

**CHILLTHERAPY**  
powered by CSC

# CHILL1000

## COLD PLUNGE



# YOU PURCHASED A CHILL1000? BOLD MOVE.

## WELCOME TO CHILL THERAPY!

We know you're looking forward to taking a plunge so we've compiled everything you need to know to get started and extend your spa's longevity in this manual. To start off, register your warranty at [chilltherapy.ca/warranty](http://chilltherapy.ca/warranty).

Get ready to enjoy the numerous benefits of your cold plunge!



### FEEL THE ADRENALINE

Triggering the body's natural stress response, initially increasing adrenaline and cortisol levels. Over time, regular cold immersion can help the body adapt to stress and reduce overall stress levels and fatigue.



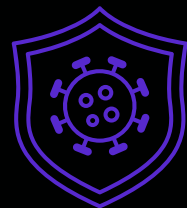
### REVIVE YOUR SENSES

Improve mental resilience and mindfulness. Cold water immersion requires a level of mental discipline and presence. Enhance your mental alertness, clarity and focus with increased blood flow to the brain.



### RECOVERY & PERFORMANCE

Alleviate muscle soreness by narrowing blood vessels and diminishing inflammation. Facilitate quick recovery and minimize injuries by activating blood circulation and improving overall blood flow.



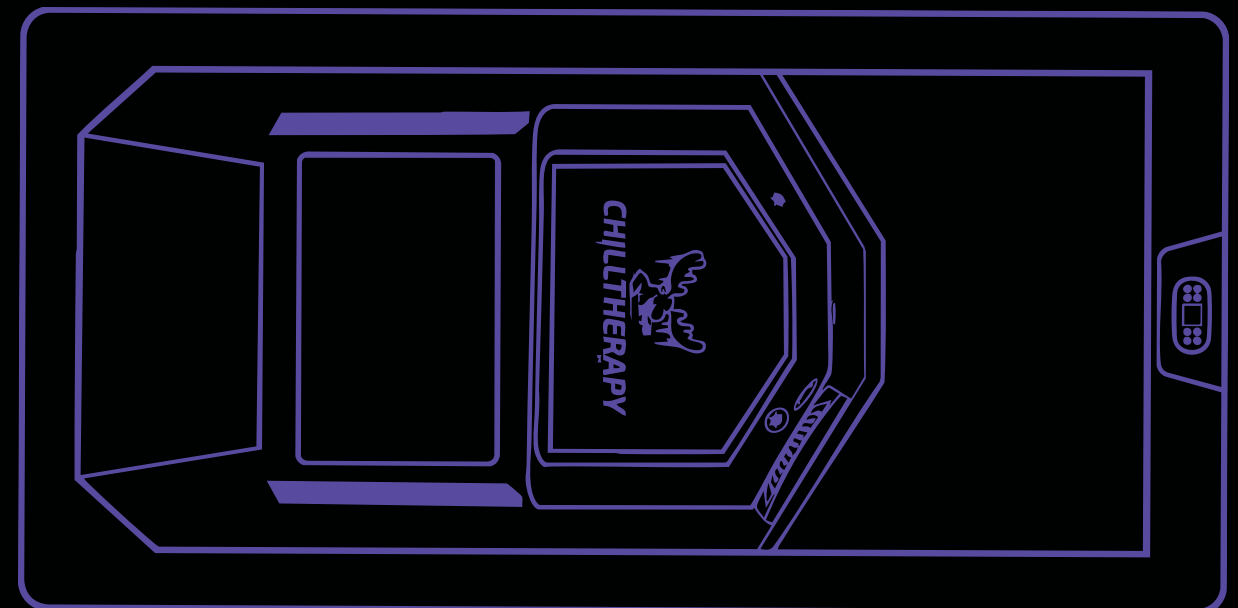
### BOOST YOUR SYSTEM

Exposure to cold water can boost metabolism and improve aerobic capacity and endurance to push weight loss. Facilitate recovery and minimize injuries by activating blood circulation, boosting white blood cells and eliminating toxins.

