



KIVA WELLNESS
ENERGISE ICE BATH
USER MANUAL

Get ready to take the plunge and unlock a new level of wellbeing with the Energise Plunge Ice Bath.




Treat the nervous, immune, and cardiovascular systems to some cold water therapy & unlock a new level of commitment, discipline and willpower through this mindfulness challenge.

We are so excited for you to start your Kiva ice bath journey and experience all of the health benefits the Energise Plunge has to offer.

Please read the user manual carefully before using, pay special attention to the safety precautions and keep for future reference.

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@kivawellness   



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Mindfully Created For Your Wellbeing.

Here at Kiva Wellness we combine innovative technology with meaningful local support. Now you can take your wellness and recovery into your own hands, and into your home.

Invest in you, your rituals and your radiance. Reap the life enhancing rewards with a Kiva Wellness transformation.

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Our Mission & Vision

Our vision is to facilitate a better quality of life by creating access to innovative therapies and fitness equipment.

Inspiring and enhancing experiences of exercise and relaxation regularly and without barriers, one session at a time all in the comfort of your home.

Connecting people with unique wellness solutions and empowering ownership of health & wellbeing.

Our Values

We put **people first** because health is uniquely yours, and we are all on a different journey to achieving total wellbeing.

We value **kindness** and always strive to be genuine with our community and our endeavours. **Growth** is important to us so we can continue to offer meaningful support and innovative products as our community grows.

We want our customers to have **access** to elevating their health at home and being able to get the products of their choice without barriers.

We seek **sustainable** outcomes for every aspect in our business, consciously reducing our footprint wherever we can.

Our Kiva Promise

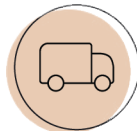
ELEVATING YOUR WELLNESS & RECOVERY
THROUGH INNOVATIVE TECHNOLOGY



SUITABLE FOR
OUTDOORS



2 YEAR
WARRANTY



FREE
SHIPPING



NON-TOXIC
MATERIALS



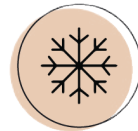
EASY TO
ASSEMBLE



ENERGY
EFFICIENT



WIFI & MANUAL
CONTROL



PRODUCES
ICE

Safety Sheet

Fit the electrical protection devices in compliance with local regulations. For safety reasons, you should not replace or repair the chiller yourself. If the ice bath requires repairs, please contact us for assistance.

Do not place objects inside the chiller while it is working. They could come into contact with the fan and damage it, or cause an accident. Do not use the chiller without the grille or plaque, as this could cause the ice bath to malfunction. The ice bath may only be reset following a full inspection by a qualified service engineer. Unqualified service engineers may not adjust the ice baths switchboards, valves or controllers.

The ice bath can be set up indoors and outdoors, but if set up outdoors, ensure that it's undercover and electrical components are protected from the weather.

It can be set up in a location with fresh air, electrical access and pool filter piping. Do not place the ice bath in an enclosed area with limited air volume where discharged air will be re-circulated. The ice bath should also not be set up in a location where the air inlet could be blocked. These locations deny the ice bath a continuous fresh air supply, which reduces its efficiency and may prevent adequate heat yield.

This ice bath can be used by children aged from 8 years and above, and persons with reduced physical, sensory or mental capabilities if they have been given supervision or instructions concerning use of the appliance in a safe way, and understand the hazards involved. Children should not be permitted to play with the ice bath. Cleaning and user maintenance should be conducted by adults only.

Do not place hands or any other object into the air outlet and fan, as it could damage the chiller and cause injuries. In the instance of any abnormality found in the chiller, please cut off the power and contact us immediately. It is strongly suggested to place a guard around the machine to keep children away from the chiller.

Pregnant individuals should avoid extreme temperature changes, including very cold water, without consulting their healthcare provider.

People with certain medical conditions, such as Raynaud's disease, cardiovascular issues, or respiratory problems, should consult their healthcare provider before attempting ice baths.

Each person's tolerance to cold varies, so it's essential to listen to your body and not push yourself too hard.

