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Thank you for choosing Step Forward Foot Correctors - Soft Steps. You will be able to wear them for many years, providing your body with the means to correct and prevent foot and posture problems. Please carefully follow the instructions in this manual for the best results.

The unique Foot Correctors you now wear, are made from a non-allergenic, long lasting material designed to correct and align each foot as it conforms to the shape of the Corrector. Most foot supports are made to fit the unbalanced or troubled foot – Soft Steps are made to change the problem foot by restoring natural position and alignment, eliminating fatigue and related discomfort.

Step Forward’s Soft Step design has been sold on an international market since 1962 and is recommended by Doctors, Orthopaedic Surgeons, Chiropractors, Osteopaths, Physiotherapists, and Sports Medicine Clinics.
See the enclosed brochure for a complete list of the properties and benefits of Step Forward Soft Steps.

**suggested break-in and wearing instructions**

### Break-In Instructions

How long should I wear my arch supports daily?

<table>
<thead>
<tr>
<th>Day</th>
<th>AM</th>
<th>PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day 1</td>
<td>30min</td>
<td>30min</td>
</tr>
<tr>
<td>Day 2</td>
<td>45min</td>
<td>45min</td>
</tr>
<tr>
<td>Day 3</td>
<td>1hr</td>
<td>1hr</td>
</tr>
<tr>
<td>Day 4</td>
<td>1.5hr</td>
<td>1.5hr</td>
</tr>
<tr>
<td>Day 5</td>
<td>2hr</td>
<td>2hr</td>
</tr>
<tr>
<td>Day 6</td>
<td>3hr</td>
<td>3hr</td>
</tr>
<tr>
<td>Day 7</td>
<td>4hr</td>
<td>4hr</td>
</tr>
</tbody>
</table>

Plantar Fasciitis, painful or sensitive feet should halve program times!
The table is a guide ONLY. Use common sense, listen to your body and adapt the program to your own needs. It may take YOU longer than the suggested times to become comfortable.

- If anything does not feel right or there is persistent or worsening discomfort, contact us right away. Years of experience with this product means we can give you the best advice and support.

- It took time for the foot to get into poor shape, so allow time for correction to take place. Be patient. Do not use the Soft Steps for sport or higher level activities until you are completely comfortable wearing them all day.

- The Soft Step size may not match your shoe size – we fit your arch, not your foot length. Some people may even require a different size for each foot.

- Do the break-in using as comfortable and supportive a shoe as possible – preferably with adjustable fastening. Later on more varied shoe types will be comfortable as well.

- Feet stretch as we age – do not wear shoes that are too small! Shoes need to be approximately 1.5cm longer than your feet. When buying new shoes, try them on with the Soft Steps, to ensure they fit comfortably, with enough room for proper circulation.
• Soft Steps *must* be worn on a level surface to function correctly – NO SIDEWAYS TILT! You should not wear one arch on top of another arch. Raised or moulded portions in the centre part of the removable manufactured inners, which are found in sports shoes and trainers, may be trimmed away, leaving a level foundation for the Soft Steps. See below.

Trim soft inner soles in sport shoes - Do not throw them out.

• Soft Steps are excellent for any sport as they relieve pressure on the bone structure and absorb shock. BUT go through a gradual break-in period once again, as outlined in “suggested break-in and wearing instructions”, and DO NOT rush into activities
strenuous to the feet until your feet are ready – or you may even get blisters!

- Soft Steps will not cause feet to sweat and will not retain any odour. Wash the supports occasionally in warm water and soap.

- Maintain the shape and flexibility of Soft Steps by doing a reverse bend from time to time.

**Reverse Bend Instructions**

A bend in the opposite direction that your weight is applied.

