

**KIVA WELLNESS**



# ICE BATH CHILLER

0.8HP, 1HP, 1.5HP, 2HP

**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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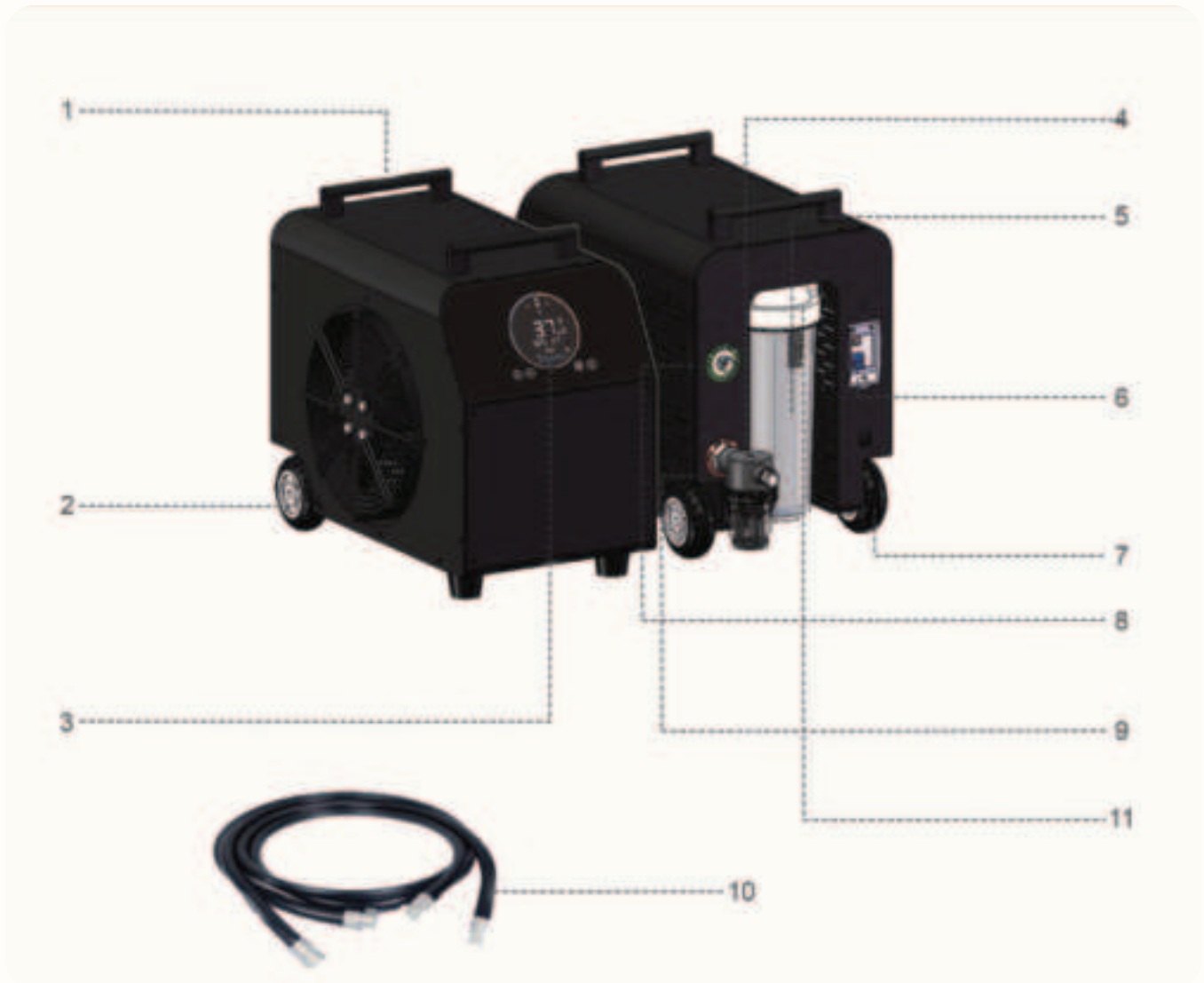
# SAFETY SHEET

