

# COOL RENEWAL®

## TROUBLESHOOTING

### Using Your Canister

- 1) To activate your canister, remove the safety tab on the top of the white nozzle, labeled "TEAR OFF TAB". Place your index finger on the nozzle to prevent damage to trigger when removing safety tab.



- 2) Insert the Clear Plastic Extender Tube into the opening at the front of the nozzle, above the trigger.



- 3) To activate the flow of cryogen, place your index finger on the trigger and apply GENTLE PRESSURE. Too much pressure will result in "Blasting" and wastes cryogen.

**YES!**

Gentle Pressure



**NO!**

"BLASTING"



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### FAQ About Your Canister

#### **How many treatments should I expect to get from my canister?**

The exact number of treatments per canister will vary depending on multiple factors including trigger pressure, how much cryogen is used during each treatment, and the size of the lesions being treated. Larger lesions will require more cryogen and may require multiple treatments, and smaller lesions will require less cryogen and may not require multiple treatments. Each Cool Renewal canister should yield an average of 65 “FREEZES” per canister, based on the saturation of the Medium Round Foam Tipped Applicator. 1 “FREEZE” = 1 application of cryogen to the skin. Using gentle pressure on the trigger will help conserve cryogen and reduce waste.

#### **How do I know when my canister is empty?**

The canister will begin to feel lighter as you use it. If your canister feels light and you are experiencing “sputtering” or the canister is only spraying air, it’s probably close to being empty and it’s time to reorder. If your canister feels full, try rotating the entire nozzle 360°. This will relocate the tube inside the canister.

#### **Why is my canister only spraying air?**

If your canister feels light and is only spray air, it is likely empty and time to reorder! If your canister is full and only spraying air, try rotating the entire nozzle 360°. This will relocate the tube inside the canister. If the rotation of the nozzle does not solve the problem, please contact Cool Renewal, LLC directly for a replacement.

#### **Why is the Clear Extender Tube shooting out of the nozzle when I pull the Trigger?**

More than likely, you are using way too much trigger pressure. If you are using light pressure and the tube is still coming out of the nozzle, your Extender Tube may be damaged. Contact Cool Renewal, LLC directly for a replacement Extender Tube.

#### **When I activate the trigger, cryogen is leaking out from inside the nozzle. Is it broken? Should I continue to use it?**

This is likely due to a broken trigger nozzle that can result from being dropped or damaged during shipping. If cryogen is leaking from inside the nozzle when the trigger is activated, please discontinue use immediately and contact Cool Renewal, LLC directly for a replacement.

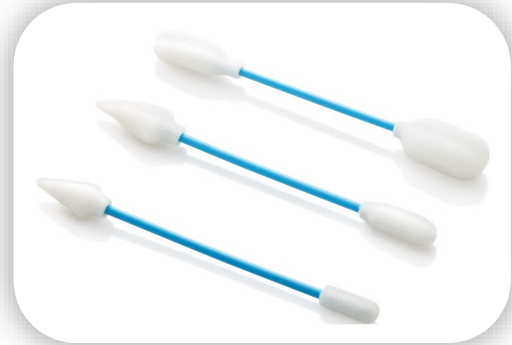
#### **Why won't my canister spray at all?**

First, make sure you have removed the safety tab on the top of the canister. If the safety tab has been removed and the canister still does not spray at all, please contact Cool Renewal, LLC directly. If your canister is only spraying air, it is probably empty and time to reorder!

## TROUBLESHOOTING

### Using the Foam Tipped Applicators

1) Select a Foam Tipped Applicator that is approximately 1mm larger than the lesion you are treating. This will ensure that the entire lesion is treated and may help prevent reoccurrence.



2) Spray the cryogen directly onto the foam tip of the applicator. To ensure full saturation and to avoid wasting cryogen, position the end of the clear extender tube (inserted into canister) **as close to the foam as possible**. Lightly spray the cryogen onto the foam tip until it **drips at least 1 time**.

If the foam tip does not drip, the applicator may not be cold enough, and could result in an unsuccessful treatment. Be sure that the drip comes from the foam, and not the end of the extender tube.



3) Before applying it to the skin, wait approximately 10-15 seconds for the foam to crystalize. This allows the applicator temperature to reach maximum coldness, resulting in a more effective treatment.



