



Owner's Manual

Compact Range

Series 4



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Your
Compact

01

What's new in Series 4



The Series 4 of the Compact Range has been designed with improved performance and latest technology in cooling and heating power. Today's iCools are the most powerful mobile ice bath machines on the market to give you the fastest chilling performance available anywhere. Manufactured from the highest quality materials and components for long service life, ice bath sessions are quick to set up, easy to use, easy to pack up and transport.

Superfast Cooling

The Compact Series 4 range is our best selling range of cooling and heating units ideally suited to small and medium size baths from 200L up to 2,000L. Depending on the model, they can cool or heat your pool in as little as 1 hour where other products advertise cooling times of as much as 24h to 72h.

Wide Temperature Range

All Compact models have the capacity to chill water down to 5°C (40°F). Dual Temp models also have the capacity to heat water up to 40°C (104°F). The IceMan machine has capacity to chill water down to 2°C (35°F).

100% mobile

The most advanced cooling power in the most amazing compact mobile package so you can take a cold plunge wherever your recovery takes you. Easy transport is allowed thanks to the two handles and two roller wheels.

HD Touch Screen

All models feature a big bright & great looking latest technology HD touch screen.

Remote Control

Remote control is available by connecting your Compact to your home network and pairing it with your own smartphone, tablet or computer.

Use with any iCool pool or your own bath

All Compact models can be used with either your own tub, spa or bath, any IcePro inflatable pools, any IcePod pools or any MiPod Remote fibreglass tubs.

24/7 Operation

All Compact chillers have been designed to be used 24/7 with fully automatic control and low noise turbo fan.

***Accessories' colours may vary.
RED fittings may be replaced by LIGHT GREEN fittings.
Always follow colour coding.**

Identify your Compact

This manual is intended to help you get started using the Compact Range of cooling units. To know your device's features, specifications and operation instructions, you will first need to identify your product. Below are some guidelines to help you determine your model, your series and your voltage.

Identify your model

Your device's model name is printed on the front cover of your unit **1**. There are 5 models in the Compact Range:

- > Compact Cool
- > Compact Cool Dual Temp
- > Compact XP
- > Compact XP Dual Temp
- > IceMan

Identify your series

The Series of your product corresponds to a certain 'batch' of cooling units made at a certain time. The Series is marked on the side panels of your device **12** and on the front page of your owner's manual.

Identify your voltage

To determine the voltage of your machine, please refer to the voltage label affixed on the left hand side of your unit **13**.

Identify your serial number

Your *Device ID* (or Serial Number) is noted on the label attached at the back of your unit **9**.

Included with your Compact*



Full HD Capacitive Touch Screen built-in



Industrial Water Pump with fittings to match the voltage of your machine (220V: Yellow Davey Pump / 110V: Red Marlin Pump)



Complete Hose Set:
> 18mm x 3000mm (red or light green)
> 12mm x 3000mm (dark green)
> 18mm x 500mm (red or light green)



Standard pool fittings to suit 19mm (1") pool connections.

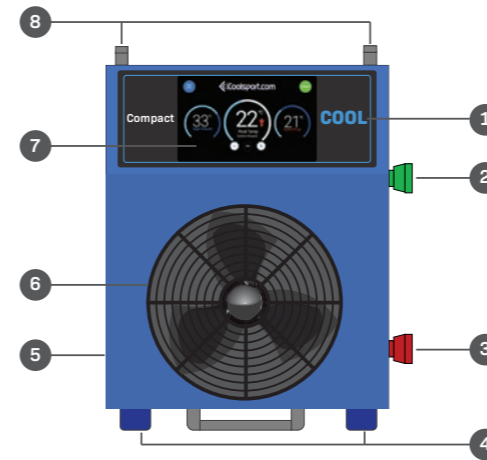


Power plug to suit country (EU, USA, AUS or UK)

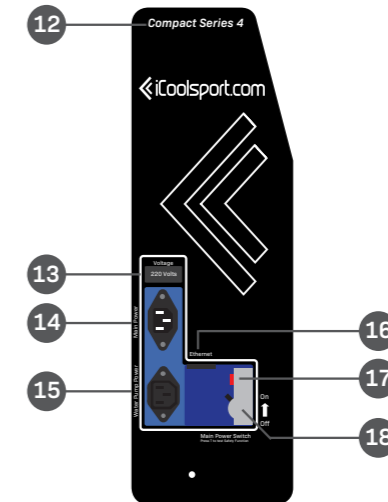


Owner's Manual

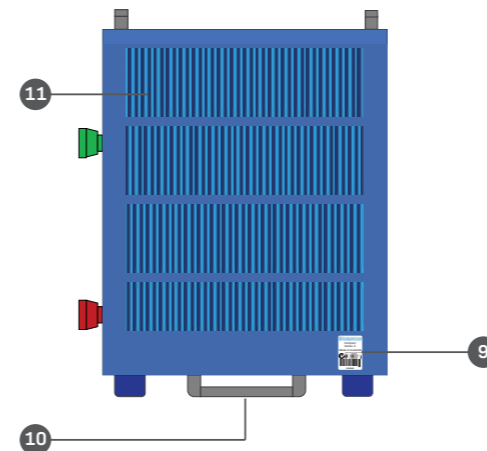
Front View



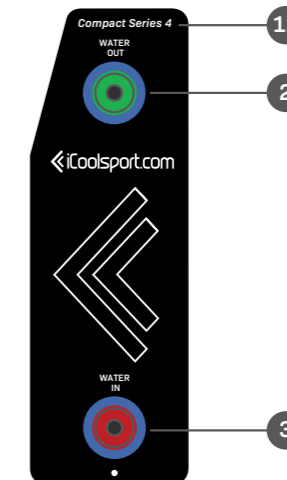
Left Side View



Back View



Right Side View



- 1** Product Model
- 2** Water OUTLET
- 3** Water INLET
- 4** Wheels
- 5** Main Chassis
- 6** Fan
- 7** Standard Control Touch Screen
- 8** Top Handles
- 9** Serial Number
- 10** Bottom Handle
- 11** Condenser
- 12** Product Series
- 13** Machine Voltage (110V or 220V)
- 14** Main Power Socket
- 15** Water Pump Power Socket
- 16** Ethernet Port (use for Remote Control Version)
- 17** Safety Test Button
- 18** Main Power Switch

