

KIVA WELLNESS



RISE

FAR-INFRARED SAUNA

4 PERSON

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

- The Kiva Wellness Rise Far-Infrared Sauna is designed to be stand-alone or built-in indoors. If installed outside, it must always be completely covered and sheltered from rain, moisture and other elements in order to protect the naturally untreated wood finish.
- Children over the age of 10 years may use the sauna under adult supervision.
- The sauna should not be used if you have any open wounds, eye diseases, or severe sunburn.
- Pregnant women and infants should not use the sauna.
- Exit the sauna if you feel uncomfortable, dizzy or sleepy.
- People with health conditions or diseases directly related to temperature should consult their doctor before using a sauna.
- Remove all jewellery before entering the sauna.
- To avoid fire, do not dry clothes or leave towels in the sauna.
- Do not spray water on the far-infrared heating elements. This activity may result in electric shock or damage to the heating elements.
- Do not place pets in the sauna.
- If the sauna becomes too warm, open the front door.
- Keep all liquids away from the heating panels and electronics.
- Keep flammable objects and corrosive chemical substances away from the sauna.
- To prevent burns or electrical shock, do not touch or use metal tools on the far-infrared heating elements or the fabric cover of the far-infrared heating elements.
- Do not use the sauna if under the influence of drugs or alcohol.
- Individuals at risk of hypothermia, such as those with cardiovascular conditions, should consult a doctor before using the sauna. Hypothermia caused by the body's internal temperature rising several degrees above the normal 37°C (98.6°F), can lead to symptoms like dizziness, lethargy, fainting and result in dangerous effects such as an inability to perceive heat, recognise the need to exit the sauna, or even unconsciousness.
- Any other concerns, consult your health professional prior to use.

