

## FREQUENTLY ASKED QUESTIONS ABOUT THE ZERO G

### **How do I place an order?**

You can place an order by faxing the order form, or by calling Certified Orthopedics Customer Service at 800-466-7015. The number is located at the bottom of the order form as well as on the product literature.

### **How can I get a discounted price for the brace?**

Certified Orthopedics has discounts available based on the quantity ordered and the payment method.

### **Are there multiple sizes available for the Zero G?**

The Zero G comes in multiple sizes. The lacer comes in the following sizes: small, medium, large, and extra large. The shoe comes in small, medium, large, extra large, and extra extra-large.

### **Are there any weight restrictions with the Zero G?**

The Zero G has a weight limit of 325 lbs. However, patients weighing between 275-325 lbs will require a heavy duty brace.

### **Is the Zero G specific to the left or right foot?**

No. The Zero G is a universal fit, and is not specific for the left or right foot.

### **What do I do if the patient is not offloaded after fitting the brace?**

First, confirm that the straps are tight enough. The patient's leg may have slipped down during fitting. The two most important straps to secure are the two lower straps. This is where the majority of the patient's weight is captured.

If the patient is still not offloaded, re-measure the height from the donning pad to the top of the lacer to ensure the lacer height was set correctly.

If the patient is still not offloaded, raise the height of the calf lacer on the uprights, or have the patient raise their foot slightly when fitting the brace.

### **What are the double action ankle joints?**

The double action ankle joints are used to set the uprights forward or backward. You can adjust the ankle joints using an Allen wrench to loosen the joints and set them to the needed position.

### **The edema in the patient's leg has decreased and now the lacer is too loose. What are my options?**

The Zero G will act as a compression brace due to the suspension of the calf. As the patient ambulates, the brace will create a pumping action in the calf which can decrease the edema. If the patient's leg begins to slide down in the brace due to the reduction in edema, they will most likely need to be fitted with a smaller lacer.

### **Can I wear the Zero G without a sock?**

No. The Zero G brace should always be worn with a sock long enough to cover any part of the brace that touches the leg. Patients should clean the sock often to prevent bacteria growth.

**If you have any additional questions, please contact Certified Orthopedics at 800-466-7015.**