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### BE BOLD WITH COLD



# SAFETY INFORMATION

NORTH AMERICA (60Hz)

## IMPORTANT SAFETY INSTRUCTIONS

When installing and using this electrical equipment be sure to follow these basic safety precautions:

- WARNING:** To reduce the risk of injury, do not permit children to use this product unless they are closely supervised at all times.
- DANGER:** Risk of accidental drowning. Extreme caution must be exercised to prevent unauthorised access by children. To avoid accidents, ensure that children cannot use this spa unless they are supervised at all times.
- DANGER:** Risk of injury. The suction fittings in this spa are sized to match specific water flow created by the pump. Should the need arise to replace the suction fitting or the pump, ensure that the flow rates are compatible.
- Never operate the spa if suction fittings are broken or missing. Never replace a suction fitting with one rated less than the flow rate marked on the original suction fitting.
- DANGER:** Risk of Electrical Shock. Install at least 5ft (1.5m) from all metal surfaces. As an alternative, spa may be installed within 5ft (1.5m) of metal surfaces if each metal surface is permanently connected (bonded) by a minimum ground wire.
- DANGER:** Risk of Electrical Shock. Do not permit any electrical appliance such as a light, telephone, radio, television, etc. within 5ft (1.5m) of a spa unless such appliances are installed and built-in by the manufacturer.
- ELECTRICAL SUPPLY:** The electrical supply for this product must include a suitably rated switch or circuit breaker to open all ungrounded supply conductors to comply with the national electrical standards. This disconnect must be readily accessible and visible to the spa occupant but installed at least 5ft (1.5m) from the spa water.
- WARNING:** Disregarding the following instructions can result in serious injury or even death.
  - The heat pump contains refrigerant under pressure. Repairs to the refrigerant circuit must not be attempted by untrained and/or unqualified individuals. Service must be performed only by qualified HVAC technicians. Recover refrigerant before opening the system.
  - Prolonged immersion in water warmer than normal body temperature may cause a condition known as Hyperthermia. People having an adverse medical history or pregnant women should consult a physician before using a hot tub or spa. Children and the elderly should be supervised by a responsible adult.
  - Prolonged immersion in water colder than normal body temperature may cause a condition known as Hypothermia. Persons having an adverse medical history or pregnant women should consult a physician before immersing in a cold body of water. Children and the elderly should be supervised by a responsible adult.
  - The causes, symptoms, and effects of hypothermia may be described as follows: "Hypothermia occurs when the internal temperature of the body reaches a level several degrees below the normal body temperature of 98.6 °F (37 °C). The symptoms of hypothermia include, but not limited to, shivering, slurred speech or mumbling, slow, shallow breathing, weak pulse, clumsiness, drowsiness, confusion, unconsciousness, and bright red, cold skin (in infants). The effects of hypothermia include failure of the nervous system, respiratory system and heart; failure to recognize the need to exit spa or cold tub; unawareness of impending hazard; fetal damage in pregnant women; physical inability to exit the spa or cold tub; and unconsciousness resulting in the danger of drowning."
 

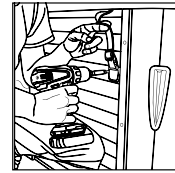
**WARNING** – The use of alcohol, drugs, or medication can greatly increase the risk of fatal hypothermia.

**This product shall be installed in accordance with local codes.**

**#25** – "The spa cover should be in place and properly latched when spa is not in use to protect against unauthorized access as per local codes"

**#27** – "Proper water chemistry is necessary to maintain the water and prevent possible damage to spa components and shall be tested and treated in accordance with local codes"
- Do not use any methods to speed up the defrosting process or for cleaning, other than those recommended by the manufacturer. The appliance must be stored in a room without continuously operating ignition sources, such as open flames, operating gas appliances, or operating electric heaters. Do not puncture or burn the appliance. It is recommended to install the unit outdoors. If it must be installed indoors, ensure that ventilation is adequate. Please note that refrigerants may not have an odor.

