

Instructions for partners

Table of contents

1. Incoming inspection	1
2. Outgoing procedure	1
3. Client instruction	2
4. Sales.....	2
5. Handling.....	2
6. Warranty	2
7. Repair	3
8. Storage	3
9. Annexes.....	4
9.1. Annex I, weighing procedure	4
9.2. Annex II, empty cartridges	5
9.3. Annex III, repair	6

1. Incoming inspection

Before dispatch in Switzerland, the material undergoes several quality control checks. The unit control form provides detailed information about the contents and the tests conducted, while the cartridge control form ensures compliance with the specified minimum weight.

- Inspect the box for any damage and ensure that the shipment is complete. Report any damaged or missing items within 5 days of receipt.
- Weigh all incoming cartridge boxes to ensure they meet the minimum weight specified on the cartridge control form. Report any discrepancies within 5 days of receiving the shipment.
- [See annex I: weighing procedure.](#)

2. Outgoing procedure

Before dispatching products to your clients, ensure the following:

- Register the device number along with the complete customer address and delivery date to ensure traceability.
- Reweigh the cartridge box to verify it still meets the minimum weight requirement.

3. Client instruction

Cryosuccess users must be well-trained to avoid issues when working with the unit. They should carefully read the instruction manual (IFU) before starting a treatment. Whenever possible, training should be provided by the sales agent.

Clients should also watch the instructional video on our website www.cryosuccess.ch, which demonstrates how to assemble and operate the device. For any questions or difficulties, clients should contact their distributor or email us at ump@ump.ag.

4. Sales

The prices listed in our price list serve as recommended end-user prices. However, you are free to set your own prices according to your business strategy. It is crucial that your sales team receives thorough training, becomes well-acquainted with the device, and is convinced of its value proposition.

5. Handling

Cryosuccess is a robust, high-quality product, though it contains many small and sensitive parts. To ensure smooth operation over many years, please observe the following points:

- Carefully read and always follow the instructions in the user manual (IFU).
- Always wear gloves when handling the Cryosuccess unit.
- Always follow the cleaning instructions in the user manual (IFU) to avoid possible clogging of the tips.
- Always use the pin when replacing the cartridge to ensure a better grip and protect the lever.
- Ensure the cartridge is properly aligned before screwing it in. Avoid using force.
- Make sure the cartridge is fully screwed in.
- Protect the tips with the protective cap when the unit is stored.

6. Warranty

The device comes with a 2-year warranty. However, the warranty does not cover improper use and handling, including:

- Dropped units.
- Broken tips (caused by falls or impact).
- Bent levers (caused by holding the lever instead of using the pin).
- Improper cleaning (failure to follow cleaning and sterilization specifications).

There is no warranty for empty cartridges ([See annex II, empty cartridges](#)).

Other claims for damages, including loss of working hours, incorrect treatment and its consequences, non-executed after-treatment and its consequences, as well as failure to observe safety instructions, are excluded from any warranty and liability.

7. Repair

While Cryosuccess is generally robust, it is important to note the following points:

- Broken tips cannot be repaired; they must be replaced.
- If units are leaking on the cartridge side, they can be repaired by replacing the o-ring.
- If leakage occurs on the tip side, the body part must be replaced.
- Defective body parts out of warranty but no older than 5 years are eligible for replacement at a special price.
- [See annex III, repair.](#)

8. Storage

- Protect the device from heat and sunlight. The storage temperatures are in the range of -30 °C to max. $+50\text{ °C}$.
- Keep the cartridges in a dry environment and never expose them to temperatures above 50 °C .

9. Annexes

9.1. Annex I, weighing procedure

Procedure

- Verify the correct weight of all incoming cartridge boxes using the cartridge control form, which states the minimum weight.
- If any box falls below the specified weight, weigh the cartridges individually to identify the defective cartridge and report it to United Medical Partners immediately.
- Before shipping boxes of 4 or 10 cartridges to your customers, weigh each box and ensure it meets the minimum weight specified on the cartridge control form.
- If any box falls below the specified weight, weigh the cartridges individually to identify the defective cartridge and report it to United Medical Partners immediately.
- Each cartridge has a running time of approximately 300 seconds, which can be divided according to the application time for each treatment. The duration of treatment varies depending on the lesion, resulting in a different number of applications. It is important that customers are aware of this variability.

Remark

- Cartridge filling is fully automated at the manufacturing site.
- Filled cartridges undergo automatic quality checks, with faulty ones sorted out.
- Cartridges are weighed again before labeling and shipment to customers.
- To ensure that cartridges still contain the correct amount of gas when they reach the customer, all cartridges (the boxes) must be weighed before dispatch.
- Before the cartridges reach the customer, they are weighed 6 times, including the checks at the manufacturing site.
- This is a strong argument when a complaint is made about an empty cartridge. In case of an empty cartridge complaint, the unit must be checked for leakage.
- [\(See: annex III, repair\)](#)

9.2. Annex II, empty cartridges

Causes for empty cartridge complaints

- Occasionally, customers may use a cartridge and return it to the box once empty instead of disposing of it.
- The box cover may press on the lever, causing gas to be released.
- Before starting treatment, customers may press the lever to check for gas, which unnecessarily consumes gas and may lead to complaints about insufficient gas in the cartridge.
- There could be a leak leading to a rapid loss of gas, typically originating from the unit and not from the cartridge (see Annex III: repair).
- Repeated screwing and unscrewing of the cartridge can cause the valve to leak. The cartridge is not intended to be screwed in repeatedly. Simply leave the cartridge connected until it is empty.

Remarks

As explained in Annex I, it is very unlikely that an empty or partially filled cartridge will be delivered to a customer.

9.3 Annex III, repair

Inspection and repair of defective Cryosuccess units

Please check and repair the unit using the following steps:

1. Check for gas flow.

- Use a filled and properly screwed cartridge to check for gas flow.
- If there is no flow, the tip may be blocked. Replace the tip.
- If the tip is broken, replace it.
- If there is normal flow, inspect the unit for leaks.

2. Leak inspection:

- Remove the tip.
- Immerse the unit, including the screwed-in cartridge, in water.
- If continuous bubbles emerge from the front (tip side), the body part is defective and leaking. Return the unit to United Medical Partners for exchange.
- If continuous bubbles emerge from the back (cartridge side), the o-ring is missing or defective. Replace the o-ring.

3. Replacing the o-ring:

- Use the special hook to grab and remove the o-ring.
- Place a new o-ring in the correct location using rounded tweezers, taking care to avoid damaging the new o-ring.
- Screw in a filled cartridge and check the unit in water to ensure there is no gas leak.

Remarks:

The lifespan of an o-ring can be affected by several factors, including the number of cartridges used, fluctuating temperatures, and the way cartridges are screwed. As a result, it may be necessary to replace the o-ring after a certain period. However, it is not possible to determine a specific lifetime for an o-ring due to these variables.