Specifications

MODEL	COOL	COOL Dual Temp	XP	XP Dual Temp	ICEMAN
Power Line Voltage Cooling / Heating Running Power 220V (& Max.) Running Power 110V (& Max.) Frequency 110V / 220V	Manufactured in 110V or 220V 5000 Watts / Chill Only 5 Amps (12 Amps) 10 Amps (20 Amps) 50/60Hz	Manufactured in 110V or 220V 5000 Watts / 5000 Watts 6.5 Amps (13 Amps) 13 Amps (26 Amps) 50/60Hz	Manufactured in 110V or 220V 7200 Watts / Chill Only 7.5 Amps (14 Amps) 14 Amps (28 Amps) 50/60Hz	Manufactured in 110V or 220V 7200 Watts / 7100 Watts 7.5 Amps (14 Amps) 15 Amps (28 Amps) 50/60Hz	Manufactured in 110V or 220V 7800 Watts / Chill Only 7.5 Amps (14 Amps) 14 Amps (28 Amps) 50/60Hz
Finishes & Materials Cabinet & Chassis & Coatings Heat Exchanger Heat Pump Pumping Handles / Wheels / Side Panels	Marine Grade Aluminium - Blaze Blue Titanium Commercial Grade Copper St. Steel / Polyurethane / Co Extruded Acrylic	Marine Grade Aluminium - Blaze Blue Titanium Commercial Grade Copper St. Steel / Polyurethane / Co Extruded Acrylic	Marine Grade Aluminium - Blaze Blue Titanium Commercial Grade Copper St. Steel / Polyurethane / Co Extruded Acrylic	Marine Grade Aluminium - Blaze Blue Titanium Commercial Grade Copper St. Steel / Polyurethane / Co Extruded Acrylic	Marine Grade Aluminium - High Gloss Black Titanium Commercial Grade Copper St. Steel / Polyurethane / Co Extruded Acrylic
Size & Weight Net Height x Width x Depth in mm Net Weight Kg / Pounds Size & Weight in STANDARD SHIPPING (LxWxH) Size & Weight in TRAVEL CASE (LxWxH)	650 x 550 x 350 mm 32 Kg / 72 Lbs 650 x 460 x 840 mm 45 Kg 880 x 490 x 830 mm 52Kg	650 x 55 x 35 mm 36 Kg / 79 Lbs 650 x 460 x 840 mm 49 Kg 880 x 490 x 830 mm 57Kg	650 x 55 x 35 mm 39 Kg / 85 Lbs 650 x 460 x 840 mm 52 Kg 880 x 490 x 830 mm 60 Kg	650 x 55 x 35 mm 39 Kg / 85 Lbs 650 x 460 x 840 mm 52 Kg 880 x 490 x 830 mm 60 Kg	650 x 55 x 35 mm 39 Kg / 85 Lbs 650 x 460 x 840 mm 52 Kg 880 x 490 x 830 mm 60 Kg
Pool Compatibility & Recommended Pool	Max. 500L pool / IceOne Pro	Max. 500L pool / IceOne Pro	Max. 2000L pool / IceMate Pro	Max. 2000L pool / IceMate Pro	Max. 2000L pool / IceMan Pro
Operation Lowest Temp / Highest Temp Automatic operation 24/7 operation	5°C (40°F) / No heating Yes Yes	5°C (40°F) / 40°C (104°F) Yes Yes	5°C (40°F) / No heating Yes Yes	5°C (40°F) / 40°C (104°F) Yes Yes	2°C (35°F) / No heating Yes Yes
Display Software-chip Display Remote Control Screen Remote Control over WiFi	Developed by iCool Full HD Capacitive Touch Screen Optional Yes	Developed by iCool Full HD Capacitive Touch Screen Optional Yes	Developed by iCool Full HD Capacitive Touch Screen Optional Yes	Developed by iCool Full HD Capacitive Touch Screen Optional Yes	Developed by iCool Full HD Capacitive Touch Screen Optional Yes
Electrical Earth Leak Device for maximum user safety Power Plug 3 pin UK, US, AUS, EU Airflow Sound Heat Pump Type RCD Pump	Yes 30 Milliamps max allowed leakage 3 Pin Heavy Duty to suit country Low Noise - 2000 Cubic ft per minute 59 dBa tested at 1.5m Rotary Electrically Isolated Pump supplied by built-in RCD electrical safety device	Yes 30 Milliamps max allowed leakage 3 Pin Heavy Duty to suit country Low Noise - 2000 Cubic ft per minute 59 dBa tested at 1.5m Rotary Electrically Isolated Pump supplied by built-in RCD electrical safety device	Yes 30 Milliamps max allowed leakage 3 Pin Heavy Duty to suit country Low Noise - 3000 Cubic ft per minute 69 dBa tested at 1.5m Rotary Electrically Isolated Pump supplied by built-in RCD electrical safety device	Yes 30 Milliamps max allowed leakage 3 Pin Heavy Duty to suit country Low Noise - 3000 Cubic ft per minute 69 dBa tested at 1.5m Rotary Electrically Isolated Pump supplied by built-in RCD electrical safety device	Yes 30 Milliamps max allowed leakage 3 Pin Heavy Duty to suit country Low Noise - 3000 Cubic ft per minute 69 dBa tested at 1.5m Rotary Electrically Isolated Pump supplied by built-in RCD electrical safety device

Quick Set up

02

Prepare for set up

To make setup as smooth as possible, please follow carefully the instructions outlined below. Do not use the cooling unit until you have read this entire owner's manual. Improper installation or operation may result in equipment damage not covered by warranty.

Unboxing

We strongly recommend keeping the original packaging of your unit for as long as your warranty lasts. It can be used if you ever re-locate the chiller and offers you peace of mind for transport.

To unpack, cut vertical straps and slowly remove cardboard lid. You'll then see all your accessories in a foam block. Make sure nothing is missing.

Pull out foam block and remove cardboard edges. Your chiller is held by a zip tie on the bottom handle. Cut zip tie carefully and remove Compact from its base.

Requirements of the room

Your Compact can be placed anywhere you want and may be used in an outdoor area with the requirements to protect the unit from direct sun and rain, avoid very corrosive environments such as very close to the ocean and long exposure to extreme temperatures. We recommend outdoor exposure to be for short periods of time only and that they are packed away under cover when not in use. The ideal temperature to run your Compact is between 10°C and 25°C for best results.

Extreme Weather Exposure

Never allow the water to freeze or serious damage could occur that is not covered under warranty.

On very hot climates over 45°C, it may not be possible to run the system at full power due to the excessive heat. If the temperature inside the unit exceeds 70°C, the over heat safety circuit will operate and shut the machine down.

Positioning

Your Compact unit must be placed on a uniformly flat and level surface. It should not be placed more than 30 meters from your pool. Be sure to place the pool and chiller on an area that can support the weight of the bath when full (water is very heavy, 1KG per Litre). It is always recommended that you seek the advice of a qualified engineer or the local council if unsure.

Compacts are fully mobile however they must not be moved while in operation. We suggest that you closely consider the required location for your ice bath and that you account for drainage of your pool and attachment point to drain the surplus water, prior to filling your bath.

Airflow

Please ensure that your Compact is placed at a minimum distance of 300mm on all sides away from any obstacle, wall or structure to allow proper airflow. Please also make sure it is kept away from heat sources of any description.

You **must** provide appropriate ventilation to keep the machine within a safe operating temperature. A good ventilated area is required so your chiller can disperse the heat effectively into the air and it should not be placed in a confined space otherwise it will reach unsafe temperatures that will cause the inbuilt safety system to operate.

Water Condensation

Please note that your unit is a very powerful chiller and condensation will occur inside of it. Water may leak under the chiller, this is completely normal. If necessary, you can place a dripping tray under the unit to catch the water.

Condensation is water from the air being condensed as ice or water on the very cold surfaces of the iCool's machinery. This is more evident in high humidity where the air contains a lot of water.

Assembly Connection

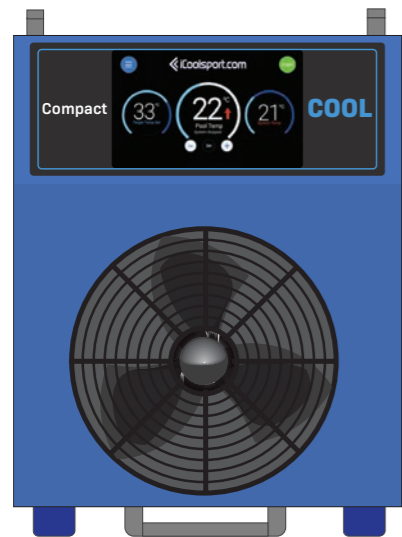
***Accessories' colours may vary.
RED fittings may be replaced by LIGHT GREEN fittings.
Always follow colour coding.**

The first step to your Compact Assembly is to connect the water hoses between your chiller, your pump and your pool. Compact chillers are compatible to use with the iCool IcePro Range, iCool IcePod Range, iCool MiPod Remote Range and your own bath or tub. Different fittings/connectors are provided depending on the pool used.

