



## HelpSoq On User Guide

CE      
 [www.helpsoq.nl](http://www.helpsoq.nl)

The HelpSoq is an aid for putting on Therapeutic Elastic Stockings (TES) by the client himself, informal caregiver or caregiver. The device is designed for everyday use. Putting on the TES with the use of this device does not require any force.

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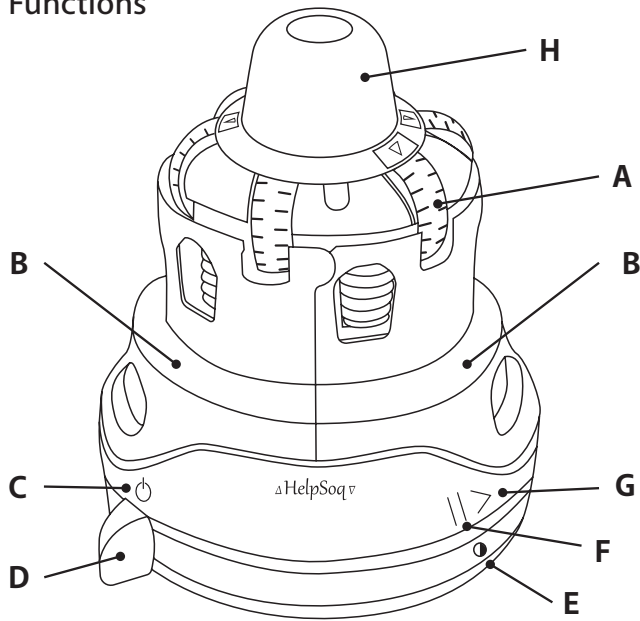
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Functions



- A

Wheels
- B

Ring – consisting of 2 magnetic parts
- C

HelpSoq OFF position
- D

Lever
- E

Reverse Button

F

PAUSE, STOP and reverse position

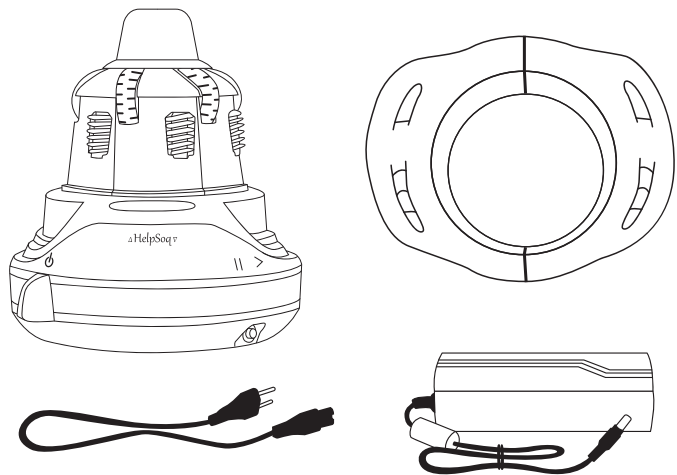
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HelpSoq ON start position

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Stocking guide

In the box: HelpSoq – Ring – Adapter – Cable



⚠ IMPORTANT SAFETY INSTRUCTIONS

Please read the safety instructions carefully and completely before using the HelpSoq On device. Improper use may cause damage to the device or the TES.

TES stands for Therapeutic Elastic Stocking, as your (compression) stocking is officially called. For the sake of readability, we speak of stockings in these instructions.

Caution

- Persons with reduced physical, sensory or mental capacity or persons with lack of experience and knowledge must use the device under supervision.
- When used by children or near children, extra attention is required. The device must not be used as a toy by children. Children should not use or maintain the device.
- This machine has moving parts that could potentially pinch your hair, jewelry, and fingers. Therefore, use caution and take appropriate measures while using the HelpSoq device.
- The device is designed for daily use, to put on the most medical compression stockings in sizes M/L/XL. Not all types of stockings, nor all sizes and lengths are suitable for use with the HelpSoq. Some very tight, narrow, or long stockings can damage your HelpSoq. On our website [helpsoq.nl/stockings](https://helpsoq.nl/stockings) you will find an up-to-date overview of the stockings that are suitable for the HelpSoq.
- Do not use the device for any purpose other than just putting on compression stockings.

