

Questions regarding breakage and long-term care:

How do I clean my orthotics?

Clean your orthotics using mild soap and a damp cloth. Gently wipe down the top cover and the shell to remove any grit or dirt. Do not submerge in water. When the top cover material becomes well-worn, then you should speak with your clinician about having the orthotic refurbished or replaced.

What should I do if I notice my shell is broken or cracked?

In the unlikely event that the shell - the rigid part of the orthotic - breaks or cracks you should immediately discontinue use and call your provider. Your shell may be covered under warranty. Please discuss with your provider for additional information.

What happens if the top cover tears?

If the top cover material tears, or it separates from the shell, then call your provider to determine if the orthotic needs to be returned for repair.

The orthotic is really old and worn out. What can I do with it?

Some devices may qualify for refurbishment. Contact your provider who can determine the best course of action for you.

Message from your provider

Provider info.:

Provider Name: _____

Clinic Name: _____

Phone: _____

Email: _____

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Break-in instructions



What you need to know about your new custom orthoses

Congratulations on your new custom-made Arize orthoses! This brochure includes general information about what to expect with your new custom orthoses, how to break them in, and how to care for them.



This brochure is for informational purposes only and does not constitute as providing medical or professional advice. Please follow all instructions given by your orthotic provider and contact them immediately if you have any questions or concerns.

Custom foot orthoses can change how your joints and muscles move when you're standing and during gait (walking). Because of this, new orthoses can cause some mild discomfort or pain in the foot, ankles, knees, and hips as you begin wearing them. This should resolve after a short break-in period. Contact your orthotic provider if the pain increases, or if it is persistent even after the break-in period. Please follow your provider's break-in instructions to ensure a successful transition to your new custom orthoses. However, here are some general break-in guidelines:



Putting the orthoses in your shoes

- Check if your shoe has a removable insert or liner. If so, remove that first before inserting the new custom orthosis, unless instructed differently by your provider.
- Place your new orthosis inside the shoe, sliding it in until the orthosis sits flat and snug inside the shoe. There should be little to no gap between the back of the orthosis and the back of the shoe.
- Reach your hand inside the shoe and feel the top cover in the toe area to make sure it is lying flat and is not folded. If it is not flat, slide your hand around the top cover to try and flatten and smooth it out.
- If the top cover is too long causing it to fold or buckle at the toes, then contact your provider for trimming instructions.

Rx only. Caution: Federal law restricts this device to sale by or on the order of a physician or podiatrist.

How to break in your new orthoses

The following are general guidelines and are not intended as medical advice. Please follow all instructions given by your orthotic provider.

What do to:

- On the first day, wear your orthoses for approximately one hour.
- On the next day, wear the orthoses for approximately 2 hours, if comfortable.
- Gradually increase the daily wear time one hour every day until you can wear them all day without issue.
- If at any time you feel discomfort then discontinue wearing the orthoses for the remainder of the day. Continue breaking in the next day.
- If you experience increased or prolonged pain then call your orthotic provider.
- If the orthoses do not fit your shoe correctly then please contact your provider.

What not do to:

- Do not wear the orthoses if you feel an increase in pain. Discontinue wearing them and call your provider.
- During the break-in period, do not wear the orthoses during high-impact activities, like running, unless instructed differently by your provider.
- Do not attempt to modify the shell, including cutting or sanding the shell.