



FAQs for Dr. Comfort's Custom Inserts w/ EXOS Technology

1. Why would I want to use Dr. Comfort Custom Inserts w/ EXOS Technology?

- Saves you time and money by quickly heating to a re-formable temperature and quickly cooling. No need to send inserts back for minor changes.
- Perfect for those difficult cases that seem to need constant adjustments.
- Easy to adjust orthosis to fit into a shoe with different heel heights or shank variability. For example you fit it into one shoe but now patient comes in with a different shoe.

2. How is it different than Poly pro or other moldable materials?

It is much thinner with comparable material response curves under load. The main difference is the lower thermo-formable temperature allows for quick adjustments. The carbon content makes it light weight but unlike other carbon orthotics it can bend to any curvature (deep heel cups) and is easy to grind.

3. Can I use the patch on PolyPro?

No the patch temperature will hold around 200 degrees Fahrenheit for about 3-4 minutes which is much too low to thermo-form other shell material.

4. How many times can I mold it?

As many times as needed.

5. Doesn't the adjustment defeat the purpose of custom made products?

Ideally a custom orthotic will fit the foot perfectly. However there are many sources for error in the production of a custom orthosis from the casting, prescription, and manufacture. In the odd case of an error the options are to send the orthosis back to the lab or in the case of EXOS you may be able to adjust the orthosis to fit the patient while the patient is there allowing the patient to leave with their orthosis.

6. How long does it take to heat the orthotic?

The patch will reach temperature in 30 seconds but you should allow 2 minutes of patch to shell contact time to get the thermal energy into the EXOS material.

7. How do I get more patches?

Two patches are shipped with each order but if more is needed we have 12 packs you can order.

8. Are there any patient weight or usage limitations for the EXOS shell material?

There is no such thing as one material for all sizes so we do have a material response guide (see page 2) for all of our materials. In the case of EXOS the material will act more flexible with larger individuals. It will depend on what you are trying to achieve for your patient.

9. Can I use any other heating device to adjust the insert?

You can but there will be a greater chance you will overheat the device with the possibility of permanent damage to the material.

10. Can it be adjusted in areas other than the arch?

Yes. You can open the heel cup if the fat pad expands excessively at the heel. You can also easily re-position the rearfoot to forefoot relationship between varus and valgus.

11. Is the EXOS material available in different rigidities?

Yes 4 different options from flexible, semi-flexible, semi-rigid to rigid.

