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Customer Service

Customer Service Representatives are available to assist you from 7 AM to 7 PM Central, Monday through Friday.

Tel: (855) 892-4140, (414) 892-4140

Fax: (414) 892-4150

Email: Inquiries@us.LRmed.com

L&R USA INC.

3880 W Wheelhouse Road Milwaukee, WI 53208 USA





ExoCustom[™] is now a part of the Exo[™] product family.

ExoCustom[™] is a custom flat-knit daywear compression garment with a superior fit that is made to your patients' exact measurements. For those who love the ready-to-wear ExoStrong[™] line, try our new ExoCustom[™] – personalized for fit, donning preferences and optional modifications. With ExoCustom[™] and TributeNight[™], L&R now offers you a 24/7 custom compression solution.

Field of Application:

- Therapeutic compression for daytime management of various stages of lymphedema/edema
- Maintain reduced volume and shape of upper and lower extremities

Features Benefits:

- Flat-knit structure/material
- Made to patient's exact measurements
- Made of high quality, durable material
- Manufactured in Milwaukee, WI USA
- Machine wash and dry
- Does not contain natural rubber latex
- Comfortable and breathable
- Superior fit
- Pairs well with ExoStrong[™] and ExoSoft[™] gloves
- ExoCustom[™] and TributeNight[™] provides a complete 24/7 custom compression solution

Exo[™] Product Family

ExoStrong

Ready-to-wear flat-knit garments that provides high containment while remaining comfortable. The ExoStrong[™] gloves pair well with the ExoStrong[™] and ExoCustom[™] arm sleeves.



ExoSoft

Circular-knit garments that provide comfortable gradient compression with excellent breathability.



ExoFusion

Circular-knit stocking that provides comfortable gradient foot compression with excellent breathability.



ExoSheer

Discreet, sheer fabric offers efficient gradient compression and maximum breathability.







Styles		Descriptions
UE-CG		Wrist to Axilla

ExoCustom[™]

is available in all upper extremity styles within wrist to axilla measurements.



Modifications for Upper Extremity Garments			
Modifica	Modifications		Available Styles
		Width	3.5 cm or 5 cm widths
Silicone	Silicone	Diameter coverage	Full or 3/4 (3/4 inside placement only)
	1	Placement location	Inside or Top
	Pocket	Placement location	Location customized for troublesome or sensitive areas
	Zipper	Placement location	Location customized to assist with donning



Styles		Descriptions
LE-AD	5	Below Knee
LE-AG	7	Thigh High
LE-BG	1	Ankle to Groin

ExoCustom[™]

is available in all lower extremity styles within toes to groin measurements.





Modifications for Lower Extremity Garments				
Modifications		Options	Available Styles	
		Width	3.5 cm or 5 cm widths	
Silic	Silicone	Diameter coverage	Full or 3/4 (3/4 inside placement only)	
		Placement location	Inside or Top	
	Pocket	Placement location	Location customized for troublesome or sensitive areas	
	Zipper	Placement location	Location customized to assist with donning	



ExoCustom[™] **Measuring and Order Forms**





Include this Order Information form with all ExoCustom orders

1. Order Information			3. Billing Info	ormation			
Date: PO #:			Account #:				
☐ Original order ☐ Reorder w/ changes ☐ Exact reorder			Bill to:				
Fax / Email (for confirmation):			Attention:				
Measured By (for order questions)				Address:			
Name:			Address 2:				
Facility:					City:		
Phone / Email:			State:		Zip:		
				•	Phone:		
2. Client Informat	ion				Email:		
Name / ID:					Credit Card Inf	ormation (if ap	oplicable)
Age:	Gender	r: ☐ Female	☐ Male		#:		
				•	Exp Date: /	,	SID:
Comments							
					4. Shipping I	nformation	☐ Same as billing address
					Ship to:		
			Attention:				
					Address:		
					Address 2:		
					City:		
					State:		Zip:
					Email (for notification	s):	
					Shipping Meth		
							d □ 2nd Day □ Overnight
						2	

Include this Order Information form with all ExoCustom orders

ExoCustom™

Lower Extremity Measuring and Order Form



3880 W Wheelhouse Road Milwaukee, WI 53208 Tel: (855) 892-4140

Measuring Instructions

- Have a non-toxic washable marker, tape measure, and pen available.
- Measure client after therapy or in the morning.
- Measure with client standing and weight evenly distributed.
- Measure lengths straight, do not follow leg contours.

