2022

Introducing the #Uncatheter

Ur24Technology Product Training Manual

Ur24Technology

Product Training Manual for Ur24Technology, Inc.

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Ur24Technology Welcomes You to the 2022 Training Guide

Learning Objectives

This guide is designed to give our product trainers proper knowledge of the history and story behind Ur24T, how our revolutionary TrueClr external catheter is made and functions and address common user and clinician questions. After completing the accompanied training, product trainers should be able to represent the company and products knowledgably to a variety of stakeholders and have the necessary tools to perform a live product demonstration of the entire line of Ur24Technology external catheters and aspirators.

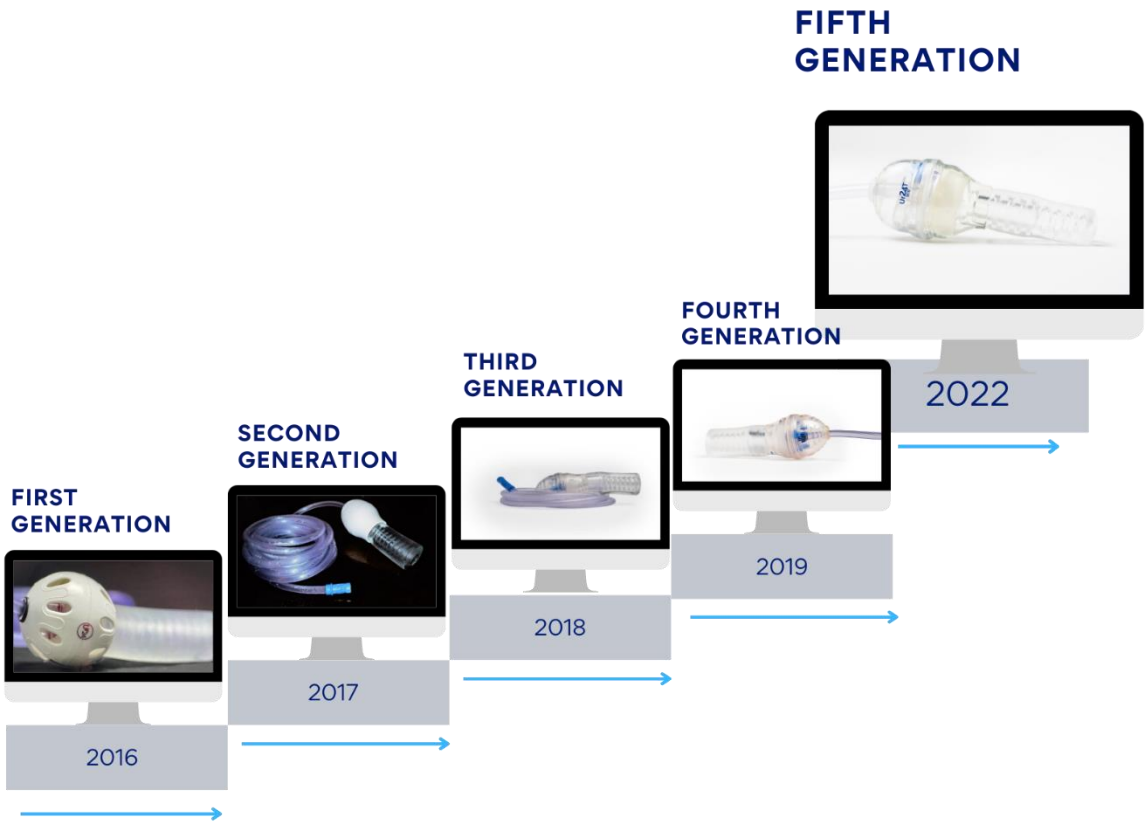
Section 1: Our Story

Ur24Technology is the future of urinary catheters.

Ur24Technology was founded by Landon Duval, inventor of the Ur24T TrueClr external catheter. In 2015, a friend of Mr. Duval's was suffering from Nocturia which disrupted his sleep due to frequent nighttime urination. Mr. Duval was determined to find a solution for his friend and ultimately invented the first generation Ur24T external catheter. In watching his friend's quality of life improve, Mr. Duval saw the potential of his invention and hopes it will continue to improve the lives of many others around the world.

With the advice and input from patients, nurses, and practitioners, the original whiffle ball prototype has been iterated into a revolutionary external catheter system that actively empties the bladder for men, women, and children. Today, Ur24Technology strives to elevate the standard of care by preserving patient dignity, reducing the risk of infection, and lowering healthcare costs. With the help of our product trainers, we will continue to expand our reach and provide patients with a superior alternative to the existing urinary catheter technology.

Ur24™ Technology Timeline



What is a Ur24T TrueClr External Catheter?

The Ur24T TrueClr external catheter actively draws urine from the body, allowing the bladder to be voided without any discomfort. It comes in multiple models that are designed for various patient types. There are two male models available. The TrueClr Male + is a larger sized external catheter and the TrueClr Male is a smaller sized one. The TrueClr Female is designed for women. The TrueClr IM and TrueClr IF are designed for male and female infants/children.

