

OptiRelief

User Manual

(PCM Thermal Heat Pack / Warm Therapy Pack)

OptiRelief

1. Product Overview

OptiRelief Heat Pack uses Phase Change Materials (PCM) as its main heat-storage medium. Compared with conventional heat packs, PCM releases a large amount of latent heat within a specified temperature window (40°C to 55°C), delivering more stable and controllable warmth and improving safety.

2. Key Features

- Better temperature control: most heat is released within the designed temperature range, reducing rapid temperature spikes.
- Higher heat capacity: higher overall stored heat compared with conventional packs (sensible heat + latent heat).
- Convenient microwave heating: can be heated in a household microwave (follow this manual strictly).
- Longer duration: typically maintains 40°C to 55°C warmth for ~40 minutes or longer (depends on ambient conditions and starting temperature).
- Stable material system: suitable for repeated daily use and storage.

3. Intended Use

For localized warm therapy (heat application) to help relieve muscle tightness, soreness and discomfort. Suitable for physiotherapy, sports recovery and aged-care settings. For disease treatment or post-operative management, use only under medical advice.

4. Pre-use Inspection

1. Check the outer film for damage, leakage, delamination, or obvious deformation; stop using if any abnormality is found.
2. Ensure the product is clean and dry, and free of sharp debris.
3. For first use or when changing microwave/conditions, start with a shorter heating time and increase gradually.

5. Microwave Heating (Read and understand before use)

Because the heat conduction rate of OptiRelief Heat Pack may be slower than microwave heating, localized overheating can occur. Local overheating increases the risk of outer film damage. Follow the "multi-stage heating + pause and knead" procedure strictly.

5.1 Key rules

- Always wrap the heat pack fully in a towel or other soft fabric before heating.
- Heat in 1–3 short cycles; between cycles, remove it, allow a brief cool-down, then knead to equalize heat.
- Never leave the microwave unattended while heating.
- If the wrapped towel shows swelling/inflation, stop immediately and remove the pack.

5.2 Maximum staged heating times

The table below provides MAXIMUM suggested times. Actual heating time depends on microwave power, ambient temperature, and the pack's starting temperature. For safety, begin with shorter times and increase gradually.

Pack size (reference)	Cycle 1	Cycle 2	Cycle 3
400–900 g	120s	30s	20–30s
~100 g	30s	10s	5s

5.3 Step-by-step

1. Fully wrap the OptiRelief Heat Pack with a towel (or other soft clothing).
2. Heat for Cycle 1 according to the table above (starting shorter is safer).
3. Remove and let it cool for about 10 seconds, then knead/squeeze evenly for 10–20 seconds to redistribute heat.
4. If more heat is needed, run Cycle 2 and repeat the "cool-down + knead" step.
5. If necessary, run Cycle 3 or a fourth cycle. Each additional cycle must not exceed 30 seconds.
6. When most white particles gradually turn translucent/translucent, the pack is typically ready for use.

6. How to Use

1. Wrap the heated pack with a thin towel before applying to skin to reduce the risk of low-temperature burns.
2. Apply to the target area for 10–20 minutes, or adjust based on personal tolerance and professional advice.
3. Stop immediately if you feel stinging, burning, worsening redness, or any discomfort.

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- For children, users with sensory impairment, or numb post-operative areas, shorten each session and supervise closely.

7. Safety Warnings (Must follow)

- DO NOT use or heat a pack that is damaged, leaking, delaminated, or visibly swollen/deformed.
- DO NOT apply directly to bare skin; always use a fabric barrier.
- DO NOT heat unattended; DO NOT heat in a single long continuous cycle.
- DO NOT apply to the head/eyes or other heat-sensitive areas unless instructed by a professional.
- Use with caution / consult a clinician if you have: diabetic neuropathy, poor circulation, reduced skin sensation, acute inflammation/bleeding, fever, broken skin, or infection.
- Elderly users, infants, and users with limited mobility or cognition must be supervised throughout use.

Note: Even if it does not feel “very hot”, prolonged contact may still cause low-temperature burns, especially during sleep or when sensation is reduced.

8. Cleaning and Storage

- Surface cleaning: wipe with a damp cloth; mild detergent if needed. Do not soak, machine-wash, or tumble-dry.
- Storage: keep in a cool, dry place away from direct sunlight and heat sources; avoid heavy compression and sharp objects.
- For long-term storage, keep at room temperature and dry.

9. Troubleshooting / FAQ

- Uneven heating or very hot spots? This indicates a local overheating risk. Stop heating immediately, knead thoroughly to equalize heat and allow slight cooling. Next time, shorten each heating cycle.
- The towel swells/inflates during heating? Stop immediately and remove the pack. After cooling, inspect the outer film for damage. Stop using if abnormal.
- Shorter warmth duration than before? Colder ambient conditions, lower starting temperature, or different use methods can affect performance. If leakage or deformation is also observed, stop use and replace.

9A. Australian Market Statement

This product is supplied in Australia for general wellness use only. Not a medical device. It is not intended to diagnose, treat, cure or prevent any disease. If you have a medical condition, are post-operative, pregnant, diabetic, have poor circulation, reduced skin sensation, or have any concerns, consult a healthcare professional before use.

For professional facilities (physiotherapy clinics, aged-care providers): ensure staff supervise first-time users, provide a towel barrier, and document any adverse events per your internal SOP.

10. Product Information (Fill in)

Product name: OptiRelief Heat Pack

Size / weight:

Batch / Serial No.:

Date of manufacture:

Manufacturer:

Contact:

SKU / Model:

Australian supplier (if different):

Supplier address:

Website:

Email:

Note: The microwave-heating procedure and maximum time limits are based on current product materials and test experience. Always adjust conservatively for your microwave power and environment. The staged heating times are generally referenced to typical household microwaves (~700–900 W). For higher-power microwaves, reduce each cycle time.