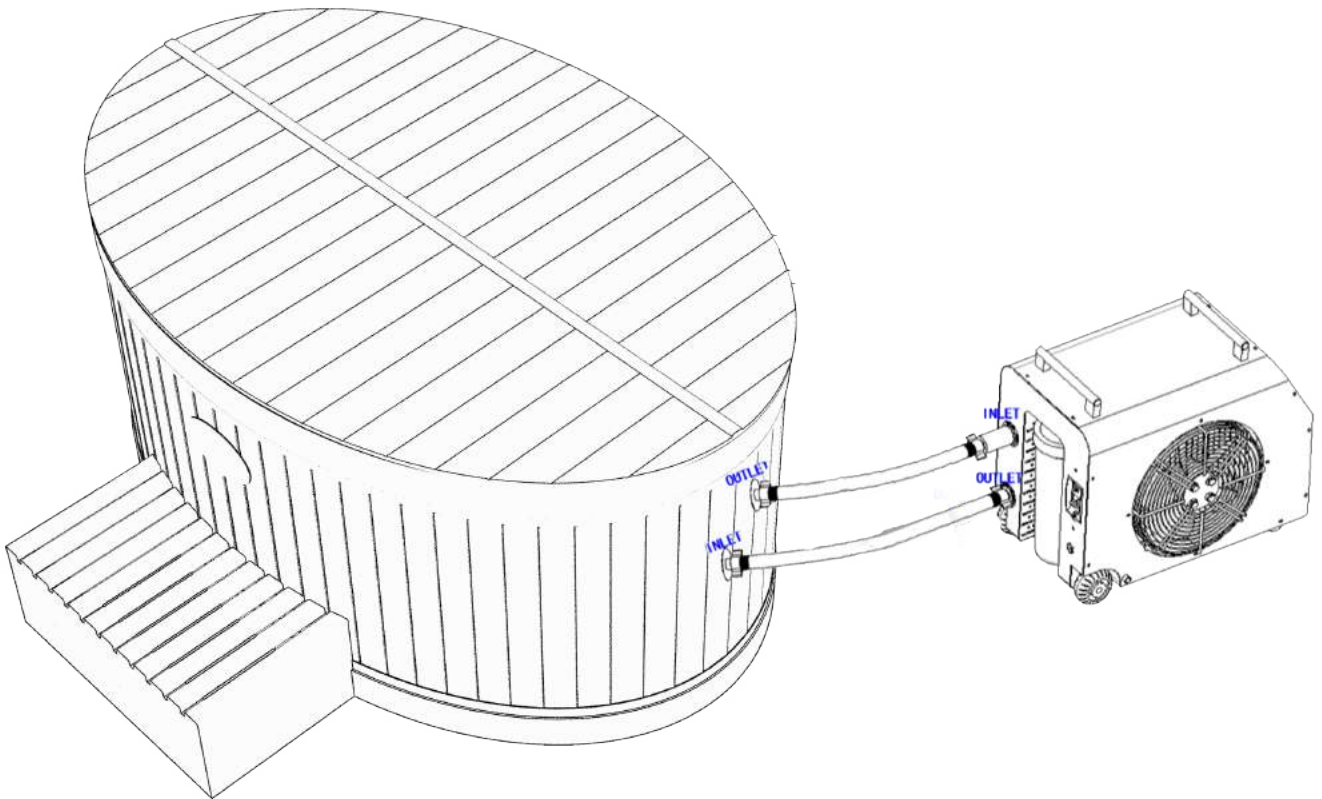
Safety Sheet Continued

Basic safety precautions should always be observed when using an ice bath, including the following:

1. Test the TEST button on the leakage switch before using the ice bath to ensure that the leakage protection is effective.
2. Children should be supervised to ensure that they do not play with the chiller.
3. Do not tilt the chiller more than 45 degrees, as this may cause the compressor to malfunction.
4. Do not cover air inlet holes of the chiller when in use as this may cause the compressor failure.
5. Keep the fan at least 70 cm away from the wall to prevent hot air from being drawn back into the chiller, And DO NOT put the chiller in a small enclosed space.
6. Do not turn off the chiller when the ozone is working, wait until the ozone is finished before turning off the chiller.
7. Turn off the chiller when the water temperature reaches the set temp and unplug the power supply before taking a bath.
8. When the chiller is in heating mode, it's normal to have condensate water leaking from the chiller.
9. Place the chiller under a rain-shelter for outdoor use.