- WARNING:** To reduce the risk of injury:
  - The water in the spa should never exceed 40°C (104°F). Water temperature between 38°C (100°F) and 40°C (104°) is considered safe for a healthy adult. Lower water temperatures are recommended for young children and when the spa use exceeds 10 minutes.
  - Since excessive water temperatures have a high potential for causing fetal damage during early months of pregnancy, pregnant women should limit spa water temperatures to 38°C (100°F)
  - Before entering a spa, the user should measure the water temperature with an accurate thermometer since the tolerance of water temperature regulating devices varies.
  - The use of alcohol, drugs, or medication before or during spa use may lead to unconsciousness with the possibility of drowning.
  - Obese persons and persons with a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using a spa.
  - Persons using medication should consult a physician before using a spa since some medication may induce drowsiness while other medication may affect heart rate, blood pressure, and circulation.
- AUDIO/VIDEO EQUIPMENT WARNINGS (Optional equipment based on model) CAUTION:** Risk of Electrical Shock. Do not leave compartment door open.
  - CAUTION:** Risk of Electrical Shock. Replace components only with identical components.
  - WARNING:** Prevent Electrocutation. Do not connect any auxiliary components (for example cable, additional speakers, headphones, additional audio/video components, etc.) to system.
  - CAUTION:** Risk of Electrical Shock. Do not service this product yourself as opening or removing audio covers may expose you to dangerous voltage or other risk of injury. Refer all servicing to qualified service personnel.
  - CAUTION:** Risk of Electrical Shock. When the power supply connections or power supply cord(s) are damaged; if water is entering the audio / video compartment or any electrical equipment compartment area; if the protective shields or barriers are showing signs of deterioration; or if there are signs of other potential damage to the unit, turn off the unit and refer the servicing to a qualified service personnel.
  - This unit should be subject to periodic routine maintenance (for example, once every 3 months) to make sure that the unit is operating properly.
  - CAUTION:** Do not operate audio video controls while inside the spa.
  - Installation of the spa for other than a residential dwelling will result in voiding the manufacturer's warranty.
  - Do not bring any object into the spa that could damage the spa shell.
  - Never insert any object into any opening.
  - WARNING:** Do not sit on the spa cover or place objects on it.
  - Remove any water or debris that may collect on the spa cover.
  - WARNING:** Do not use the spa immediately after strenuous exercise.
  - If you feel pain or dizziness at any time while using the spa, discontinue use and contact a physician.
  - WARNING:** To reduce risk of injury it is especially important that persons with pre-existing health conditions or problems such as obesity, heart disease, high or low blood pressure, circulatory problems, pregnancy or diabetes consult their doctor before using the spa.
  - WARNING:** Observe reasonable time limits when using the spa. Long exposures at high temperatures can cause high body temperatures. Symptoms may include dizziness, nausea, fainting, drowsiness, and reduced awareness. These effects could possibly result in drowning.
  - WARNING:** The spa jets produce a stream of water with relatively high pressure. Prolonged exposure of localized area of the body may cause bruises to the skin.
  - IMPORTANT:** The included warning sign must be posted where all users of the spa can see and read it.
  - WARNING:** To avoid risk of drowning. The spa cover should be in place and properly latched when spa is not in use.
  - IMPORTANT:** Read and understand the warnings on the spa cover.
  - Proper water chemistry is necessary to maintain the water and prevent possible damage to spa components.



## PROPER SPA BASE

All spas must be placed on a proper base that is reinforced for the weight of the spa, water and people who may be within the spa at any given time. This base must be flat and come in contact with the entire base of the spa. We recommend a base that can support at least 150 pounds per square foot such as a 4-6 inches poured concrete pad.

## ATTACH SPA COVER

Lay cover on to spa, pulling the cover skirt down around the perimeter of the spa. Pull down the locking, adjustable straps and secure to cabinet panels with the included mounting hardware. Always lock your cover when the spa is unattended. Do NOT walk or sit on spa cover.



# SPA WINTER CARE



FREEZING CONDITIONS



## MUST FOLLOW DURING WINTER SEASON



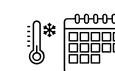
### I just bought my tub in the winter months

- Use caution and use a space heater inside your spa's cabinet as directed in the instructions below to prevent freezing and damage to components while your spa is not in action.
- Have your spa winterized if you are getting it delivered in the winter, but do not intend to use it until the spring.
- DON'T start up the spa in freezing temperatures.



### NO water changes

- Draining and filling in the winter leads to freezing and damage to spa components.
- Wait until spring to change the water and work around the freezing temperatures.



### Have an action plan for winter vacations

#### Before you leave

- Ensure water and chemical levels are normal.
- Change your filters if it's time to do so (every 3-4 months).
- Lock your cover to protect from winds and keep unwanted visitors out.
- Cover guards are available for an extra layer of protection from ice, snow and tree sap on your cover.

#### While you're away

- If you're gone longer than a week, have someone check up on the spa and keep up with the recommended chemical schedule.
- We recommend signing up for a **Mr. Spa maintenance package!**

SCAN TO LEARN MORE ABOUT MR. SPA



HOT TUB DELIVERY & SERVICE



## WARNING

### WARNING – TO REDUCE THE RISK OF INJURY

This spa enables the user to determine the temperature and duration for which they are immersed in the spa. Before using a cold spa, you should always ask a qualified professional if use of this spa is safe and appropriate for you.

For spa/hot tubs installed indoors, care should be taken to ensure adequate ventilation for the indoor space, to avoid undesired build of humidity due to spa water. For additional information on ventilation/humidity guidelines see the: ASHRAE Handbook, HVAC Applications, I-P Edition, 4.5, 4.6, and 4.7.) Spas that include gas-burning heating components, shall be installed in accordance with NFPA 54 or other local codes.

### REDUCE THE RISK OF ELECTROCUTION

Never place an electric appliance within 5ft (1.5m) of spa.