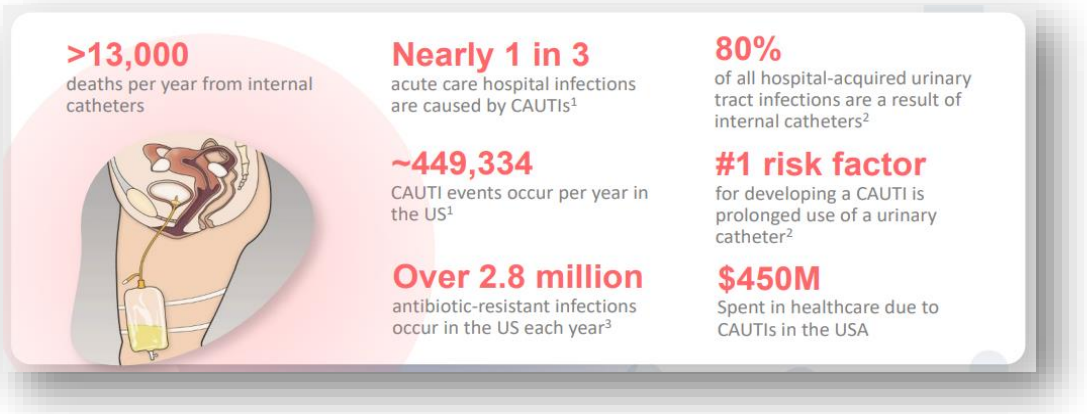
The Ur24T TrueClr consists of a soft gel tube that is attached to a urine collection container. It actively removes urine from the bladder by focusing light suction around the urethra. The catheter is attached to an aspirator which provides the suction and is designed to be used with both standard standalone aspirator pumps as well as in wall aspirators that are common in healthcare facilities. For males, the catheter is placed over the tip of the penis and for females, the catheter is applied over the urethral opening and is held in place by low suction.

Designed to be an alternative to an internal urinary catheter, the Ur24T TrueClr external catheter is non-invasive, non-adhesive, easy to apply and reusable. The leakproof design eliminates skin irritation and inflammation. It is latex free and hypoallergenic. Ur24T provides innovative technology that is able to empty the bladder without muscle control and can help treat patients with a variety or urinary conditions including retention.

Catheter Associated Urinary Tract Infections (CAUTIs)

A CAUTI is an infection of the urinary tract caused by a tube (urinary catheter) that has been placed to drain urine from the bladder. The urinary tract consists of the kidneys, ureters, bladder, and urethra. Internal catheters, which dominate acute and long-term care settings, are the #1 risk factor for developing Catheter Associated Urinary Tract Infections. Most cases of CAUTIs are preventable, and since October 2008, the Centers for Medicare and Medicaid Services will no longer reimburse costs associated with hospital acquired CAUTIs. As such, medical providers have a strong monetary and reputational incentive to reduce CAUTI rates among their patient populations.

Additionally, the onset of the Covid-19 pandemic has created unique challenges in the healthcare industry. Older populations have seen the highest rates of Covid related hospitalization and in many cases have one or more pre-existing conditions that can make fighting Covid or other infections more difficult.[1] The Ur24T external catheter can lower the risk of CAUTIs for patients that need to be catheterized, thereby helping to reduce the risk of compounding medical issues.



Section 2: Product Training

TrueClr Product Comparison

	Male +	Male	Female	IM	IF
Primary Use	Overnight	Overnight and on demand evacuation	Overnight and on demand evacuation	On demand evacuation	On demand evacuation
Valves	1 high flow, 1 low flow	1 high flow, 1 low flow	1 high flow, 1 low flow	2 low flow valves	2 low flow valves
Maximum Suction Pressure	15 inches of Hg (381 mm Hg)	18 inches of Hg (457.2 mmHg)	18 inches of Hg (457.2 mmHg)	5 inches of Hg (125 mmHg)	8 inches of Hg (150 mmHg)
Size	Larger	Smaller	One size fits all	Small	Small
Patient Indication	Retention	Retention	Retention	Retention, urinalysis, urine output measurement	Retention, urinalysis, urine output measurement
Patient population	Males	Young adults and senior males	Females	Male children ages 2 and up	Female children ages 2 and up

- The Ur24T product suite for adults consists of two models for male, the TrueClr Male + and TrueClr Male, and one TrueClr Female model. For the pediatric population, the TrueClr IM is designed for males and the TrueClr IF is designed for females.
- The TrueClr Male + is primarily designed for overnight continuous use for patients or retention conditions and accordingly has a lower suction ability.
- The TrueClr Male is a smaller overall product design with a higher suction ability. It is primarily used for on demand evacuation situations.
- The TrueClr Female is designed for adult females and can be used for patients with retention conditions.
- The TrueClr IF and TrueClr IM models are designed for pediatric patients.

Manufacturing Quality

ISO stands for International Organization of Standardization. ISO Standards are agreed by international experts, people with expertise in their subject matter and who know the needs of the organizations they represent. Specifically, ISO 13485 outlines the requirements for a quality management system (QMS) where an organization needs to demonstrate its ability to provide medical devices and related services

that consistently meet customer and applicable regulatory requirements. ISO 13485 is a globally accepted quality management system (QMS) standard for medical device manufacturing.

Both the manufacturing of component parts and the assembly of the Ur24T external catheter are conducted under ISO 13485 certified Quality Management Systems (QMS).

How the Ur24T TrueClr External Catheter Works

The Ur24T TrueClr external catheter operates by proactively removing urine from the bladder through light suction. The catheter suction is powered by an aspirator. Various models of aspirators can be used in a home setting, or the catheter can be powered by a wall aspirator that is standard in most medical facilities. The aspirators can be adjusted for optimal suction pressure. The standalone aspirators typically work by creating suction through what is called a negative pressure canister. The aspirator functions to remove the air inside the canister which creates a negative pressure within the canister. This negative pressure creates the suction for the attached catheter. See the "Adjusting the Aspirator" section for more information about the aspirator functionality.