Warning

- The HelpSoq is an electrical device. It is very dangerous to use this device near bathtubs, showers, sinks or other basins containing water.
- Do not touch any part of the plug or the device with wet hands.
- If the device is used in a bathroom, unplug it from the socket after use, as proximity to water is a hazard even if the device is switched off.
- If the electrical cord is damaged, it must be replaced or repaired by the manufacturer or its local service agent to ensure safe repair.
- Always unplug or switch off the device completely if you leave it unattended.
- Before connecting the socket, check that it corresponds to the voltage of 220 volts indicated on the device. If an external, flexible cable or a cable of the HelpSoq is damaged, it should only be replaced by the manufacturer, its service agent, or similarly qualified persons to ensure safety.

Cleaning

- The two separate magnetic ring parts can be cleaned with lukewarm water but are NOT dishwasher safe. The device itself can be cleaned with a clammy microfiber cloth. In the unlikely event that liquid is spilled on or in the device, unplug the device immediately. Please contact customer service to have the product checked. By e-mail: [support@helpsoq.nl](mailto:support@helpsoq.nl) or phone: 0800 33 77 337 (NL) or our website: [helpsoq.nl/](https://helpsoq.nl/) contact, or your local provider.

The HelpSoq meets the required CE safety standards for Medical Devices and is registered as a Class 1 medical device according to the EU Medical Device Directive (MDR). Repairs should only be performed by HelpSoq repair personnel, its service agent, or similarly qualified persons. Inadequate, unqualified repair work can be dangerous for any user of the device.

Putting the stocking on the ring

**Note: Make sure that long hair is tied together and remove any long chains, fringes, or cords so that they cannot get tangled in the HelpSoq device.**

To put on your stocking correctly, follow these steps:

1. Place the HelpSoq device on a table. Make sure the HelpSoq device is connected to the power supply and plug the power supply into the wall socket (fig.1).

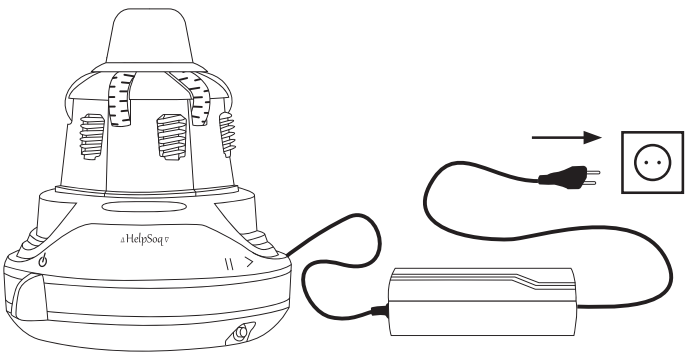


fig. 1

2. Move the lever (D) to the OFF position (C).

3. Place the ring (B) on the HelpSoq device. This is only possible if the lever (D) is in the OFF position (C), so that the wheels (A) are folded.

**Note: the device only works when the ring (B) is on the HelpSoq (this is a safety feature). So first click both magnetic halves of the ring together and slide the entire ring - with the handles down - over the HelpSoq device. If necessary, rotate the ring until it clicks into a seamless fitting position on the HelpSoq device. Now the HelpSoq device is ready.**

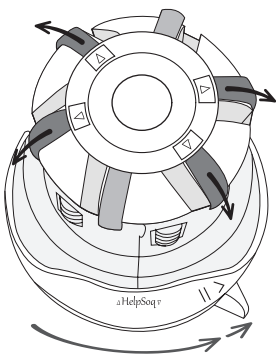


fig. 2

**Note: you ALWAYS place the stocking on the HelpSoq when the wheels are turning.**

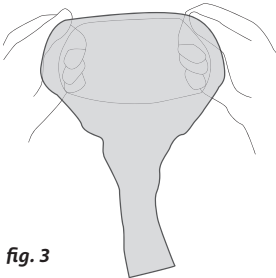


fig. 3

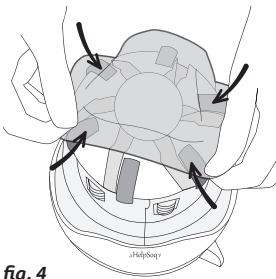


fig. 4

4. Now stand in front of the HelpSoq device, with the HelpSoq logo facing you. Turn the lever (D) to the PAUSE position (F) (fig. 2).

5. Now turn the lever (D) even further - as far as possible - to the ON position (G) so that all the wheels start turning. Now the device with rotating wheels (A) is ready to roll up the stocking.

