

# Frequently Asked Questions



How long do the Elasto-Gel Hot and Cold Wraps keep their temperature?

Our products stay cold or hot for 20-30 minutes.

How do I clean my wrap? Can I wash it?

Most products have a removable cover which can be washed and air dried. Products without a removable cover can be wiped with a damp cloth.

How do I heat or freeze my wrap?

All directions are provided with the product at the time of purchase. If you've lost your instructions, you can find them under the product code listing as a downloadable file.

How do I get a replacement bag for my wrap?

We replace component pieces free of charge. Call us or fill out our contact form if you need a new bag, hook, or strap.

Does Elasto-Gel contain Latex?

No. All of our products are Latex free.

What is the difference between the SW9001 and the SW9004 or SW9005?

The SW9001 is an H-shaped shoulder wrap that needs to be applied with assistance. The SW9004 (Sm/Med) and SW9005 (Lg/XL) can be pulled on like a sleeve independently.

Why is the top of my sinus mask not sewn?

The opening in the top is intended for removing the gel pack prior to washing the cover.

Can I buy products directly from you?

We sell through distributors. Most products are offered in online marketplaces like Amazon, but you can also contact us for other provider information

Are replacement covers available?

Although we provide component replacements, currently, the therapy covers are not one of our offerings.

What is your warranty?

We only offer warranties for manufacture defects. If you find a problem with your Elasto-Gel product, please fill out our contact form so we can assist you.