INSTALLATION REQUIREMENTS

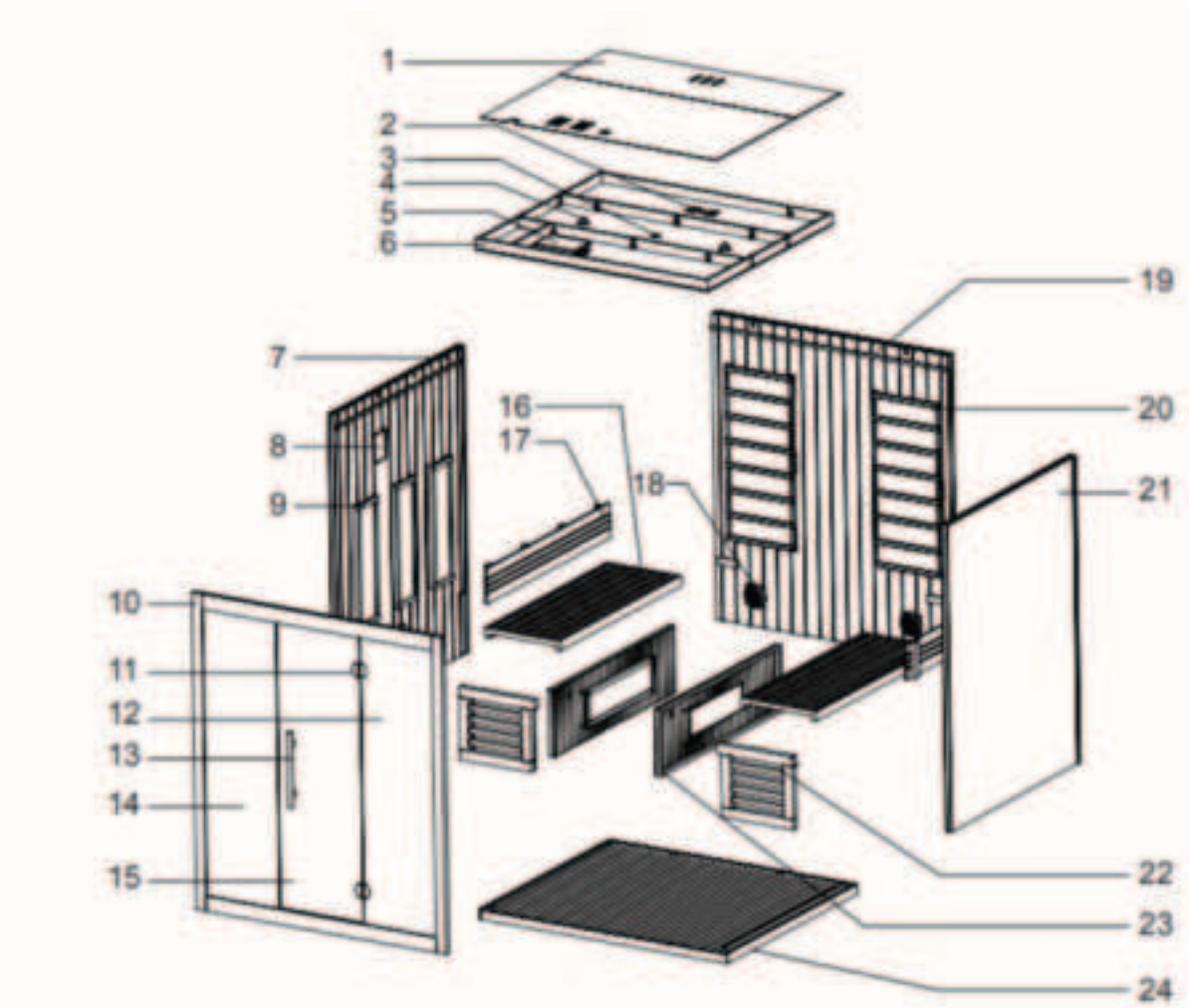
General

- This unit does NOT come with a standard power plug and requires installation by a certified electrician due to its power requirements.
- Do not share the same power outlet with any other appliances.
- Install the sauna on a completely level surface and in an area that is dry and protected from the weather.
- To reduce the risk of electric shock and/or fire, do not expose the control system to water or rain. Do not open the cover to the control system as there are high-tension fittings that could pose danger.
- Only authorised and approved technicians should make any necessary repairs. Any unauthorised repairs, alterations or modifications can lead to serious injury and may cause the sauna to operate outside its intended specification parameters which will void the warranty.

WARNING: To reduce the risk of electrocution and burns, do not operate unless the heater guard is correctly in place.

CAUTION: Do not place combustible materials on or against heaters at any time.

PARTS & FEATURES



1	Top cover	13	Door handle
2	Ventilation door	14	Left window
3	Temperature sensor	15	Front glass door
4	Light	16	Inside bench seat
5	Control Box	17	Backrest
6	Roof	18	Speaker
7	Left side panel	19	Back panel
8	Inside control panel for operation	20	Heating panels
9	Heating panels	21	Right side panel
10	Front panel	22	Side bench support
11	Door hinge	23	Front bench support
12	Right window	24	Base

ASSEMBLY PROCESS

Assembly: Set-up requires two adults.

Step 1: Walls and base

1. Place the floor panel in your desired location, ensuring the front part of the panel is placed in the correct facing direction. Ensure the arrow on the sticker is facing towards the door.
2. Place the back panel into place by aligning it with the corresponding battens on the floor panel, making sure they are in line. One person should hold the back panel in place whilst the other person continues onto the next step.
3. Align the left panel with the floor panel and corresponding battens. There are 3 male buckles attached to the side of the back panel, align these with the female attachments on the left panel and ensure all 3 are tightly secured, locking both panels together.
4. Repeat with the right panel. If done correctly the 3 sides will form a solid bond (buckles should be in line but don't need to be too tight).

Step 2: Bench seat assembly

1. Assemble the side bench support by sliding them down vertically into the slot within the left side panel and right side panel.
2. Assemble the front bench support by sliding down vertically into the slot within the base board.
3. Place the bench seat on top of the side and front bench supports.

Step 3: Front door & handle

1. With care, take the front panel aligning it with both sides and the floor panel. Slight pressure can be applied onto the top of the front panel to push it into place. Do not cut the tie in the door until the glass panel is securely in place.
2. To install the door handle use a Phillips head screwdriver ensuring that the wooden side of the handle is on the inside of your sauna.

Step 4: Roof & final steps

1. Remove the dust cover from the ceiling component of the roof to expose the control box and electrical wires underneath.
2. Connect and match up each cable with its corresponding partner. I.e. Plug A from the control box matches up with Plug A from the sauna wall.
3. Once all electrical components are complete, reattach the dust cover.
4. If done correctly you will now be able to plug your sauna in and turn it on.