The Ur24T TrueClr contains single directional air flow valves that allow air to enter the catheter tubing, thereby regulating the suction pressure. This allows the device to be worn for extended periods of time comfortably without the suction pressure becoming too great. The valves also act as a safety mechanism and are designed to fail at too high of a suction pressure, which protects the patient from aspirator malfunction or improper use.

When a patient applies the Ur24T TrueClr, light suction is focused around the urethral opening. The urethra is the tube that connects to the bladder and allows for the passage of urine. Urine is retained in the bladder by sphincters which open to allow the passage of urine and close to stop the passage of urine through the urethra. The internal urethral sphincter regulates involuntary control of urine flow from the bladder to the urethra, and the external urethral sphincter provides voluntary control of urine flow from the bladder to the urethra.[2] When light suction is applied to the outermost portion of the urethra, it prompts the sphincters to open and allow the passage of urine, resulting in active elimination of the bladder. Given that the external sphincter is under voluntary control, it is important for the patient to attempt to relax the external sphincter muscle while using the catheter. Generally, the patient should be in a calm and comfortable environment to promote relaxation in mind and body. Patients wearing the TrueClr overnight will generally be in a more relaxed muscle state as they sleep.

Product Setup by Setting: Hospital and Home

- ### Hospital Use
  - Seal the lid of the canister and close any openings on the lid, except for the openings listed as “patient” and “vacuum”.

    Note: There are several types of canisters, and the lid designs may vary. Please refer to the instruction manual for your specific aspirator.

  - Place canister on the wall aspirator in the appropriate slot.
  - Connect the filter to the canister if applicable.
  - Attach the TrueClr tubing to the lid opening labeled as “patient”.
  - Ensure that the pressure on the aspirator is adjusted to the appropriate setting. The pressure should start at a lower level. Titrate up for optimum urine output and patient comfort.
    - **When using the IF, do not exceed 150mmHg.**
    - **When using the IM, do not exceed 125mmHg.**
  - With proper care, the Ur24T TrueClr can be used for up to 15 days in the hospital setting for a single patient.

- ### Home Use
  - Place the portable aspirator on a hard surface near the bed and near an outlet. Do not cover the aspirator.
  - Close the lid of the suction canister and cover any openings on the lid, except for the openings listed as “patient” and “vacuum”.

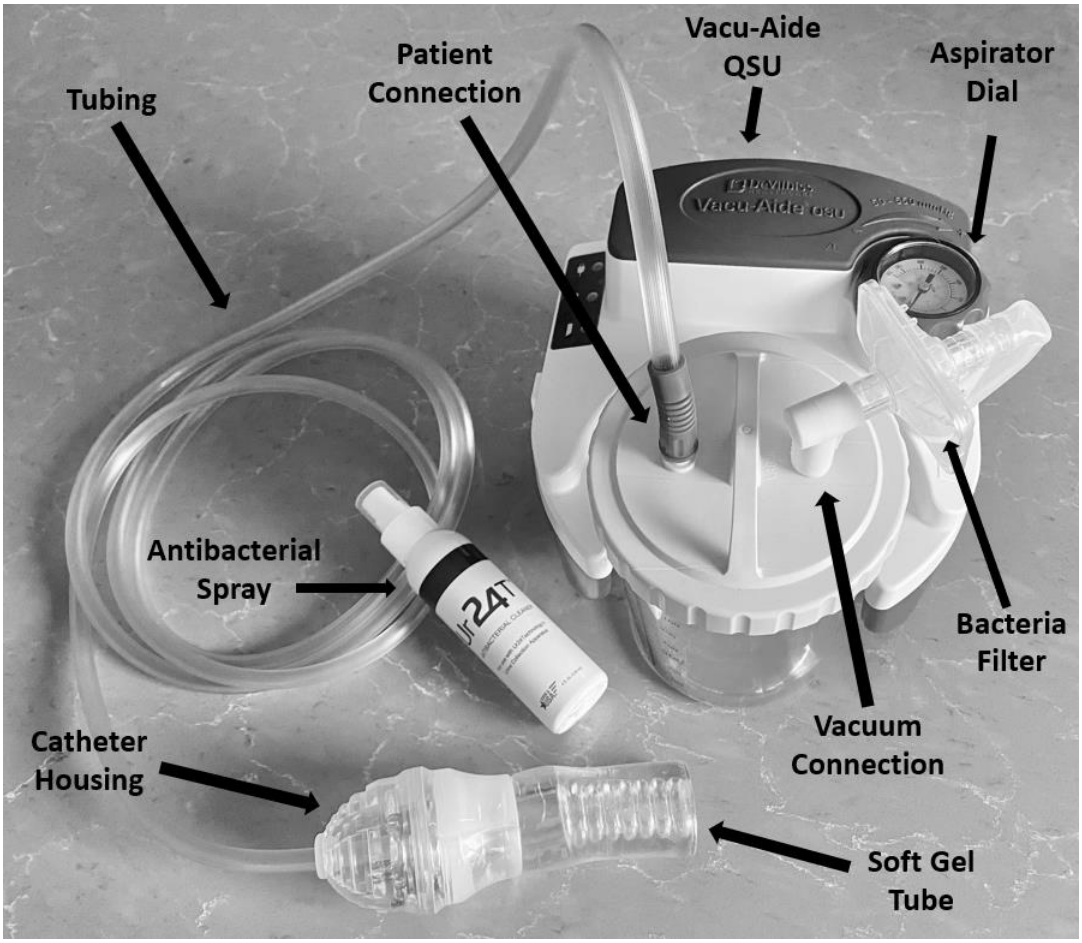
    Note: There are several types of canisters, and the lid designs may vary. Please refer to the instruction manual for your specific aspirator.

