

Trouble shooting and FAQs

1. What happens if the urine bag is filled with air?

Air is pumped in and out, when the flexible cup is compressed and released as you move. Most of the air will be released through the membrane in the cup. But if the membrane is too tight the air cannot escape and will instead be pumped into the bag. This will close the non-return-valve at the inlet of the urine bag and lock the air in it.

The advice is:

- Try a bigger size of membrane.
- Wear loose fitting trousers. Tight jeans are not recommended.
- Some users punch a 3-4 mm hole in the top of the cup. It will not cause leakage and the air is pumped out of the hole instead of into the bag.

2. Can the membrane come off the Cup.

Very rarely, but if it does the reasons may be:

- That the membrane is too tight for you.
- If the system is removed whilst wearing trousers which are tight fitting.

3. Why have you designed the membrane to be able to be removed?

- The membrane is designed to be taken off by those who wish to be extra thorough with the cleaning. It can simply be mounted again, but please be careful to put the flange properly back in place.

4. The tubing has a "hard kink" and does not take normal shape immediately.

If the tube was bent while leaving it in the Storage Bag for a while, it will "kink" which will affect the flow.

The solution is simple: Leave the tubing lying straight in a warm place (not too hot) for few hours until the tubing regains its normal shape, but it will always have a tendency to kink at that particular spot if bent again.

5. The cup slides off penis.

One reason is that the Urox® fixation pants are too big – NOT THE HOLE IN THE MEMBRANE. Please remember that it is the fixation pants which keep the cup in place, not the membrane.

Men who have a combination of a large stomach and a micropenis may find it difficult to keep the cup in place, even with the correct fitting Urox® fixation pants.

6. Hygiene.

Those who suffer from urinary symptoms and are users of incontinence devices are more exposed to fungus or bacterial growth than others.

We strongly recommend thorough cleaning of the system with Urox® rinsing liquid to prevent the bacteria colony growth on the system and to maintain a completely clean system.

Intimate body parts should be washed after the removal of the Urox® system.

Not recommended for

- Patients who are bedridden
- For obese patients with a penis shaft of less than 1.5cm

UROX

Bothered by frequent voiding or incontinence?

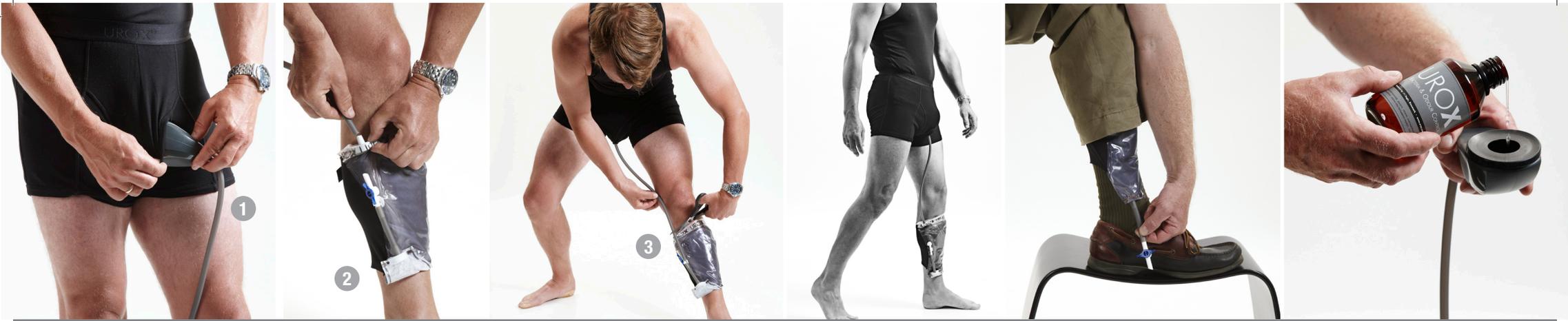


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Urox® is a latex free product Available on NHS prescription



Using the system for the first time

Wash your hands.

Wear the Urox® fixation pants, the cup (1) gaiter (2) as illustrated above. Ensure that the penis fits securely through the membrane of the cup. The gaiter is worn on the left leg, with the tap sitting on the inside of the leg.

- Stand with your legs apart.
- Take the tube down and push firmly down (a drop of water may be used to assist) onto the inlet nozzle at the top of the gaiter.
- Cut the tube to the desired length (3) allowing a few extra centimeters of slack to keep the tube from being pulled off the nozzle if you take a wide stride.
- Check that the tap (4) at the bottom of the gaiter is closed (in line with the tube).

Emptying

1. Put your left foot on the side of the toilet or suitable receptacle, unhook the tap and point it down into the toilet to empty the urine out of the bag.
2. Make sure there is no air left in the urine bag after emptying.
3. Close the tap (in line with the tube).
4. Fold back the tap into the hook.

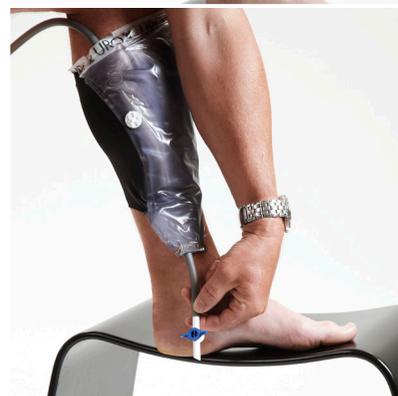


Removal

Always empty the system before removing:

Take the cup out through the opening of the Urox® fixation pants. (The system also allows you to be able to pull the cup out through the leg of your trousers to remove it from the gaiter.)

It is recommended to leave the system assembled between usages.



Cleaning

All parts should be cleaned with the rinsing liquid each time the system is used. We recommend that you make a habit of cleaning immediately after removal from the body and whilst it is still connected:

1. Run under water allowing water to run into the cup and out through the tap at the bottom of the gaiter.
2. Close the tap.
3. Measure and pour one capful of rinsing liquid into the cup and rotate it to distribute the liquid around the inner cup.
4. Let the liquid drain down into the tube and into the urine bag.
5. Shake the urine bag allowing full cleaning of the inside of the bag with the rinsing liquid.
6. Wipe the outside of system using a damp cloth and rinsing liquid.

When complete, store the system in the Urox® storage bag.

Re-using UROX® products

Urox® is designed to give optimal solution for you to be confident and completely dry when used within the recommended time of use.

- Gaiter can be used at least 7 days or times.
- The Cup at least 29 times.

Take this to your Doctor. NHS codes for ordering.

Product	Size	Codes
Urox Starting kits	S, M, L, XL	5011
Notes: Consists of cup, gaiter, fixation pants, rinsing liquid, Urox storage bag		
Urox Cup	S, M, L, XL	1011-1014
Urox Gaiter	S, M, L, XL	2011 – 2014
Urox Fixation Pants	S, M, L, XL	3011 – 3014
Rinsing Liquid	250 ml and 500ml	
Notes: ALL products incl. rinsing liquid can be ordered from your chemist or online		

All products can be bought separately and are available to purchase on our website. For more downloadable information and to buy go to www.candgmedicare.com C&G Medicare are the approved supplier for Urox to the NHS.