 to replace the other fuse.



Parts List

For 110 V and 220 V units

Part Name	4 Pack (Metal)	4 Pack (Plastic)	6 Pack	8 Pack	12 Pack	24 Pack
Ball Valve			11-2100	11-2100	11-2100	11-2100
Bimetal Thermal Cut-Out	11-2101	11-2101	11-2101	11-2101	11-2101	11-2101
Bottom Base	11-2104	11-2105	11-2106	11-2107	11-2102	11-2103
Bracket (Thermal Overheating Sensor)	11-2108	11-2108	11-2108	11-2108	11-2108	11-2108
Bracket (Thermostat A/B Assembly)	11-2109	11-2109	11-2109	11-2109	11-2109	11-2109
Caster				11-2110	11-2110	11-2110
Fuse	11-2111	11-2111	11-2111	11-2111	11-2111	11-2111
Fuse Holder	11-2113	11-2113	11-2113	11-2113	11-2112	11-2112
Heating Lamp	11-2118	11-2118	11-2118	11-2118	11-2118	11-2118
Hose			11-2120	11-2120	11-2120	11-2120
Hose Band			11-2119	11-2119	11-2119	11-2119
Hose Nipple			11-2121	11-2121	11-2121	11-2121
Hot Pack Adapter	11-2122	11-2122	11-2122	11-2122	11-2122	11-2122
Insulated Terminals	11-2123	11-2123	11-2123	11-2123	11-2123	11-2123
Lid	11-2126	11-2127	11-2128	11-2129	11-2124	11-2125
Lid Handle/ Knob	11-2130	11-2132	11-2131	11-2131	11-2131	11-2131
On/Off Switch	11-2136	11-2136	11-2136	11-2136	11-2136	11-2136
Power Cord Inlet	11-2144	11-2144	11-2144	11-2144	11-2143	11-2143
Rubber Foot	11-2145	11-2145	11-2146			
SRGW Wire Connector Assembly	11-2147	11-2147	11-2147	11-2147	11-2147	11-2147
Stainless Bolt			11-2148	11-2148	11-2148	11-2148
Stainless Screw	11-2149	11-2149	11-2149	11-2149	11-2149	11-2149
Tank Socket			11-2150	11-2150	11-2150	11-2150
Teflon Washer			11-2151	11-2151	11-2151	11-2151
Thermostat	11-2152	11-2152	11-2152	11-2152	11-2152	11-2152
Thermostat Knob	11-2138	11-2138	11-2138	11-2138	11-2138	11-2138
Thermostat Nipple	11-2153	11-2153	11-2153	11-2153	11-2153	11-2153
Thermostat Plate	11-2137	11-2137	11-2137	11-2135	11-2133	11-2134
Thermostat Stopper	11-2154	11-2154	11-2154	11-2154	11-2154	11-2154
Wire Rack	11-2157	11-2157	11-2158	11-2159	11-2155	11-2156

For 110 V units only

Part Name	4 Pack (Metal)	4 Pack (Plastic)	6 Pack	8 Pack	12 Pack	24 Pack
Heating Element Set	11-2116	11-2116	11-2116	11-2116	11-2114	11-2114
Power Cord	11-2141	11-2141	11-2141	11-2141	11-2139	11-2139

For 220 V units only

Part Name	4 Pack (Metal)	4 Pack (Plastic)	6 Pack	8 Pack	12 Pack	24 Pack
Heating Element Set	11-2117	11-2117	11-2117	11-2117	11-2115	11-2115
Power Cord	11-2142	11-2142	11-2142	11-2142	11-2140	11-2140

Notes

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Intertek
certificate #: 0087352

