

USER MANUAL



URINCARE

— NONINVASIVE BLADDER MANAGEMENT SYSTEM —

★ FOR VETERANS ★



COMPONENTS



URINCARE CUP™ SYSTEM

- 1) Control Device (pump)
- 2) Rechargeable Batteries
- 1) Charger
- 1) Power Supply

Consumables:

- 3) Male Cups
- 3) Collection Bags
- 3) Harnesses



URINCARE FLO™ SYSTEM

- 1) Control Device (pump)
- 2) Rechargeable Batteries
- 1) Charger
- 1) Power Supply

Consumables:

- 15) Male FLO Body Interfaces (condoms)
- 3) Collection Bags
- 3) Hoses with Sensor

FEATURES

- **Non-Invasive Design** – Designed to manage urinary incontinence without indwelling catheters or surgical intervention, helping promote comfort, dignity, and independence.
- **Fully Automatic Operation** – Hands-free, sensor-activated urine management.
- **Automatic Moisture Detection** – Smart sensors detect urine and activate the system instantly.
- **Medical-Grade Collection Chamber** – Soft, durable polyurethane construction for comfort and reliability.
- **Keeps You Dry** – Actively moves urine away from the body to help protect skin health.
- **Latex-Free & Vinyl-Free** – Designed with patient comfort and sensitivity in mind.

WARNING: ⚠ **Do Not Submerge**

Never immerse the Control Device, Battery, or Battery Charger in water or any other liquid.

WARNING: ⚠ **Handle With Care**

Do not drop, throw, or expose any URINCARE™ System components to strong impacts or excessive force, as this may damage the device and affect its performance.

LIMITED WARRANTY

Omni Medical Systems warrants that the URINCARE™ System will be free from defects in materials and workmanship under normal use and service during the applicable warranty period.

To the fullest extent permitted by applicable law, this Limited Warranty is the sole and exclusive warranty provided by Omni Medical Systems and replaces all other express or implied warranties, including any implied warranties of merchantability or fitness for a particular purpose, unless such warranties cannot be lawfully disclaimed.

If an implied warranty cannot be excluded under applicable law, it is limited to the duration of this Limited Warranty to the maximum extent permitted by law.

Omni Medical Systems shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from the use or inability to use the URINCARE™ System, even if advised of the possibility of such damages. Any recovery under this Limited Warranty is limited to the original purchase price of the product.

Some states or jurisdictions do not allow certain warranty limitations or exclusions. Therefore, some of the above limitations may not apply. This Limited Warranty gives you specific legal rights, and you may also have other rights that vary by state or jurisdiction.

No employee, distributor, dealer, representative, or other person is authorized to modify or extend this Limited Warranty.

PRODUCT DISCLAIMER

The URINCARE™ System is designed to collect and store urine for individuals with urinary incontinence or bladder management needs when used according to the Instructions for Use. The user and healthcare provider are responsible for proper product selection, fitting, application, and use. Improper use, misuse, unauthorized modification, or failure to follow the Instructions for Use may result in leakage, reduced performance, or injury.

The URINCARE™ System is not intended to eliminate all risk of urine leakage or exposure to bodily fluids. Omni Medical Systems is not responsible for injury, property damage, or incidental or consequential damages resulting from misuse, improper application, accidents, or failure to follow the product instructions.

CUSTOMER BILL OF RIGHTS

As a URINCARE™ user, you have the right to:

- Receive accurate, easy-to-understand information about the URINCARE™ System.
- Request assistance if you have a language barrier, hearing or vision impairment, or require additional support to understand your care.
- Participate in decisions regarding your treatment and bladder management options.
- Designate a family member, caregiver, guardian, or other representative to assist with healthcare decisions when appropriate.
- Receive respectful, courteous, and nondiscriminatory service.
- Have your personal and health information handled in accordance with applicable privacy laws.
- Ask questions and receive timely assistance regarding the safe use of your URINCARE™ System.
- Submit concerns or complaints and receive a prompt, fair, and objective review.

CUSTOMER SUPPORT

If you have questions about your URINCARE™ System, need product assistance, replacement parts, or warranty information, please contact Omni Medical Systems Customer Support.

Toll-Free: (802) 497-2253

Our Customer Support Team is available to assist patients, caregivers, and healthcare professionals with product questions, troubleshooting, and warranty assistance.

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IMPORTANT SAFETY INFORMATION



Before using the URINCARE™ System or any of its accessories, read and understand this entire Instructions for Use (IFU). Failure to follow all instructions for setup, use, cleaning, maintenance, and replacement of components may result in device malfunction, leakage, serious injury, or other adverse outcomes.

The URINCARE™ System is intended for use only as directed. Do not use the device for any purpose other than its intended use.

Children under 12 years of age should not use the URINCARE™ System unless under the direct supervision of both a healthcare professional and a responsible adult.

Do not use the URINCARE™ System if you have open wounds, broken skin, severe irritation, infection, swelling, or other medical conditions affecting the genital area unless directed by your healthcare provider. If any skin irritation, discomfort, pain, or signs of infection develop while using the device, discontinue use and contact your healthcare provider immediately.

The URINCARE™ System contains small components and tubing that may present choking, strangulation, or entanglement hazards. Keep all components out of the reach of children and individuals who may be unable to use the device safely without supervision.



Antes de utilizar el Sistema URINCARE™ o cualquiera de sus accesorios, lea y comprenda completamente estas Instrucciones de Uso (IFU). No seguir todas las instrucciones de instalación, uso, limpieza, mantenimiento y reemplazo de los componentes puede provocar el mal funcionamiento del dispositivo, fugas, lesiones graves u otros efectos adversos.

El Sistema URINCARE™ debe utilizarse únicamente según las indicaciones. No utilice el dispositivo para ningún propósito distinto de su uso previsto.

Los niños menores de 12 años no deben utilizar el Sistema URINCARE™ a menos que estén bajo la supervisión directa de un profesional de la salud y de un adulto responsable.