Foot Lengths

Floor to Widest

Point of Calf



Circumference at

Floor to Base

of Patella



Circumference at Instep / Heel



Floor to Narrowest Point of Ankle



Floor to Narrowest Point of Calf



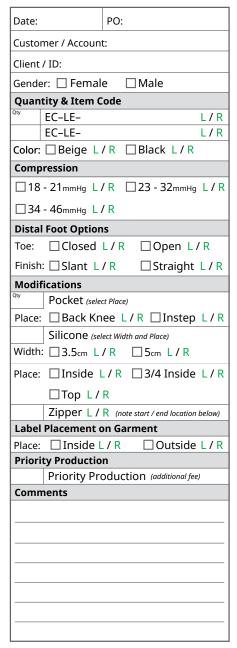
Floor to Mid-Thigh



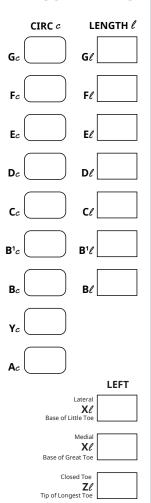
Floor to Gluteal Fold

LENGTH ℓ

Ordering Information

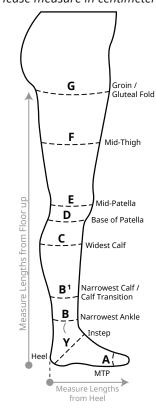


LEFT LEG MEASUREMENTS

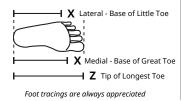


Please measure in centimeters

Floor to Mid-Patella



FOOT LENGTH MEASUREMENTS



RIGHT LEG MEASUREMENTS

CIRC c

Fc	F	?
Ec	E	?
\mathbf{D}_{c}	De	?
\mathbf{c}_c	C	?
B ¹ <i>c</i>	B16	?
Bc	B	?
Yc		
Ac		
		RIGHT
	Latera	
Ac	Latera X & sse of Little To	?
Ac	X e se of Little To	1 2 e
Ac Ba	X & se of Little To Media	
Ac Ba	X & se of Little To	
Ac Ba	X & se of Little To Media	1

Email forms to: customerservice@us.LRmed.com

Fax forms to: (414) 892-4150

ExoCustom™

Upper Extremity Measuring and Order Form



3880 W Wheelhouse Road Milwaukee, WI 53208 *Tel*: (855) 892-4140

Measuring Instructions

- Have a non-toxic washable marker, tape measure, and pen available.
- Measure client after therapy or in the morning.
- Measure your client's arm with the arm relaxed and slightly bent (≈ 35°), and palm facing up.
- Measure lengths on the medial / inside of the arm, following bend of arm.



