

CompuSooth® Hygiene

Everyone's skin is different and exudes a number of toxins and oils especially in hot, sweaty conditions. We recommend following the CompuSooth® cleaning instructions on the front of this page. You could also make a slip cover from thin, breathable material that is not irritating to your sensitive wrist area - repetitive motion (like that involved in typing) on a rough surface naturally leads to chafing and sore spots. Please do not share your CompuSooth®. Mold can be introduced into the unit via unclean water or water vessels. The non-toxic antimicrobial innercore combats this, but will not kill all molds. If over time you must add water due to evaporation and find mold or a mildew smell, please discard your CompuSooth®.

CompuSooth® Temperature Science

If your CompuSooth® seems cooler at the beginning of your work session and less cool at the end, that's fine — it is working normally. As your body temperature drops the CompuSooth® gently warms in response. If you want a cooler spot try simply moving your wrists to a more cool outer edge or turn the unit over. This product works by absorbing heat and releasing it back into the air through its extra surface area. Outer edges often feel cooler as they have not directly absorbed any heat and are working to radiate it.

Make CompuSooth® Even Cooler

- **Evaporation** Add a small amount of clean water as needed maintaining the unit's maximum weight of 91kg to keep it at its coolest.
- **Reduce Air Inside it** to create an extra cool vacuum seal, just repeat steps 2 & 3 from the instruction sheet.
- **Keep it out of the sun** Your unit will feel more cool than the room temperature, just be sure to keep it out of the direct sunlight.
- **Refrigerate it** for 5-10 minutes (BEWARE - FREEZING IT WILL RUIN YOUR COMPUSOOTH® AND VOID YOUR WARRANTY)
- **Do not cover** your CompuSooth® when not in use. The CompuSooth® "recharges" its cooling power best by direct air circulation.

CompuSooth® Basics

CompuSooth® only needs water added once to activate it. DO NOT add water at any other time unless you have experienced evaporation.

DO NOT DRAIN your CompuSooth® you will drain out the antimicrobial treatment. Once activated, CompuSooth® will keep working.

To store, place filled unit between two towels & store flat in a dry place. Do not place anything on top of a stored CompuSooth®.

CompuSooth®, when new, is like a new pair of shoes, it will take a few days for the materials to break in and become more supple.

Using CompuSooth® is a new experience and for some people it will take a few days to get used to the coolness and texture, so give yourself time to get used to the CompuSooth® and its benefits.

Remember, CompuSooth® is not just a wristrest, it's GREAT relief aid for carpal tunnel sufferers.

If CompuSooth® Becomes Twisted

If the core material inside your CompuSooth® becomes bunched or twisted up inside, it is very simple to fix. Simply remove the cap and blow a little air into it (2 or 3 breaths). Replace the cap. Once the vacuum seal is broken, the core material will move freely.

You can now just shake it back into place. We recommend starting by repositioning one corner first and then holding this corner while you reposition the remaining three corners. Since you have put air in the unit you now need to remove it. Repeat steps 2 & 3 of the instructions until it is free of air pockets.

Returns: return to original place of purchase

If you purchased product directly from Soothsoft and are unsatisfied, you have 30 days to return the undamaged product with its original packaging and SoothSoft packing slip to: Soothsoft Returns, c/o ShipRight Solutions, LLC, 165 Pleasant Ave South Portland, ME 04106. If your packing slip and return is examined & approved, you will be credited in the format in which you paid.

Product purchased elsewhere must be returned to that specific point of purchase. That returned product is subject to the original retailer's return/warranty policy.

SAFETY INFORMATION

Please read and follow all instructions carefully. The CompuSooth® is intended to be a very safe product; however **this product is not recommended for use by children age 5 or under.**

Parents or guardians are responsible for determining if a child may use this product safely. Please determine that the child can move the product easily and that it doesn't make them feel too cool. This product is to be kept away from infants at all times. Never strike anyone with this product.

SoothSoft Innovations Worldwide, Inc. and SoothSoft Ltd. are not responsible for any injury incurred while using or handling this product. SoothSoft Innovations Worldwide, Inc. and SoothSoft Ltd. cannot foresee all the possible situations this product may be associated with and so cannot be held responsible for injury which occurs while using or handling this product. Use at your own risk.

AVOID PUNCTURES: For maximum comfort and cooling, the CompuSooth® Wristrest is made from very soft, thin materials which can be punctured. Please be careful how you handle your unit and don't put it on or near: Earring posts • Cats or Puppies • Watches/ Bracelets • Hair pins/Hair clips • Jewelry • Staples • Knives/Scissors • Pins/Tacks • Sharp corners on furniture and countertops • or any Sharp Object that could puncture it.

PUNCTURES are not manufacturing defects and are not covered by your warranty. Your retailer will not replace a unit that has been punctured.

LIMITED WARRANTY

This product is not a novelty item, toy or medical device. SoothSoft Innovations Worldwide, Inc. does not in any way or manner warrant or guarantee that the use of this product will prevent bodily harm or injury.

SoothSoft Innovations Worldwide, Inc. warrants to the original purchaser that, for a period of 30 days from the date of purchase, this product will be free of manufacturer's defects in material and/or workmanship and that the seams/seals will maintain their integrity. This warranty does not cover misshaping of the inner material, discoloration, or leakage caused by punctures, sunlight damage, contaminated water, or artificial heat sources or freezing.

Components and materials not manufactured by SoothSoft Innovations Worldwide, Inc. are warranted only to the extent of the original manufacturer's warranty.

SoothSoft Innovations Worldwide, Inc.'s sole obligation under this limited warranty is to replace any product which, in its sole opinion, is defective.

This warranty does not cover any cost of inconvenience; damages caused by product failure; damages arising from abuse, neglect, or any use of the product other than as described on original SoothSoft Innovations Worldwide, Inc. product packaging. SoothSoft Innovations Worldwide, Inc. expressly disclaims liability for incidental, special or consequential damages of any nature relating to the product or its use.

This warranty is made in lieu of all other warranties, expressed or implied, including, but not limited to, any implied warranty of merchantability and/or fitness for a particular purpose or use. There are no warranties, expressed or implied, beyond the description of the product on original SoothSoft Innovations Worldwide, Inc. product packaging. SoothSoft Innovations Worldwide, Inc. specifically disclaims any liability arising from misuse of the product. Misuse or alteration of the product will void this warranty.

This is the only warranty given by SoothSoft Innovations Worldwide, Inc. This warranty gives you specific legal rights. You may have other rights which vary from state to state. Any other rights you may have are limited in duration to the period of this warranty. Some states do not allow time limitations on warranties or the exclusion or limitation of consequential or incidental damages.

If you believe you have a warranty claim within 30 days of your original purchase date, please have your original receipt ready and call 1-888-244-5569 or email customerservice@soothsoft.com for further instruction. Any replacement is subject to evaluation of originally purchased product. **If you purchased your product from any other entity other than SoothSoft, you must return to that original retailer. Please understand your returns are subject to that retailer's warranty/return program.**