## TROUBLESHOOTING

### **FAQ About Foam Tipped Applicators**

#### **Why is the foam tip not “crystalizing” after being sprayed with cryogen?**

The absence of crystallization on the foam tip is a good indicator that the foam was not completely saturated. This can occur if the end of the extender tube is held too far from the actual foam tip when spraying the cryogen, or if there is too much trigger pressure used when spraying the foam. We refer to this as “over spray”, meaning that excessive pressure projects the cryogen past the foam tip, which doesn’t allow the foam to adequately absorb the cryogen. Always use GENTLE trigger pressure when spraying the foam tips, as this helps conserve your cryogen. Less is more!

#### **How long will the foam tip stay cold?**

This can vary depending on the size of the foam applicator used. The small tips can stay cold for approximately 45 seconds - 1 minute, and the larger foam applicators may stay cold for up to 2 minutes.

#### **Do I need to use pressure when applying the foam applicator to the skin?**

Yes! Be sure to use enough pressure to ensure that the foam tip is making contact with the entire lesion being frozen for the complete duration of the freeze. The more pressure you use, the deeper the freeze will go. The immediate post treatment ice ball is a good indication of which area was frozen.

#### **Why am I not getting an “Ice Ball” on the skin when using the foam applicators?**

In order to achieve an ice ball, the foam applicator must be fully saturated. If an ice ball was not achieved after application, it is likely that the foam tip was not adequately saturated, the applicator was not applied to the skin within 15-20 seconds of saturation, or the frozen applicator was not applied to the skin for long enough (20-40 seconds). Achieving an ice ball immediately after treatment is a lucrative part of the freezing process, and should take approximately 40 seconds to thaw (return to normal skin color) naturally. If an ice ball was not achieved, ignore the treatment and re-saturate the foam applicator until it drips at least 1 time. Be sure to hold the end of the extender tube as close to the foam as possible when spraying cryogen. This will help reduce wasted cryogen due to “over spray”.

#### **Can I use the foam applicators on multiple patients?**

No. All of the Cool Renewal applicators are disposable in order to prevent cross contamination. Foam applicators may be used multiple times on the *same patient*, but should be disposed of between patients.

#### **Can I use a Q-Tip instead of a Cool Renewal Foam Applicator?**

No. Our foam applicators are specially designed to absorb the cryogen and maintain temperature for up to two minutes. Traditional cotton swabs are unable to maintain required temperatures required to destroy tissue. We can only guarantee results when using a Cool Renewal designated applicator.

## TROUBLESHOOTING

### Using the Isolation Funnels

Isolation Funnels allow the cryogen to be applied directly to the skin, while protecting the surrounding healthy tissue. Isolation Funnels are not appropriate for all types of lesions, and should **NEVER** be used on the head or face, especially never around the ear canal or eyes.

Isolation Funnels are great for treating fleshy tissue areas where a tight seal can be achieved, such as the back or torso. If the patient cannot be positioned to allow for cryogen accumulation inside the funnel, a Foam Tipped Applicator should be used instead. A Practice Pad is included in the Kit and should be used to practice before actually treating patients.

1) Select an Isolation Funnel that is approximately 1mm larger than the lesion you are treating. This will ensure that the entire lesion is treated and may help prevent reoccurrence. Sizes are printed on the funnel (5mm-16mm).



2) Place the smaller end of the Funnel over the lesion being treated and press down to make a tight seal around the affected area. This allows the cryogen to accumulate on top of the treatment area for the recommended 20-40 seconds. If a tight seal cannot be achieved, and cryogen is leaking onto the surrounding area, STOP USING THE ISOLATION FUNNEL and USE A FOAM TIPPED APPLICATOR. Accumulation of cryogen inside the funnel is CRUCIAL for tissue destruction.



Press Down to Make A Seal



Ice Ball from Perfectly Contained Freeze within Isolation Funnel- No Leakage

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## TROUBLESHOOTING

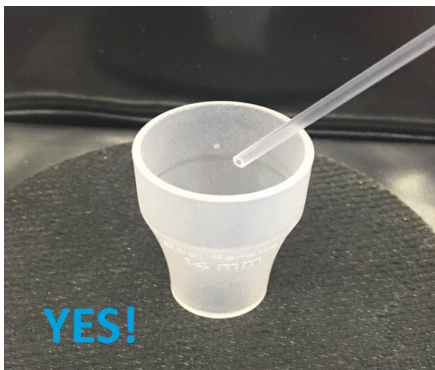
### Using the Isolation Funnels

3) When spraying cryogen into the funnel, hold the canister at a 45° Angle, and direct the spray to the inside wall of the funnel. This will allow the cryogen to drip down onto the skin being treated and allow for accumulation required for adequately freezing skin.