Distal Wrist Crease

CIRCUMFERENCE c



Distal Wrist Crease to Mid-Forearm



Distal Wrist Crease to Elbow Crease

Please measure in centimeters



Distal Wrist Crease to Mid-Biceps

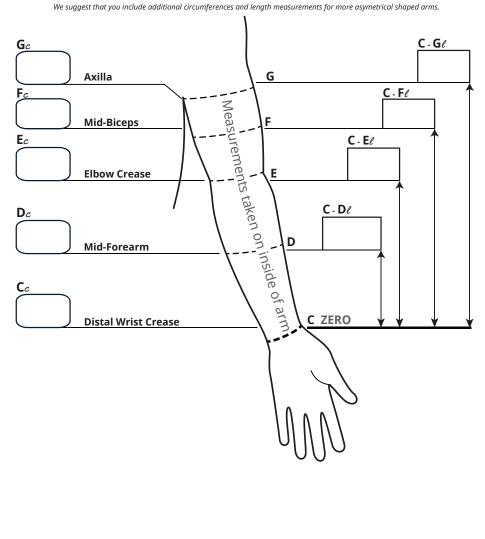


Distal Wrist Crease to Axilla Follow bend of arm

LENGTH ℓ

Ordering Information

Date:	PO:				
Customer / Accoun	t:				
Client / ID:					
Gender: Femal	e				
Quantity & Item C	Code				
eC-UE-	L/R				
EC-UE-	L/R				
Color: Beige L	/R □Black L/R				
Compression					
□ 18 - 21 _{mmHg} L	/ R □ 23 - 32 _{mmHg} L / R				
□ 34 - 46mmHg L	□ 34 - 46 _{mmHg} L / R				
Modifications					
Pocket - El	bow				
Silicone (sei	lect Width and Place options)				
Width: ☐ 3.5cm L /	'R □5cm L/R				
Place: 🗌 Inside L	/R 3/4 Inside L/R				
□Top L/F	₹				
Zipper L / R (note start / end location below)					
Label Placement on Garment					
Place: 🗌 Inside L	/ R Outside L / R				
Priority Productio					
Priority Production (additional fee)					
Comments					



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Care Instructions 40 0 A



Washing

- Machine wash with mild detergent in warm water
- Don't use bleach or fabric softeners

Drying

- Machine dry on permanent press
- Do not iron

Indications

- Various stages of lymphedema
- Edema

Contraindications

- Arterial insufficiency or degeneration / ABPI < 0.8
- Moderate to severe peripheral arterial disease
- Untreated congestive heart failure
- Untreated infection (i.e. cellulitis)
- Allergies or sensitivities to materials
- Absent or severe peripheral neuropathy (impaired sensation)
- Precautions
 - Severe cognitive impairment
 - Absent or severe peripheral neuropathy (impaired sensation)

Materials

Material content for all ExoCustom™ products: Nylon, Lycra®, Lyocell

How to Order

L&R USA INC. places a high importance on providing products exclusively through medical professionals. For a complete list of retail locations in your area, visit solarismed.com/where-to-buy.

If your facility provides durable medical equipment, call (855) 892-4140 or e-mail inquiries@us.LRmed.com to begin the account process.

L&R USA INC. representatives are available to assist you from 7 AM until 7 PM Central, Monday through Friday at (414) 892-4140.

Warranties

Sure-FitSM Guarantee

Every client deserves a great fitting garment. L&R USA INC. is proud to provide customers with an exclusive Sure-FitSM Guarantee. If the ExoCustom[™] garment does not fit as desired within two weeks of shipment, L&R USA INC. will alter or remake the garment free of charge.

Six-Month Warranty

Each ExoCustom™ garment is backed by a six-month warranty. Garments are guaranteed to be free of manufacturing or material defect for six months from the manufacturer's ship date. If the garment is found to be defective, L&R USA INC. will provide the necessary adjustments at no cost.

General

ExoCustom[™] garments are made in Wisconsin. Typically, customers receive their garment within 7-10 business days after an order is placed.

Returning Garments

It is important that a garment with a suspected problem be returned to L&R USA INC. as soon as possible. If needed, please call our customer service team to receive a return authorization at (414) 892-4140. Without the return of the garment it is difficult to determine the exact nature of the issue and find an appropriate solution.

Custom product return authorizations (RA's) are valid for the time permitted under the original warranty. After that time the RA will become void.

All garments returned to L&R USA INC. must be laundered and in clean, sanitary condition. Any garment returned unlaundered will be returned to the customer without inspection due to biohazard potential.

Returns and Cancellations

Since ExoCustom[™] products are custom made, they cannot be returned nor refunded.



What are people saying about ExoCustom™?



The overall fit, comfort and quality of my ExoCustom

The overall fit, comfort and quality of my ExoCustom to anyon is excellent. I highly recommend ExoCustom to anyone living with edema.

-Darryl T.



I'm able to get a better grip on ExoCustom's sturdy material, which makes it easier for me to fold and don my garment.



My ExoCustom fits well, controls my swelling and doesn't slide down like some other garments I've tried in the past.

-Winford C.



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