Installation Process

Step 1: First connect chiller INLET to the tub OUTLET, making sure the connection parts is with sealing gasket. (Torque 4KG)



Step 2: Connect the chiller OUTLET to the tub INLET, making sure the connection parts is with sealing gasket. (Torque 4KG)

Step 3: Add enough water to the tub and wait a few hours for water to cool to desired temp.

Step 4: Turn off the chiller, and enjoy a safe bath.



- 1 - Chiller Box
- 2 - Water Inlet Hose (Top One)
- 3 - Water Outlet Hose (Bottom One)
- 4 - Headrest
- 5 - Control Panel (on Chiller Box)

In order for the ice bath to cool, the filter pump must be running so that the water can circulate through the chiller. Without this circulation, the chiller will not start. When all connections have been made and checked, the following steps should be followed:

Control Panel



- 1 - UP Button
- 2 - DOWN Button
- 3 - SET Button
- 4 - ON/OFF Button

1. Child Lock:

Press and hold the 'UP' button and 'DOWN' button together for 5 seconds to lock or unlock the control panel.

2. Temperature Set:

Click the 'SET' button until flashing, Click or press the 'up' or 'down' button to set target temp.

3. WIFI Set:

Switch on bluetooth on your phone, connect to a 2.4GHz WIFI network (not 5GHz), press and hold the 'SET' button on the chiller for 6 seconds until you hear a beep, the WIFI icon on the chiller should start flashing, open the TUYA app on your device to connect with the chiller.

4. °C and °F Changes:

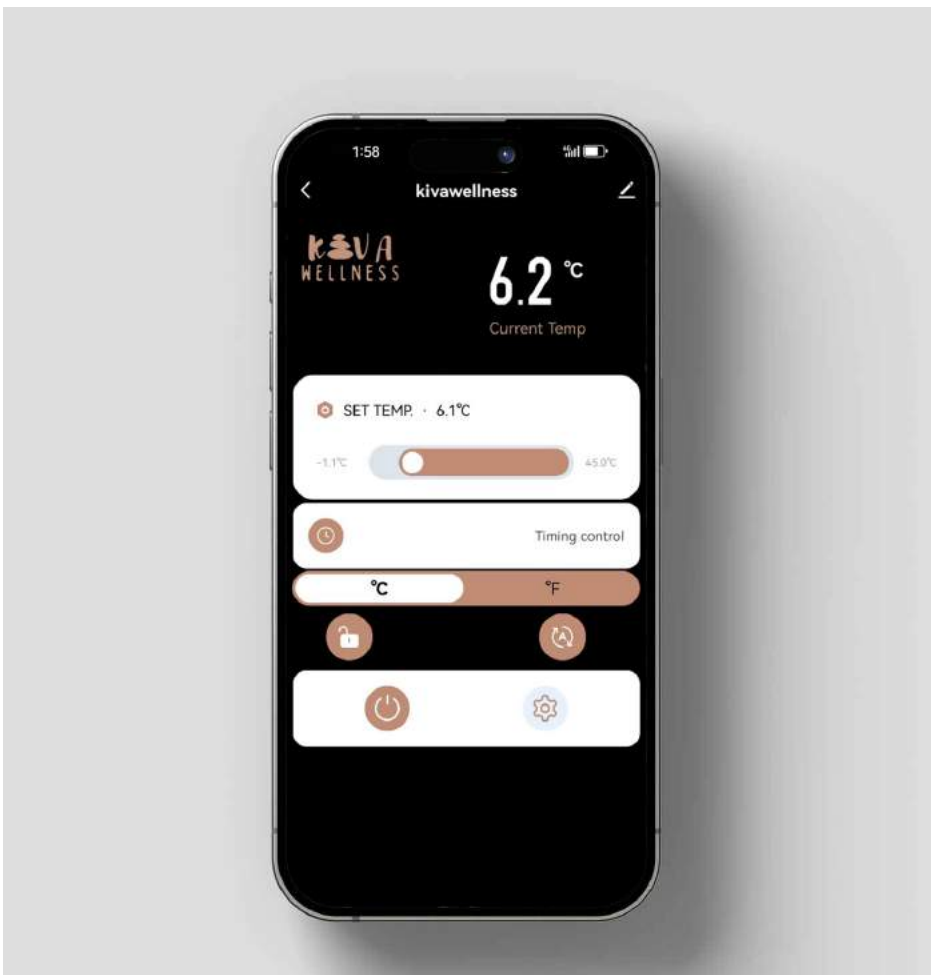
Press and hold the 'DOWN' button for 10 seconds to exchange the temperature units between °C and °F.

