



Care Of Your Orthopets Custom Made Device

Your OrthoPets custom- made device will likely need a full refurbishment every 12-24 months. We do recommend you check in your veterinarian at Walking Paws Rehab before sending the device. A refurbishment is a replacement of all soft goods including but not limited to: foam and/or neoprene liners, straps, pads, tread and hardware. Your Veterinarian may recommend additional modifications depending on their assessment of the device. The cost for a full refurbishment will depend on the type of device. A full refurbishment will take 1-3 business days to complete.

Prosthetic or Removable Liner: If your pet's device has a removable foam liner, you have the option to order replacements for an additional fee. Please contact Walking Paws Rehab for information.

Neoprene liner: Can be washed in the washing machine, but needs to be air dried. Exposing neoprene to high heat may cause it to shrink. Please do not place neoprene in the dryer. A new liner can be ordered through Walking Paws Rehab for an additional fee.

External Plastic/Internal Foam: Can be cleaned using a washcloth, mild soap and warm water. OrthoPets devices are waterproof and can be easily cleaned so feel free to let your pet swim in their device.

Pads: Can be washed in the washing machine but need to be air dried. Exposing pads to high heat may cause the pads to shrink. Please do not put them in the dryer. If you have pads that are not made of neoprene please discuss with your veterinarian ways that they can be cleaned.

Velcro Straps: Over time, hair might become caught in the Velcro portion of the fastening straps. The Velcro can be cleaned using a wire dog or cat slicker grooming brush. Please contact Walking Paws Rehab if you feel that you need to order new straps. If the straps are attached using screws, new straps can be purchased and sent to you. If they are attached with rivets, your device will need to be sent to Walking Paws Rehab for strap replacement.

Device Tread: The tread on your custom made device will wear down just like the sole of a shoe and will need to be replaced. There are a few different tread options OrthoPets may use for your pet's custom-made device. In some cases, a bike tire similar to what you would find on a mountain bike has been zip-tied or bolted to the bottom of the device. This can be replaced as needed by purchasing a bike tire from a local store and replacing the tread in the same way that it was previously attached. If you do not have a zip-tied on tread, your device likely has tread called "Cherry" or "Tope". This will need to be changed by the staff at Walking Paws Rehab as needed. It is very important to not allow the tread to wear down to the shell or it may cause irreversible damage to your device ending in costly repairs or a remake of all or a portion of the device.

Screws: Please check the screws on your device every few days and tighten as needed using a Phillips screw driver or a 2.5mm Allen wrench. In some cases you may need to use a 2.0mm Allen wrench or your device may have rivets.

- 2.5mm allen wrench head: 8M thread, 8mm long. Some cases may have 10 or 12mm
- Phillips head: 3/8 thread, 8/32" long, some cases 1/2" long