No utilice el Sistema URINCARE™ si presenta heridas abiertas, lesiones en la piel, irritación severa, infección, inflamación u otras afecciones médicas que afecten el área genital, a menos que su proveedor de atención médica lo indique. Si durante el uso del dispositivo presenta irritación de la piel, molestias, dolor o signos de infección, suspenda su uso inmediatamente y comuníquese con su proveedor de atención médica.

El Sistema URINCARE™ contiene componentes pequeños y tubos que pueden representar un riesgo de asfixia, estrangulamiento o enredo. Mantenga todos los componentes fuera del alcance de los niños y de cualquier persona que no pueda utilizar el dispositivo de forma segura sin supervisión.

IMPORTANT SAFETY INFORMATION (continued)

Important Safety Precautions

1. Always follow the Instructions for Use when operating the URINCARE™ System.
2. Do not immerse the Control Device, Battery, Battery Charger, or any electrical component in water or any other liquid.
3. Clean the system only as directed. Use URINCARE™ Appliance Cleaner or a 3% hydrogen peroxide solution. If hydrogen peroxide is unavailable, warm water with a mild dish detergent (without additives) may be used only as directed in the cleaning instructions. Do not use alcohol, bleach, vinegar, abrasive cleaners, aerosol cleaners, or powdered cleaning products.
4. Use only URINCARE™-approved batteries, chargers, power supplies, and accessories. Using unauthorized components may affect device performance and safety.
5. Do not attempt to disassemble, modify, or repair the URINCARE™ System. Opening the device may damage internal components, compromise performance, and void the warranty.
6. Contact Omni Medical Systems Customer Support or an authorized service technician if:
 - The power supply, charger, or charging cable is damaged.
 - The device does not operate as described in these Instructions for Use.
 - The device has been dropped, exposed to liquid, or otherwise damaged.
 - The device exhibits unusual operation, reduced performance, or error indications.
7. Service and repairs must be performed only by Omni Medical Systems or an authorized service provider. Unauthorized repairs or component substitutions may create safety hazards and void the warranty.
8. Keep the URINCARE™ System away from excessive heat. Do not place the device near radiators, heaters, stoves, fireplaces, direct sunlight, or other heat-producing equipment.
9. Inspect all components before each use. Do not use the system if any component appears damaged, cracked, excessively worn, or malfunctioning.
10. Use the URINCARE™ System only for its intended purpose and in accordance with these Instructions for Use.

POSITIONS FOR USE OF THE URINCARE™ SYSTEM

URINCARE CUP™

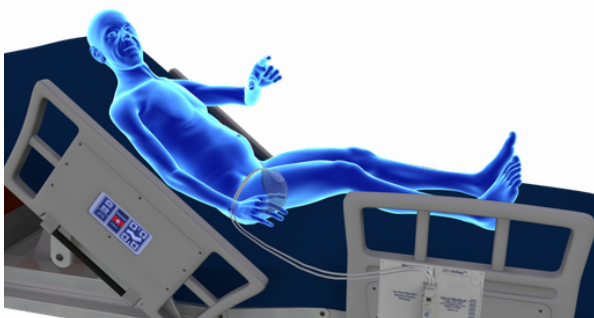


The Collection Chamber is available for **thigh or calf wear (as well as on the waist)**, based on the hose length selected when ordering. If a different hose length is needed, it can be requested with your next monthly supply order. The system is designed to provide comfortable, reliable use while **standing and walking**.

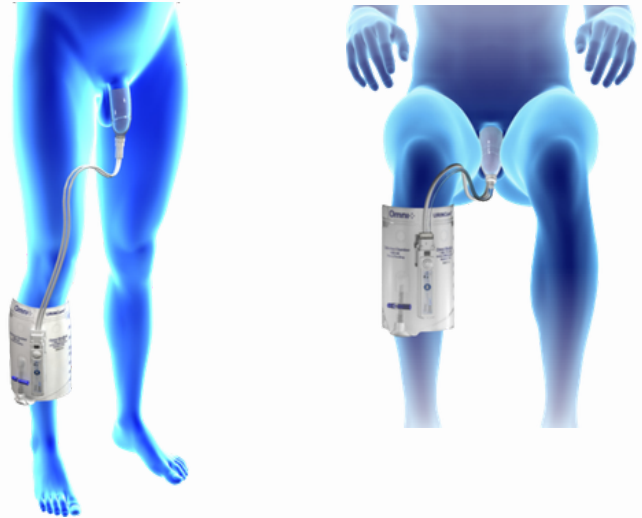


The URINCare™ System can be used by patients with **limited mobility** who remain in a **seated position**.

The URINCare™ System may be used while lying in a **semi-inclined position (35° or greater)**. For proper performance, the user **must remain on their back** while in the semi-inclined position. The URINCare™ System is **not intended for use while side sleeping**.



URINCARE FLO™



The URINCare™ FLO System is designed to provide reliable bladder management in **all body positions**, allowing users to maintain their normal daily activities and sleep comfortably.

The system may be worn while:

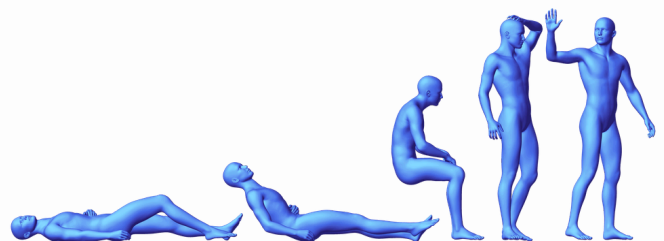
- ✓ Standing
- ✓ Walking
- ✓ Sitting
- ✓ Reclining
- ✓ Lying flat on your back
- ✓ Sleeping on either side
- ✓ Sleeping on your stomach
- ✓ Sleeping in a semi-inclined position
- ✓ Transferring or using a wheelchair



For added comfort and convenience, the URINCare™ Collection Bag can be worn:

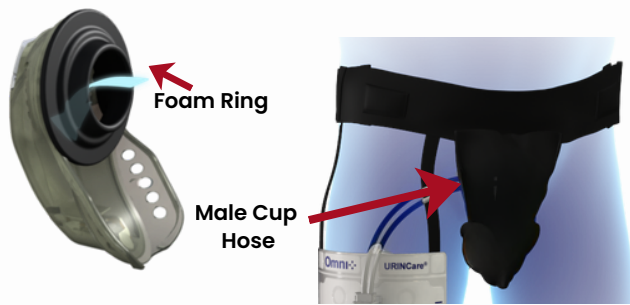
- ✓ On the calf
- ✓ On the thigh
- ✓ Around the waist

This versatile design allows users to **choose the bag location that best fits their activity level**, clothing, and personal preference while maintaining reliable urine collection throughout the **day and night**.