App Connection

1. App Setup:

Ensure that your smartphone is connected only to a 2.4 GHz WIFI network and that Bluetooth is turned on. Make sure that your smartphone and the chiller are in the same area with WIFI coverage. The chiller is not programmed to work with 5 GHz WIFI networks.

- Download the "TUYA SMART" app by searching for the app in the App or Google Play store.
- Install the app onto your smartphone and create an account. (Both are required)
- If prompted, open the app in your browser to download it.
- Open the TUYA app on your smartphone.
- When the device pop-up appears, click the "add" button, then click the '+' button.
- Enter your WIFI ID and password, then click next.
- Wait for the setup to complete.
- Click the 'DONE' button.
- Once the setup is complete, you should be able to control the chiller remotely using your smartphone from any location.



Scan this QR code for direct app download



Operational Instructions

1. Once the bath is filled with the desired amount of water, turn on the filter pump using the Run button. At this point check for any leakages from the piping. The ice bath should start when the time delay period has elapsed.

2. Press the **Set** button once and then using up or down buttons now select your desired temperature for the water to either chill or heat to.

When the ice bath has been running for a couple of minutes, check if the water arriving from the top pipe into the tub is hotter or colder than the water currently in the tub. If you are chilling the water coming out of the top pipe into the tub should feel colder.

3. Attached to your chiller is a 20 micron cartridge filter. For normal home use we recommend changing the filter every 3 months. You will find a wrench that can be used to unscrew the filter cartridge, now you can place the base of the filter in the clear plastic tube before fastening it back to the holder using the wrench. Check for leakage after reinstalling.

4. The filter pump should run until the desired pool water temperature has been reached. Once the set temperature is reached, the pump will switch itself off. As long as the filter pump is running, it will restart automatically when the temperature of the pool water rises more than 1 degree below the set temperature.

Depending on the starting temperature of the water and the air temperature, it can take several hours for the water to reach the desired temperature. Covering the pool with the insulated jacket will reduce this period.



Filter cleaning & replacement

The filter in your ice bath plays a crucial role in maintaining water cleanliness and should be attended to regularly:

Domestic Use: Clean filters weekly; replace them monthly.

Commercial Use: Clean filters daily; replace them weekly.

For new filters, please contact us to make arrangements.

Changing the Filter: A Step-by-Step Guide

Power off: Ensure the ice bath and pump are turned off before proceeding.

Locate the Filter: You'll find the filter inside the chiller box.

Unscrew the Filter Housing: This is located at the top of the filter unit. It's normal for water to be inside the housing, so don't worry about spills during this step.

Replace the Filter: Gently pull out the old filter and dispose of it. Insert the new filter in its place.

Reassemble: Screw the filter housing back onto its attachment. Ensure it's tightly secured to prevent any leaks.

Restart the System: Turn the ice bath and pump back on. Check to ensure water is flowing through the new filter properly.

For any additional assistance or queries, please don't hesitate to contact us.



Maintenance of your Bath

- Check the water inlet and drainage often. The water and air inflow into the system should be sufficient so that its performance and reliability does not get compromised. Clean the pool filter regularly to avoid damage to the ice bath caused by clogging of the filter.
- The area around the ice bath should be spacious and well ventilated. Clean the sides of the chiller regularly to maintain good heat exchange and to save energy.
- Check if all processes in the ice bath are operational and pay special attention to the operation pressure of the refrigerant system regularly.
- Check the power supply and cable connections regularly. Should the ice bath begin to function abnormally or should you notice a smell from an electrical component, contact us to arrange for an inspection, repair or replacement.
- We recommend that you change the water if the ice bath does not work for an extended period of time. You should check all parts of the ice bath thoroughly and fill the system with water before turning it on again to check the operation.