6. Grasp the stocking with both hands, with the entry opening down and the heel facing you. Stretch the opening of the stocking with your fingertips a SMALL amount WITHOUT MUCH FORCE so that it becomes slightly larger (fig. 3).

Now hold the opening of the stocking over the HelpSoq device and lower the stocking opening onto the four rotating wheels indicated (A). Your fingers are not at risk, even if you gently touch the rotating wheels (A) of the machine (fig. 4).

7. As soon as the wheels (A) grip the stocking and start to roll up the stocking, release the stocking.

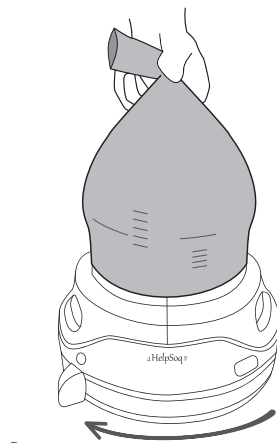


fig. 5

8. Next, hold the stocking at the top, in the middle above the device (fig. 5). This looks like forming a pointed hat. ACTIVELY give some counter pressure to keep the stocking in the middle. The stocking then rolls further and further on the HelpSoq device.

**Note: in the event that the rubber wheels slip under the textile of the stocking, press the stocking on these rotating wheels with your palms, so that it regains grip and rolls up further.**

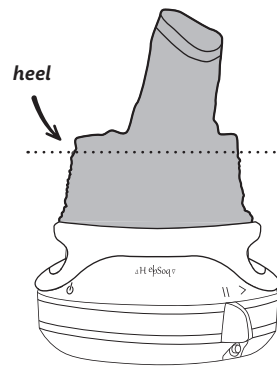


fig. 6

**Note: is the stocking right? If the stocking is stretched too far, press the reverse push button (G). If the stocking needs to go a little further, move the lever back to the ON position (E).**

10. Gently slide the lever (D) back even further to the OFF position (C). The wheels are pulled in and are now back in their original, folded position.

## Putting on the stocking yourself



fig. 1

**Note: sometimes it is necessary to move the ring up and down a bit. Hold the ring with the stocking with both hands between thumbs and fingertips. Use your thumbs to lightly clamp the rolled-up stocking so that the stocking does not come loose and unroll too soon. Even if you hold the ring the other way around (with the thumbs on the handles), the fingertips will keep the stocking in place, so that it does not spontaneously come loose and roll off.**

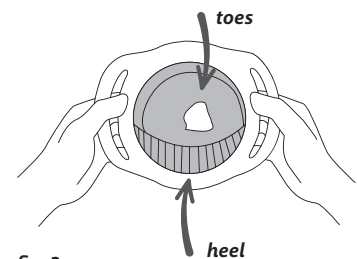


fig. 2

Sit comfortably and bring the ring (B) towards the foot. Put your foot through the ring and slide the toes through the loose part of the stocking. With an 'open stocking', the toes protrude from the opening. With a closed stocking, the toes must fit perfectly in the stocking.

1. Place your thumbs on top of the ring with the stocking, and your fingertips at the bottom of the handles. Completely remove the ring (B) from the HelpSoq device (fig. 1).

2. Look inside the ring (B) to check where the heel of the stocking is positioned (fig. 2). The toes go up through the opening of the stocking. The heel belongs at the bottom, so your heel is in the right place in the stocking.

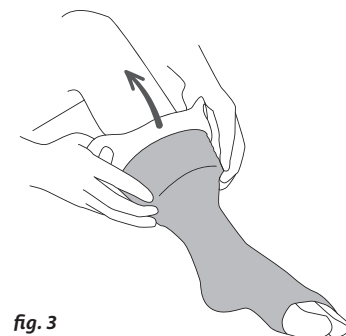


fig. 3

**Please note: if you are unable to bring the ring with the stocking to your foot, the use of the HelpSoq Arm Extender may be necessary. Ask your occupational therapist or HelpSoq supplier about it.**

3. Continue to pull the ring up by the handles, slowly moving further and further, past the ankles and past the calf.

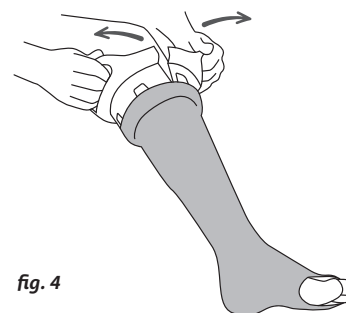


fig. 4

Keep your fingertips on the edge to prevent the stocking from unrolling too quickly (fig. 3).