WEARING THE URINCARE™ SYSTEM

URINCARE CUP™



Harness Application

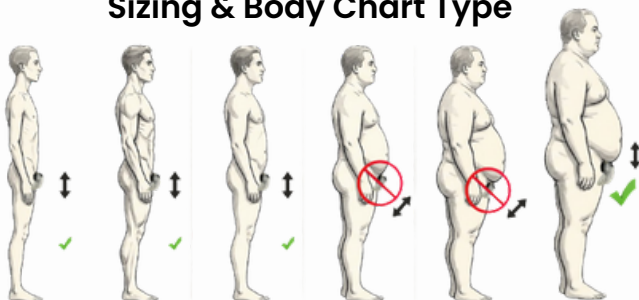
Unfasten the Velcro® straps and position the harness with the pocket centered at the front. Bring the back strap between the legs and secure the Velcro® waist straps on both sides. Adjust for a snug, comfortable fit.

The **male cup** may be inserted into the pocket on the **harness** before or after it is on the user. Feed the **male cup hose** through the **button hole** in the front of the **harness**. Insert the **male cup** into the **pocket** of the **harness** with the **foam ring** facing the user.

Verify that the **foam ring** is aligned with the round opening on the inside of the **harness**. Insert penis **through the foam ring** on the **inside of the harness**.

Please note: the user must have a 24" hose when attaching the collection bag to the calf.

Sizing & Body Chart Type



HARNESS SIZE	WAIST SIZE
XS / SMALL	24" - 30"
MED / LARGE	32" - 38"
X-LARGE	40" - 42"
2X / 3X	44" - 50"

URINCARE FLO™



Prepare your hands

Wash, rinse, and dry your hands completely before handling the condom.

Wash and clean the area

Wash the penis gently with soap and water. Rinse thoroughly and pat dry.

Check the skin

Inspect the penis for any redness, broken skin, or irritation. Do not apply if the skin is not healthy—seek medical advice if unsure.

Trim excess hair (if needed)

Carefully remove hair at the base of the penis to help ensure a secure fit and prevent pulling.

Position correctly

Hold the penis gently at a 90-degree angle away from the body.

Place the device

Position the URINCARE FLO™ at the tip of the penis, leaving about a half-inch space between the tip of the penis and the FLO connector.

Roll into place

Slowly and gently roll the condom portion back over the penis, ensuring it fits smoothly and securely.

Connect the tubing

Attach the hose to the FLO connector. You will hear a soft "click" or snap when it is securely locked in place.

To disconnect

When removing, gently squeeze the hose connector while holding the FLO connector steady, then pull them apart carefully.

Connect the Hose to the Collection Bag

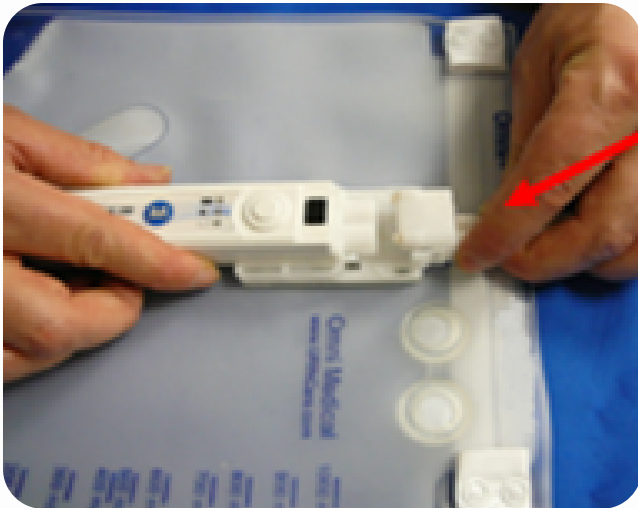
Attach the free end of the hose to the port on control unit on the collection bag. Ensure the connection is secure before use.



Intermittent Catheter Access

The hose can be easily disconnected from the FLO™ Connector when intermittent catheterization is required. This allows catheter access without removing the FLO™ condom, helping maintain proper placement and reducing the need for reapplication.

CONTROL DEVICE (pump)



Attach the **Male Cup hose** of the **FLO Hose w/ Sensor** to the **Control Device**. The Control Device will beep twice, and the battery status indicator lights will illuminate to display the current battery charge level.



Battery Status Indicator

The Battery Status Indicator on the Control Device displays the current battery charge level when the device is powered on. The illuminated LEDs indicate the approximate remaining battery capacity.

LED Indicator Battery Charge

- Green 100–81% (Fully Charged)
- Green / Yellow 80–61%
- Yellow 60–41% (Medium Charge)
- Yellow / Red 40–21%
- Red 20–0% (Low Battery – Recharge Required)

Note: *Recharge the battery when the red LED is illuminated to ensure uninterrupted operation of the URINCare™ System.*

System Operation

When the sensor detects urine, the URINCARE™ System automatically activates, drawing urine from the Male Cup or FLO Hose w/ Sensor into the Collection Bag.

Audible Alerts

When the URINCare™ System is fully connected, including the battery, the Control Device will emit two audible beeps to confirm the system is connected and ready for use.

