

Orthotics FAQs

Why Sole Supports?

If you're getting these orthotics, it's because your doctor has determined that your feet are the root cause of your problems and conventional rehab methods aren't the answer! We love Sole Supports for several reasons: they are **custom** to your foot, they are **rigid, yet flexible** that allows for a good balance of foot support and flexibility, they are **reasonably priced** compared to other name brand orthotics, and they are **Middle Tennessee made** right down the road in Lyles, Tennessee, so turnover time from ordering to delivery is short!

I cut the orthotic top cover too short. Is that a problem?

As long as they are comfortable and the orthotic does not shift in the shoe with use, there is not a problem. Care should always be exercised when cutting the top cover, however, since there is a \$59 charge for replacing it.

Can I run and jump in the orthotics?

Yes, but we recommend that you ease into these activities slowly until you are used to the corrective forces of the orthotic. In other words, don't run a marathon in them the first week. Try a mile or so after the break in process and you are wearing them comfortably full time. See how it feels. Give your body a chance to adapt to the new support.

What if I cannot tolerate wearing the orthotics an additional hour each day during the break in period?

As long as you can increase your wear time by some amount each day, there is no cause for concern. Your Sole Supports are trying to change a lot of things about how your body works during standing, walking, etc. Some people, usually those with more rigid feet, tend to resist those changes more than others and have to progress more slowly. We recommend increasing by 15 minutes to each day to start if you are one of these people! If you cannot get up to full day use within about 2 weeks, talk to your provider to discuss it.

How long will my orthotics last?

The plastic shell should last indefinitely with normal use and are covered by warranty against cracking or breakage for **2 years** (long enough to protect from manufacturing defect). As long as they remain in a pair of shoes, there is little that is likely to happen to them. Of course, it is possible to accidentally run over them with a car or a dog could chew them up—things that are reasonably easy to avoid. The only other thing that might damage the shell is excessive heat exposure: if you were to leave them under the rear window of a closed car during a hot summer day, they could change their shape. The top cover is a soft covering which is degradable over time, depending on use. It could easily last several years or disintegrate in 8 months, depending on how active the person is. It is covered by warranty for the first 6 months. It can be replaced when worn out for a cost of \$59.

Do the orthotics require any maintenance?

You may want to wash the top covers with a sponge and mild detergent from time to time, especially if an odor develops. The top covers are waterproof and do not absorb sweat, but like any material held against the body, over time, surface residues may build up. The orthotics can be washed by hand with a mild soap or detergent that DOES NOT contain bleach. We do not recommend the use of a dryer to dry the orthotics. Please allow the orthotics to air dry completely before the next wear.

Can the orthotics get wet?

All materials and glues used in their construction are completely waterproof, so they can be completely submerged in water with no effect for reasonable periods of time.

Can Sole Supports work in ANY type of shoe?

Short answer, No. Shoes like sandals/flip flops and clogs/Crocs don't work well with the orthotics. Orthotics need to sit in some kind of container that surrounds and stabilizes them, otherwise they will shift around annoyingly or even come out of the shoe. So sandals need to have a removable footbed to work well with orthotics, and orthotics need to be manufactured to fit in a given style of sandal. So a special additional pair of orthotics would need to be made. Clogs usually do not have heel backs, so they would need to have a removable footbed to hold the orthotics. Any shoe with an open toe might need to

have the orthotics made especially for them so they look well integrated with the base of the shoe. Tight shoes for dress or sports usually accommodate our constrictive shoe design orthotic. In some cases, the shoes may need to be sent with the casts to ensure proper fit (example: figure skates, ballet shoes, etc).

Will I always need the orthotics?

It is possible, but not certain! Sometimes, once there has been loss of arch height and function, the only way to regain them is through direct support. With years of regular orthotic use, the ligaments in your feet will tighten up somewhat, but a few days of going without the support will stretch them out again. With regular arch support and foot mobility exercises, the time you can go without your orthotics may be extended, but it is possible you may need the orthotics again someday! Think of them as your safety net if the activity you're doing is TOO stressful for the feet, the orthotics are there to catch your feet! It is not recommended to go without your orthotics for long periods without consulting your doctor first to ensure your feet are ready for the extra stress of being unsupported.

If my foot is changing by wearing the orthotics, when should I get new ones based on my "new" foot?

If you are not enjoying new hobbies or stressful activities (hiking, running, new job where you're on your feet a lot, etc.), then there should be no need to recast and get new orthotics. A "new" foot with a good balance of stability and flexibility will handle the stresses well, while having the safety net of your orthotics in case the stress becomes too much. They will prevent the foot from crossing the line into the painful dysfunction that caused the need for the orthotics in the first place. Ultimately, your doctor will evaluate your feet and tell you if new orthotics are necessary.

Many people like having additional pairs of orthotics, though, to minimize the need for moving the orthotics to other shoes.

My leg and back muscles feel different. Is that normal?

Your orthotics are changing the way your feet function and effect the posture of your legs, hips and back. It is normal to be aware of different patterns of muscle use, tension, possibly even some temporary mild soreness, as your body adapts to these changes. These are all positive changes that you will no longer notice after a relatively short period of time of regular orthotic use. If these problems persist, please speak with your doctor about them so they can address possible dysfunction in those areas as well.

What if the orthotics slide around in my shoe?

This can happen when either a met head or sulcus length is used since the top cover does not reach the full perimeter of the sole. Some shoes have a more slick sole material that might facilitate sliding, or the orthotics are used in shoes sized wider than others. Double-faced tape may be used on the flat heel bottom of the orthotic or velcro may also be used to help anchor the orthotic to the shoe at the heel.

What if the orthotics squeak with use?

Some shoes have the kind of material on the sole that can cause squeaking as the distal edge of the shell moves back and forth. Sprinkling some baby powder on that area of the sole under the orthotic should eliminate the problem.