Please read and follow the below precautions before using your chiller:

- **Test the Leakage Protection:** Before using the ice bath chiller press the TEST button on the leakage switch to ensure that the leakage protection is functioning correctly.
- **Always Supervise Children:** Children must be supervised at all times and should not play with the chiller.
- **Avoid Tilting the Chiller:** Do not tilt the chiller more than 45 degrees, as this can cause the compressor to malfunction.
- **Keep Air Inlets Clear:** Do not cover the air inlet holes or vents of the chiller during operation, as this may lead to compressor failure.
- **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.
- **Condensation:** Your chiller and its connection hoses may produce condensation, this is normal and is not typically a cause for concern.
- **Protection from Weather:** If the chiller is placed outdoors, ensure it is undercover to protect it from any weather.
- **Prevent Freezing:** When ambient temperatures drop below 0°C, drain the water from the chiller to prevent freezing and potential damage.
- **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 & FEATURES



- 1 - External sediment filter
- 2 - Fan
- 3 - LED Screen (Control Panel)
- 4 - External sediment filter
- 5 - Internal filter and filter housing
- 6 - Leakage Switch

- 7 - Wheels
- 8 - Water Inlet
- 9 - Water Outlet
- 10 - Connection hoses
- 11 - Flow sensor

# CONTROL PANEL



- 1 - Temperature/Time Increase button
- 2 - Temperature/Time decrease button
- 3 - Set button
- 4 - Power button

## Temperature Set:

- Click the ‘Set button’ until flashing, then use the up or down buttons to set your target temperature.

## Mood Change:

- Press and hold the ‘Up’ button for 15 seconds to switch to ‘cold only’ or ‘dual temp’ modes.

## Celsius or Fahrenheit mode:

- Press and hold the ‘Down’ button for 10 seconds to exchange the temperature unit between Celsius or Fahrenheit.

## Settings lock:

- Press and hold the “Up” and “Down” Buttons together for 5 seconds to lock or unlock the control panel/ settings.

## App connection and WIFI set up:

1.1 Download the “TUYA smart” application from your device's app store.



- 1.2 Place your chiller in pairing mode: Press and hold the “SET” button on the chiller control panel for 5 seconds until you hear a beep, the wifi icon on the chiller display screen should appear and start flashing.
- 1.3 On your smartphone, go to the settings, turn on Bluetooth and then connect to a 2.4GHz WIFI network (not 5GHz).

## 2. Tuya Smart App Set up:

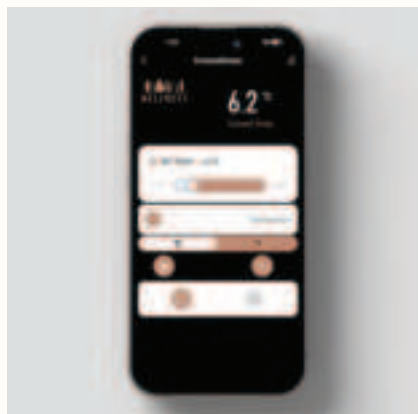
2.1 Connecting a new device:

- 2.1.1: Ensure the wifi symbol is flashing on your chiller display screen.
- 2.1.2: Sign in to the Tuya smart app or continue as a guest.
- 2.1.3: Press the “+” icon at the top right hand of the screen then “add device” - your chiller should pop up, click on the Kiva Wellness icon to pair with your new chiller.
- 2.1.4: When prompted, enter wifi ID and password then press continue. Your chiller should now be connected.

