



# KIVA WELLNESS CHILLER USER MANUAL

Get ready to take the plunge and unlock a new level of wellbeing with the Kiva Wellness Chiller.




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

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

# 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 own home.

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

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## 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 being 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 continues to grow.

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

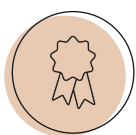
ELEVATING YOUR WELLNESS & RECOVERY  
THROUGH INNOVATIVE TECHNOLOGY



2 YEAR DOMESTIC &  
1 YEAR COMMERCIAL  
WARRANTY



FREE  
SHIPPING



ONGOING  
TECHNICAL  
SUPPORT



EASY TO  
ASSEMBLE



ENERGY  
EFFICIENT



WIFI & MANUAL  
CONTROL



PRODUCES  
ICE

# Safety Sheet

To ensure safe usage of your ice bath, always observe the following precautions:

1. Test the Leakage Protection:

Before using the ice bath, press the TEST button on the leakage switch to ensure that the leakage protection is functioning correctly.

2. Supervise Children:

Children should be supervised at all times to prevent them from playing with the chiller.

3. Avoid Tilting the Chiller:

Do not tilt the chiller more than 45 degrees, as this can cause the compressor to malfunction.

4. Keep Air Inlets Clear:

Do not cover the air inlet holes of the chiller during operation, as this may lead to compressor failure.

5. Maintain Proper Ventilation:

Keep the fan at least 70 cm away from any walls to prevent hot air from being drawn back into the chiller. Avoid placing the chiller in small, enclosed spaces

6. Observe Ozone Signals:

Do not unplug the chiller when the ozone signal is still flashing on the display screen.

7. Condensate Water During Heating:

It is normal for the chiller to leak condensate water when operating in heating mode.

8. Protection from Weather:

If the chiller is placed outdoors, ensure it is under a shelter to protect it from freezing during winter weather.

9. Prevent Freezing:

When ambient temperatures drop below 0°C, drain the water from the chiller to prevent freezing and potential damage.

10. Turn Off Before Use:

Once the chiller reaches the set temperature, turn it off and unplug the power supply before entering the ice bath.

# Parts



1 - Carry Handles

2 - Cooling Fan

3 - LED Screen (Control Panel)

4 - Water Filter 1

5 - Water Filter 2

6 - Leakage Switch

7 - Wheels

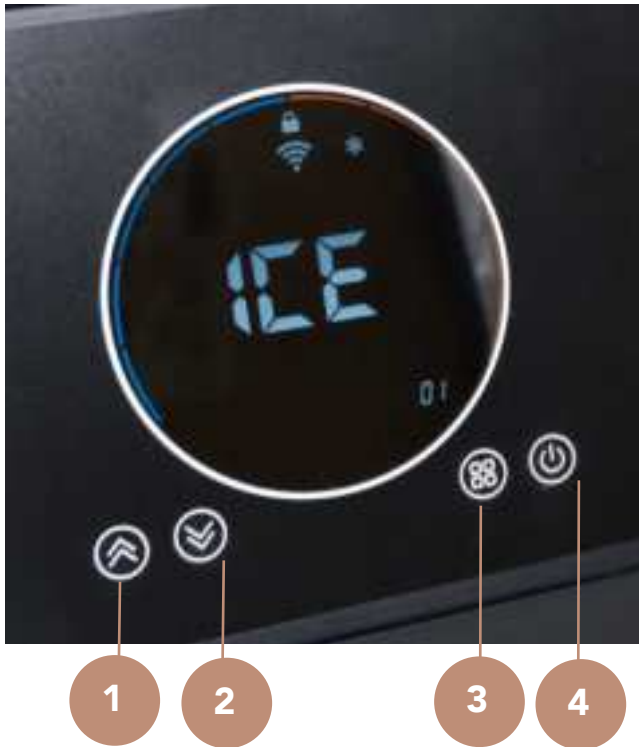
8 - Water Inlet

9 - Water Outlet

10 - Water Hose



# Control Panel



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

## 1. Temperature Set:

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

## 2. 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.

## 3. Child Lock:

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

## 4. Modes Changes:

Press and hold the 'UP' button for 15 seconds to switch 'cold only' or 'dual temp' modes if the chiller is designed to have both modes.

## 5. °C and °F Changes:

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

# Installation Process



1. Take off the two plugs.
2. Install the hair catching filter to the water inlet.
3. Place the rubber sealing ring into the pipe joint.
4. Connect the water pipe to the water inlet.
5. Connect the other water pipe to the water outlet.
6. Unpack the filter element.
7. Install the filter element into the filter bottle.

