



Care Guide for Algeos 3D Insoles and Top Covers

How to Check for Wear

- Look for fraying or peeling on the fabric surface.
- Press the cushioning, if the foam feels flat or doesn't rebound, it's time to replace.
- Inspect for cracks or delamination between layers.
- Check hygiene, persistent odour or staining indicates replacement is needed.

When to Replace Custom-Made Shell

- For normal daily wear, you can expect your device to last a minimum of 12 months; with care taken not to misuse the device or expose to excessive moisture or heat, you can expect up to 3 years however, warranty cover is provided for the first 12 months only, from date of receipt of goods.

When to Replace Top Covers

- For normal daily wear, you can expect top covers to last 6-12 months.
- For high-impact activities (running, long shifts), you can expect top covers to last approx. 3-6 months.
- It is the responsibility of the user to ensure top covers are replaced sooner if any of the above signs of wear are noted, as this will protect the longevity of the shell.

Tips to Extend Lifespan

- Clean gently with mild soap and water, avoid harsh chemicals and excessive moisture.
- Avoid machine washing or drying in machines, as heat and agitation will damage top cover materials.
- Avoid drying on direct sources of heat, instead air dry.
- Ensure that insoles are not left inside shoe following exposure to moisture to prevent water damage.
- Rotate insoles if you have multiple pairs.

Warranty Statement

At Algeos, we are committed to providing high-quality orthotic products. Our warranty covers defects in materials and workmanship for a period of 12 months from the date of purchase.

What is Covered?

- Structural components (e.g., custom orthotic shells) are covered against manufacturing defects for 12 months.
- If a top cover or insole fails prematurely due to a manufacturing defect, it will be replaced or repaired free of charge.

What is Not Covered?



- Normal wear and tear of consumable parts, such as top covers and insoles, is not covered. These components are designed to wear out over time and may require replacement every 3–12 months, depending on usage and material.
- This warranty does not cover damage caused by misuse, abuse, accident, unauthorised modifications or repairs, improper installation, or other events outside of our control. This limited warranty does not cover normal wear and tear or natural degradation.

Important Note

This warranty is in addition to, and does not affect, your statutory rights under the Consumer Rights Act 2015. You are entitled to goods that are of satisfactory quality, fit for purpose, and as described, for up to six years (five in Scotland), regardless of any warranty provided.