### REDUCE THE RISK OF CHILDREN DROWNING

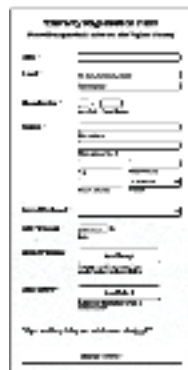
- Supervise children at all times.
- Attach and lock down spa cover after each use.

**WHEN PREGNANT;** soaking in hot or freezing water for long periods can lead to pregnancy concerns. Measure water temperature before entering.

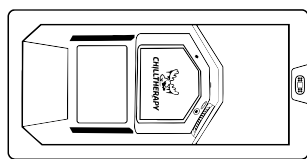
- Do not enter spa if water is hotter than 100°F (38°C). Keep cold plunge temperatures at or above 59°F (15°C).
- Do not stay in hot or cold spa for longer than 10 minutes and use caution.

# QUICK START GUIDE

## Register Warranty

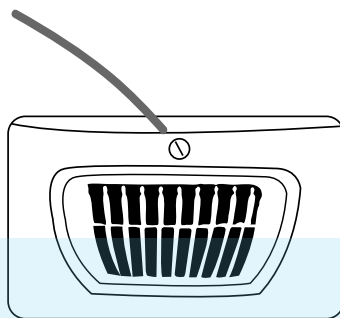


## Electrical



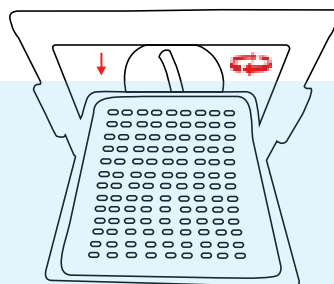
↑ Control Pack Here ↑

## Fill Spa



Remove filter cover and insert hose in opening to fill the spa through the filter housing

## Insert Filter

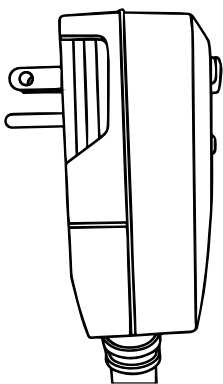


Once the spa is filled, install your new Glacier Antimicrobial Filter Set. Make sure not to overtighten

Make sure to register your warranty at [chilltherapy.ca/warranty](http://chilltherapy.ca/warranty)

Your spa comes ready to be plugged in as 120V  
**Note:** If you would like to install your spa as 240V, please work with a licensed electrician to complete the work needed prior to filling your spa

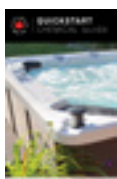
## Power On



Plug the GFCI into a dedicated 15 amp 120V outlet and follow the start up instructions

**Note:** You must allow the spa to run through its start up cycle before adjusting any pump or heater settings (5 to 10 minutes)

## Add Chemicals

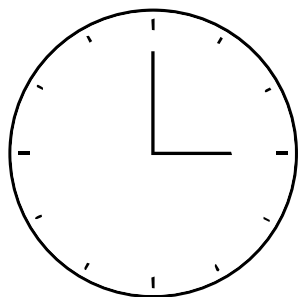


SCAN below to try our Spa Water Test App



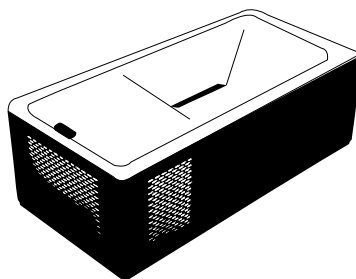
Follow our Spa Chemical Start up Guide instructions to balance your water