# Installation Process Continued

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.

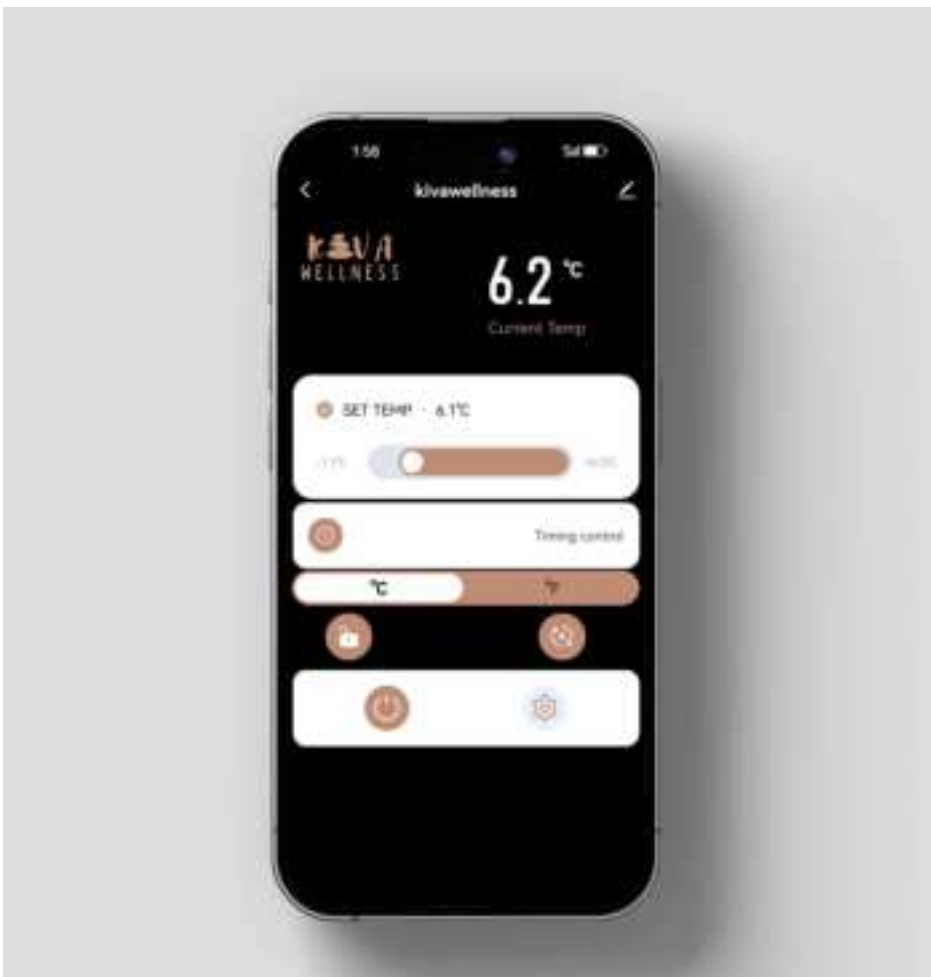


# App Connection

## 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.



# 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.

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# 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

## Fault Code & Solutions

**Error Code: FL, indicating the number 2 or 3 on the lower right corner of the screen.**

**Reason 1:** Leakage of the chiller pipeline.

**Solution:** Please check if set up the sealing rings on the connector of the hose and if the water level higher than water inlet.

**Reason 2:** Self-priming pump failure.

**Solution:** Please check if the self-priming pump is working.

If there is no sound of working or is working without bubbles outflow of the water outlet, replace the self-priming pump .

**Reason 3:** Water pump failure.

**Solution:** Reset the machine.



# Water Temp Trouble Shooting

## Cooling And Heating Malfunction

### Reason 1:

If neither of the compressor and the fan works, please replace the mainboard

### Reason 2:

If the compressor and fan are working, the fan exhaust temperature is higher than the ambient temperature (more than 5 degrees higher than the ambient temperature when cooling down, below the ambient temperature of more than 4 degrees when heating up), the machine runs normally. If the fan exhaust temperature is the same or slightly higher than the ambient temperature, it indicates that the refrigerant of machine is leaking.

### Reason 3:

If the cooling efficiency is slower than before, please clean the dust on the condenser.