*Any issues with app connectivity or pairing your chiller please contact our technical support team.*

2.2 Tuya smart functions and features:

- 2.1.1: Ensure the wifi symbol is flashing on your chiller display screen.
- 2.1.2: Sign in to the Tuya smart app or continue as a guest.
- 2.1.3: Press the “+” icon at the top right hand of the screen then “add device” - your chiller should pop up, click on the Kiva Wellness icon to pair with your new chiller.
- 2.1.4: When prompted, enter wifi ID and password then press continue. Your chiller should now be connected.





**Timer:** Create a timer to turn On/Off your chiller at a certain time.

**Power:** Turn your chiller On/Off.

**Edit name:** Customise and change the name of your chiller.

**Deviation:** Specifies the allowable temperature difference between the set temperature and the current temperature before the chiller unit reactivates. Between 0.8°C and 5°C

**Ozone Clean:** The length of the ozone cleaning cycle. Between 0-3min.

**Check water temp:** How often the chiller should check the current water temperature. Between 20-60min.

**Fan: Fan RPM:** Select the amount of fan rotations per minute to customise the cooling power of your chiller to your needs.

Use the slider to drag your selection between 53 (comfortable) and 90 (powerful).

*Please note: The higher Fan RPM means stronger cooling capacity and more noise, a lower speed means quieter operation but reduced cooling power.*

**Display Screen:** Turn the display screen on the control panel on/off.

### 3. Temperature Control:

Temperature can be controlled via the app or manually from the chiller control panel:

3.1: To set the temperature of the chiller manually, press the 'SET' button until flashing then, press the 'up' or 'down' button to set the target temp.

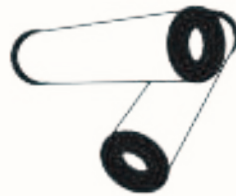
3.2: To set the temperature remotely, open the Tuya Smart app on your smartphone, press and drag the slider bar under the "SET TEMP" until the temperature displayed is as desired.

# INSTALLATION PROCESS

## Included Accessories



Connection Hose



Filter x3



Wrench



User Manual



Warning Label



Sediment Filter



Rubber Sealing Rings



Flow Meter



Plumbers Tape

*Note: We highly recommend the use of plumbing tape on all threaded connections prior to installation. This assists with sealing the connection and preventing leaks.*

### Step 1: Installing the external sediment filter and hoses.

1. Remove plugs from the chiller inlet and outlet connection ports.
2. Apply plumbing tape (supplied) to the inlet and outlet threaded connections.
3. Install the external sediment filter by screwing it onto the water inlet (bottom connector).  
The external sediment filter should be fitted tightly and sit with the black part on top and clear filter housing on the bottom- as shown.
4. Place a rubber sealing ring into each of the connection hoses (as shown)
5. Take one of the connection hoses and fit it to the external sediment filter/water inlet.
6. Fit the other connection hose to the water outlet.

## **Step 2: Install the internal filter.**

1. Unscrew the filter holder from the internal filter housing, using the supplied wrench if required.
2. If the filter cartridge is inside, ensure all plastic wrapping has been removed and discarded.  
If no filter inside: place the filter cartridge into the filter holder ensuring the plastic has been removed.
3. Reattach the filter holder to the filter housing, using the wrench to secure it tightly.

## **Step 3: Connect the chiller to the tub/bath.**

*Note: If needed, apply plumbing tape directly to the tub/bath connection ports.*

1. Place a rubber sealing ring into the other end of both connection hoses.
2. Connect the chiller INLET hose to the tub OUTLET port.
3. Connect the chiller OUTLET hose to the tub INLET port.
4. Fill up your tub/bath with enough water so that the inlet and outlet inside the tub are covered/submerged.

# FILTER CLEANING AND REPLACEMENT

The Kiva Wellness chiller offers dual filter sanitation, these filters play a crucial role in maintaining water cleanliness and should be attended to regularly.

External sediment filter - stainless steel filter **DO NOT** discard

Internal 20-micron particle filter - can be rinsed to clean and discarded after multiple uses.

## **Guidelines for filter cleaning and replacement:**

### ***Domestic Use***

Internal Filters: Clean filter weekly, replace monthly.