If your heel is properly placed in the stocking, your fingertips can release the edge at the bottom. All you have to do is pull the handles.

4. Remove the ring (B) from the leg by pulling the two magnetic parts apart (fig 4) and place both halves of the ring (B) back on the table.

5. So now one stocking has been put on and everything is ready for the second stocking. When that second stocking is also ready and the HelpSoq device is no longer needed for that day, turn off the HelpSoq device by moving the lever (D) to the left OFF position (C).

## Putting on a stocking on someone else

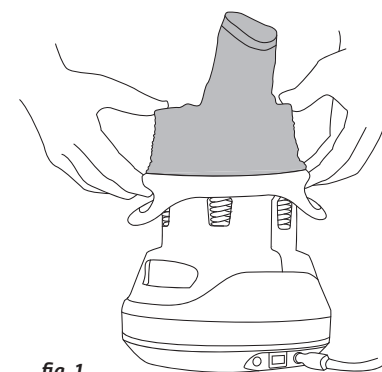


fig. 1

Put the stocking on the ring, as written earlier in this manual.

1. Lift the ring (B) with the rolled-up stocking all the way off the HelpSoq device (fig. 1) and look inside the ring to see where the heel is (fig. 2).

Twist the heel of the stocking downwards. Squat or sit at the other person's foot. And turn the opening of the ring to the person you are going to put on the stocking.

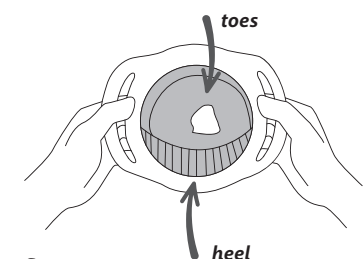


fig. 2

2. Hold your thumbs on the edge of the ring around which the stocking is stretched (fig. 3). This is to prevent the stocking from unrolling too quickly, before the heel of the person is properly in the heel of the stocking. The opening of the ring (B) faces the person who is helping you. The heel of the sock is at the bottom.

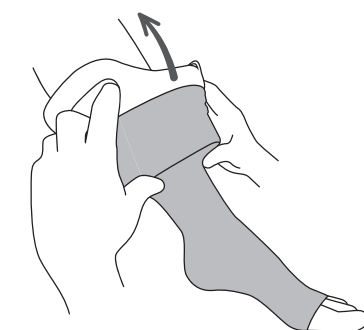


fig. 3

3. You bring the ring over the foot and slide until the toes appear in the loose part of the stocking. With an 'open stocking', the toes protrude from the opening. With a closed stocking, the toes must fit perfectly in the stocking. The thumbs gradually let the stocking slide off the ring. The heel of the person should end up neatly in the heel of the stocking.



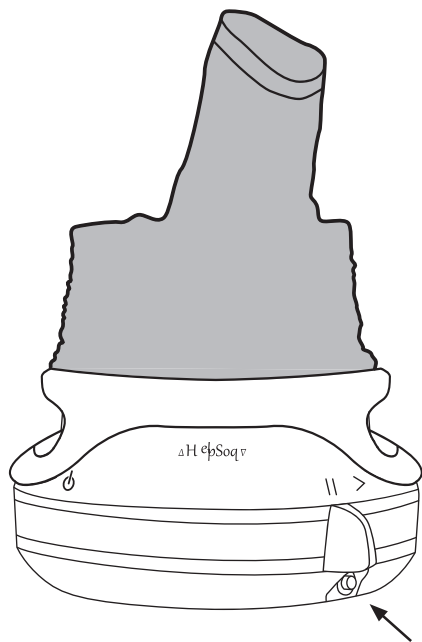
fig. 4

on the lower leg.

4. Remove the ring (B) from the leg by pulling the two magnetic parts of the ring apart (fig. 4). Return both halves to the table. You have now helped put on one stocking and you are ready for the second stocking. When that second stocking is also ready and the HelpSoq device is no longer needed for the day, turn off the HelpSoq device by moving the lever (D) to the left OFF position (C).

When that is done, the thumbs can let go of the stocking.