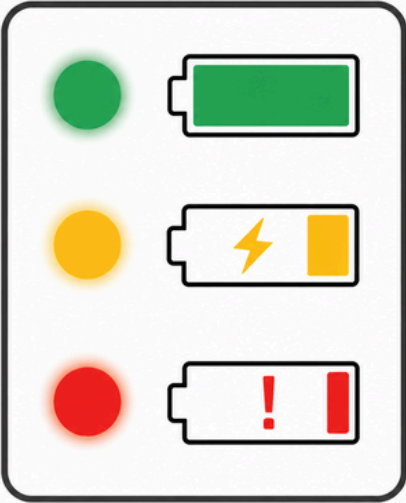
When the battery charge reaches a low level (10–0%), the Control Device will emit four audible beeps after each urine evacuation cycle, indicating that the battery should be recharged as soon as possible.

BATTERIES & CHARGING

Connect the rechargeable battery to the charger.



Connect the wall power adapter to the charger.

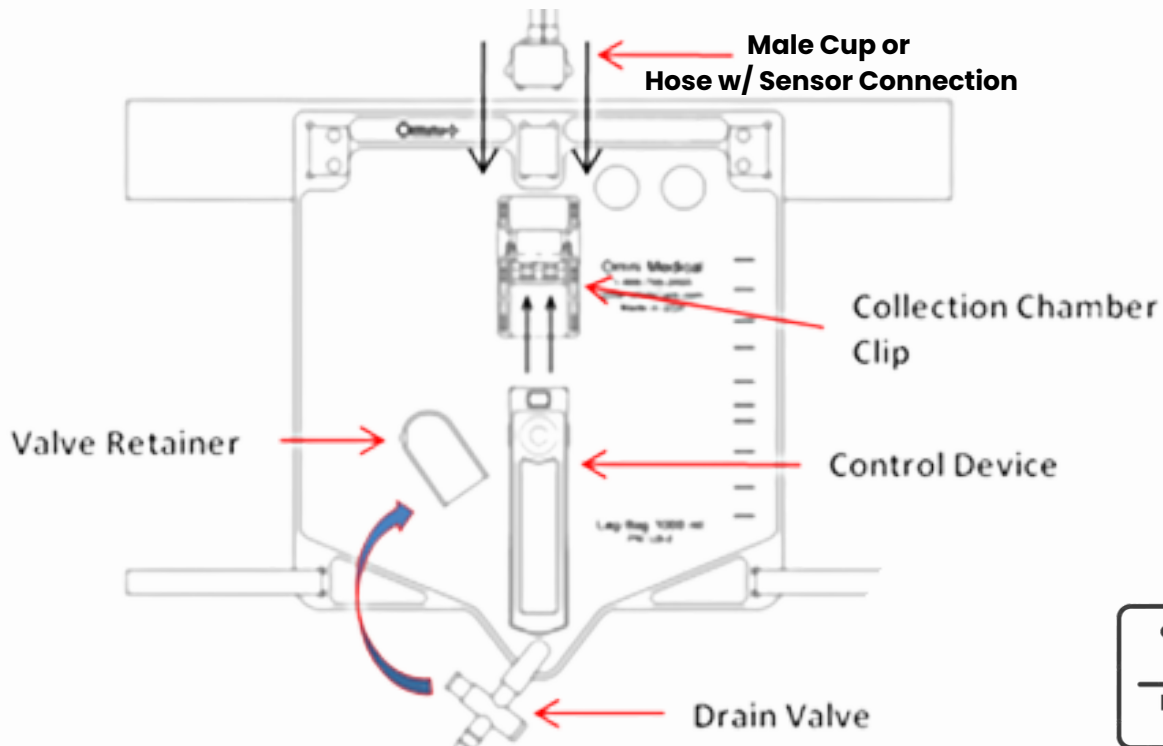


BATTERY STATUS INDICATOR LIGHT

- Green** – A solid green light indicates that the battery is charged.
- Yellow** – A flashing yellow light indicates that the battery is charging.
- Red** – A flashing red light indicates that the battery needs service.

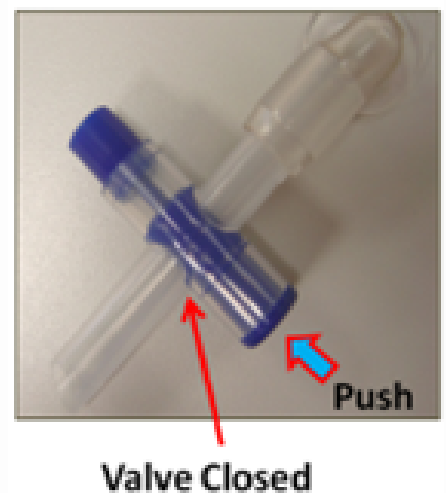
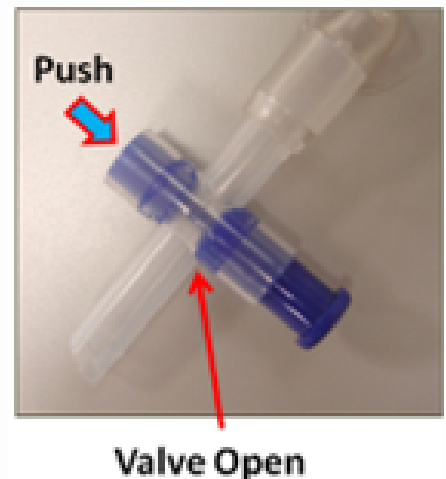
IMPORTANT: CHARGE THE BATTERY COMPLETELY BEFORE FIRST USE. INITIAL CHARGING MAY TAKE UP TO 2.5 HOURS.

