

THERMOTEX FREQUENTLY ASKED QUESTIONS.

Is this product FDA or Health Canada approved?

Yes, our products are cleared for sale by the FDA in the US and registered as a medical device for sale by Health Canada.

How does the unit work?

Thermotex products use 110 volt power and plugs into a regular power outlet. You can also use the unit in the car with a power inverter that can provide at least 50 watts of power.

What kind of technology does the unit use?

The Thermotex unit converts electricity to far infrared light waves which are beneficial in increasing blood flow.

What makes this product different than a regular heating pad?

Heating pads produce conductive heat which heats the surface of the skin. Thermotex products produce far infrared light which is radiant and is absorbed into the body. We have measured the depth of penetration at 2.36 inches after just 20 minutes. It is the absorption of the light wave that results in an increase in blood flow. This is what makes Thermotex so much more effective than other heat products.

For how long may I apply the pad?

For New (late 2017 and later) Thermotex Units

The newest THERMOTEX™ Infrared Therapy System uses a simple on or off switch. If the surface feels too warm put a cotton towel between the body and the THERMOTEX™. The infrared heat penetrations will still be effective. Recommended treatment time is a minimum of 30 - 45 minutes per session. When your THERMOTEX™ is at room temperature, it will take approximately 10 minutes before you will feel the heat, and for your pad to provide infrared therapy.

For Original Thermotex Units

We recommend a treatment session be for 10-15 minutes on the High setting (when starting at room temperature) and then 30 additional minutes on low for a total time of 45 minutes. If the pad is plugged in and pre-warmed already, we recommend 45 minutes on the Low setting only.

Do I need to ask my Doctor before using the pad?

Generally this is not necessary unless the following applies to you.

Consult your healthcare professional before using Thermotex, if you have any of the following:

- Malignancy (including skin lesions)
- Circulatory diseases
- Using Prescription Drugs
- Implanted silicone or silicone prostheses
- Recent acute joint injury
- Chronically hot or swollen point

METAL IMPLANTS - Pay attention for signs of any uncomfortable heat build up in the treatment area. If heat build up occurs discontinue use.

Do you offer a guarantee on the product?

Thermotex offers a 30 day money back guarantee. This guarantee requires that you use your Thermotex pad as instructed for 30 days. If you are not satisfied after this period of time you can return your product for an applicable refund. This does not include shipping and may include a restocking charge if your Thermotex dealer has one in effect.

I am afraid of radiation. Does Thermotex produce harmful radiation?

Thermotex produces a radiant light wave located in the far infrared portion of the electromagnetic spectrum. These light waves are not harmful to the human body but in fact when used in the therapeutic application produced by Thermotex products, they are beneficial to the body.

Is there a warranty on the product?

Your Thermotex product comes with a 12 month parts and labour warranty.

How is the product powered?

The Thermotex products run on a 110 volt power source or alternatively, through a power inverter for auto use.

Is it machine washable?

The cover is fully removable for machine washing or dry cleaning.

How do we keep the pad in place?

All products except for the TTS Gold come with fastening elastic straps. The TTS Gold does not require fastening straps.

How many settings are available?

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For Original Thermotex Units: Your Thermotex pad has 2 setting only, High and Low.

We recommend a treatment session be for 10-15 minutes on the High setting (if the pad is at room temperature) and then 30 additional minutes on low for a total time of 45 minutes. If the pad is plugged in already and pre-warmed, we recommend 45 minutes on the Low setting.

What is the Shipping Cost?

Shipping cost varies by your zip code or Postal Code. Contact your Thermotex dealer for more details.

How much does it weight?

All Thermotex products weight 2 or less pounds.

How do I return it if I am not satisfied?

Contact the dealer who sold you the product for the product return process.

Can this item be folded (for example into a suitcase)?

All Thermotex products fit into a large suitcase.

Are instructions for use included?

Yes

How long has Thermotex been in business?

The current company has been in business since 1996

Are the products safe for all family members?

Thermotex products are safe for all members including pets, excluding infants.

I had a knee replacement; can I still use my Thermotex?

In most cases this is not a concern. We ask that you pay attention to any sense of uncomfortable heat build up in the area and discontinue use if there is any discomfort.

Why do the instructions say to only use the high setting for 15 minutes? I like the extra heat.

The most beneficial infrared wave length is produced at the low setting.

Why can't I use this when I'm sleeping?

When we are sleeping, our senses are impaired and we can no longer feel heat. If there were any heat build up you would not feel it.

It is not recommended to sleep with the pad.

I just sprained my ankle, when can I use my Thermotex?

You can use the Thermotex pad after the original edema has passed. This is typically after 48 hours

Can I use my TTS Gold on bare skin?

Yes, you can use any Thermotex product on the bare skin.

Do you have a Thermotex that I can use in my car?

All Thermotex products can be used with a power inverter that produces at least 50 watts of power.

Does the Platinum pad come with a timer?

No. Your option is to buy an electrical switch timer that will turn off the power to the pad at the outlet. This is similar to a lamp set on an automatic switch.

Can I use it more than twice a day?

Yes

Can I sit on the Gold pad?

Yes, the Thermotex pads are made to withstand strong usage.

Why doesn't the Foot Therapy System feel as hot as my Platinum pad?

The TTS Foot Therapy pad comes with a liner that allows for quick removal for washing. If you desire more heat, simply remove the cloth liner.

Can you use the Thermotex pad in the bath tub?

No

Thermotex products are electrical appliances and must be treated with the same caution you would any electrical appliance.