1. Connecting the water hoses to your Compact

Firstly, connect your hose set to your Compact and make sure to match the colours of the connectors as shown in the diagram*. To connect the fittings, line up the white marks and twist clockwise 1/4 of a turn to lock.

→ Water flow direction

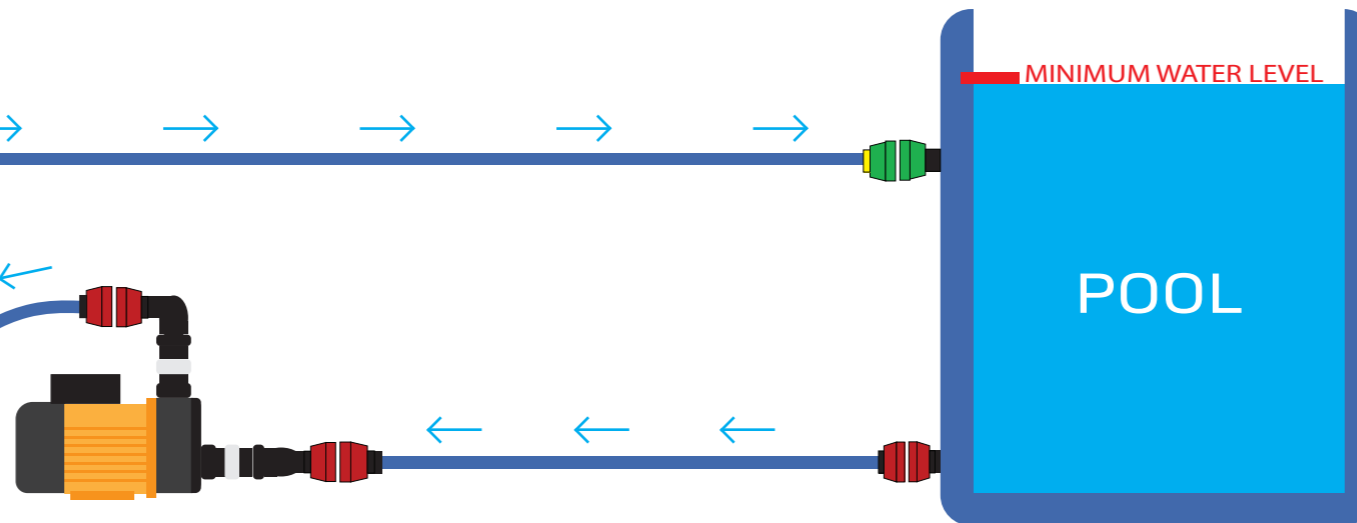


2. Connecting the water hoses to your water circulation pump

The shorter length of hose with RED connectors joins the bottom of the chiller to the top of the water pump.

The longer length of hose with RED connectors joins the bottom of the pump to the bottom of the pool.

NOTE: Your pump may not look exactly like the one below but the connections and water flow are exactly the same no matter which pump was provided.



iCool IcePro inflatable bath & IcePod



Ball valve included with your chiller if ordered with an IcePro or IcePod tub.

This valve must be connected to the bottom of your pool and the longer hose with RED connectors (set to open position while chiller is ON).

With the **IcePro inflatable baths**, make sure to inflate the pool prior to connecting the hoses.

iCool MiPod Remote Fiberglass bath



With a **MiPod Remote**, your compact will come with PVC barrel unions installed on your chiller suited for 1 inch PVC pipes.

PVC pipes & MiPod water outlets are not included. Installation is recommended to be completed by a certified plumber.

Warranty does not apply to faults coming from custom installations.

Your own bath, spa or tub

If using your **own bath**, there are 3 options to connect it to your chiller:

- > make 2 holes and add 19mm connectors in your pool and use the standard hose set and pool fittings
- > place hoses over your bath & use a different submersible water pump to place inside the water (not supplied unless specifically ordered)
- > use 1inch PVC pipes and request for PVC barrel unions on your chiller (not supplied unless specifically ordered)

3. Connecting the water hoses to your Pool

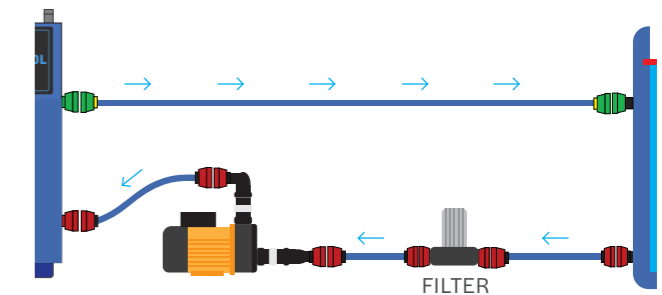
The longer length of hose with GREEN connectors goes from the top of the chiller to the top of the pool.

NOTE: Standard green & red pool fittings are provided with all orders. If you are connecting your chiller to an iCool pool and you ordered it at the same time, your pool fittings may look slightly different however the colour code and the water flow are exactly the same no matter what pool you are using.

4. Connecting to a Water Filter (Optional)

If using the optional iCool Compact filter, an additional 500mm hose is provided when ordered at the same time.

It is recommended to place the filter between the pump and the pool as shown in the diagram below.



5. Fill with water

Once all hoses have been connected, you can fill your pool or bath with water. Please make sure the water level is above the top water outlet to avoid water flow issues. If you have a ball valve, make sure all connections are tight and open the valve to let water flow between the chiller and the pool.

Please also account for the volume of the person who will be using the bath and do not overfill bath to avoid an overflow.

Power Connection

The second step is to connect the chiller to the power. You must absolutely make sure that you do not connect your Compact machine to the wrong voltage or this will cause serious damage not covered under warranty. Please check the voltage on the name plate above the power IN socket - it is either a 220 volt model or a 110 volt model.

Power Connection



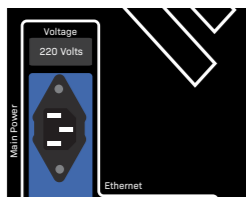
Compacts must be connected to the voltage marked on the machine, **they are NOT multi-voltage and using a different voltage may cause severe damage.** Please avoid the use of long extension cords as they may result in voltage drops that may trigger the inbuilt safety system.

The power input socket on the side of your Compact must be connected to standard AC power capable of providing at least 13 Amps in countries with a 220v supply, and 26 Amps in countries with a 110v supply. The Compacts require much less power than this for normal operation, however they need more power for up to a minute each time they start up and this must be allowed for.

All AC power connections used must have an earth connection that complies with your local electrical safety regulations.

1. Connect MAIN POWER

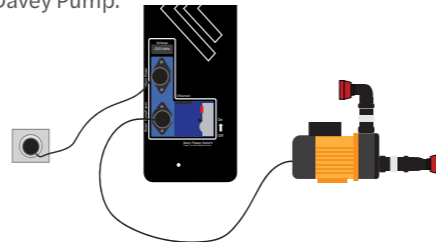
Plug the MAIN POWER to the top socket. You must use the correct voltage as shown above the socket.



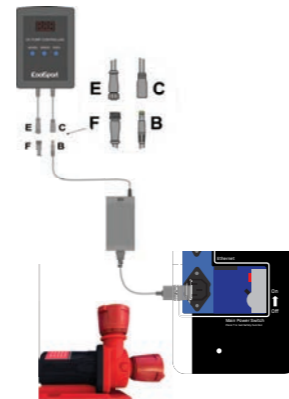
2. Connect WATER PUMP

Plug the WATER PUMP to the bottom socket. If not using the water pump provided, do not use pumps exceeding 1,000 w.

If your model is 220V, please follow connections shown below for 220V Davey Pump.

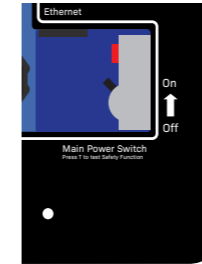


If your model is 110V, please follow connections shown below for 110V International Marlin Pump.