1. Hold the orthotic face-up with both hands.

2. Apply pressure with both hands simultaneously, as if you were folding it in half.

3. Hold, or pump, in this direction, restoring height & flexibility to the shape.
do’s and don’ts

- When moving Soft Steps from shoe to shoe, remember Left and Right.
- DO NOT place Soft Steps near fire or heat.
- DO NOT leave them in direct sunlight or on the dashboard of a car.
- DO NOT boil them in water.
- DO NOT use abrasive chemicals to clean them.
- DO NOT let your dog chew them.
- Soft Steps only work when you wear them, so please DO NOT LOSE THEM!!

wearing instructions for open shoes

Clean the bottom of the heel part of the Soft Step, as well as the heel area of the sandal or open backed shoe, to remove all oiliness or residues –
methylated spirits works well. Let dry.

- Attach a coarse WHITE piece of Velcro under the heel of the Soft Step and a soft BLACK piece lengthwise on the heel part of the shoe. See diagram. Apply pressure and preferably leave to set overnight.

- Position the Soft Step so that the back of the device is at all times flush with the heel of your foot. See diagram.
tips for wearing

- Discard shoes that are worn out or too small. Do not walk with improper wear patterns.

- Remember that the Soft Steps are a tool, not a crutch, and do not need to be used in all shoes, all of the time.

- Rotate shoes daily. Your feet are to adapt to the Soft Steps, but not to any particular shoe.

- If extra cushioning is needed under the Soft Steps, use the soft, flat inner soles available from shoe stores and pharmacies. Hi-tec ECI is a good example.

- If your shoe size changes over time, you may need a different size Soft Step as well. Call us for a reprint, to make sure.

foot care and exercises

- Regularly massage feet with Aloe Vera Gel or olive oil. This helps release tension, promotes mobility and softens and tones dry, cracked skin.

- Roll your foot on a golf ball (or foot roller, tennis ball, or coke bottle) with even pressure,
for 5 minutes at a time.

- Use a rolled towel as a resistance band. Hold the ends in your hands and place your foot in the middle of the towel. Now use it to apply pressure as you twist, turn, push and pull the foot.

- For good results be patient and consistent.

**HAMMER TOES**

caused by muscle imbalance, which causes the end joints of one or more toes to bend down, while the closer joints bend up.

- Take hold of the toes and slowly stretch them forward, massaging the muscles and tendons.

- Push each toe IN and twist. Pull each toe OUT and twist.

- Reach down while standing and take hold of each toe to straighten them out. Use your fingers to stretch the toe muscles and tendons gently and firmly.

- Standing in 2 or 3 inches of water during your bath/shower, place the heel of one foot over the hammer toes of the other foot. Push downward and maintain pressure for 30 seconds. Repeat on each foot several times.

**BUNIONS**

a condition where the big toe angles inward,
creating a bump at the base of the toe, which can be painful when inflamed. There may be a bunion on the little toe too and calluses under the toes and on the sides of the foot.

- It is essential to wear shoes with adequate room for the toes. Even sandal straps which are in front of the joint, will pull the big toe inward. *Do not wear shoes that are tight and crowd the toes!*  

- In order to gradually increase the range of motion, hold the big toe between your thumb and finger and gently rotate the toe in a circular motion.

- Grab the big toe with your fingers and pull out, while using the thumb of your other hand to push in on the large joint. Put pressure OUT on the toe and IN on the joint.

**HEEL PAIN / BONE SPURS**

chronic inflammation of the Plantar Fascia.

- Use the knuckle of your hand to probe around the heel. Press all sore or tender areas.

- Massage along the length of the plantar fascia in the arch of your foot, in order to loosen it, or use the towel method described earlier.

- Walking stretches the plantar fascia in the arch of your foot, tightening it again, so the loosening needs to be done daily until all
inflammation has disappeared.

**testimonials**

FROM USA

- “...I would like to report my personal and professional satisfaction with the Alzner Foot Support. I find it to be superior to all others I have tested...”
  
  M. Sansone, DC. January 1983.

- “…I’ve got to tell you that these supports are far superior to the supports that were supposedly ‘tailor made’ to fit me from my foot mould...”
  

- “…Before I met you, two different surgeons were proposing surgery to correct my painful foot problems. The supports have precluded that, and I have had no problems since buying them...”
  

- “…Since I started using your product, my knee problems have all but vanished. My back problems are less apparent than they have been in years and my posture has improved tenfold. I am able to hike and enjoy the physical activities that were causing me pain...
in the past. Your inserts fit into any shoe and nobody knows that I am wearing them...”