LATCHES (CONNECTING PANELS WITH EASE)

Excess back insulation removed

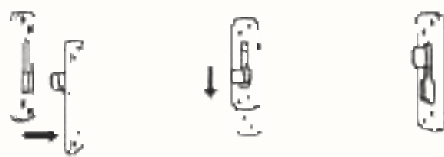


1

2

3

Hanging back insulation on box



1

2

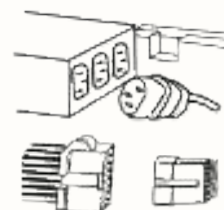
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ELECTRICAL CONNECTION (DO LAST)



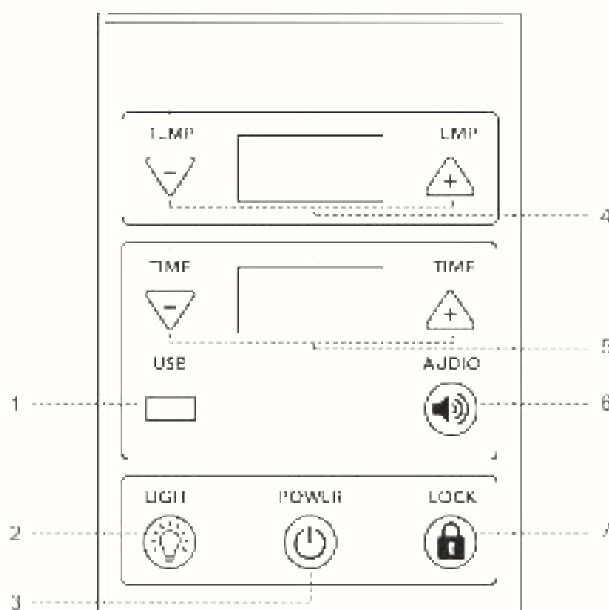
Connection cable

Connection plug



Once your sauna has been installed correctly by an electrician, it is ready for use.

CONTROL PANEL



- | | |
|------------------------|--------------------------------|
| 1. USB Input | 5. Timer Control |
| 2. Light | 6. Audio Control & mode select |
| 3. Power | 7. Lock (lock settings) |
| 4. Temperature Control | |

How to operate the sauna:

Using the sauna:

- To turn your sauna on push the illuminated power button (if the button is not illuminated red, check connection and power supply).
- Once the sauna is on, set the temperature by using TEMP + and - buttons until the desired temperature is displayed.
- To set the timer use the TIME + and buttons to increase or decrease the time displayed.

Sauna Lighting:

Use the light button to switch your internal light on or off. If the keypad itself is lit up then the light is powered on.

Changing the color:

- To change the color press and hold the light button for 3 seconds

- 2N should appear on the display screen
- Quickly press the light button to cycle through colors until you reach your desired setting.

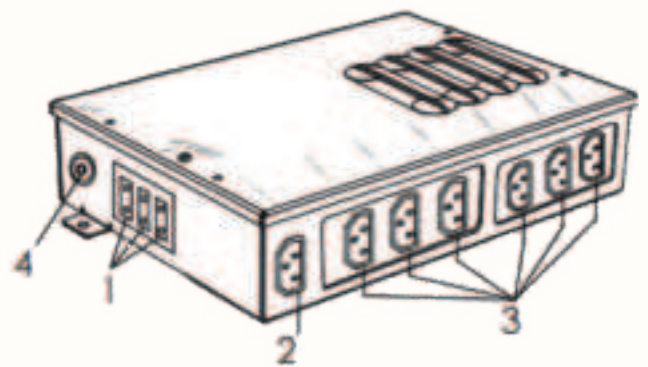
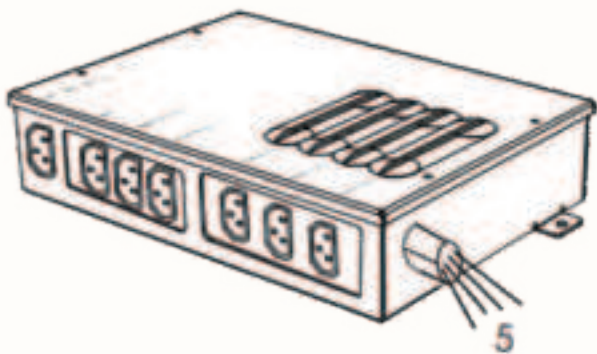
Audio Function:

- Press the AUDIO button once to turn on bluetooth connection.
- The control panel will display BLU.
- Sync your device, this may take a few seconds.
- Pressing the AUDIO button again will switch to USB or Radio Audio Function.
- If using USB, it may take 3 seconds to connect your device.

