

Brace Instructions



DEFINITIONS

Braces are rigid or semi-rigid devices used to support a weak or injured body member which restricts motion.

Garments or sleeves that do not provide sufficient support may be non-covered depending on your insurance.

FIT AND PROPER USE INSTRUCTIONS

For specific instructions related to the use, cleaning, maintenance, or warranty of your brace refer to your manufacturer provided instructions.

- Prior to fitting or ordering a brace, measurements will be taken after any swelling has been controlled.
- Braces are typically worn directly against the skin or worn over a thin and close fitting fabric cover.
- Check with your provider for details regarding the frequency your brace should be worn.
- Straps and enclosures:
 - Follow the manufacturer's recommended strap sequence.
 - Should ensure the brace is snug and supportive, not over tightened.
 - May require additional adjustment depending on use.
- Certain braces
 - Allow straps and closures to be trimmed.
 - May require adjustment for use on the affected side if used bilaterally.

SAFE USE INSTRUCTIONS

- **Do not use the brace over open wounds.**
- In the event of any skin irritation or pressure sensitivity, follow the troubleshooting instructions. In the event irritation continues, contact the Mayo Clinic Store.
- Contact your provider if you are having an allergic reaction.

TROUBLESHOOTING

If unable to effectively troubleshoot contact the Mayo Clinic Store for further assistance.

ISSUE	CHECK
Skin irritation	<ul style="list-style-type: none">• Clean the brace and straps.• Ensure the brace is not over tightened.• If using a garment under the brace, ensure the garment is clean, thin, and close fitting. If skin irritation continues, discontinue use of garment.• If not using a garment under the brace, try with a thin, close fitting garment to see if skin irritation resolves.
Brace not fitting appropriately	<ul style="list-style-type: none">• Check straps and enclosures for snug fit.• Check placement and proper fitting of the brace.• Follow the manufacturer-provided strap fitting sequence when donning brace.

- May require custom fitting at the time of dispensing to ensure appropriate fit.
- Additional instructions on brace use and donning may be included in the manufacturer's insert.

CLEANING INSTRUCTIONS

Depending on the type or style, braces may be machine washed or may require hand wash only. Braces and straps should be routinely washed depending on your activity level and perspiration. Check the manufacturer guidelines for additional details.

Hand Wash:

- Clean in tap water.
 - Never use chlorinated water.
- Clean with a mild detergent.
 - Avoid detergents with bleach, fragrances, or dyes.
 - Rinse product thoroughly.
 - Allow to air dry.
 - Never add bleach or fabric softeners.

Machine Wash:

- Wash on cold water settings with a delicate cycle.
- Place garment in a lingerie bag.
- Avoid using detergents with dyes or fragrances.
- Never add bleach or fabric softeners.
- Allow to air dry.

TIPS FOR EXTENDING PRODUCT LIFE

- Never dry the brace in a dryer as Velcro straps may lose integrity.
- Keep braces away from sharp or pointed objects like pins, scissors, or pets.
- Braces may become dirty if used with creams, lotions, and oils.

GENERAL WARRANTY INFORMATION

Most off-the-shelf braces have a general manufacturer's warranty which lasts for 6 months and covers the material and possible manufacturer defects. See product packaging insert(s) for further details.

Braces that have been custom fitted or fabricated for your specific needs have specific warranties which will be provided to you upon receipt. Please see your product inserts or contact your local Mayo Clinic Store for details on a custom brace issue.

RETURN POLICY

For unused or unworn braces, we will accept returns for braces purchased within 30 days for a merchandise refund or exchange, refunds will be issued via the original payment method. Products beyond 30 days from the date of purchase, non-stock or custom braces, and shipping and/or handling charges are not returnable or refundable. All merchandise returns or exchanges must have the original receipt and are subject to inspection.

Items must be in resalable condition, must contain the original packaging materials, manuals, and blank warranty cards. Due to health regulations, sanitary and safety concerns, braces that have come into direct contact with the human body or have been worn cannot be returned or exchanged. Any merchandise deemed unsuitable for resale will not be accepted for exchange or refund. In certain situations, custom braces may be altered after dispensing to accommodate changes in your medical condition; talk to a Mayo Clinic Store staff member for details.

BRACE PRODUCT LIFE EXPECTANCY

The life expectancy and how quickly you may receive a replacement brace varies based on both the brace type and your insurance.

BRACE TYPE	MEDICARE	MN MEDICAID	WI MEDICAID
Ankle and foot braces	5 years	6 months	1 to 2 years
Knee braces	1 to 3 years	6 months	1 to 2 years
Wrist braces	5 years	6 months	1 to 2 years
Spinal braces	5 years	Call for details	1 to 2 years

In the event your brace is lost, stolen, damaged, or there has been a change in your medical condition which requires a different type of brace, your insurance may cover a replacement brace sooner than the life expectancy. Please contact a Mayo Clinic Store staff member for details.

SERVICE LOCATIONS

Mayo Clinic Store is available to assist with questions related to your brace. Normal business hours for Mayo Clinic Stores is Monday through Friday, 8 am–5 pm.

MINNESOTA	WISCONSIN	IOWA
Albert Lea 507-668-2913	Eau Claire Call 715-838-1815	Decorah Call 563-382-0028
Austin 507-434-1266	La Crosse Call 608-392-9797	
Fairmont 507-238-5133	Menomonie Call 715-838-1815	
Mankato Call 507-594-2689	Onalaska Call 608-392-9797	
Owatonna 507-444-5098		
Red Wing 651-385-3450		
Rochester Call 507-284-9669		