Failure Codes

Error Code	Cause	Solutions
FL	The chiller doesn't work	A) the vacuum pump still working. 1. Check the hose connect to the tub is with sealed gasket. 2. Clean the mesh inside the filter 2 B) the vacuum pump does not work 1. Replace a new vacuum pump.
CH1	NTC1 failure (green)	Replace the NTC1 temp sensor, re-start the chiller
CH2	NTC2 failure	Replace NTC2 temp sensor
CH3	NTC3 failure (RED)	Replace NTC3 temp sensor
CH4	NTC4 failure	Replace NTC4 temp sensor

Installation Precautions

1. When connecting the water pipe between the bath body and the chiller, please ensure that the connection is secure and check if the sealing O-ring is intact (a new O-Ring needs to be replaced after removal)
2. The bath has a maximum capacity of 500L, and it is recommended to fill water to a level of 10cm from the top of the bucket. The minimum water amount before operation is above the inlet and outlet pipes inside the bucket.
3. Only use normal tap water to fill you bath.
4. Before draining water please check if the drainage pipe is properly installed.
5. When storing (please clean the bucket and cover it with a protective cover when not in use for a long time).
6. The Cedar wood of the barrel has a natural color difference, so please feel free to use it without any further treatment; Wipe off water with a wet towel that has been wrung dry; Do not use sharp and hard objects to avoid scratching the surface.
7. Ensure your hands are dry before touching electrical components and power plugs.
8. Your Chiller comes loaded with refrigerant Freon which may need to be replenished after normal use for 1-3 years, this is standard with all chillers.
9. The compressor has the same noise output of a standard house freezer. This noise is normal when in use.
10. The filter of the chiller needs to be replaced regularly, and it is recommended to replace it every 3 months.

General Warnings to consider

Note: It is recommended that you have a waterproof plug socket installed.

The chiller should be turned on only when there is water in the tub covering both the top and bottom tubes. If the chiller is turned on without water it can cause irreversible damage to the chiller.

Freon refrigerant re-fills and future maintenance must be performed by a qualified professional.

Please refer to the machines for the amount of freon required for re-filling.

Sharp edges and coil surfaces are harmful and should be avoided

If the unit is not powered on for a long time, chilling with the outside environment with temps of $\leq 0^{\circ}\text{C}$, the water in the heat exchanger and water tank may freeze which can result in cracking.

Power supply should be set in 1.4 meters or above where children can not reach.

WARNING: Do Not Inhale Ozone. Move Immediately to a Fresh Air environment if exposed. Keep Out of Reach of Children.

Hazards to Humans and Domestic Animals—Do Not Expose Children, People, Pets, Plants or Valuables to Ozone.

Seek doctor's advice if exposed to ozone. Ozone half-life is 30 minutes. Areas where ozone generators are installed must be well-ventilated in case of accidental leakage.

This unit does not contain ozone. This unit produces ozone while running by creating oxygen in the air or an oxygen source to ozone. Use a degasifier and ozone destructor with the ozone generator.

Short term inhalation of high concentrations of ozone and long term inhalation of low concentrations of ozone can cause serious harmful physiological effects.

Do not inhale ozone gas produced by this device.

Disconnect all power to pool equipment prior to installation, maintenance, or removal of the Hydroxzone ozone Generator.

To avoid risk of electric shock, fire, or injury, servicing of the chiller should only be performed by a qualified pool service professional.

Installation must be performed in accordance with the National Electrical Code and any applicable local or state installation codes.

