

KIVA WELLNESS



ENERGISE ICE BATH

PRODUCT MANUAL

WELLNESS THAT MATTERS

At Kiva Wellness, we believe in doing more than creating exceptional wellness products - we're committed to creating meaningful change.

Our connection to the Philippines began with our incredible team near Angeles City. As we've grown, so has our dedication to supporting the less fortunate in this region.

With your support, we're proud to contribute to initiatives that protect vulnerable children in the Philippines and fund projects in Australia dedicated to restoring ecosystems.



To learn more about how your purchase has contributed to our social and environmental impact

SCAN HERE



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

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SAFETY SHEET

GENERAL

- **Electrical Safety:** Ensure the chiller unit is connected to a dedicated power outlet. Do not use extension cords or power strips.
- **Water Safety:** Always check the water temperature before entering the ice bath and ensure that all cleaning and maintenance is up to date.
- **Health Precautions:** Consult with a healthcare professional before using the ice bath, especially if you have cardiovascular conditions or other health concerns.
- **Supervision:** Never allow children to use the ice bath unsupervised. Always ensure individuals with reduced physical, sensory or mental capabilities have supervision and instruction on safe usage.

CHILLER SAFETY GUIDELINES

- **Operation:** Never insert objects into the chiller. Always operate the chiller with all parts to avoid damage or injury.
- **Servicing:** Only qualified technicians should inspect or repair the chiller. Do not tamper with controls, valves, or electrical components.
- **Placement:** Use under cover if outdoors. Maintain at least 70 cm clearance from the fan to walls to prevent heat recirculation. Avoid enclosed spaces that may block airflow.
- **Personal Safety:** Keep hands and objects away from the air outlet and fan. Power off immediately if abnormalities occur. Use a protective barrier and keep children away.
- **Operation:** Do not tilt the chiller more than 45° during use to prevent compressor issues. Keep air inlets clear.
- **Power Off:** Turn off and unplug the chiller once the water reaches the set temperature before entering the ice bath.
- **Condensation:** Light condensation leakage during heating or chilling mode is normal.
- **Temperature Caution:** Sudden temperature changes may impact health. Consult a healthcare provider if unsure.

INSTALLATION PROCESS

Basic Setup Instruction

- **Placement:** Set up the ice bath in a location with adequate airflow, out of direct sunlight with electrical access. If placing outdoors, ensure it is undercover to protect electrical components from weather.
- **Filling:** When adding water, ensure to cover inlet & outlet, then fill to your desired level.
- **Cooling:** If not using a chiller, you can manually add ice to the tub to cool the water to your preferred temperature.
- **Safety Check:** Test the TEST button on the leakage switch before using the ice bath to ensure that the leakage protection is effective.

Chiller Setup

Connecting the Chiller:

- Connect the chiller INLET to the tub OUTLET, ensuring that the connection parts include a sealing gasket for a secure fit. (Torque 4KG)
Helpful Tip: Use Plumbing tape on connections if required.
- Connect the chiller OUTLET to the tub INLET, again using a sealing gasket to prevent leaks. (Torque 4KG)

Filling and Cooling:

Add enough water to the tub and turn on the chiller. Allow a few hours for the water to set to your desired temperature (please refer to graphs on website for exact chilling times).

Using the Ice Bath:

Once the water has reached the desired temperature, enjoy your ice bath.

Note: Always follow the safety instructions specific to the chiller when using it, including keeping it in a well ventilated area, ensuring it is not tilted more than 45 degrees, and avoiding covering the air inlets.

CLEANING AND MAINTENANCE

- **Water Inlet and Drainage:**

Regularly inspect the water inlet, drainage and filters to ensure they are clear of debris and functioning correctly. Proper water and air inflow are crucial for maintaining the ice bath's performance and reliability.

- **Ventilation & Surroundings:**

Ensure the area around the ice bath is spacious and well ventilated. If you are using a chiller, clean the sides of the chiller regularly to maintain and conserve energy.

- **Chiller System:**

Regularly check that all chiller components are operating correctly. Take note of the operation pressure of the refrigerant system to ensure it is within normal limits.

- **Chiller Power Supply:**

Inspect the power supply and cable connections regularly for any signs of wear or damage. If the chiller begins to function abnormally or you notice any issues, please contact us immediately to arrange for an inspection, repair, or replacement.

- **Water Quality:**

If the ice bath is not used for an extended period, it is recommended to change the water before resuming use. Thoroughly check all parts of the ice bath and ensure the system is filled with water before turning it on.

INSTALLATION & GENERAL WARNINGS

For the Ice Bath

- **Water Pipe Connection (if using a chiller):** Ensure the water pipe connections between the ice bath and the chiller are secure. Check that the O-ring on the chiller connector is intact. Replace it with a new one if it has been removed or damaged.
Water Capacity: The ice bath has a maximum capacity of 500 liters. It is recommended to fill the water to a level of 10 cm from the top of the tub. The minimum water level required for operation is just above the inlet and outlet pipes inside the tub.
- **Water Type:** Only use normal tap water to fill your ice bath.
- **Draining water:** Before draining, ensure that the drainage pipe is properly installed to prevent leaks or spills.
- **Storage:** If not using the ice bath for an extended period, clean the tub and use the provided cover to protect it. Covering the ice bath will keep it in good condition and prevent debris from entering.
- **The Cedar wood:** 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.
- **Electrical Safety:** Ensure your hands are dry before touching any electrical components or power plugs associated with the chiller.
- **Refrigerant Maintenance:** The chiller comes pre-loaded with refrigerant Freon, which may need to be replenished after 1-3 years of normal use. This is a standard requirement for all Chillers.
- **Noise Level:** The chiller's compressor may produce a noise similar to a standard household freezer when in operation. This noise is normal.
- **Filter Replacement:** Your chiller filter should be replaced regularly to maintain optimal performance.

Helpful tip: We recommend replacing the filter every 3 months for regular domestic use. When you are replacing your filter, please ensure you remove the plastic packaging before installing the new filter.

WARRANTY

WARRANTY PERIOD:

Domestic use:

Energise Cedar Tub - 5 Years

Chiller 0.8HP - 1 Year

Chiller 1-2HP - 2 Years

Commercial use:

Energise Cedar Tub - 2 Years

Chiller 0.8HP - 1 Year

Chiller 1-2HP - 2 years

Warranty Details:

Kiva Wellness is the official warranty provider for all Kiva Wellness products.

We guarantee our products to be free from defects in materials and workmanship under normal use for the specified warranty periods.

Before returning your product to the store of purchase, please contact Kiva Wellness directly for assistance with your warranty claim.

LODGING A WARRANTY CLAIM

Fill out the warranty form via our website:

- Australia:
kivawellness.com.au/pages/warranty
- New Zealand:
kivawellness.co.nz/pages/warranty

Once complete - please allow up to 5 business days for your claim to be processed.

After assessment, if it is found that the product exhibits a defect while in normal domestic use and within the warranty period; Kiva Wellness will either repair or replace the product or defective part free of charge.

This is subject to the applicable consumer laws in your jurisdiction.

- 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
- 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.

- 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.
- 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.
- In the event that warranty parts or products are provided, the customer must cover the related shipping costs to receive goods.
- 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.
- (Australia only) 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.