Gradually pull the ring (B) further over the heel and then slowly further up the calf and the rest of the lower leg. No force or speed is needed. When the ring reaches the knee, the stocking should sit neatly



## Using the “reverse” setting the HelpSoq

The HelpSoq has a reverse push button (E) at the bottom right of the device, which causes the wheels (A) to turn the other way. This allows the stocking to be rolled off the device.

This feature is used when the stocking is rolled up too far, or when the stocking or a label gets stuck.

**Note: this function of reversing wheels only works in the PAUSE position (F) and the ON position (G). We recommend that you first put the device in the PAUSE position, and then use the red reverse push button.**

**In the OFF position (D) this function does not work (this is a safety feature).**

**Note: once the lever or slide has been returned to the OFF position (C) with the tensioned stocking, it can NOT be moved again to position F or G.**

**The stretched stocking then offers maximum resistance.**

**Attempting to force this to F or G may cause the unit to malfunction and void the warranty.**

## Enable cleaning mode

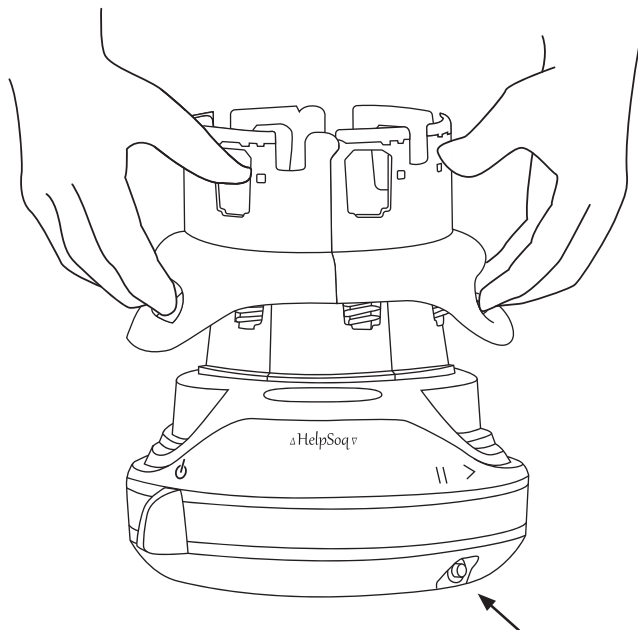
The HelpSoq has a special cleaning mode setting to make it easier to clean the device with, for example, a damp microfiber cloth. In this mode, the device can operate WITHOUT the ring (B), which would normally not be possible for safety reasons.

To set the cleaning mode, follow these steps:

1. Move the lever (D) to the OFF position (C).
2. Place the ring (B) on the HelpSoq.
3. Now connect the power cable by plugging it into the HelpSoq device.
4. Remove the ring (B) from the HelpSoq.
5. Hold down the red rollback button (E) for at least 5 seconds.
6. Move the lever (D) to the ON position (G), which will cause the wheels to turn.

While the wheels are turning, you can clean everything with a damp microfiber cloth. When you are finished, you can slide the lever (D) back to the OFF position (C). This will release the cleaning mode, and you can use the HelpSoq normally and safely again.

**Caution: Do not use aggressive or abrasive cleaning agents.**



## Troubleshooting

### Not all stockings are suitable for the HelpSoq

The HelpSoq is approved for Therapeutic Compression stockings sizes M/L/XL and Class II, III and IV. On our website [helpsoq.nl/](http://helpsoq.nl/) stockings you will find the types of stockings that can be used with the HelpSoq device. If you use a stocking that is not listed, you may experience problems when using the device. Stockings that are too big or too long will not roll up properly. Small stockings that are too tight or exert too much elastic force can seize up and damage the device. Use the included measuring gauge to check that your stocking is not too narrow. If, despite a good size, you are unable to get the stocking on the HelpSoq (with help), check whether your stockings are on the approved list. If your stockings are not on this list, please contact our service center. Our specialists may be able to help you solve the problem.

### The stocking is too tight and jammed when rolling up: the reverse push button

If the wheels are still turning, but the stocking itself no longer rolls up, slide the lever (D) to the PAUSE position (F) and press the red reverse push button (E). You will find this at the bottom right of the device. This allows you to roll back the stocking.

This reverse push button (E) causes the wheels (A) to turn in the other direction and the stocking is rolled off the machine. Ideally, you should actively pull the stocking up so that the unrolling process is helped.

