

Essential Maintenance Tips of CHILLER

To ensure your cold plunge continues to perform at its best and to keep your warranty intact, it's essential to follow a few maintenance guidelines. Proper upkeep will ensure you enjoy the full experience for years to come.

Water Quality

Regarding the ice tub deals with a relatively small body of water, it's important to monitor water quality carefully. Despite the built-in filtration and ozone generator, the water can deteriorate faster depending on several factors:

- **Humidity and Ambient Temperature:** High humidity or warm temperatures can shorten water life.
- **Entering Sweaty or Dirty:** Always rinse off before entering the cold plunge to avoid contaminating the water.
- **Dirty Feet:** Ensure your feet are clean before stepping in.
- **PH balance:** we will recommend to use the PH increaser to keep water more health for body. Low pH causes acidic water that can erode your ice bath surfaces and equipment and affect your chlorine or bromine."

Chlorinating the water can lead to prolonged water life.

Filter and Strainer

Typically, the water will need changing every 10-20 uses, and the filter should be clear and replaced every second water change. However, if the filter appears visibly dirty, it's time for a replacement.

If your ice tub is equipped with a strainer basket(inlet), it should be cleaned each time you change the water. Empty the basket whenever contaminants are visible.

Here are some signs that indicate maintenance is needed:

- If chiller is running louder than normal, the filter or strainer basket likely needs cleaning.
- Reduced water flow can also signal that it's time to clean the filter or strainer basket.

Timber Maintenance

The exterior timber of the wooden requires regular care, just like any wood product. Apply oil periodically, with frequency depending on the location and weather exposure. If the unit is outdoors and exposed to the elements, we recommend oiling it at least every six months.

Dusty Environment

If your chiller is in a dusty environment or if it's not cooling as efficiently, it may need an internal cleaning. Dust can accumulate on the radiator inside the chiller and significantly affect its performance. Cleaning the unit will help it run smoothly.

Cold environment(what to do in winter)?

If you are planning on using the water chiller during winter where freezing conditions are a risk, please have the following things in mind.

The chillers pipes and internal tank can get damaged by freezing conditions, so always ensure that :

- **The chiller is on 24/7**, and water is flowing should the temperatures drop below freezing.
- **Don't leave it outside:** If the chiller is turned off, don't leave it outside in freezing conditions.
- **Empty it:** If you need to store the chiller, disconnect the hoses and tip it to drain the water. And thereafter storing it inside in non-freezing conditions until needed again.

The purpose of the chiller is to operate in warmer temperatures, to keep your water cold, and there's no need to have your chiller connected to the Ice tub, when it's freezing conditions outside, as your water will maintain the cold temperatures needed naturally.

Warranty Coverage

Your chiller's warranty covers faulty parts and workmanship. However, it doesn't cover damage or issues caused by neglecting the recommended maintenance outlined above.

Troubleshooting

E02 Error

The E02 error typically occurs if there is a blockage or the filter needs replacing. We recommend replacing the paper filter or clear the stainless steel filter every 10-20 uses. Check the following:

- Ensure the filter is sealed where it connects to the chiller.
- If a strainer basket is installed, confirm it's sealed correctly.
- Make sure water inlet is open and not be blocked

Chiller Not Re-Activating After Filter and/or Water Swap

If air gets trapped in the system after a filter swap, it needs to be pushed out. Follow these steps:

1. Prime the Chiller with Water: This pushes air through the system.
2. For additional guidance on safe and effective cold plunge use, check out our Ice Bath and Cold Plunge Safety Tips.

Water pump and ozone generator replace

Typically, the ozone generator will need changing after the working life, and the water pump should be replaced a new one too. However, if there are not bubbles come out from the outlet when running the ozone system it's time for a replacement even it is not reach out the working time.

- Ozone working life: 20000 hours. it should be replaced in time after working life to keep the water healthy.
- Water pump working life: 20000 hours. it should be replaced in time, otherwise the cooling effect of the refrigerator will be affected due to the small water flow.

If all the filter and strainer basket are clear, or check all the reason, but still has very small water flow, it should be suggest to replace a new water pump.

Temperature difference

0-2 degrees temperature different between ice bath tub and display on controller is normal. if more than 2 degrees, temperature sensor may have problem and need to be placed. Get into "setting" column and find F13, change "1" to "0". Then temperature sensor can working properly..