WEARABLE COLLECTION BAGS



Connecting the Collection Chamber

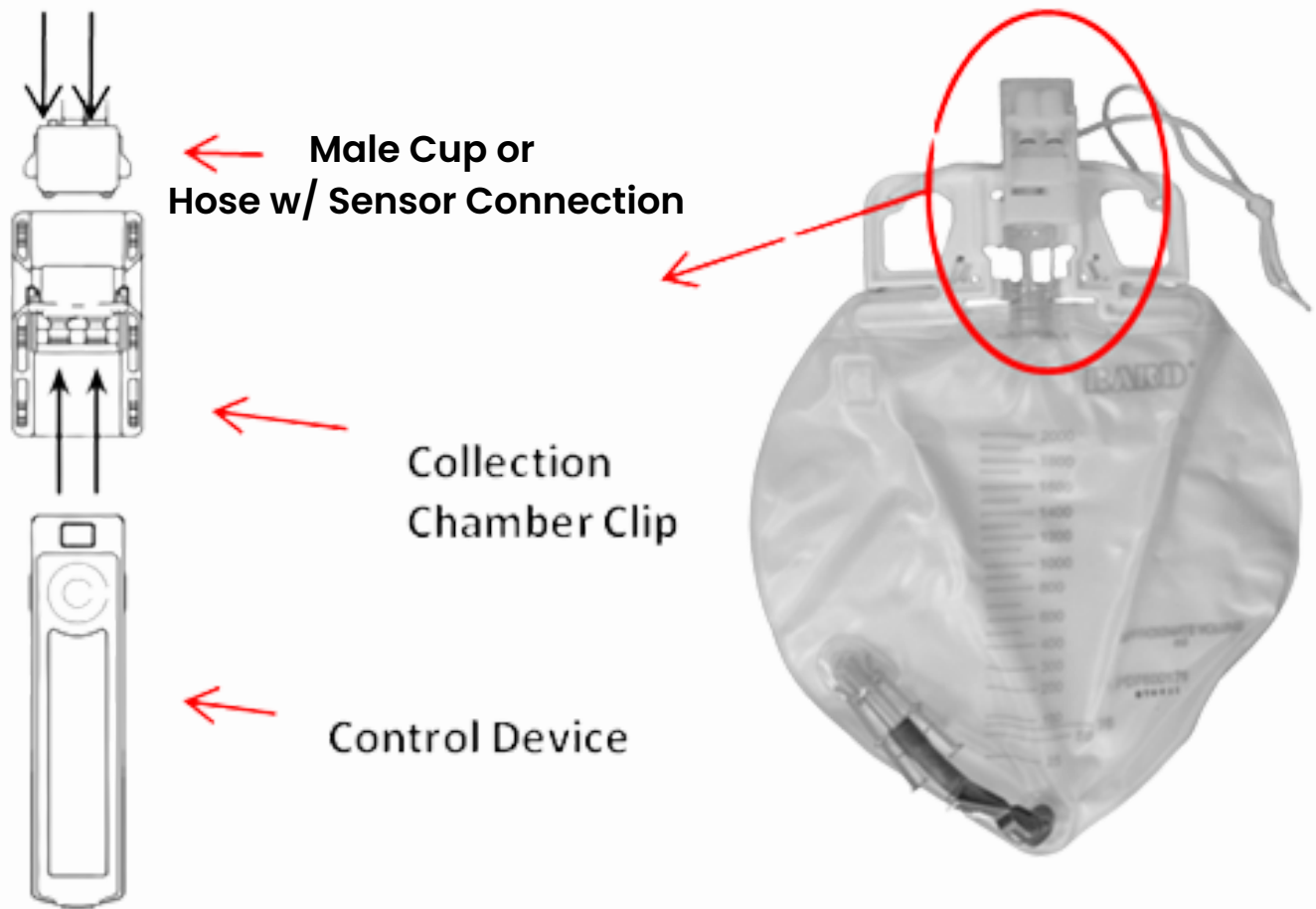
1. Close the blue drain valve.
2. Secure the Collection Chamber to your calf or thigh using the Velcro® straps, or wear it around your waist using the provided waist strap and buckle.
3. Slide the Control Device onto the Collection Chamber clip until you hear a "click," confirming it is securely attached.
4. Connect the Male Cup hose to the Control Device.
5. The Control Device will beep twice, and the battery status lights will indicate the current battery charge level.
6. Secure the drain tube by placing the tip into the valve retainer.



Draining the Collection Chamber

1. Hold the Collection Chamber with the blue drain valve pointing downward.
2. Open the drain valve and empty the contents.
3. Close the drain valve securely before resuming use.

2000mL COLLECTION BAG



Connecting the Bedside Collection Bag

1. Hang the Bedside Collection Bag securely from the bed rail using the attached hook or hanging strap.
2. Slide the Control Device onto the Collection Bag clip until you hear a "click," confirming a secure connection.
3. Connect the Male Cup hose to the Control Device.
4. The Control Device will beep twice, and the battery status lights will display the current battery charge level.

Draining the Bedside Collection Bag

1. Remove the outlet tube from the housing by gently squeezing the connector arms and pulling the tube free.
2. Release the tube clamp and drain the contents into an appropriate receptacle.
3. Re-clamp the outlet tube after draining.
4. Insert the connector back into the housing until the connector arms click into place, confirming a secure connection.

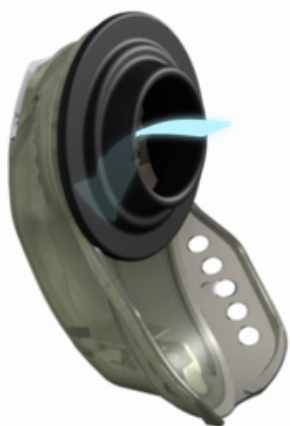
BODY INTERFACES

URINCARE CUP™



INSERT THE MALE CUP

Place the **Male Cup** into the **harness** with the **foam ring facing the body**.



POSITION THE MALE CUP

Once the **Male Cup** is inserted into the **harness** and the harness is securely fastened, gently guide the penis through the **foam ring** until it is fully seated inside the **Male Cup**.