  - Place the canister onto the aspirator.
  - Attach the filter to the aspirator if applicable.

    Note: There are several types of canisters, and the filter designs may vary. Filter attachments are usually packaged with the new canisters. Please refer to the instruction manual for your specific aspirator.

  - Connect the TrueClr to the lid opening that is labeled as “patient”.
  - Ensure that the pressure on the aspirator is adjusted to the highest setting on the machine. This is done by rotating the aspirator dial clockwise. Pressure can be adjusted to maintain patient comfort.
  - With proper care, the Ur24T TrueClr can be used for up to 30 days in the home setting for a single patient.

Connecting the External Catheter to the Portable Aspirator

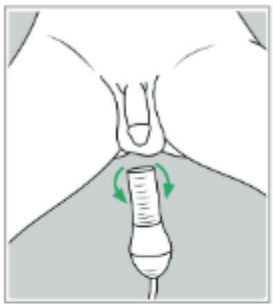


Product Application by Patient: Male and Female

- Adult Males: TrueClr Male + and TrueClr Male
  - Wash your hands thoroughly.
  - If you are a nurse/caregiver in a hospital setting, apply non-sterile gloves.
  - Retract the foreskin if applicable.
  - Cleanse the tip of the penis.
  - Slide over the penis or Roll back the TrueClr soft gel tube over the tip of the penis into the center of the device.
  - Unroll the rubber or slide on the penis so that the catheter is snuggly wrapped around the tip of the penis. Ensure that the catheter does not slide off the penis. If it is sliding off, the device may need to be applied higher up around the shaft of the penis.
    - The device should cover at least 1 inch of the penis on circumcised males, and 1.5 inches on uncircumcised males.
  - Turn on the aspirator.
  - Ensure that there are no gaps between the device and the skin. The device is ineffective if air comes in through any gaps.
  - Once urine has stopped flowing, wait 30 seconds, and then turn off the aspirator.

        - The catheter can also be removed while the aspirator is still on. This is done by breaking the suction and unrolling the catheter.
    - Gently remove the catheter. Keep the device pointed upward to ensure any residual urine cannot spill out.

Figure 1
Roll back the end of UCA



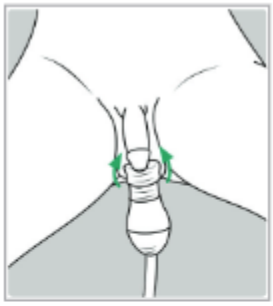
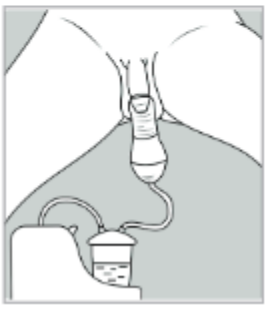


Figure 2
Apply the UCA and unroll onto penis

Figure 3
Urine flows into canister



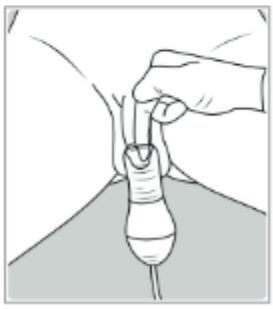


Figure 4
Break suction and unroll UCA to remove

*Note: UCA stands for Urinary Collection Apparatus and is the same as the Ur24T TrueClr external catheter

- Adult Females: TrueClr Female
    - Wash your hands thoroughly.
    - If you are a nurse/caregiver in a hospital setting, apply non-sterile gloves.
    - Cleanse the genital area.
    - Turn on the aspirator prior to applying the Ur24T TrueClr external catheter.
    - Separate the labia with your non-dominant hand.
    - Using your dominant hand, apply the catheter directly over the urethral opening.
    - Ensure that there are no gaps between the device and the skin. The device is ineffective if air comes in through any gaps.
    - Once urine has stopped flowing, wait 30 seconds, and then turn off the aspirator.
    - Gently remove the catheter. Keep the device pointed upward to ensure any residual urine cannot spill out.
    - If necessary, turn on aspirator to clear out any residual liquid from the catheter and tubing.

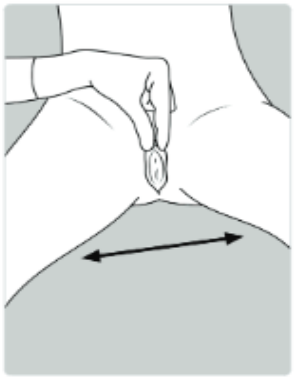


Figure 1
Separate legs and labia to expose urethral opening

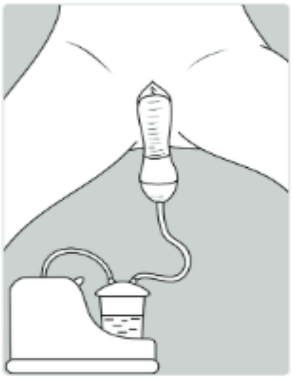


Figure 2
Place UCA and wait while urine flows into canister

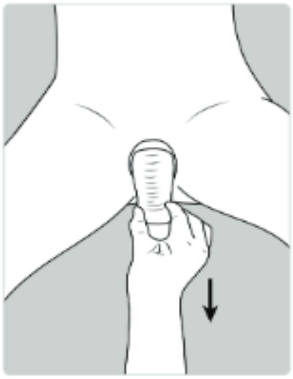


Figure 3
Gently pull UCA outward to remove

*Note: UCA stands for Urinary Collection Apparatus and is the same as the Ur24T TrueClr external catheter