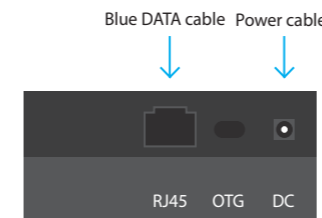
3. Turn on SWITCH

Turn the Main Power Switch ON to start the unit.

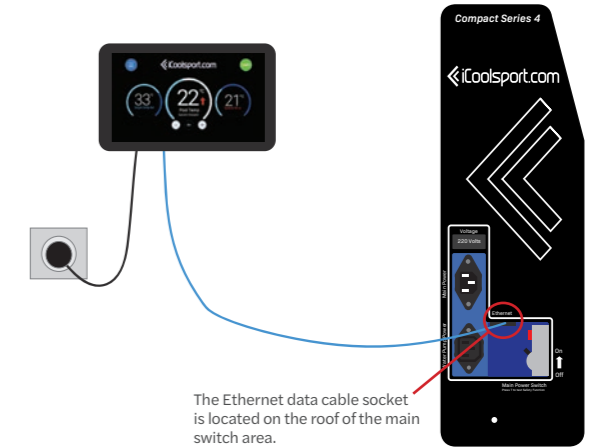


4. Connect to your Remote Compact Screen (Optional)

If you have ordered the optional REMOTE COMPACT SCREEN VERSION, your chiller will come with a separate box that includes a 13 inch Remote Screen. The screen will come with its own power DC cable, Blue Data cable and mounting plate & instructions.

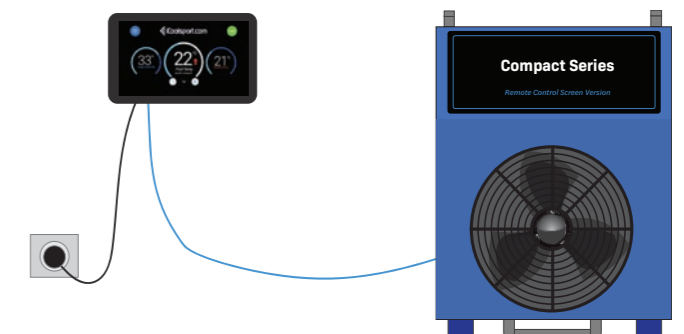


To connect the screen to your chiller, plug the DC cable to your screen and to a power outlet then connect the Blue Data cable to the RJ45 socket behind the screen and to the Ethernet socket in your chiller as shown in the diagrams below. Once connected, your screen will turn on and load the software automatically.



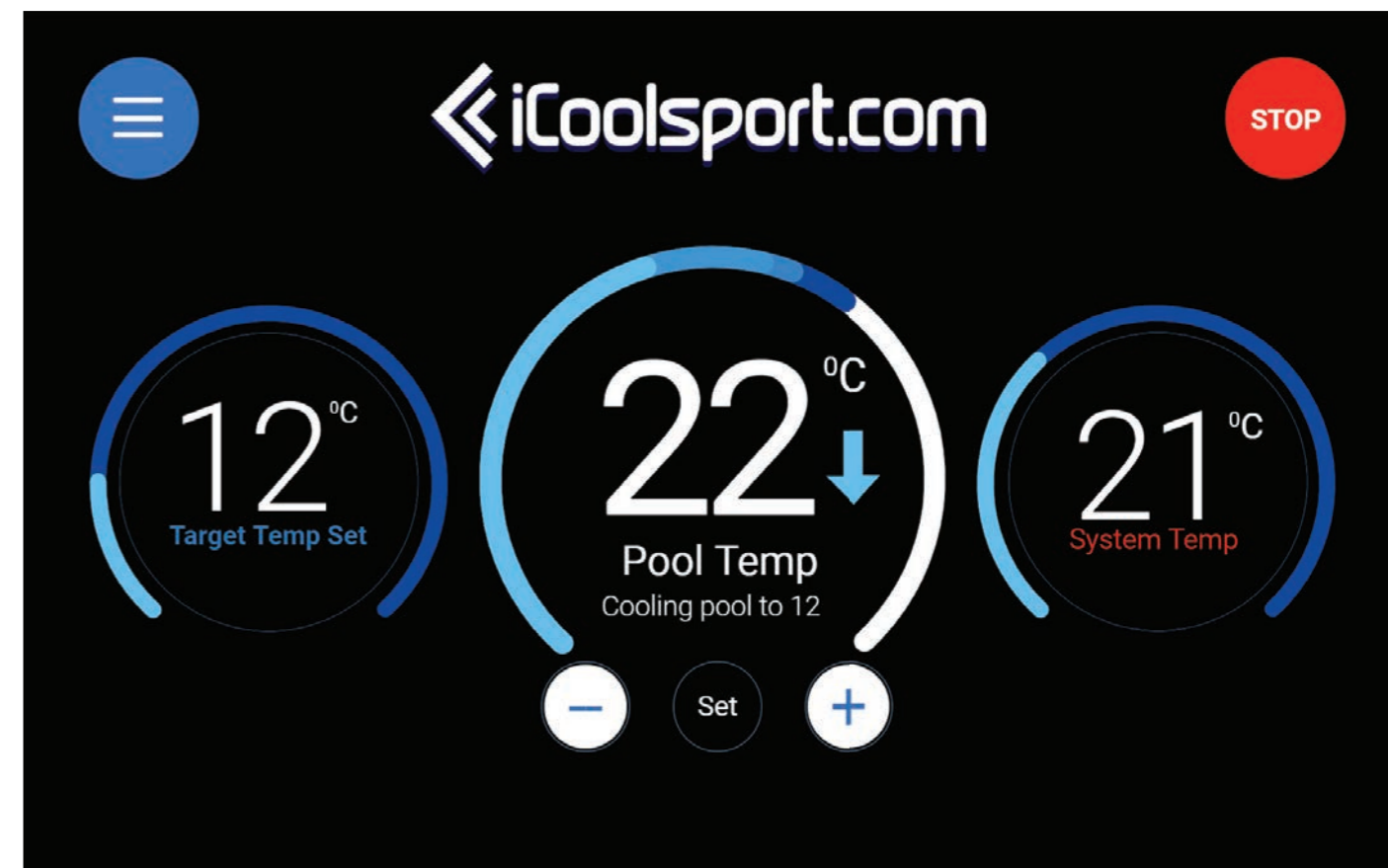
The Ethernet data cable socket is located on the roof of the main switch area.

Final assembly should look like this:



Get
Started

03



User Interface

The all new modern user interface has been completely redesigned to provide completely automatic start up and operation. It has an intelligent water flow correction and will attempt to correct issues automatically.

1. Software Loading

Once you have switched on the MAIN POWER, the touch screen will be blank for a few seconds.

A few seconds later, the iCoolSport logo will appear and you will see "Starting your iCool..."

This will continue until your machine has loaded its operating software and run a full system check.

This can sometime take up to a minute.

DO NOT TOUCH THE SCREEN DURING THIS SELF TEST PROCEDURE.

2. Welcome Screen

A welcome screen movie of ice and snow indicates that the machine has loaded the latest software and all safety checks have been completed successfully.

TOUCH the screen anywhere and the Main Operating Screen will appear.

Please note:
The logo light bar located on the top of your machine will change colour depending on the function/state of your chiller.

During the start up sequence, the logo light bar will be white.



3. Starting Up

Before starting the operation, make sure all hoses/connectors are tight, pump is plugged to the power socket in the unit and if you have a ball valve in the water flow, that is it open.

To start the unit, simply set the temperature you require by repeatedly clicking - or + and hit the "Set" button to lock in your desired target temperature. Then press START and your unit will begin its fully automatic START UP SEQUENCE



3. Start up sequence

A PROGRESS BAR will appear along the bottom of the screen to inform you of the start up progress.

