



2900 Lake Vista Drive  
Suite 200  
Lewisville, Texas. 75067  
United States

(800) 321-9549 Toll Free  
(800) 936-6569 Fax  
[enovis.com](http://enovis.com)

February 20, 2023

This letter is to provide our customers with a recommended cleaning agent for the **Hydrocollator® Heating Units** and the **ColPac® C-5 Chilling Unit**. This recommendation provides cleaning instructions for the both the interior and the exterior of the Hydrocollator® and is based on cleaning agents that will not harm the stainless-steel surfaces.

There are two options in cleaning the **interior surface** of the heating unit and chilling unit.

1. Use a lightly damp, non-abrasive 70% isopropyl alcohol, 30% water wipe. Rinse thoroughly with water after cleaning.
2. To dissolve away deposits, use a 20% vinegar, 80% water solution. This solution is safe for cleaning the interior if a non-abrasive cloth is used. Rinse thoroughly with water after cleaning.

For the exterior surface of the Hydrocollator®, use a stainless-steel polish and a soft cloth only. Many polishes are available from various supplier. Do not use any cleaner for the exterior finish of the Hydrocollator® except a stainless-steel polish. Abrasive cleaners and scouring pads can damage the finish of the unit.

If you have specific questions about our Hydrocollator® Heating Units, please reach out to Customer Care at

- US Customer Care: [chattproductsupport@enovis.com](mailto:chattproductsupport@enovis.com)
- International Customer Care: [internationalproductsupport@djoglobal.com](mailto:internationalproductsupport@djoglobal.com)



2900 Lake Vista Drive  
Suite 200  
Lewisville, Texas. 75067  
United States

(800) 321-9549 Toll Free  
(800) 936-6569 Fax  
[enovis.com](http://enovis.com)

Enovis remains committed to providing quality, safe and innovative products that meet your needs and those of your customers. We thank you for your continued support.

Sincerely,

**Susan Reynolds**

PRODUCT MANAGER

[susan.reynolds@enovis.com](mailto:susan.reynolds@enovis.com)



2900 Lake Vista Dr, Ste 200  
Lewisville, TX 75067  
USA

[enovis.com/djo](http://enovis.com/djo)

*Creating Better Together™*