- Pediatric Males: TrueClr IM
  - Wash your hands thoroughly.
  - If you are a nurse/caregiver in a hospital setting, apply non-sterile gloves.
  - Place the child on a flat and comfortable surface. NEVER leave a child unattended.
  - Ensure aspirator is set to the lowest setting. Turn on aspirator to verify the suction pressure is at the appropriate low level.
  - Cleanse the tip of the penis.
  - Slide over the penis or roll back the Ur24T TrueClr rubber and place the tip of the penis into the center of the device.
  - Slide on the penis or unroll the rubber so that the catheter is snuggly wrapped around the tip of the penis. Ensure that the catheter does not slide off the penis. If it is sliding off, the device may need to be applied higher up around the shaft of the penis.
  - Ensure that there are no gaps between the device and the skin. The device is ineffective if air comes in through any gaps.
  - As needed, titrate the aspirator pressure up from the lowest setting.
  - **CAUTION:** When adjusting the aspirator pressure, **do not exceed 125 mmHg**.
  - Once urine has stopped flowing, wait 30 seconds, and then turn off the aspirator. The catheter may also be removed while aspirator is still running.
  - Gently remove the catheter. Keep the device pointed upward to ensure any residual urine cannot spill out.

- Pediatric Females: TrueClr IF
  - Wash your hands thoroughly.
  - If you are a nurse/caregiver in a hospital setting, apply non-sterile gloves.
  - Place the child on a flat and comfortable surface. NEVER leave a child unattended.
  - Ensure aspirator is set to the lowest setting. Turn on aspirator to verify the suction pressure is at the appropriate low level.
  - Cleanse the genital area.
  - Separate the labia with your non-dominant hand.

- Using your dominant hand, apply the catheter directly over the urethral opening.
- Ensure that there are no gaps between the device and the skin. The device is ineffective if air comes in through any gaps.
- For infant females, it is recommended to have the nurse hold the device in place while monitoring the patient.
- As needed, titrate the aspirator pressure up from the lowest setting.
- **CAUTION:** When adjusting the aspirator pressure, **do not exceed 150 mmHg**.
- Once urine has stopped flowing, wait 30 seconds, and then turn off the aspirator.
- Gently remove the catheter. Keep the device pointed upward to ensure any residual urine cannot spill out.

Adjusting the Aspirator

In this section we will review how to assemble and adjust the Vacu-Aide Quiet Suction Unit (QSU). This is the most common portable aspirator that is used with the Ur24T TrueClr external catheter.

Reusable Collection Container

1. 4 3/8" connection tubing
2. Patient tubing connector
3. Lid w/O-ring
4. Jar
5. Overflow valve
6. Connection elbow
7. Bacteria filter

Note: Do not reverse the direction of the filter. The bacteria filter connects to the 90˚ elbow connection, and the elbow must be connected to the top of the container lid where it says "Vacuum".

Step 1

Prior to initial use of the Vacu-Aide, it is necessary to fully charge the aspirator's battery for a minimum of 17 hours.

Note: A fully charged battery will provide approximately 60 minutes of continuous operation at a zero-vacuum level (free flow). Operation time will decrease with higher vacuum levels. As the battery drops below 50%, some degradation in performance is expected. The aspirator performs best when plugged into an outlet.

WARNING

If the unit is not receiving power from an external source or the battery was not properly recharged, the low battery indicator light will remain on, and the performance of the unit will drop off rapidly. Switch to another power source immediately after the low battery light appears to avoid an interrupted suction procedure.

Step 2

Securely attach the lid to its container

Step 3

Insert the reusable collection container into the front pocket and gradually press down into place. Reconnect all tubing and connections.

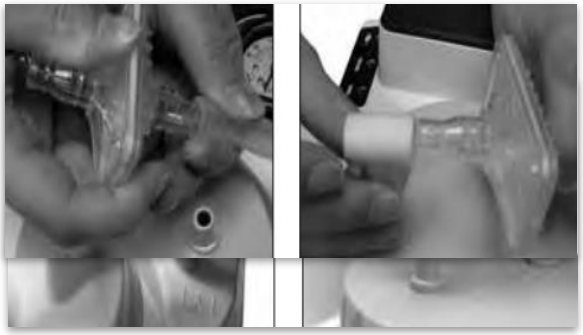
Note: Do not use excessive force when inserting the reusable collection container.

WARNING

Pushing the reusable collection container down too firmly could cause a leak or loss of suction.

Step 4

Reusable Container and Disposable Container w/external Bacteria Filter Connection: Connect either end of the 4-3/8" (reusable) or 3-3/8" (disposable) tubing to the tubing connector then connect the other



end to the bacteria filter. Ensure that the clear side of the bacteria filter is toward elbow and bottle when installing.

Step 5

Attach the Ur24T TrueClr external catheter to the port connector marked “Patient” on the top of the container lid.