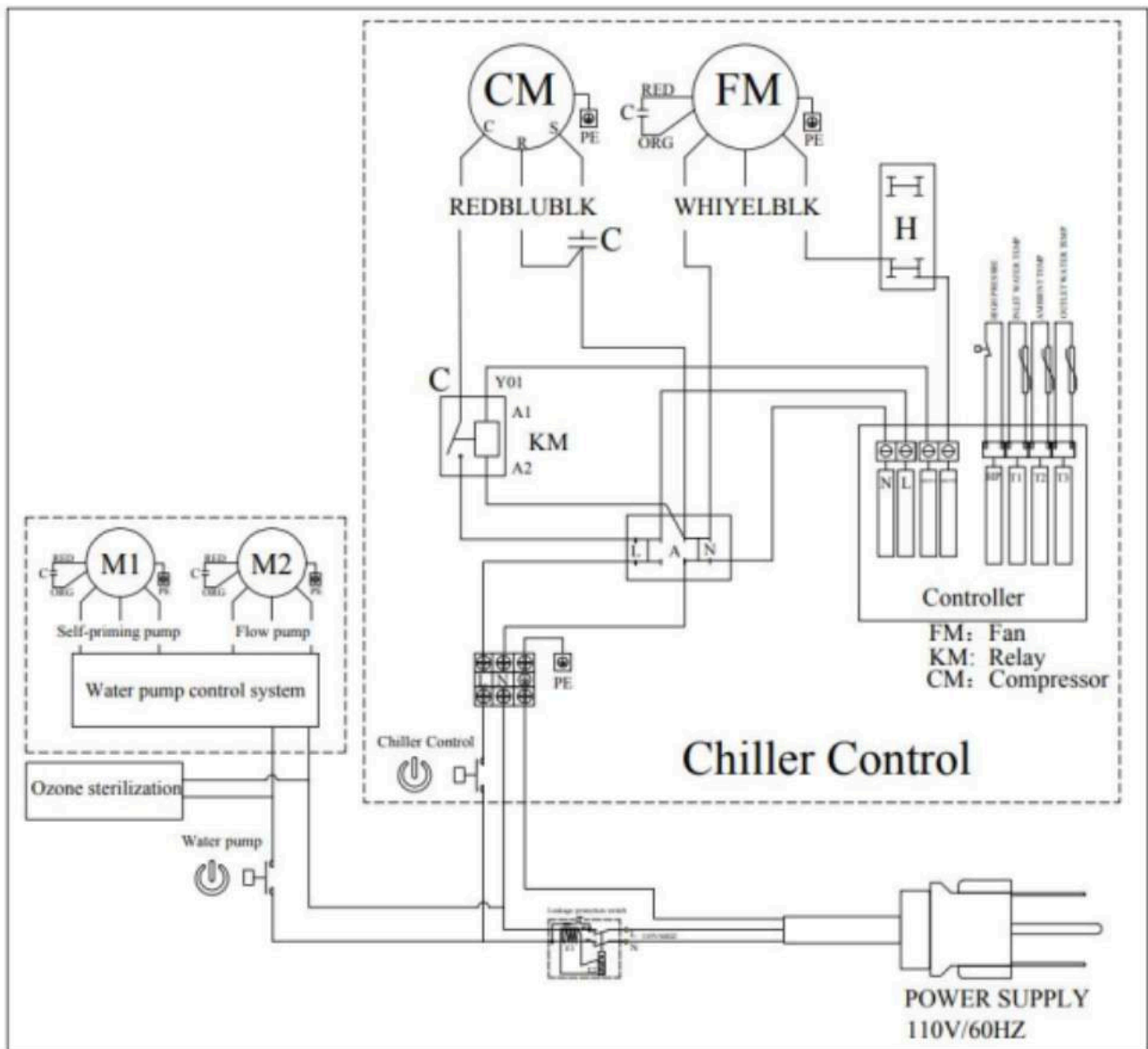
NOTE: The instructions in this document provide general installation guides. Consult your dealer for specific installation instructions.

Check system for any visible damage caused during shipping. If damage has occurred, contact the delivery company and your dealer immediately.

Before beginning installation, please verify that all listed parts are included.