URINCARE FLO™



APPLY THE URINCARE™ FLO (Condom)

1. Wash Hands - Wash, rinse, and dry your hands thoroughly.
2. Clean the Area - Wash the penis with soap and water. Rinse and dry completely.
3. Inspect Skin - Check for redness, irritation, or broken skin. Do not apply if skin is damaged.
4. Trim Hair (If Needed) - Trim hair at the base of the penis to improve adhesion and comfort.
5. Position the Penis - Hold the penis at a 90° angle away from the body.
6. Apply the **URINCARE FLO™** - Place the **FLO™** at the tip of the penis, leaving approximately ½ inch of space between the tip and the **FLO™** connector.
7. Roll into Place - Gently roll the **FLO™** down the penis, ensuring a smooth, secure fit with no wrinkles.



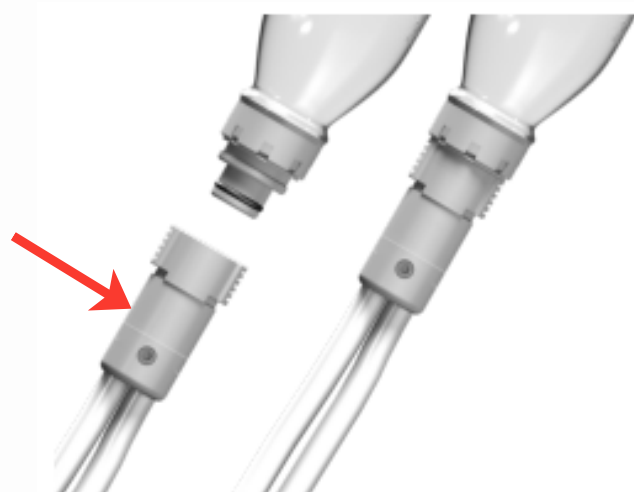
FLO – HOSE WITH SENSOR

URINCARE FLO™

CONNECTION TO THE FLO (CONDOM)



CONNECTION TO THE CONTROL UNIT
ON THE COLLECTION BAG



CONNECT THE TUBING

Attach the hose to the FLO connector. You will hear a soft “click” or snap when it is securely locked in place.

TO DISCONNECT

When removing, gently squeeze the hose connector while holding the FLO connector steady, then pull them apart carefully.

CONNECT THE HOSE TO THE COLLECTION BAG

Attach the free end of the hose to the port on control unit on the collection bag. Ensure the connection is secure before use.



Intermittent Catheter Access

The hose can be easily disconnected from the FLO™ Connector when intermittent catheterization is required. This allows catheter access without removing the FLO™ condom, helping maintain proper placement and reducing the need for reapplication.

CLEANING & MAINTENANCE

URINCARE CUP™



Step 1 – Flush the System

Leave all components connected:

- Collection Bag
- Control Unit
- URINCARE CUP™
- Fill the CUP halfway with 3% hydrogen peroxide solution.
- The Control Unit may activate automatically. If it does not:
 - Press and hold the blue "M" button until all liquid has been evacuated.
- Repeat this process twice.
- Repeat the same procedure using clean water to rinse the system.
- Empty the Collection Bag completely.
- Ensure the drain valve is fully closed when finished.

Component Cleaning

Step 2 – Clean Individual Components

Disconnect the System

- Disconnect the CUP from the Collection Bag hose by squeezing the connector release.
- Press the black release button to remove the Control Unit from the Collection Bag clip.

Clean the Control Unit

- Fill a small container with 3% hydrogen peroxide solution.
- Submerge the first ½ inch of the connector end of the Control Unit.
- Press the blue "M" button and run the pump for approximately 4 seconds.
- Repeat using clean water.

Clean the CUP

- Place the connector end of the CUP into 3% hydrogen peroxide solution for approximately 4 seconds.
- Remove and allow to air dry.
- Repeat using clean water if desired.

Cleaning Urine Contamination

Step 3 – Control Unit & Battery Cleaning

If urine contacts the Control Unit or Rechargeable Battery Pack:

- Press the battery release and remove the battery pack.
- Using a paper towel or soft cloth dampened with 3% hydrogen peroxide, wipe all contaminated surfaces.
- Inspect battery contacts and connector pins.
- If corrosion is present:
 - Use a soft toothbrush lightly dampened with 3% hydrogen peroxide.
 - Gently brush the battery contacts and mating contacts on the Control Unit.
- Wipe away any residue with a clean paper towel.
- Allow all components to dry completely before reconnecting

FOR COMPLETE CLEANING, CARE, AND MAINTENANCE INSTRUCTIONS FOR YOUR ENTIRE URINCARE™ SYSTEM, PLEASE REFER TO THE SUPPLEMENTAL CLEANING, CARE & MAINTENANCE GUIDE INCLUDED WITH YOUR SYSTEM. A DIGITAL COPY IS ALSO AVAILABLE AT WWW.URINCARE.COM

CLEANING & MAINTENANCE

URINCARE FLO™

Step 1 – Flush the System

Detach the Hose with Sensor from the FLO™ connector. Carefully remove the FLO™ from the penis and dispose of it. Leave the following components connected:

- Collection Bag
- Control Unit
- Hose with Sensor
- Fill the small bowl with 3% hydrogen peroxide solution.
- Put the end of the hose (w/ sensor) that connects to the FLO into the small dish of peroxide.
- The Control Unit may activate automatically. If it does not:
 - Press and hold the blue "M" button until all liquid has been evacuated.
- Repeat this process twice.
- Repeat the same procedure using clean water to rinse the system.
- Empty the Collection Bag completely.
- Ensure the drain valve is fully closed when finished.

Component Cleaning

Step 2 – Clean Individual Components

Disconnect the System

- Disconnect the Hose w/ Sensor from the Collection Bag hose by squeezing the connector release.
- Press the black release button to remove the Control Unit from the Collection Bag clip.

Clean the Control Unit

- Fill a small container with 3% hydrogen peroxide solution.
- Submerge the first ½ inch of the connector end of the Control Unit.
- Press the blue "M" button and run the pump for approximately 4 seconds.
- Repeat using clean water.