Step 6

Adjusting the portable aspirator: The aspiration level dial is located to the top right-hand corner. Start at the lowest level and turn the vacuum regulator dial clockwise to increase suction pressure. Reference the product comparison table for maximum suction pressure allowance for each Ur24T external catheter model type. Now you are ready to start using your Ur24T TrueClr external catheter.

Note: Aspirator gauge is for reference only. If the unit sustains a severe drop, the accuracy of the aspirator gauge must be re-adjusted to ensure accuracy.

Adjusting the hospital wall aspirator:
Start the suction at the lowest possible setting and slowly titrate the aspirator vacuum regulator knob to the preferred setting up to the maximum allowance by Ur24T TrueClr model type.

WARNING

- Do not cover the aspirator unit with a towel or other types of sound deadening device. Use the carrying case to reduce noise levels.
- Check all tubing connections before turning on the unit.
- Exposure to extreme heat or cold may affect the color of the TrueClr but does not affect the functionality.

- Do not use catheter while bathing.
- Do not drop catheter into water or other liquids while in use.

Other Aspirators Used with the Ur24T TrueClr External Catheter

The Vacu-Aide Quiet Suction Unit is the preferred standalone aspirator unit for the suite of Ur24T TrueClr external catheters. However, there are several other aspirators that are readily available on the market that also pair well with the TrueClr. Ur24Technology also sells these aspirators. The following is additional information on these aspirators so that you have familiarity with their functionality, metrics, and ideal patient application.

Gomco Model 405

The Gomco Model 405 is a higher performance aspirator that can generate the highest suction pressures of the aspirators noted in this training guide. This aspirator can be used with all adult Ur24T TrueClr external catheters and is ideal for situations requiring higher levels of suction pressures, such as a patient with severe retention.

- Maximum Suction Pressure: up to 635 mm Hg
- Maximum Liquid Flow Rate: ~40 liters per minute
- Power Source: AC power source

Drive DeVilbiss Stationary Aspirator

The Drive Devilbiss Stationary Aspirator is a mid-range aspirator. This aspirator can be used with all Ur24T TrueClr external catheters and can be used in most patient situations. Patients requiring high levels of suction may opt for a stronger aspirator, such as the Gomco Model 405.

- Maximum Suction Pressure: up to 560 mm Hg
- Maximum Liquid Flow Rate: ~40 liters per minute
- Power Source: AC power sources

Drive DeVilbiss Vacu-Aide Compact

The Drive DeVilbiss Vacu-Aide Compact portable suction unit is a lightweight and portable aspirator. This aspirator can be used with the adult Ur24T TrueClr Male and TrueClr Female external catheter models as well the pediatric TrueClr IM and TrueClr IF catheter models. The aspirator works best with patients seeking portability and lighter suction pressure.

- Maximum Suction Pressure: up to 500 mm Hg
- Maximum Liquid Flow Rate: ~27 liters per minute
- Power Source: Rechargeable battery or AC/DC power source

Cleaning Protocols for Your Ur24T TrueClr External Catheter

Ur24Technology has elevated the standard of care. What differentiates the Ur24Technology catheter from other external catheters is that the TrueClr is reusable. The external catheter should be cleaned after each use. The device can be cleaned with a mild soap and water or sprayed with Ur24T antibacterial spray. Each device comes with a bottle of Ur24T antibacterial spray.

Step 1

- Wash hands with soap and water before cleaning the Ur24T external catheter.

Step 2

- On a daily basis, gently cleanse the soft gel sleeve of your TrueClr, with a small amount of mild soap and water. Do not allow water to enter the vents of the hard casing.

  Note: Make sure to rinse your catheter thoroughly to flush out any remaining unwanted soap debris. Do not submerge catheter in water.

- If using multiple times a day, you may spray the catheter with the Ur24T antibacterial spray to keep it clean between uses.

Step 3

After drying the catheter completely, you are now ready to use or store the unit until needed again.

Cleaning Protocols for the Reusable Aspirator Canister

Step 1

- Empty the canister.

Step 2

- Clean the canister with soap and water.

- **WARNING:** If your canister has an internal filter attached to the lid, the filter should be removed prior to cleaning. Do not get the internal filter wet.

Step 3

- Soak the canister in a vinegar and water solution.

  Note: The solution should consist of 1 part vinegar to 3 parts water. After soaking for 60 minutes, rinse thoroughly with lukewarm water. Let the canister dry completely.

Storing the Ur24T External Catheter and Aspirator

- Once the Ur24T TrueClr is clean and dry, place it inside of the plastic sleeve that it originally came in.
- The catheter should be stored in a cool and dry place with a temperature ranging from 40°-90° Fahrenheit.

  Note: Exposure to sunlight can cause the catheter to change in color, however, this does not affect functionality.

Best Practices

- Clean/wash the Ur24T TrueClr daily.
- When operating the portable aspirator in a residential home or nursing home, it is recommended to position the aspirator at the foot of the bed.
- When operating in a nursing home or residential home, place the portable aspirator on top of a towel to reduce noise level.
- It is critical that the patient is in a relaxed state when using the TrueClr catheter.
- If the patient is experiencing a delay in urine evacuation, you may try suggesting that the patient or nurse turn off the aspirator and then turn back on. This may help the urine begin to flow. You can repeat this technique multiple times.

Section 3: How to Conduct a Live Product Demonstration

Plan of Action

In this section we will review how to prepare and conduct a live product demonstration. Effective live product demonstrations or webinars typically include a script outline and a clear itinerary of events. It's important to consider how much time each step takes so you can prepare the right amount of information to share.