- 1 Starting Water Flow: your machine will automatically start the water circulation pump and the water will start flowing in your pool. The light bar will PULSE in white to indicate the pump is running and the automatic start up procedure is in progress. If everything runs correctly, it will say "Water flow started".
- 2 Starting System: after a few seconds, the refrigeration compressor motor will start. This sound is easily recognisable. If everything runs correctly, it will say "System started"
- 3 Introducing Air Flow: after a few more seconds, the main airflow fan will start.
- 4 Starting System Check: to finish, your machine will run a full system check to make sure everything is running correctly.

If the start up sequence has been successful, the light bar will turn BLUE if in cooling mode, or RED if in heating mode and the message "SYSTEM STARTED" will appear on your screen.



In this case, everything has tested correctly and the machine is now chilling to the set temperature.

That's it!

Your machine will now do all the rest and there is nothing else for you to do. It has been designed to always be on and ready to use. Leave it on 24/7 and its automatic operation will stop and start when needed to maintain the desired temperature of your bath at all times.

START UP SEQUENCE ERROR

If the start up sequence fails, please check that all steps of the procedure are working properly. If an issue arises in:

- 1 If the water does not flow steadily when you first start up, this is usually due to air being trapped in the pipes or not sufficient water in your pool. Your machine will attempt to clear any air trapped in the pipes automatically 3 times. If not successful, the screen will let you know there's a water flow issue.
- 2 Listen carefully to this step and wait to hear the refrigeration motor sound. If the system doesn't sound, contact iCool Support.
- 3 Make sure you can feel airflow coming from the back panel of your machine. If this is not the case, please contact iCool Support.

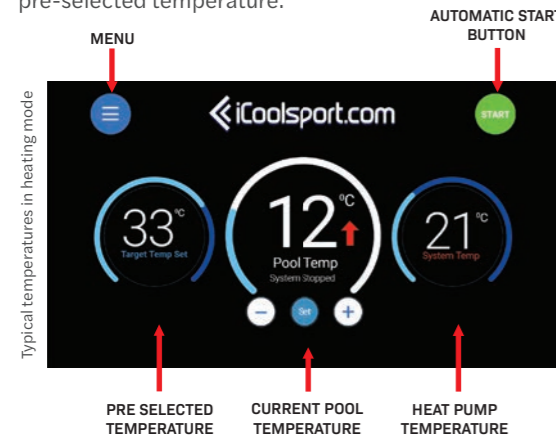
When contacting iCool Support, please send pictures and a short video of the screen as it starts up. This will help engineers to better determine the problem and give you the best advice.

Basic Settings

The new user interface looks and works exactly like a smartphone. You can change different basic settings like the temperature unit, the volume and more by clicking on the menu button.

HOME

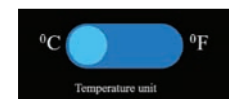
The Main Operating Screen (or Home Screen) allows you to see the current temperature of your pool, machine and the pre-selected temperature.



SETTINGS

You can change different settings of your unit by clicking on the Menu Button and selecting SETTINGS.

Temperature Unit



You can switch between **Centigrade** or **Fahrenheit**.

Light/Dark mode



You can change the display mode of your screen from **Light** to **Dark mode**.

Volume



You can change the volume of the system sounds by clicking repeatedly **-** or **+**.

Energy Saving



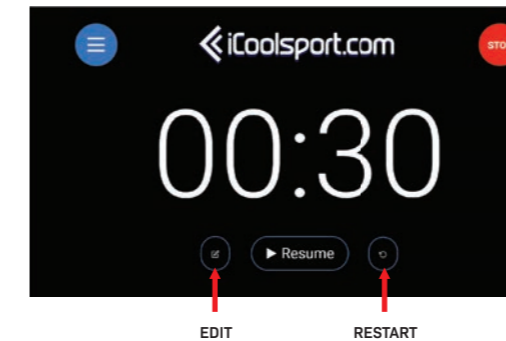
You can set different levels of energy saving. Level 1 provides full cooling power, Level 5 saves the most electricity. We recommend keeping it at 2 as a default.

TIMER

Your iCool Compact has a built in SESSION TIMER. Touch the blue MENU button to reveal all available options on your machine & choose TIMER from the list.

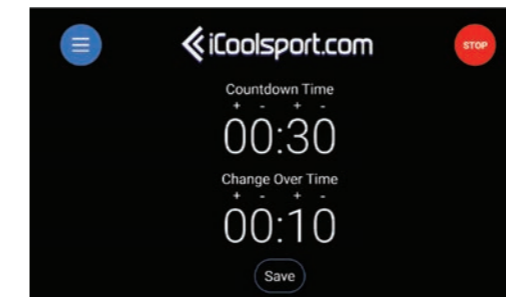
This timer does not affect the operation of the chiller and will not switch it on or off.

This timer only allows you to set an alarm for the amount of time you want to remain in the pool. It provides a count down on the screen and sounds a warning sound at the end of the session. It can automatically re-set and start again for the next session.



Click the Edit symbol to change timer settings.

Simply click **-** or **+** repeatedly to set the Countdown Time and do the same to set a Change Over Time in between sessions then click SAVE.



LOCK

You can also lock your screen by entering a 4-digit passcode. This will limit the access to the settings of the chiller.

To set a passcode, go to MENU > LOCK > Set a PIN and enter a combination of 4 numbers.

You can remove this settings by selecting "Remove PIN".



INFO

All information about your chiller is available in Menu > Info.

> The *Device ID* (or Serial Number), also noted on the label attached at the back of your unit. This ID number will need to be given to us in the event of warranty queries and repairs.

> The *Model* (or Product Name).

> The *Software Version* of your device.

> The *IP Address* of your device. This number is required in the event of controlling your Compact remotely over Wifi (see following page for more information).

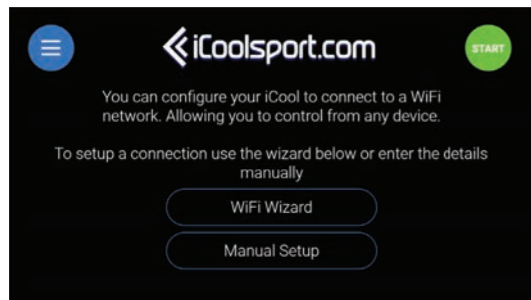


WiFi Set Up

You can connect your machine to your local WiFi to remotely operate your unit from any smartphone, tablet or computer connected to the same network.

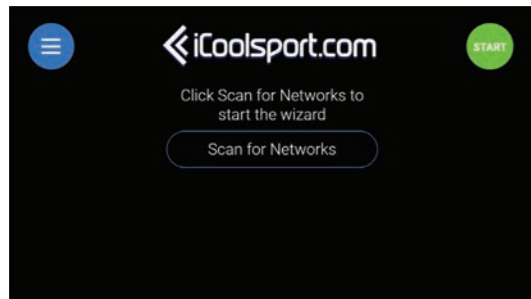
Step 1

Choose WiFi from the MAIN MENU of your iCool. Next, click WiFi WIZARD.



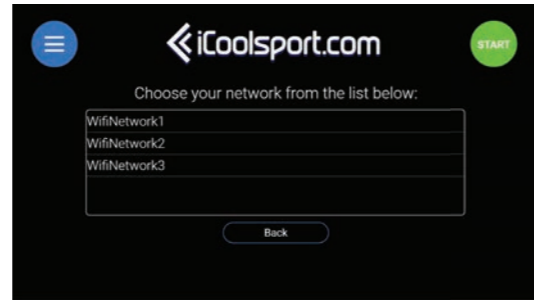
Step 2

Click SCAN FOR NETWORKS. The scan might take a few minutes.