• “...Your orthotic has enabled me to give results to my patients which they could never have realized previously. Specifically the Soft Step Orthotic, which neutralizes most postural abnormalities and balances the hips, knees, pelvis and spine to a proper biomechanical position...”

• “...Not only do my feet always feel comfortable no matter which shoes I am wearing, but my back pain is nearly completely resolved and I feel so much better that I am now able to run several times a week with no foot or back discomfort whatsoever...”

• “...It’s very seldom that a product gives results consistent with the expectations put forward by a salesman. Your Soft Step Foot Correctors proved better than promised...”
C. White - Washington.

• “...I am sure that not many of your customers figure skate. You told me that I would have better balance...and I do. And my spins are more centred and some noticeable improvement in my jumps. Who noticed?
Both of my coaches…”
S. Goldman - Illinois.

• “…I owe all of my foot comfort in Nepal to you. I climbed in the Annapurna and Everest areas and was not bothered once by my Plantar Fasciitis. Last summer I could not have done it. Thanks for helping a dream come true…”
S. Benerth - North Pole, Alaska.

SOUTH AFRICA

• “…What I’m really saying is that the inner soles made my trip a success! We reached the summit of Mt. Kilimanjaro on Thursday morning with great jubilation…”

• “…I have orthotics that are built up... doctors wanted to operate on my hip... but I am so much better with your Foot Correctors that I no longer need surgery…”
Elisabeth - Cape Town.

• “…Thanks for a brilliant product... Worth every cent... They are unbelievable... I am so happy…”

• “…Oh, I just love it... Wear them all the time…”

• “…I am using the inserts full day now and what
a difference!! I haven’t been able to walk barefoot on a hard floor for many years, and now I can walk without pain in the evenings – what a pleasure!...”
Roz - plantar fasciitis 8 years - South Africa. 2012.

• “...Dra sole heeldag en my voete voel regtig baie beter... baie dankie...”
Christa – Bloemfontein. Mei 2012.

• “...Ek voel al so sleg dat ek jou nog nie laat weet het nie. So dol aan die kant met die golf. Op die oomblik in Zambia. Ek geniet my innersoles soo baie, regtig ‘n bate vir my golf, nogmaals dankie. ..”
Albert, Professional Golfer. Gauteng.

• “...I am loving my insoles and amazed at how they are working. On reading your brochure saw my “out of alignment “ - one shoulder and hip lower than the other. So was not surprised when I felt “pulling”, especially in my neck/ shoulder area, after wearing the insoles. The insteps of both feet were also a bit tender on the third day of wear, first thing, but I do listen to my body and adjusted things accordingly. My “ locked toes”, left foot, are starting to relax and I am quite amazed at the progress already. I am wearing them full time now and the only thing I haven’t done yet is jog in them because I have a bout of flu, but
as soon as I can I will be jogging in my new best friends. Thank you for your help and good advice...”

Bonnie.

• “...Has helped in 4 months for severe compartment syndrome...”

Christi

• “...Just thought I would drop you a line to say that the orthotics I bought from you at the Getaway show 16/3/13 in CT have really worked. I struggled for the 1st two weeks and felt like I was walking on potatoes and even had severe headaches which went down my back, but because they were so expensive I just had to make them work, and with your encouragement, took it more slowly. We did go to Italy and France after 2 weeks and I walked every day all day for 16 days, up and down 88 steps to our bedroom, and all was well which is saying something as I had had such bad Plantar fasciitis that I could hardly stand when I got out of bed in the morning. If I go a day without them my heels get sore and the tendon under my feet starts to stiffen again so I suppose its just a matter of keeping it going. Anyway, thanks a million, as you know how your life comes to a halt when
your feet give in and with them Im fine!...”

Jenny CT.

• “...I just quickly want to let you know, that Mervyn and I are both wearing our foot correctors all the time now and it makes a huge difference already. My left foot feels better than the right, but with time I am sure both feet will be fine. I should have done it years ago and I would have had less pain all these years and would have saved Dr.’s fees and all sorts of medication. Mervyn mentioned that his heels are also much better and less lower back pain...”