Lock Function:

Use the lock button if you want to lock your sauna settings throughout your session.

CONTROL BOX



The control box is installed in the roof of the sauna and houses all the electrical components. Input/output connections are as below:

1. Main power outlet
2. Light output
3. Heaters Power output (Loads A-F)
4. Fuse reset
5. 12V output

TROUBLESHOOTING GUIDE

ISSUE	PROBABLE CAUSE	REMEDY
Sauna not turning on	<ul style="list-style-type: none"> The wiring is not properly connected No power supply Faulty control panel 	<ul style="list-style-type: none"> Check wiring from control box Check the wall power outlet and power supply to the control box Contact our customer service
One or more heater is not heating up	<ul style="list-style-type: none"> Wire connection of the heaters is loose The heater/s are faulty The circuit board is damaged Temperature sensor is faulty 	<ul style="list-style-type: none"> Check heaters wiring Contact our customer service
Light is not working	<ul style="list-style-type: none"> Wire connection of the light is loose The control panel is faulty 	<ul style="list-style-type: none"> Check lighting connection to control box Contact our customer service
Temperature display screen shows “H”	<ul style="list-style-type: none"> Temperature inside sauna is too high 	<ul style="list-style-type: none"> Turn sauna off and contact our customer service

Error codes:

Er1: The wire is not connected properly

Er2: Electrical fault within the thermostat

Er3: Temperature is too low

Er4: Thermostat needs to be replaced

CLEANING & MAINTENANCE

Always follow the instruction manual when using your Rise Far-Infrared Sauna so that it is maintained in the best possible condition, so you can enjoy longevity of your investment.

- To maintain the appearance of the timber, place a towel on the sauna bench to prevent sweat from dripping onto wooden surfaces.
- After use, open the door of your sauna. This process will release moisture and help to keep the wooden surfaces dry.
- Avoid using sharp objects inside the sauna to prevent damage to internal fixtures and surfaces.
- Use soft paper or a microfibre cloth to clean the glass door.
- Do not use liquid or aerosol cleaning products inside the sauna.
- Unplug the sauna from the power outlet on the wall before cleaning. Do not use alcohol or strong cleaning chemicals to clean the sauna.
NOTE: Use of chemicals will damage the wood and any natural protection layer inherent in the wood.
- Do not store the sauna in damp environments as this can cause the wood to stain and rot.
- Please note that external ambient temperature may alter the saunas maximum heating ability.

| SAUNA TIPS

Pre sauna hydration is equally as important as drinking water throughout your session. Make sure to drink plenty of water prior to commencing your sauna session. This will ensure your body is adequately hydrated and able to perspire safely.

**1L of water is the recommended intake for every 30 mins in the sauna.*

Make sure to rehydrate after your sauna session to help reduce heat stress. It is recommended to drink plenty of fluids 2-3 hours post sauna session.

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:

Residential/Personal use:

Lifetime* warranty on heaters, 5 years on all other parts.

Commercial use:

1-Year

**Lifetime limited warranty:*

Kiva Wellness lifetime warranty refers to the product's expected lifetime with proper care and use. For Saunas, this is between 5-10 Years (10 years maximum) and covers defects in materials and workmanship under normal residential use.

This warranty does not cover:

- Normal wear and tear, discolouration, or fading of wood over time.
- Damage caused by improper installation, misuse, abuse, neglect, or modifications.
- Damage resulting from exposure to weather, excessive moisture, mould, or mildew.
- Commercial or non-residential use (unless otherwise stated in writing).

Kiva Wellness reserves the right to inspect the product and determine whether the claim is valid. If a defect is found, the Company will, at its discretion, repair or replace the defective part(s). The customer may be responsible for shipping, labor, or service fees. Kiva Wellness is not responsible for any incidental or consequential damages.

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.



EMF TEST RESULTS

MEASURING DISTANCE: 30MM

TEST PROCEDURE: EN 62233:2008

FREQUENCY RANGE: 10HZ-400KHZ

TEST VOLTAGE: AC120V / 60HZ

RESULT: PASS

FRONT 1.139% (OF RECOMMENDED ALLOWABLE RADIATION LIMIT: 100%, 10MG)

REAR 1.137% (OF RECOMMENDED ALLOWABLE RADIATION LIMIT: 100%, 10MG)

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.