What should I do if my SNAP™ Therapy Cartridge is showing a red line?

If you are seeing a red line indicator, it's time to re-set the SNAP™ Cartridge by pushing down the activation key. If the line does not remain green, contact your healthcare provider or call KCI (800-275-4524).

What should I do if my SNAP™ Cartridge is showing a green line?

Nothing. The system is working as it should!

How often should I inspect my SNAP™ Cartridge?

Every time you sit down for a meal.

How often should my dressing be changed?

A minimum of twice a week or as instructed by your healthcare provider.

Who can I contact if my SNAP™ Cartridge is full?

Contact your healthcare provider.

Should I remove the activation key inside the SNAP™ Cartridge once I have pushed it down?

Yes, it is important that you remove the activation key from your SNAP™ Cartridge, unless otherwise advised by your healthcare provider.