Clean the Hose w/ Sensor

- Place the connector end of the Hose w/ Sensor the that attaches to the Collection Bag into 3% hydrogen peroxide solution for approximately 4 seconds.
- Remove and allow to air dry.
- Repeat using clean water if desired.

Cleaning Urine Contamination

Step 3 – Control Unit & Battery Cleaning

If urine contacts the Control Unit or Rechargeable Battery Pack:

- Press the battery release and remove the battery pack.
- Using a paper towel or soft cloth dampened with 3% hydrogen peroxide, wipe all contaminated surfaces.
- Inspect battery contacts and connector pins.
- If corrosion is present:
 - Use a soft toothbrush lightly dampened with 3% hydrogen peroxide.
 - Gently brush the battery contacts and mating contacts on the Control Unit.
- Wipe away any residue with a clean paper towel.
- Allow all components to dry completely before reconnecting.

FOR COMPLETE CLEANING, CARE, AND MAINTENANCE INSTRUCTIONS FOR YOUR ENTIRE URINCARE™ SYSTEM, PLEASE REFER TO THE SUPPLEMENTAL CLEANING, CARE & MAINTENANCE GUIDE INCLUDED WITH YOUR SYSTEM. A DIGITAL COPY IS ALSO AVAILABLE AT WWW.URINCARE.COM



TROUBLESHOOTING GUIDE

Having trouble with your URINCARE™ System?

Try the solutions below. If the issue continues, please contact customer care for assistance.

Phone: 1-802-497-2253 (Option 1)

Email: customercare@urincare.com

BATTERY & CHARGING ISSUES

Battery Will Not Charge

Possible Solutions:

1. Remove the yellow battery tab (if applicable).
2. Reconnect the battery and charger.
3. Verify the wall outlet is working.
4. Try the second battery to test the charger.
5. Clean battery and charger contacts.
6. Allow up to 2.5 hours for a full charge.
7. Contact Customer Support if the battery still will not charge.

Charger Light Flashes Yellow Continuously

Possible Solutions:

- Verify all connections are secure.
- Check the power source.
- Try charging a second battery.
- Clean charger and battery contacts.
- Allow up to 2.5 hours for charging.
- Contact Customer Support if the light continues flashing after 2 hours.

Charger Indicator Lights Are Not Working

Possible Solutions:

- Remove the yellow battery tab.
- Reconnect the charger and battery.
- Verify the power outlet is functioning.
- Test with a second battery.
- Clean all charging contacts.
- Contact Customer Support if the issue persists.

CONTROL DEVICE ISSUES

Control Device Does Not Start When Urinating

Possible Solutions:

- Disconnect and reconnect the Control Device.
- Check the battery charge status.
- Clean all electrical contacts.
- Replace the CUP/FLO and Collection Bag if needed.
- Contact Customer Support.

Delay Before Pump Activates

Possible Solutions:

- Reconnect the Control Device.
- Check battery charge.
- Clean all contacts.
- Some systems programmed for overflow incontinence may have a slight activation delay.
- Replace disposable components if needed.

TROUBLESHOOTING GUIDE (cont)

Manual Button Does Not Activate Pump

Possible Solutions:

- Press and hold the "M" button until two beeps are heard.
- Verify battery charge.
- Clean all contacts.
- Reconnect the Control Device.
- Replace components if necessary.

Battery Shows Charged but Device Will Not Start

Possible Solutions:

- Press and hold the "M" button until the device beeps twice.
- Reconnect the Control Device.
- Clean contacts.
- Inspect spring-loaded contacts.
- Replace disposable components if needed.

Control Device Does Not Beep

Possible Solutions:

- Check battery charge.
- Clean contacts.
- Verify spring-loaded contacts move freely.
- Install a fully charged battery.
- Four beeps indicate a low battery.

Control Device Lights Are Not Working

Possible Solutions:

- Verify battery installation.
- Test with a second battery.
- Clean battery and device contacts.
- Check charger operation.

Pump Runs Intermittently

Possible Solutions:

- Reconnect the Control Device.
- Check battery status.
- Clean all contacts.
- Inspect spring-loaded connectors.
- Replace disposable components if needed.

Pump Is Loud During Operation

Possible Solutions:

- Prime the system by adding fluid.
- Pumps are naturally louder when moving air rather than fluid.
- Ensure the device is covered by clothing during normal use.
- Noise levels up to 57 dB are considered normal.

TROUBLESHOOTING GUIDE (cont)

Pump Gets Hot During Operation

Possible Solutions:

- Sensors could be getting a “false read” if CUP™ placement is incorrect, ensure proper fit.
- Ensure that all sensors (contacts) on the control unit, battery, collection bag CUP™ or HOSE for the FLO™ are clean and a shiny gold
- Test with second battery.
- Contact Customer Support if the issue persists

DEMONSTRATION & SENSOR ISSUES

Pump Does Not Activate During Water Demonstration

Possible Solutions:

- Reconnect the Control Device.
- Verify battery charge.
- Add approximately 1 teaspoon of salt per cup of water when demonstrating.
- Contact Customer Support if the issue continues.

Excessive Crystallization Around Probes

Possible Solutions:

- Clean daily using warm water or 3% hydrogen peroxide.
- Submerge only the connector end during cleaning.
- Press and hold the "M" button for 3 seconds while cleaning.
- Do not use harsh cleaners or brushes.
- Store the Control Device in a dry environment.

Probes Are Stuck or Retracted

Possible Solutions:

- Remove debris or crystallization.
- Check probe springs for proper movement.
- Contact Customer Support for repair or replacement.

CUP/FLO FIT/PLACEMENT ISSUES

CUP™ Does Not Stay in Place

Possible Solutions:

- Verify proper undergarment sizing.
- Adjust the harness for a snug but comfortable fit.
- Ensure the penis is positioned downward and fully seated in the CUP.

CUP™ Seems Too Large for a Retracted Penis

Possible Solutions:

- Review sizing options with Customer Support.
- Some patients may not be suitable candidates for the URINCARE™ CUP System.