### Another object or textile has become stuck between the wheels (A)

If there is something stuck between the wheels (A) (e.g. the label of the stocking), first slide the lever to the PAUSE position (F) which stops the HelpSoq, and then press the reverse button (E). This button is located at the bottom right of the device. The wheels will now turn in the opposite direction. The object should come loose. You may need to help with this process.

### When the ring (B) is taken off, the stocking spontaneously slides off the ring

Stockings that are on the list on [helpsoq.nl/kousen](http://helpsoq.nl/kousen) should not have this problem. If you are using stockings that do appear on the list and they slip off the ring (B), clamp the stocking with your thumbs or fingers to prevent it from slipping off.

If this doesn't work enough and the problem persists, try restoring the elastic strength of your stockings by washing them. After each wash, TES regain their original tension.

Always wash your stockings according to the supplier's washing instructions.

If washing after long use no longer helps, it may be time for new stockings. If stockings have been used daily for more than 6 months, they usually lose their elasticity and need to be replaced with new TES stockings.

### Slippery ring-edges

WARNING: it is quite possible that the rubber click particles of the edge of the ring (B) have become slippery due to intensive use, and need to be replaced because they no longer have grip. These so-called ring edges are replaceable, please contact our support department for this.

### The two magnetic parts of the ring (B) can no longer be clicked together

Check that the ring parts (B) are clean. There may be dirt in the recesses, which makes the connection difficult. Clean the ring parts with water, a brush and some washing-up liquid. Then dry the parts well and try again.

Another cause may be that one of the magnets is missing. If a magnet is missing, please contact our support department for a new ring.

### Your stockings seem to exert less and less pressure with daily use

In this case, it is important to wash your stockings. After each wash, TES regain their original tension.

If washing after long use no longer helps, it may be time for new stockings.

### The HelpSoq motor does not spin and the gears remain static

1. First check whether the power supply cord is properly inserted into the socket;
2. Check that the HelpSoq is connected to the power supply cord;
3. Check that the Ring (B) is on the device;
4. Then move lever (D) back and forth without stocking.

If the HelpSoq still doesn't work, there may be an electrical problem with the device's cord or with the electricity in the home. Check the meter cupboard to see if any switches have been knocked off.

If any of the above advice does not provide a solution, please contact our service department.

Our customer service can be reached during office hours via: +31 800-3377337 (NL) or send an email to [info@helpsoq.com](mailto:info@helpsoq.com).

Accessories

- Your HelpSoq comes in a box containing the following items:
- This manual
  - The HelpSoq with colored ring
  - An adapter and corded power cable

If any items are missing or if you have lost something, you can re-order the missing item by contacting our Customer Service.

Repairs and spare parts are only available through our Service Centre. You can find our service center on <https://helpsoq.com/contact> or call us at +31 800-3377337

Cleaning, maintenance, circularity

Your HelpSoq requires little maintenance. We have made it safe and closed. Wipe the device regularly with a clammy-damp microfiber cloth to prevent your HelpSoq from getting dirty. DO NOT place the device in the dishwasher, as this will damage the electrical parts. The HelpSoq should NOT come into contact with water.

According to your supplier’s instructions, you should wash and dry your stockings every day. This keeps them at the right compression level and keeps your HelpSoq clean.

It is recommended that the HelpSoq be disconnected from power after use. Although the device does not consume additional energy when plugged in and turned off, it is safer to unplug the device. This prevents children, or even curious pets, from playing with it.

If you use the HelpSoq to put on two stockings every day, the device will last at least five years. Some maintenance of the device may be required in between.

If you no longer need the HelpSoq, please return it to our service department. On our website you can find our return policy under [helpsoq.com/retour](https://helpsoq.com/retour). We will make sure that the worn parts are recycled in a responsible manner and that your HelpSoq gets a new life for the next TES user.

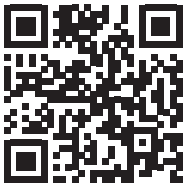
***Because the device contains electronics, the device must not be disposed of with household waste.***

Contact our support department

For all other questions or correspondence, please contact our service center at:

 **HelpSoq Servicecentrum**  
Hondiusstraat 28C, 6827DE Arnhem (NL)  
Tel. (NL): +31 800 3377 337  
Tel. (Internationaal): +31 85 400 7744  
Online: <https://helpsoq.com/contact>  
Email: [info@helpsoq.com](mailto:info@helpsoq.com)

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**Combined instruction video**  
3 min. Operation of HelpSoq and Arm Extender

Δ HelpSoq ▽