Name Plate & Wiring Diagram

Unit Model	CT12/CT13/CT14
Rated Cooling Capacity	2KW
Input Power Cooling	1KW
Running Current Cooling	10.5
EER	2.0
Noise @1meter	110V/1PH/60Hz
Water Connection	56dB(A)
Water Flow Volune	G1"
GWP Value	0.7m ³ /h
Refrigerant(R410A)	300g
GWP Value	2088
T of COz equivalent	0.626



Warranty

Warranty Period: 2 Year Warranty on chiller, 3 Year warranty on all other parts.

Kiva Wellness are the warranty providers for Kiva Wellness products. Kiva Wellness warranty this product to be free from defects in materials and workmanship while in normal commercial use for a period of five years on parts and labour from the original date of purchase.

Do not return your ice bath to the store you purchased from before contacting Kiva Wellness directly.

LOGGING A WARRANTY CLAIM

Should you experience any issues with your product, please follow the below steps to lodge a warranty claim:

1. Contact Kiva Wellness and let them know the following details:
 - Your warranty details including name, email and phone number
 - Product name and model number
 - Explanation of how the damage occurred
 - Photos of the damage or issue is highly beneficial to expediting your claim
2. Kiva Wellness will assess your claim and respond within 24-48 hours. If the product exhibits a defect while in normal commercial use and within the warranty period; Kiva Wellness will either repair or replace the product or defective part free of charge.
3. In the event that the product is required to be sent to the service centre, the customer is required to pay for all packing, freight and insurance costs for transit of the product to Kiva Wellness. This is subject to the applicable consumer laws in your jurisdiction.
4. If the product, or one of its parts, qualifies for replacement or service within the 30-day period after the date of purchase, Kiva Wellness will arrange the shipping at no cost to you.
5. Any product sent to Kiva Wellness must include a return authorisation form that will be provided to you after your warranty claim is accepted. Failure to include this form may result in the product being rejected from the warehouse or a delayed service time.
6. In the event that the warranty period for a product has expired, or if a product does not qualify for warranty service, repair or replacement, customers can still buy replacement parts or have products repaired by one of the Kiva Wellness service centres. Please contact Kiva Wellness for further information. Kiva Wellness will contact you with a quote prior to undertaking any service work outside of the warranty coverage.
7. Typical turn-around times to address warranty claims can be between 10-14 business days, plus shipping, depending on location and type of damage or warranty claim.

8. In no event will the liability exceed the retail value of the product. We make no warranty with respect to parts, from a source other than Kiva Wellness warranty.

9. In the event that warranty parts or products are provided, the customer must cover the related shipping costs to receive goods.

10. All exchanged or substitute parts and products replaced under warranty service will become the property of Kiva Wellness. Repaired or replaced products or parts thereof will be warranted by Kiva Wellness for the balance of the original warranty period.

11. Kiva Wellness goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

WARRANTY DOES NOT COVER

1. Damage, accidental or otherwise, to the product, not caused by a direct defect in factory workmanship or materials.

2. Damage due to abuse, mishandling, alteration, misuse, commercial service, tampering, accident, failure to follow the care, operating and handling provisions indicated in the instructions.

3. Damage caused by parts or services not authorised or performed by Kiva Wellness.

4. 'Normal' wear and tear that naturally and inevitably occurs as a result of normal use or ageing.

5. Some states do not allow the exclusion or limitation of incidental or consequential damages. Therefore, the above limitations may not apply to you in the case of damage in shipment. If your product was damaged in shipment: Immediately report this type of damage to the parcel carrier and have them file an inspection report to contact the distributor from whom you purchased the product for further instructions.




6. You have rights and benefits under the consumer laws in your jurisdiction. Without detracting from these rights or benefits, Kiva Wellness excludes all liability in respect of this product for any other loss which is not reasonably foreseeable from a failure of this product, which may include liability for negligence, loss of expenditure associated with the product and loss of enjoyment.

KIVA WELLNESS

ELEVATE YOUR WELLNESS & RECOVERY

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Kiva Wellness products should not be considered medical devices, and should be treated as general wellness products only. Our product range has not been designed to prevent or treat medical conditions, and we recommend you consult a health practitioner if you are unsure about whether a Kiva Wellness product is suitable for you.