TROUBLESHOOTING GUIDE (cont)

Foam Ring Is Breaking Down

Possible Solutions:

- Clean daily using warm water or 3% hydrogen peroxide.
- Avoid harsh detergents and scrubbing.
- Protect from excessive heat, sunlight, and chemicals.
- Replace the CUP™ when foam deterioration becomes noticeable.

TUBING & CONNECTION ISSUES

Tubing Disconnected from CUP™

Possible Solutions:

- Reconnect tubing if possible.
- Inspect for broken fittings.
- Avoid disassembling tubing from the CUP™.
- Replace damaged components.

Control Device Will Not Stay Connected to Collection Bag

Possible Solutions:

- Ensure connectors click securely into place.
- Inspect connectors for damage.
- Check that straps or braces are not pulling on the connection.
- Replace the Collection Bag if worn.

Leakage Around Tubing Connection at CUP™

Possible Solutions:

- Check patient positioning.
- Inspect O-rings for wear.
- Verify tubing is securely attached.
- Replace damaged components.

Leakage Around Collection Bag Tubing Connection

Possible Solutions:

- Confirm drain valve is fully closed.
- Inspect for punctures or damage.
- Check O-rings and tubing connections.
- Replace damaged components.

TROUBLESHOOTING GUIDE (cont)

COLLECTION BAG ISSUES

Collection Bag Expands During Use

Possible Solutions:

- Empty and clean the Collection Bag.
- Check the air filter for blockage or damage.
- Do not exceed the maximum fill line.
- Keep the air filter dry during cleaning.
- Replace overused Collection Bags.

Collection Bag Leaks Around Drain Valve

Possible Solutions:

- Ensure drain valve is fully closed.
- Inspect for cracks or punctures.
- Replace damaged Collection Bags.

Excessive Staining of CUP™ or Collection Bag

Possible Solutions:

- Replace components as needed.
- Certain medications may cause increased staining.

BATTERY CONNECTION ISSUES

Battery Will Not Stay Connected

Possible Solutions:

- Inspect the battery clip.
- Check battery attachment tabs for damage.
- Test with a second battery.
- Contact Customer Support if the issue continues.

Need Additional Help?

If the troubleshooting steps above do not resolve your issue, contact OMNI'S Customer Care:

Phone: 802-497-2253 (Option 1)

Email: customercare@urincare.com



TRAVELING WITH URINCARE™

- The URINARE CUP™ or FLO™ and Collection Bag may be worn through airport security.
- Remove the Control Device before passing through security and place it in a screening bin as directed by TSA personnel.
- Before traveling by air, check with your airline regarding the use of the URINCARE™ System during flight.
- When traveling internationally, use the appropriate plug adapter for your destination. Depending on the local electrical system, a voltage converter may also be required.
- Fully charge the rechargeable battery before traveling and consider bringing a spare charged battery for extended trips.

IMPORTANT SAFETY INFORMATION

1. Always operate the URINCARE™ System in accordance with the instructions provided in this User Manual.
2. Do not submerge the Control Device, battery, charger, or any electrical component in water or any other liquid.
3. Clean the exterior of the Control Device only with a damp cloth and either 3% hydrogen peroxide or warm soapy water using mild detergent. **Do not use alcohol, bleach, vinegar, aerosol cleaners, abrasive cleaners, or powdered cleaning products.**
4. Use only the battery, charger, and power supply provided with the URINCare™ System. The use of unauthorized accessories may damage the device and void the warranty.
5. Do not attempt to open, modify, or repair the Control Device or any electrical component. There are no user-serviceable parts inside. Opening the device may damage the system and void the warranty.
6. Contact an **Omni Certified Service Technician** if:
 - a. The power cord, charger, or plug is damaged.
 - b. The device does not operate as described in this manual.
 - c. The Control Device or charger has been dropped or physically damaged.
 - d. The device exhibits unusual operation or a significant change in performance.
7. Repairs and component replacement must be performed only by an **Omni Certified Service Technician**. Unauthorized repairs or substitutions may result in equipment damage, fire, electric shock, or other hazards.
8. Keep the URINCARE™ System away from excessive heat and direct sunlight. Do not place or store the device near radiators, heat registers, stoves, fireplaces, or other heat-producing equipment.
9. Store the system in a clean, dry environment when not in use. Avoid exposure to excessive moisture, dust, or extreme temperatures.
10. Inspect all components before each use. Do not use the system if any component appears damaged or excessively worn. Contact Omni Medical Systems for assistance or replacement parts.

TECHNICAL SPECIFICATIONS

CONTROL DEVICE

Specification	Value
Flow Rate	Up to 1.3 L/min
Continuous Operation*	Minimum 8 hours
Power Input	7.2 VDC, 750 mA
Weight	3 oz (85 g)
Dimensions	5.0 in (L) × 1.2 in (W) × 1.0 in (H)
Maximum Noise Level	≤ 65 dB at 1 meter

**Battery runtime is based on a full charge. Actual operating time may vary depending on urinary flow rate, frequency of use, and battery condition.*

RECHARGEABLE LITHIUM POLYMER BATTERY

Specification	Value
Battery Chemistry	Lithium Polymer
Nominal Voltage	7.2 V
Capacity	350 mAh
Typical Charge Cycles	Up to 500
Weight	1 oz (28 g)
Dimensions	5.0 in (L) × 1.2 in (W) × 1.0 in (H)

BATTERY CHARGER

Specification	Value
Compatible Battery	Lithium Polymer
Charging Voltage	7.4 V
Charging Current	350 mA
Typical Charging Time	Up to 2.5 hours
Charger Dimensions	2.3 in (L) × 1.2 in (W) × 0.5 in (H)
Input Power	12 VDC, 400 mA
Wall Adapter Input	AC 100–240 V, 50/60 Hz, 0.30 A Max
Wall Adapter Output	12 VDC, 500 mA

Specifications are subject to change without notice as part of Omni Medical Systems' ongoing product improvement program.



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