Marion PE.

• “...All going well! Have got a new lease of life & am totally pain free which is wonderful. I am onto full day wear & the difference is beyond words. Thank you so much for your wonderfully professional attention. Kind regards...”

Maureen-Ruth Natal.

• “...Ek wil net graag Verslag doen oor my “Step Forward” sole: dit werk 100% vir my. Na ’n paar maande kan ek ook weer lekker vinnig stap. Sonder pyn... salig! Baie dankie vir jou hulp en geduld met die Sms’e...”


• “...I just wanted to say a BIG THANK you to Step
Forward for helping me get back on my feet. Last year I was depressed because I was in extreme pain and couldn’t walk normally from January. I was using a crutch to help me move around.

My son and daughter in law saw your stand at the House and Garden show and heard how the arches work. They took me the next day to get fitted with a pair of the Step Forward arches.

It took me less than a week to get used to wearing the arches and it's made such a positive change in my life. I'm so proud to say on Sunday 26th May, I did the 15km East Coast Radio Big Walk. Thank you Step Forward for helping me live a normal life again. Keep up the good work and keep more people walking...

Tina - Durban.

• “...just some feedback things are a lot better in the beginning it felt like hotspots under my feet but after 3 days a lot better. One thing I must say that the pains in my knees are virtually gone. I thought that I would never be able to run again without pain - since I am wearing the soft step I am able to run pain
To share your story with us, send us a postcard or email us at info@stepforward.co.za.

**limited warranty**

- Soft Steps are warranted against defects in materials or workmanship. Due to the nature of the material used, there is no warranty against heat and/or abrasion.

- If the Soft Steps should break, return them to our office for a free replacement. (Wear and tear excluded).

- In compliance with the Consumer Protection Act (“The CPA”) legislation, all steps have been taken to ensure that the Soft Steps are safe and of good quality.

**returns and refunds policy**

- Step Forward Foot Correctors provide the highest quality of goods. We are confident that you will be satisfied with your purchase. If you experience any problem or concern, please refer to the options below. We have endeavoured to ensure compliance with the
Consumer Protection Act and all policies are as prescribed by the CPA.

- The Soft Steps will be refunded or exchanged if returned within 14 days of purchase with the original receipt, the goods in their original condition and packaging and you may not have used them at all. We cannot exchange or refund them in a used condition, due to Hygiene and Sanitary Considerations.

**disclaimer**

- The Soft Steps are designed to correct and align each foot as it conforms to the shape of the corrector. The correction and alignment of each foot may be achieved with the proper use of the product as set out in the owners manual.

- The use of the Soft Steps will not guarantee a cure, or prevent any foot disease, health condition or any related ailments. The Seller is not liable for any incidental or consequential injuries or medical complications caused by using the goods. The Buyer hereby acknowledges responsibility for consulting a medical practitioner if necessary, or at the recommendation of the Seller.
• **Orthotic** - If we suspect that discomfort is being caused by a wrong size of orthotic we will check and change the size (within 1 year of purchase) Please contact us in this regard.

• **Break-in** - Trying to do the break-in too quickly, particularly in high level activities like gym and sports, may make the foot very tired and uncomfortable, and in some cases, even cause blisters. It is recommended to go slow and consistent.

• **Shoes** - 1. Some Shoes can affect the position of the orthotic. For example: if the back of the shoe forms an angle sloping away from the heel of the foot, a gap is created, into which the orthotic may slide back, and thus no longer snugly cup the heel.

This backward movement of the orthotic, both in open sandals and in shoes which leave a gap behind the foot, can be prevented by using the supplied Velcro to keep the orthotic in place, flush with the foot.
2. Shoes that are too tight or too short (shoes should measure 1.5cm longer than your foot), will press the foot too tightly down on the orthotic, causing discomfort. The foot should rest on top of the orthotic and be able to make a stretching movement, together with the orthotic, when stepping down.

If any of the above is not clear, please call us.