

WHAT'S IN THE BOX

Alpha Duo Liner Prosthetist Quick Reference Guide
Drying Stand Patient Instructions

Complete instructions are available on the WillowWood website. Please provide the amputee with the **Patient Instructions** leaflet included in the box.

DONNING THE LINER

Invert the liner so that the logo is on the inside. Roll the liner onto the limb. The position of the logo does not matter, but varying the orientation can prolong the life of the liner.



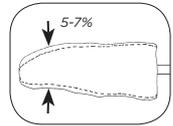
DONNING THE ONE GEL SOCK

Invert the One Gel Sock so that the fabric side is facing in. Place the end of the inverted sock against the end of the liner.

Roll the sock up onto the limb so that the fabric side is facing out. Make sure that there are no wrinkles or air pockets between the One Gel Sock and the liner.

SOCKET FABRICATION

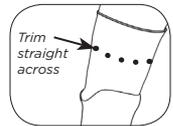
Reduce the positive model 5-7% (transtibial) or 3-6% (transfemoral) to obtain Total Surface Weight Bearing. (Amount may vary depending on casting technique, limb length and tissue type.) Include a slight patella bar if desired and a posterior shelf. Do NOT build up the model anywhere.



TRIMMING

Do not trim the liner shorter than 3" above the medial/lateral brim of the socket.

To help prevent the seam from unraveling, place a small drop of instant adhesive* on the seam directly below the trimmed edge.



To repair an unraveling seam, place a small drop of instant adhesive* on the seam directly below where the seam has begun to unravel.

** Before the instant adhesive completely soaks into the seam, apply a drop of accelerant directly on top of the adhesive. If you do not apply any accelerant to the instant adhesive, wait until the instant adhesive sets up before using the liner.*



Alpha Products can melt or burn if exposed to high temperatures or flame. Do not expose your Alpha product to these conditions.



This Alpha product is intended for use on a single patient. Use of the product with multiple patients could lead to cross contamination between patients.



WARNING: To avoid danger of suffocation, keep this product away from babies or children.

WARRANTY AND RETURN POLICY

Warranty

WillowWood warrants each Alpha Liner from the date of the seller's invoice for a period of 12 months against defects in material and workmanship. There is no warranty, expressed or implied, for damage caused by abuse, mishandling or accident. The warranty is void if the fitting and routine care instructions are not followed. For your protection and ours, please thoroughly clean all used products prior to return.

Warranty Disclaimer

WillowWood warrants that each product manufactured will, at the time of delivery, be of workmanlike quality and substantially free of defects. WillowWood makes no other warranty, implied or expressed, and makes no warranty of merchantability or fitness for a particular purpose. This warranty shall terminate immediately upon an action to combine our products with other materials or in any manner change the nature of our products. The sole remedy is replacement of the products or credit for the products. If a replacement product is provided to a customer, the warranty period will be the number of days remaining on the original warranty. WillowWood's liability shall not exceed the purchase price of the product. WillowWood is not responsible for any indirect, incidental or consequential damage.

Retention of Rights

WillowWood retains all intellectual property rights reflected in its physical products, regardless of the transfer of the physical products to another party or parties.

Trial Period

The trial period for an Alpha Liner is 30 days from the date of the seller's invoice. The policy for Alpha Liners returned during the trial period is as follows:

- Credit will be offered for patient rejection, defined as "product not appropriate for patient"
- For all other circumstances, exchange for a different Alpha Liner will be offered

Returns

A customer's preferred distributor will handle all liner returns.

If you wish to return a product purchased directly from WillowWood, follow these simple steps:

- Be prepared to provide the following information:
 - Account # or company name
 - Purchase order # and/or serial #
 - Quantity to be returned
 - Reason for return
- Please call Customer Care at 1.800.848.4930 to get a Return Merchandise Authorization (RMA) number. This must be done before the product is returned.
- When packing the product, place the RMA number prominently on the outside and inside of the package containing the product being returned.

By following these steps you will guarantee that your return will be processed expeditiously and credited accurately.

WillowWood®

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