### Reason 4:

If the compressor works but the fan does not work, the fan or mainboard is faulty.

**Reason 5:** If the fan works but the compressor does not work, the compressor or the mainboard is faulty.

# General warnings to consider

**Use a Waterproof Plug Socket:**

To prevent electrical hazards, always use a waterproof plug socket.

**Operate with Water Only:**

Ensure the chiller is only turned on when water covers both the top and bottom tubes in the tub. Operating without water can cause irreversible damage.

**Professional Maintenance Required:**

Freon refrigerant refills and maintenance must be handled by qualified professionals. Check the machine specifications for Freon requirements.

**Avoid Sharp Edges and Coils:**

Be cautious of sharp edges and coil surfaces to prevent injury.

**Prevent Freezing:**

In cold environments (0°C or below), drain water from the chiller if it's not in use to prevent freezing and potential damage.

**Keep Power Supply Out of Reach:**

Position the power supply at least 1.4 meters above ground to keep it out of reach of children.

**Ozone Safety:**

Do Not Inhale Ozone: Exposure to ozone can be harmful. If exposed, move to fresh air immediately.  
Ventilate Well: Ensure good ventilation in areas where ozone generators are used to minimize exposure risks.

**Install and Service Safely:**

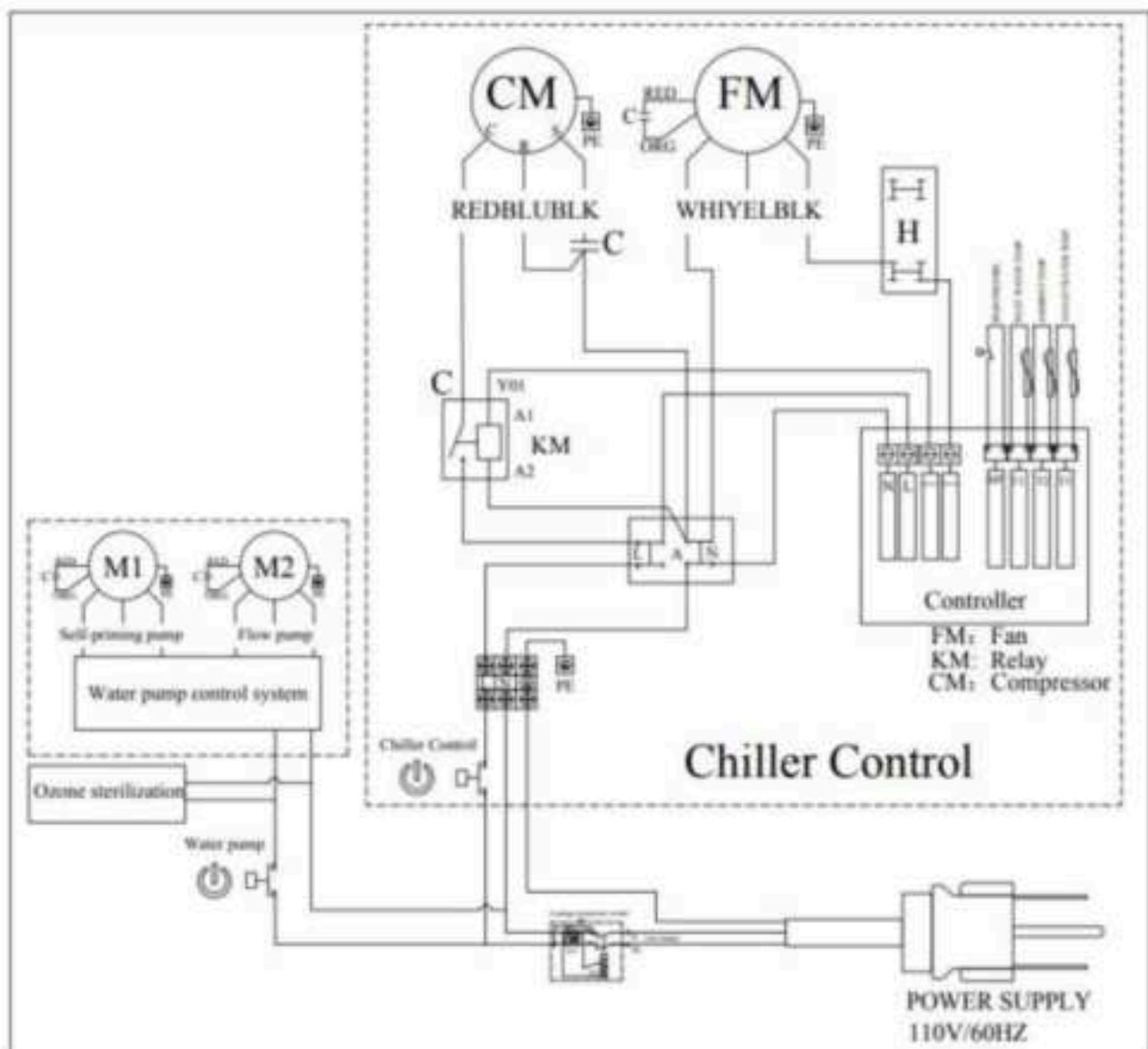
All installations, maintenance, and servicing should be performed by qualified professionals to avoid electric shock, fire, or injury. Follow all national and local electrical codes during installation.