Note: Potential customers may appreciate receiving your itinerary before your presentation, so they know the type of content to expect. Having a structured timeline can also demonstrate your preparedness and ability to answer questions.

Here's an example outline of an ordered plan for a product demonstration you can use:

- Introduction: A good first step to begin your demonstration is greeting your prospective customers and learning more about their backgrounds and reasons for attending.

- Description of the product: Effective product demonstrations often spend the next portion highlighting a few key features of our product in which the customer might have interest.
    - Non-invasive, non-adhesive, easy to apply, leak proof design & eliminates skin irritation and inflammation
    - Actively and completely empties the bladder
    - Clean catch

- The product's value: Another step you might consider including in your demonstration is emphasizing how your product can resolve certain issues (CAUTIs) that your hospitals and acute care centers are experiencing.
    - Can eliminate the risk of CAUTIs
    - Can be used in a hospital setting up to 15 days before replacing or 30 days in a home environment
    - Medicare reimbursement (Medicare DME)

- Opportunity for the customer to touch or try the product: During a live demonstration in front of doctors or support staff, you may also consider allowing your audience to touch and feel the Ur24T TrueClr external catheter sample or ask for a pilot test program of the product to ensure the usability of a product.
    - When a prospective customer can touch and feel the product in their own hands it gives them more of a sense of ownership
    - If you are live in front of medical professionals, ask one or all of them to come up close and let them participate in the demonstration. This will also in help with the device approval
    - Ask for a pilot test program to ensure the usability of a product and to prove its viability and product acceptance

- Explanation for how to purchase the product: An effective last step of a product demonstration is to explain how customers can purchase the product and what its price is.
    - Explain how easy it is to order the Ur24T TrueClr
    - Product support: we have a program in place that will train you staff on proper placement and techniques
    - Volume discounting is available for large orders
    - Don’t forget to mention the Ur24T TrueClr is Medicare DME reimbursable

Don’t Forget to Rehearse Your Demonstration

If your demonstration is live, you may want to practice your speech several times so that your delivery sounds conservational. If possible, you can also rehearse the demonstration at the location in which you're presenting to feel more comfortable during the event. If you're filming a video, writing and rehearsing your script beforehand can increase the video's quality and eliminate time-wasting errors.

Test your equipment

Consider testing all the demo equipment you're planning to present to ensure it works as intended. If you're conducting a live product demonstration or a webinar, try to test any necessary computer equipment beforehand, as well.

- Check your aspirator’s battery
- Check your Ur24T TrueClr
- Do a once over on all your presentation materials and equipment

Water Demonstration

It is essential to perform a live water Ur24T external catheter demonstration whenever you’re in front of a board of medical professionals or during a web-based webinar. A water demo will give you an opportunity to show the catheter at work and build enthusiasm and credibility.

Note:

- You will need 3 small 16 FL oz water bottles to perform this test.
- Take the tip of a pen or drill and place a small hole in each one of the bottle caps in the middle of the cap.
- We recommend you save an extra 3 caps without holes, so you have caps that don’t leak.
- We recommend using soft water bottles that can collapse and mimic the movement of the bladder. We do not recommend bottles that are rigid like Gatorade or Fuji water bottles.

Steps:

1. Select a male or female TrueClr for the water test
2. Assemble your equipment for the demonstration
3. Verify all tubing connections are correctly placed before starting
4. Turn on aspirator
5. Grab your water bottle in one hand and align the TrueClr with the top of the water bottle. Tilt the bottle downward at a 45-degree angle. Rotate the bottle in sideways and 45-degree upward position to mimic various patient resting positions.
6. Water will begin to leave the bottle and travel through the catheter system into the canister. After letting the water flow for a few seconds, carefully disconnect the catheter from the water bottle.
7. Repeat the test with the water bottle in an up-right position.
8. Now, the catheter is evacuating water upward and against gravity (make sure to emphasize that the catheter is working against gravity to demonstrate the strength of the evacuation process).

Follow Up After Your Demonstration

Contacting customers with a follow-up email or phone call after your demonstration will help you increase the chance of successfully selling our external catheter. It also demonstrates to a customer that you care about their plight (CAUTIs) and want to ensure that your product works well for them.

Section 4: Frequently Asked Questions

The questions presented below are some of the common questions we have received from customers and medical professionals.

Ur24T External Catheter

1. **Q:** How much time does it take to evacuate the bladder?

   A: It takes 10-30 minutes.

2. **Q:** How long can I wear it?

   A: It can be worn for up to two days. After two days, it should be cleaned and re-applied.

3. **Q:** What are the benefits of a Ur24T TrueClr catheter?

   A: It is noninvasive, non-adhesive, latex free, eliminates skin irritation, has a leakproof design, portable and reusable.

4. **Q:** Is it reusable?

   A: Yes. You can reuse the same catheter for the same individual- 30 days in home use and 15 days hospital use.

5. **Q:** Can I wash the Ur24T TrueClr external catheter with soap and water?

   A: Yes, you can wash with a mild soap and water or spray with the antibacterial spray provided.

6. **Q:** How do I care for my catheter?

   A: After each use, gently wash with antibacterial spray or soap and place in an area away from sunlight to dry.

7. **Q:** Is the catheter painful?

   A: Most patients report that they can barely feel the catheter when it is on

8. **Q:** My skin is sensitive. Can I get a rash from using this?

   A: No skin irritation will occur. If a rash does occur, please contact your physician.

9. **Q:** Does this really eliminate infections?