Step 3

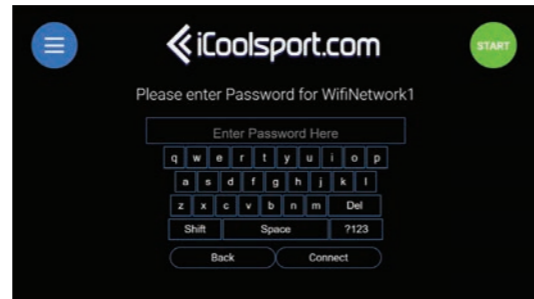
When the scan is complete, a list of available WiFi Networks will be shown.



Scroll down the list if your network is not visible at the top and select yours.

Step 4

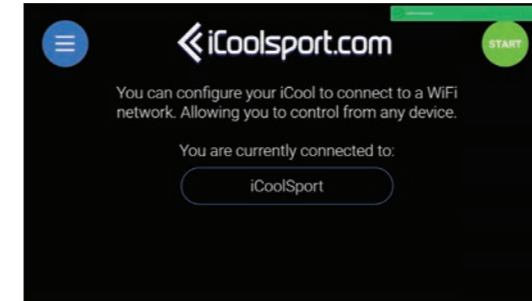
Enter the password and press CONNECT. For capital letters, press SHIFT. For numbers and symbols, press ?123.



If it fails to connect, check password and try again.

Step 5

A GREEN notification will appear when the connection is successful.



Your network name will be visible in the middle of your screen. To change your connection, simply tap the network name to reconfigure your settings.

Step 6

Click on the Main Menu and choose INFO.

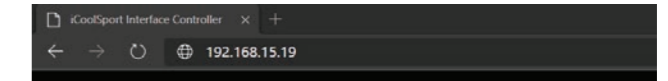
An IP address will appear in the bottom right label as pictured.



To control your chiller remotely, you will need to copy this IP Address onto any web browser on your smartphone, tablet or computer.

Step 7

Open Safari (or Chrome, or equivalent) in your smartphone, tablet or computer and type the exact IP Address into your browser bar and press ENTER.



You should now see your iCool's screen on your device and can now operate all the functions of your iCool from this device as long as they are both connected to the same WiFi network.



IMPORTANT NOTE: you can only reconfigure WiFi settings from the built-in Compact screen. WiFi mode is not available with the Optional 13" Remote Control Touch Screen Version.

Safety Procedures

04

Important Safety Warnings



POWER SUPPLY VOLTAGE

iCools can only be connected to the voltage marked on the machine. They are manufactured as either 110v or 220v machines, but they are not multi-voltage. Using a different voltage may cause severe damage. All models can be used on both 50 Hz and 60 Hz AC supplies.

ELECTRICAL POWER CONNECTION

The power input socket on the side of your iCool must be connected to standard AC power capable of providing at least 13 amps in countries with a 220 V supply and 26 amps in countries with a 110 V supply. The iCool requires much less power than this for normal operation, however all heat pump compressor motors need considerably more power for up to a minute each time they start up and this must be allowed for.

AN APPROVED EARTH CONNECTION IS ESSENTIAL FOR SAFE OPERATION

To ensure safe operation, the AC power connection you use must have an earth connection that complies with your local electrical safety regulations.

EMERGENCY STOP

In an emergency, push the ORANGE button on the MAIN POWER SWITCH or switch off the main power switch and all high voltage electrical power is removed instantly from the water pumps and cooling systems. Please be sure all users of the spa pools are familiar with this function. Make sure all operators and users know where the ORANGE button is to remove all power. This button is located on the Main Power Switch.

ELECTRIC SHOCK PROTECTION LIMITATIONS

All iCool machines have built-in electrical safety residual earth leakage protection systems. It can only protect against devices actually connected to the iCool including the water pump. It can not protect against faults in other unrelated electric devices in the area.

All electric devices in any pool area must only be connected to a power supply that has a residual earth leakage device either at the main switch board or on the device itself. Never risk using unprotected electrical devices near water.

SAFE TEMPERATURE SETTINGS

Following international safety recommendations your iCool will not accept water temperature settings below 5°C (40°F) as this would put athletes using the system at risk of hypothermia. Also it will not accept heating temperature settings above 40° C (104°F) to prevent any chance of scalding sensitive skin.

Please also be careful with prolonged cold or heat exposure.

POOL FENCING & SANITISATION

Please contact your local authorities about pool fencing and sanitisation compliances. iCoolsport is not responsible for these matters.

Particular care must be taken on all surfaces on or near baths. iCoolsport will not accept any liability for injury or death from slips or deaths in and around the ice bath.

BUILT-IN SAFETY SYSTEMS

Your iCool has many essential safety features to protect against such things as:

- A loss of water flow
- Overheating of the system
- Electrical shock protection

If any such potentially dangerous situation should occur, in most cases your iCool will sound an alarm, shut itself down and a warning screen will appear to assist you to identify and correct the problem. Further assistance is usually available under the “Help” menu.

In the case of overheating, the large main fan may continue to run for some time even after a shut down, until the temperature is safely back to normal.

For the safety of users, any leakage of even a small amount of electrical current will instantly cause the Residual Current Device to remove all electrical power from the entire system.

The maximum leakage allowed is 30 milliamperes which is considered to be a harmless level. This safety device is part of the main power.

To confirm safe operation, pressing its TEST button will shut off all power to the machine and to the water pump as long as it is plugged into the pump socket on your Compact machine instantly.

NEVER RESTART WITHOUT IDENTIFYING AND CORRECTING ANY FAULT

In the unlikely event that your system shuts itself down for any reason, you must identify and correct the problem that has caused the safety system to operate before allowing anyone to use the iCool.

ADVICE ABOUT POOL CHEMICALS

If you are using your Compact with an iCool brand fixed spa pool, the pool is provided with a high quality water pump especially designed for the purpose. The pumps we provide are resistant to chlorine and salt water at normal concentrations, but the use of chemicals should be kept within the range normally recommended for swimming pools to prolong the life of the pump and the titanium heat exchanger tanks inside the cooling unit.

Never use bromide as it is highly corrosive to all materials and can cause irritation to athletes eyes and skin. Bromide is unnecessary in cold pools because bacterial growth is much slower at low temperatures. A small amount of chlorine is all that is needed to keep the water safe. Use standard pool test strips to determine the amount needed. If the water is emptied after each session then no chemicals are needed.

EXTREME WEATHER CONDITIONS

iCools is not responsible for damage due to extreme outdoor exposure (rain, sun, rust, salt, freezing temperatures, dust, dirt or any other debris). Your Compact should be kept in a clean and protected area from direct exposure to the elements. Extremely dirty, dusty, damp and corrosive conditions can cause electrical problems not covered under warranty.

ICEMAN EXTRA LOW TEMPERATURE SAFETY WARNING

The IceMan model will allow setting as low as 2°C (35°F) and on that setting it will chill as low as 1°C depending on ambient conditions and water volume. If the heat exchange tank freezes, the IceMan may stop to protect against damage from expanding ice. Special care is required using the IceMan mode, such cold temperatures can be dangerous and we advise supervision by another person as a sensible precaution.

Maintenance

It is recommended to clean your Compact often to avoid rust and dust building up and reducing performance or causing other problems. For best results, use a microfibre cloth to clean your unit.

Operation

The ideal operation temperature is indoors between 10 & 25°C. You must absolutely protect the unit from rust, dust, dirt, freezing temperatures and direct sun.

Sanitisation

The use of chlorine, salt and mild chemical disinfectants is acceptable but do not use bromide as it is excessively corrosive.

Water Filter

If using a water filter, we recommend cleaning it every week and replacing the internal cartridge every 6 months.