External Sediment Filter: Clean every month.

### ***Commercial Use:***

Internal Filters: Clean filters daily, replace them weekly.

External Sediment Filter: Clean every week.

For new filters, please contact us to make arrangements. Filters can also be purchased via our website.

## **Changing the filter:**

### **Internal filter:**

1. Turn your chiller off, ensuring the pump is not running.
2. Locate the filter housing inside the chiller.
3. Unscrew the filter holder from the filter housing - It's normal for water to be inside the holder, so don't worry about water spilling water during this step.
4. Pull out the old filter and discard it. Insert the new filter in its place, ensuring any and all packaging has been removed.
5. Screw the filter holder back into the housing. Ensure it's tightly secured to prevent any leaks.
6. Turn the chiller back on. Check to ensure water is flowing through the new filter properly.

### **Cleaning external sediment filter:**

1. Turn your chiller off, ensuring the pump is not running.
2. Locate the external sediment filter on the back of the chiller connection port.
3. Unscrew the clear base of the filter housing.
4. Remove the stainless filter from the housing and empty/rinse thoroughly.

5. Replace the filter back into the filter housing and reattach.
6. Turn the chiller and back on. Check to ensure water is flowing through the filter properly.

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

### **Cleaning and Descale:**

This cleaning procedure is recommended every three months for residential use and every one month for commercial use:

To remove built-up dirt or scale inside the chiller, you can use a CLR cleaning solution available at Bunnings or your local hardware store.

- Mix the cleaning solution with water in a 3:1 ratio and pour it into a bucket. It is recommended not to pour it into the bathtub, as the solution produces a lot of foam, which can be difficult to clean from the tub.
- Disconnect the connection hoses from the tub and place them directly into the bucket to allow water circulation.
- Keep the chiller filter installed for better filtration, then turn on the chiller, set the temperature to 35°C, and let it run for 4 hours.



# FAILURE CODES

**CLN:** Indicates the external sediment filter needs to be cleaned.

**FL:** Indicates low flow rate, check flow rate via the chiller display screen or via the app, flow rate is displayed in liters (L), anything below 17.0L is considered low.

## **Potential causes:**

1. Blockage within the filters or connection hoses
2. Leakage within the chiller pipeline
3. Pump failure

## **How to remedy FL error:**

- Clean/ replace filters.
- Check for leaks within the connections and hoses.
- Ensure the Ice bath water level is above the inlet and outlet holes.
- Try turning off the chiller and letting it sit for a few minutes. Then, turn it back on to reset the system and clear the error.
- Purge the chiller unit to remove any airlocks or clogs (instructions below)

## **How to purge the ice bath:**

**Method 1:** Using a hose, position the hose into the ice bath so that the water from the hose will flow directly into the outlet hole. Do this for about 30 seconds at reasonable pressure. This will push the water from the connection hose into the chiller.

**Method 2:** Disconnect the hoses from the side of the bath and place them directly into the bath water. Then, turn on the chiller, and allow the unit to run for a few minutes.

*If the problem persists, please contact our support team for assistance.*

# | WARNINGS

**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 inlet/outlet 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.

**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.

# SUPERCARGE YOUR SAUNA EXPERIENCE

*WITH THESE SELF CARE RITUALS*

Light Stretching

Dry brushing

Hydration

Reading

Massage

Podcasts/  
playlists

Deep breathing/  
meditation

Hair mask

# WARRANTY

## WARRANTY PERIOD:

### Domestic use:

Chiller 0.8HP - 1 Year

Chiller 1-2HP - 2 Years

### Commercial use:

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](http://kivawellness.com.au/pages/warranty)
- New Zealand:  
[kivawellness.co.nz/pages/warranty](http://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.

- In the event that the product is required to be sent to the service center, the customer is required to pay for all packing, freight, and insurance costs for the transit of the product to Kiva Wellness. 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 centers. 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.

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- 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.