   A: It eliminates the risk of contracting infections or CAUTIs (catheter associated urinary tract infections).

10. **Q**: Are your catheters portable?

A: Yes, the catheter and its aspirator pump are portable.

11. **Q:** Do you have an infant version?

    A: Yes, we have an infant male model (TrueClr IM) and an infant female model (TrueClr IF).

12. **Q:** Have you done clinical trials for this product?

    A: Yes, a clinic trial was conducted at UT Health. There has been no evidence of irritation or reaction of any type.

13. **Q**: Can I use this in a nursing home or long-term nursing facility?

    A: **Yes, our catheter can be used at home or in a hospital setting.**

14. **Q:** Can I use this on an inverted penis?

    A: Yes.

15. **Q:** How do I dispose of apparatus?

    A: Dispose of all components as infectious waste.

16. **Q:** Can the users travel with the Ur24T TrueClr?

    A: The Ur24T TrueClr external catheter can be brought onto a plane. The aspirators have a travel-friendly design that meets RTCA/ Do-160 Aircraft Standard for Environmental Conditions and Test Procedures for Airborne Equipment. It will not interfere with a plane's navigation systems.

17. **Q:** What is the difference between Ur24T TrueClr catheters and the PureWick on the market?

    A: Our product is leakproof and prevents urine from contacting the skin. Our product does not cause skin irritation or breakdown, which can be common with urine to skin contact. The PureWick catheter must be changed after each use, while our product can be reused for up to 30 days at home.

18. **Q:** What conditions can the Ur24T TrueClr catheter be used on?

    A: The Ur24T TrueClr external catheter can be used for urinary retention.

Aspirator Pump and Aspirator Canister

19. **Q:** How high can I turn the pump up to?

    A: The portable pumps can be turned up to the highest setting.

20. **Q:** Can we use hospital aspirator? To what degree can I turn it up to?

    A: Yes, see product maximum suction pressures.

21. **Q:** Does it make a lot of noise?

    A: It is lower than a human voice- only 52 decibels.

22. **Q:** How long is the electrical cord for the aspirator?

    A: The cord length differs for each aspirator, but they are a minimum of 6ft.

23. **Q:** Is there a battery option? How much time will the battery hold?

    A: Yes. The battery holds up to an hour charge on the Vacu-Aide Quiet Suction Unit.

24. **Q**: How long does it take for the battery to charge?

    A: Please refer to the manual for your specific aspirator.

25. **Q:** If I have an infection will the pump open my wound/ infection?

    A: **No. If they have internal stitches, it is not strong enough to open it up.**

26. **Q:** How much urine does the collection canister hold?

    A: The standard canister holds up to 1200cc, a larger canister can be used if needed.

27. **Q:** How do I wash the canister?

    A: The canister should be washed with water and soap. Then, soak for 60 minutes in a vinegar and water solution. Solution is 1 part vinegar to 3 parts water.

28. **Q:** Can I use it on my own or do I have to have a nurse?

    A: Both. One can easily apply it.

29. **Q:** Is the pump heavy?

    A: The Vacu-Aide QSU weighs approximately 7lbs, while the Gomco 405 aspirator weighs 14.5lbs.

Insurance Coverage

30. **Q:** Is this Medicare covered?

    A: Yes. Both the catheters and the Ur24T aspirators are Medicare Part B DME reimbursable.

31. **Q:** How many catheters will the insurance cover?

    A: As many as needed.

32. **Q**: Are there other insurance networks contracted with Ur24T that cover catheters?

    A: We will soon have contracted insurance networks.

Warranty

33. **Q:** What is the warranty on it?

    A: Warranty Coverage

    Ur24Technology, Inc. warrants the covered products to be free of all defects in material and workmanship for thirty days from the date of purchase. This warranty extends to the original buyer only.

Within the period of this warranty, Ur24Technology will replace, free of charge, any Ur24T TrueClr external catheter proving defective in material or workmanship.

All expenses including shipping costs related to replacing the defective Ur24T TrueClr under this warranty will be covered by Ur24Technology, Inc.

Warranty Exclusions

This warranty does not apply to any costs for the following:
1.Repairs necessitated by use other than normal home use
2.Damage resulting from misuse, abuse, accidents, alterations, or improper use

How to obtain Warranty Service
Please call 1-833-44-Ur24T or email customerservice@ur24technology.com to obtain return or replacement instructions.

Warranty for the aspirators is through the original manufacturer. See the aspirator instruction manual for warranty coverage.

Customer Support

34. **Q:** Does the product come with instructions?

    A: Yes. Instructions are in the package and on our website.

35. **Q:** Can I watch a video on how the product is used?

    A: Yes. Please go to our website: www.Ur24T.com and navigate to PRODUCT DEMO.

36. **Q:** Can a representative walk me through it when I get the product?

    A: Yes, please call our customer service number: 1-833-44-Ur24T.

37. **Q:** Are there any helpful videos or educational material on this?

    A: Yes, there is educational material on the website and included with all Ur24T external catheter kits.

38. **Q:** What if it is damaged when it is delivered?

    A: If damaged upon delivery we will gladly replace it. Please email us at customerservice@ur24technology.com

Compliance and Patents

39. **Q:** Are you ISO compliant?

    A: Yes, our product is manufactured and assembled under ISO 13485 standards.

40. **Q:** Do you have patents?

    A: Yes, we are fully patented. We currently have 15 patents.

41. **Q:** Do you have international patents?

    A: Yes