Storage

If not in use, chiller must be emptied and kept at ambient temperature, ideally between 15 and 25°C, and protected from extreme weather conditions.

Transport

Always move the chiller by holding the handles and moving straight or backwards. Compacts need to be in an upright position at all times. Never lay Compact on its back or front sides.



Operation in Very Cold Weather ❄️

If your Compact was specifically ordered for weather conditions below freezing, you may have an anti-freeze system installed. This function is automatic and will cause the machine to stop occasionally to melt any build up of ice.

If extreme cold conditions are expected, empty the water from the unit. If not being used, do not allow the internal tank to freeze solid. Either empty the water or add salt or anti-freeze to lower the temperature at which the water freezes. If not in use, drain the unit and store at ambient temperature.

Operation in Very Hot Weather 🔥

iCool Compact machines are very powerful and capable of removing up to 7,500 watts of heat from the water (25,000 BTUs) depending on the model.

To remove waste heat from the powerful heat pump a powerful high flow cooling fan is installed. The fan is designed to move up to 3000 cubic feet of air per minute. Air flow must never be blocked by any object.

If the temperature inside the Compact exceeds 70°C the over heat safety circuit will operate and shut it down. The screen will give advice as to when it can be safely restarted. This may occur in very hot weather, or if the airflow is blocked by being placed too close to a wall or if an object such as a bath towel is blocking the air flow.

Never place the back of your iCool machine closer than 300mm (12 inches) from a wall or other obstruction that could restrict the flow of cooling air. Never operate your chiller in a confined space and make sure there is enough airflow at all times.

Damage resulting in wrong use of these guidelines will not be covered under warranty.

Technical Support

05



Water Flow Issues

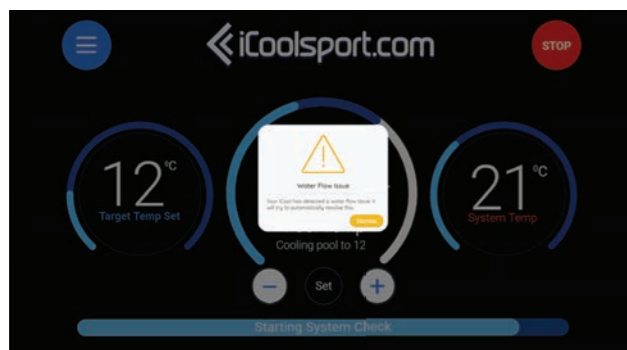
To protect the pump and the titanium heat exchanger tanks, the system will not allow operation unless the water flows correctly. If water does not flow smoothly or if there is air trapped in the system for more than 2 minutes, the safety system will first attempt to fix it by causing the pump to surge a few times, but if that fails it will direct a shut down for safety.

Intelligent Water Flow Correction

if the water does not flow steadily when you first start up due to air being trapped in the hoses to and from the pool or inside the water pump, your iCool will attempt to clear it automatically 3 times.

If this is not successful the touch screen will direct you on how to correct this issue.

The most common issue that can prevent successful operation is lack of water flow. The light bar will turn **ORANGE** if this happens.



It can occur if air is trapped in the water pipes or in the pump, or if flow is restricted in the hoses by some sort of blockage. There could be an air leak in the hoses or pipes from the pool or trapped air in the system.

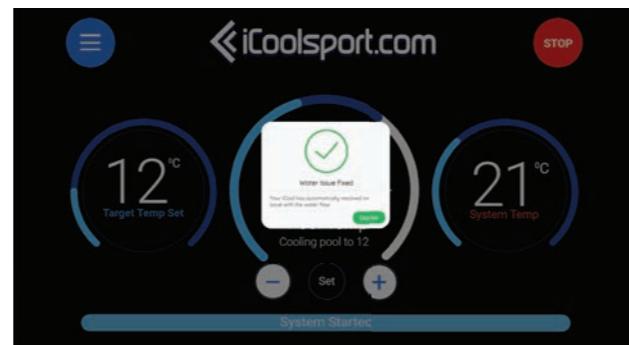
The Compact will attempt to clear it **automatically** several times by surging the pump to dislodge air. If after several attempts it cannot correct the lack of water flow, it will shut the machine down and warn you that action must be taken to correct the problem.

Running the iCool with no water flow can cause serious damage because the heat exchange will quickly freeze and risk cracking the internal tank. Lack of water flow will also seriously damage the pump as there would be no lubrication or cooling from water which is why the system will not allow it.

Water Flow Issue Fixed

if your Compact can correct the lack of water flow itself it will do so and advise it on the screen with a Green Tick Notification. The light bar will turn back to **BLUE** (if cooling) or **RED** (if heating).

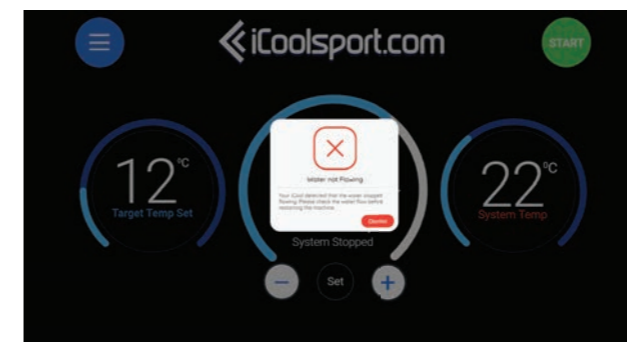
No action is needed, it will continue to operate correctly.



Compact Unable to Fix Water Flow Issue

An explanation will appear in the middle of the screen and the light bar will flash **RED** to notify you the machine has stopped.

Your iCool machine can not continue until the reason for the lack of water is found. This is very important because such a powerful machine could easily freeze the remaining water in the titanium heat exchange tank solid and that could cause serious damage. The operating system will not allow that to happen.



/!\ Please make sure that there is enough water and that the water level is above the minimum required (See Page 13).

/!\ If you have a water valve in your pool or elsewhere in the pipes, please make sure the valve is in the OPEN position and water can flow properly.

/!\ Disconnect all hoses, one by one, and reconnect again. Water flow can sometimes be restricted by foreign objects such as band-aids or bits of clothing.

/!\ Disconnect & reconnect GREEN and RED fittings from the Compact. You may find some debris or items blocking the water flow.

/!\ Disconnect fittings from Water Pump. You may find some debris or items blocking the water flow.

If none of the above works, please email the iCool Support team with pictures of your entire set up, your pool, your water level and all hoses connected so we can help solve your issue.

International Multi-voltage Pump - Error E07

Your iCool machine will either come with a 220 volt Davey Pump or an International Multi-voltage Pump (Marlin). The latter is supplied for countries with 110 volt power however it can also be used with 220v power. It has a range of power settings to suit different pool sizes and hose lengths.



If you were provided with this pump, it automatically starts on its lowest setting.

If you need a more powerful water flow, the power can be increased in steps by repeatedly pressing the **SPEED** Button.

This may be necessary if you are using an inflatable pool that may be restricting the water flow and the **error E07** appears. The water is simply not flowing fast enough to operate the water flow safety and will shut down if this happens. Increasing the speed of the pump will solve this problem.

Heat Exchange Tanks Frozen Solid

if you set the temperature below about 7°C or 45°F, it is occasionally possible in certain climatic conditions for the heat exchange tanks to freeze solid. This will block most or all the flow of water. It should be understood that in order to cool the pool water to these extremely low temperatures, the system must cool to at least 5°C below the set temperature to allow for losses and this takes it very close to the temperature that water freezes solid. There is an anti freeze circuit in your iCool to prevent this in most cases.

If the tanks freeze up, the system will stop to protect the tanks and the screen will sound and alarm and give advice. Allow 30 minutes for the ice to melt and then set the temperature a little higher (no lower than 8 or 9°C to prevent the tanks from freezing again) and restart. Normally settings above 8°C or 45°F will not freeze the tanks in any conditions.