**DO NOT SPRAY CRYOGEN AT A 90° ANGLE DIRECTLY ONTO THE SKIN. THIS WILL CAUSE BACK SPLATTERING AND WILL NOT ALLOW THE CRYOGEN TO ACCUMULATE INSIDE THE FUNNEL.**

If you are experiencing splatter, try reducing the trigger pressure when spraying. Small amounts of splatter should not be of concern, as a prolonged exposure of 20-40 seconds is required for destruction of tissue. As stated in the Instructions for Use, the administrator may wear gloves to protect themselves from splatter if desired.

Correct– 45° Spray Angle



Incorrect– 90° Spray Angle



4) **Lightly** spray the into the Funnel for approximately 6-8 seconds and allow cryogen to accumulate. Accumulation of cryogen should be visible and will appear as a bubbling liquid. Spray until you have accumulated approximately 1/4 inch of cryogen on top of the tissue. **Hold the funnel in place until all the liquid has evaporated., which should take approximately 20-40 seconds, depending on the size of the funnel used.**



**Cryogen Accumulation Zone**

## TROUBLESHOOTING

### Using the Isolation Funnel

5) After all of the cryogen has evaporated and the funnel is removed, a white ice ball or frozen area should appear on the skin.

### **If an Ice Ball does not appear after the treatment:**

- A) **There was not enough cryogen used during the treatment.** It should take 20-40 seconds to evaporate. If the evaporation time was shorter than 20 seconds, ignore the treatment and repeat using more cryogen. As with any type of cryosurgery, an insufficient application of cryogen will cause the procedure to be unsuccessful, and the lesion will not be destroyed.
- B) **The cryogen may have leaked out onto healthy surrounding tissue, and was not allowed to accumulate over the affected area.** Examine the surrounding skin for redness. Repeat the procedure using a Foam Tipped Applicator.



Ice Ball from Perfectly Contained Freeze  
within Isolation Funnel– No Leakage

6) **DO NOT TOUCH** the frozen area for at least 40 seconds, and allow the skin to thaw naturally and return to normal color.

**Results are NOT immediate. Complete destruction will occur over the next few days to weeks. Patients may or may not develop a blister, the area may become red or black, and the crusting/scabbing process should begin within a few days of treatment, depending on the size and location of the lesion being treated. Healing time and ability may vary from patient to patient.**

## TROUBLESHOOTING

### **FAQ About Isolation Funnels**

#### **Can I use the Isolation Funnels on multiple patients?**

No. All of the Cool Renewal applicators are disposable in order to prevent cross contamination. Isolation Funnels may be used multiple times on the *same patient*, but they should be disposed of between patients.

#### **Is there a Funnel larger than 16mm?**

The 16mm Funnel may be inverted to treat a 24mm lesion. If the lesion is larger than 24mm, it may be frozen in sections, using the inverted 16mm Funnel.

#### **What if the patient moves during the procedure and the cryogen spills from the funnel ?**

Place your hand over the area that was contacted by the cryogen, and the freezing process will stop. Cool Renewal Cryogen is NOT liquid nitrogen, and takes a prolonged exposure (20-40 seconds) to destroy the skin. The cryogen evaporates very quickly if not contained within the funnel. If the patient is nervous and is likely to move during the procedure, DO NOT USE AN ISOLATION FUNNEL FOR APPLICATION OF CRYOGEN. Instead, use a Foam Tipped Applicator.

#### **Can I apply petroleum jelly to the funnel edge to prevent leakage?**

Sure! Petroleum Jelly can be applied to the edge of the funnel to prevent sticking and to help prevent leakage. Just make sure that the jelly does not contact the area intended to be frozen, as the jelly can create a barrier between the cryogen and the skin, resulting in an unsuccessful freeze. Also confirm that the patient does not have an allergy to the petroleum jelly.

#### **Why is the cryogen splattering onto my fingers when holding the funnel?**

If you are experiencing splatter, try reducing the trigger pressure when spraying. Small amounts of splatter should not be of concern, as a prolonged exposure of 20-40 seconds is required for destruction of tissue. As stated in the Instructions for Use, the administrator may wear gloves to protect themselves from splatter if desired. Also, ensure that you are spraying at a 45° angle into the side wall of the funnel. A 90° spray directly onto the skin will always result in splatter.

#### **Why didn't I get an ice ball after application?**

Most likely, there was not enough cryogen used during the treatment. Smaller Funnels will require less cryogen, and larger Funnels will require more. If the evaporation time of the liquid inside the funnel is less than 20 seconds, the treatment will likely be unsuccessful. Ignore the previous treatment and repeat using more cryogen.