**Pre-Installation Check:**

Inspect for any damage caused during shipping. Report any damage to the delivery company and your dealer immediately. Verify that all parts are included before installation.

# 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 Volume	G1"
GWP Value	0.7m³/h
Refrigerant(R410A)	300g
GWP Value	2088
T of CO <sub>2</sub> equivalent	0.626





# Warranty

Kiva Wellness is committed to providing high-quality products and stands behind them with the following warranty:

**Commercial Use Warranty:** 1-year warranty on parts and labour from the original date of purchase.

**Domestic Use Warranty:** 2-year warranty on parts and labour from the original date of purchase.

Kiva Wellness warrants that its products will be free from defects in materials and workmanship under normal use during the warranty period. Please do not return your ice bath to the store where it was purchased before contacting Kiva Wellness directly.

## Lodging a Warranty Claim

If you experience any issues with your product, please follow these steps to lodge a warranty claim:

### 1. Contact Kiva Wellness with 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, which can help expedite your claim.

### 2. Claim Assessment:

Kiva Wellness will assess your claim and respond within 24-48 hours. If the product exhibits a defect while in normal use and within the warranty period, Kiva Wellness will either repair or replace the product or defective part free of charge.

### 3. Product Returns:

If the product needs to be sent to a service centre, the customer must pay for all packing, freight, and insurance costs for the product's transit to Kiva Wellness. This is subject to applicable consumer laws in your jurisdiction.

### 4. Replacement or Service within 30 Days:

If the product or one of its parts qualifies for replacement or service within 30 days of the purchase date, Kiva Wellness will arrange shipping at no cost to you.

### 5. Return Authorisation:

Any product sent to Kiva Wellness must include a return authorisation form, which will be provided after your warranty claim is accepted. Failure to include this form may result in rejection from the warehouse or delayed service.

#### 6. Post-Warranty Service:

If the warranty period has expired, or if the product does not qualify for warranty service, customers can purchase replacement parts or have the product repaired by a Kiva Wellness service centre. Please contact Kiva Wellness for more information. A quote will be provided before any service work outside of the warranty is undertaken.

#### 7. Turnaround Time:

Typical turnaround times for warranty claims range from 10-14 business days, plus shipping, depending on location and the nature of the claim.

### **Warranty Conditions**

#### 1. Liability Limitation:

In no event will the liability under this warranty exceed the retail value of the product. Kiva Wellness does not provide warranties for parts sourced from outside the authorised Kiva Wellness supply chain.

#### 2. Shipping Costs:

If warranty parts or products are provided, the customer is responsible for related shipping costs.

#### 3. Ownership of Replaced Parts:

All exchanged or substitute parts and products replaced under warranty service become the property of Kiva Wellness. Repaired or replaced products or parts will be covered for the remainder of the original warranty period.

#### 4. Australian Consumer Law:

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

**Warranty Does Not Cover:**

1. Damage, accidental or otherwise, that is not caused by a defect in factory workmanship or materials.
2. Damage resulting from abuse, mishandling, alteration, misuse, unauthorized commercial service, tampering, accidents, or failure to follow the care, operating, and handling instructions provided.
3. Damage caused by parts or services not authorised or performed by Kiva Wellness.
4. Normal wear and tear that naturally occurs as a result of regular use or aging.
5. Certain jurisdictions do not allow the exclusion or limitation of incidental or consequential damages. As a result, the above limitations may not apply to you in the event of damage during shipment. If your product was damaged during shipment, immediately report the damage to the parcel carrier and request an inspection report. Then, 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 for any other loss that 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.






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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.