If extreme freezing temperatures are expected, we recommend adding salt or anti-freeze to the water to lower the temperature at which the water freezes. If not in use, drain unit and store at ambient temperature.

Operating Issues

In the unlikely event that your system shuts itself down for any reason, you must identify and correct the problem that has caused the safety system to operate before allowing anyone to use the iCool. Never restart without identifying and correcting any fault.

Compact Not Cooling or Heating

Your iCool has several safety systems including one that prevents the gas pressure reaching a dangerous high level. This can only happen if the machine is extremely overheated.

If the machine has been operated in very hot conditions, in a confined space or if the airflow has been blocked or partly blocked for a certain amount of time, or if it's placed too close to a wall, towel, source of heat or other object, it may cause the safety system to operate.

Damage resulting by any of those reasons will not be covered under warranty.

Cold only models: If your chiller is running normally but hasn't changed temperatures after more than 45 minutes, please make sure that the Target Temp is lower than the actual pool temp. Cold only models do not have a heating capacity therefore the temperature of the pool must be higher than the pre-selected temperature.

If your Compact is not cooling or heating at all but seems to be running correctly, it may most likely be out of refrigeration gas and needs to be re-gassed. Re-gassing can be done by your local refrigeration technician.

Once re-gassed, you must absolutely provide enough ventilation to keep the machine within a safe operating temperature.

“System Too Hot” Warning

Your Compact can move large amounts of heat per hour. Naturally this heat has to be removed into the air surrounding the system. The powerful fan can normally handle this with ease, however if the air flow around the iCool is restricted so that the heat can not escape, or the outside air temperature is more than 45°C, eventually the system will reach the limit of its safe operating range. If the temperature inside the cabinet reaches 70°C the safety system will shut it down, sound an alarm and display the warning screen.

Please make sure that the fan is turning on and the condenser fins on the Compact are not covered or restricted and that the area has a good flow of fresh air. On very hot days when the air temperature is more than 45°C it may not be possible to run the system at full power due to the excessive heat.

Cooling a pool that has previously been heated can also cause a heat overload warning and shut down. This will only occur if the pool is still above 30-35°C. It is good practice to allow the heat to reduce naturally to below 30°C before starting the cooling cycle. This also saves a lot of electricity.

Software Not Loading

If the software doesn't load for any reason, we recommend turning the unit OFF and ON first to see if that solves the issue. If the issue persists, please contact iCool Support.

Screen Freeze

This is a very rare issue. If the screen freezes while the iCool is running normally, the main computer will usually still carry on running the system and monitoring the safety features but you will not be able to change anything and the displayed temperatures will not update. You can either allow it to keep running if that is more convenient, or you can restore the system to normal operation by switching off the main power and re starting again.

Remote Screen Not Connecting

If you're operating via the optional 13" Remote Touch screen and the screen does not connect to your chiller, make sure that the data cable is correctly plugged to the chiller and to the back of the screen. You can also try turning the unit OFF and ON again and waiting for 30 seconds. The connection should be automatic.

Wifi Issues

If you're unable to operate your chiller via Wifi, this is most likely due to a slow local Network or issues with your modem. In that case, you will need to operate your chiller from its in-built screen.

Water Leaks

Please note that your unit is a very powerful chiller and condensation will occur inside of it. Water may leak at the back of the chiller, this is completely normal. If necessary, you can place a dripping tray under the unit to catch the overflow water.

If leaks appear around fittings, unscrew fitting and add Plumbing tape to help seal the connector - this is widely available at any hardware store.

Safety Switch Tripping

If your unit is tripping the safety switch, please make sure you are plugging the chiller to the same voltage noted on the side of the chiller.

If that is correct, please check at what stage of the Progress Bar the unit trips.

- 1 If the chiller trips when the pump starts
--> Check pump connection
- 2 If the chiller trips when the compressor motor starts
--> Please contact iCool Support
- 3 If the chiller trips when the fan starts
--> Please contact iCool Support

Technical Support

Before contacting iCoolsport, please make sure you have read through the entire manual. Most issues can usually be fixed via email, alternatively, we can offer a factory repair or we can assist in arranging for a local repair agent to do repair works. We will always do our best to get back to you on the same day, however please allow up to 72 hours due to time zone differences.

YOUR COMPACT IS COVERED AGAINST DEFECTS FOR A PERIOD OF UP TO 12 MONTHS FROM DATE OF PURCHASE.

THIS WARRANTY EXCLUDES DAMAGE CAUSE BY ABUSE OR NEGLIGENCE. PLEASE READ ALL CONDITIONS ON THE WARRANTY TERMS STATEMENT AVAILABLE ON OUR WEBSITE.

Obtaining Warranty Service

Any claim under this warranty must be made within 12 (twelve) months of the date of purchase of the product to iCool (Australia) Pty Ltd. Proof of purchase must be supplied when applying for warranty.

Go to www.icoolsport.com/warranty for more details and send the Support Request Form (available in the next page) to support@icoolsport.com with a copy of your original invoice.

To check if your product fault is covered by our Standard One Year Warranty, please check the Product Warranty Statement available on our website.

iCoolsport may offer assistance via email to fix your issue, recommend a local repair service or ask for the unit to be shipped back for repair.

Any repair does not extend the warranty period.

Local Repair

All local repairs must be approved in writing by iCool and if your unit is still under warranty, we will pay our set fee for the service. iCool will not pay for service where the cost of the work was not pre-approved in writing by iCool.

Out of Warranty ? No problem!

If your unit is no longer covered under warranty, you can still email us for support. For fast service, we recommend contacting your local refrigeration technician and they can contact us if they need any guidance.

Online Support

Go to www.icoolsport.com/support and select from the wide range of troubleshooting articles prior to contacting iCool Support.

If your issue is not listed on the website, please fill out the Support Request Form and email it to our friendly Support Team at support@icoolsport.com.

Please allow up to 72 hours for us to get back to you due to time zone difference but we will of course get back to you much sooner in most cases.

iCool-certified Repairs

To get iCool-certified repairs from our iCool Head Office in QLD, Australia, simply send your product to us and we'll assess the issue for you.

Cost

All freight costs will be at your charge (except return freight for approved warranty claims).

Once we have received the product, we will inspect your product usually the same day depending on staff availability and send you a *Repair Estimate*.

In some cases, a repair might be covered by the iCool Standard One-Year warranty. There's no charge if the issue is covered under warranty.

Time of Repair

We always do our best to offer same-day service however if our technician needs more time, you'll be notified.

How to send it?

Safely pack the unit, and if possible, use the original packaging to avoid any transport damage. Make sure to attach a copy of your previously emailed Support Request Form with your unit and that all information has been provided, including contact details.

Size of package: the biggest your package will be, the more expensive it will be to ship. We recommend keeping it at around 65 x 40 x 85cm.

International returns: your freight company may ask for the value of the item to send it to Australia. To avoid having to pay duties again on your product, we recommend setting it to a maximum of \$100 and making sure to note that it is being returned for REPAIR only and that will be re-exported following the repair. This should avoid import duty both in Australia and in your country.

Once packed, send unit to:

iCool Support
125 Olympic Circuit, Southport,
4215 QLD Australia

Support Request Form

Customer Name/Last Name:

Phone Number:

Email address:

Street Address:

Product Model/Name:

Serial Number:

Retailer - Country and Name:

Date and Proof of Purchase:

Description of the issue:

Images of the issue:

A copy of the original invoice is required for all Warranty Claims.

Please be as detailed as you can as it will help us to find a personalised solution to your problem. Ex: when did the issue started, any noises, context of the situation, has it been occurring consistently, have you tried any solutions on your own.

Please also provide images of the entire set up, pool and screen.

 iCoolsport.com