## Wait for Water to Heat/Cool



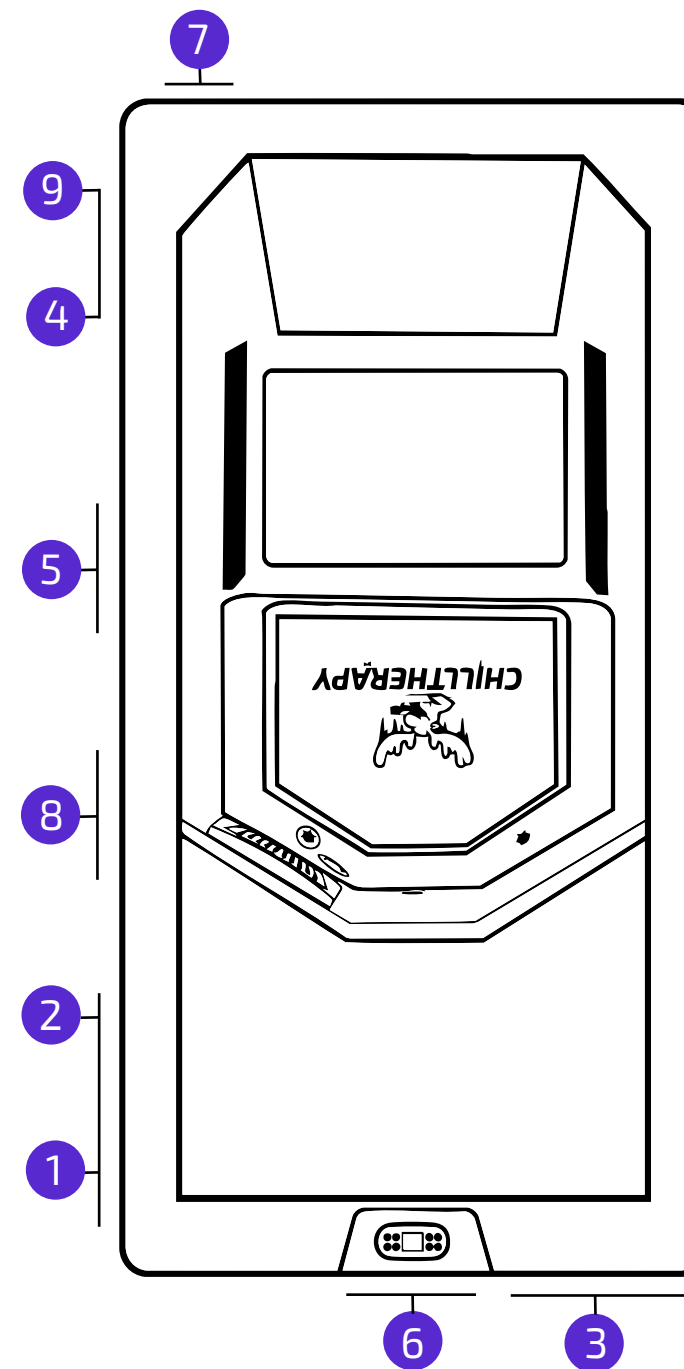
The water will take 12-24 hours to cool **OR** 24-48 hours to heat to full temperature for a 120V spa.

## Enjoy



Go for a plunge!  
**BE BOLD WITH COLD**

# EQUIPMENT LOCATIONS



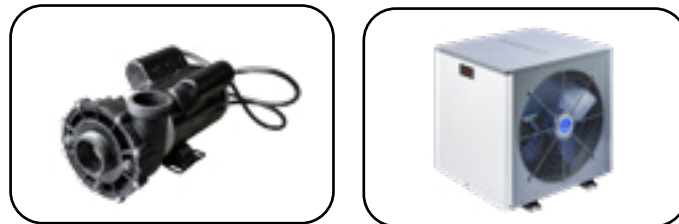
- 1 Circulation Pump
- 2 Circulation Line
- 3 Heat Pump
- 4 Control Pack
- 5 Ozone System

- 6 Topside Controls
- 7 Drain
- 8 Filter Housing
- 9 Electrical (Designated electrical plug)



FOR MORE HELP GUIDES VISIT US AT:  
[chilltherapy.ca/support](http://chilltherapy.ca/support)

## PUMPS



Chill Therapy products are powered by North American components. Experience the combined power of the Balboa 120V circulation pump and CLIM8ZONE II - 120V inverter heat pump.

## CONTROL PACK



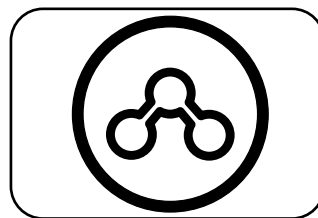
Our control pack software design allows for effective control of the various electrical components of your spa, while ensuring maximum safety. Consult a professional for installation or in case of technical problems to avoid any damage or malfunction.

## DRAIN



Twist and pull out the drain valve to access the built-in drain and attach your garden hose for better convenience. We recommend that you change your water seasonally.

## OZONE & GLACIER FILTRATION



When ozone is injected into the hot tub water, it helps to sanitize the water by reducing the amount of chemicals needed. The ozone generator will run automatically.

## ELECTRICAL\*



Plug and Play models have designated electrical panels so please keep this in mind when placing your tub in its location.

## CONDENSATION LINE



The condensation line needs to be pulled outside the spa during installation.

# YOUR NEW CHILL1000



## SPECIFICATIONS

<b>Dimensions:</b>	84 x 42 x 30 in
<b>Dry Weight:</b>	350 lbs
<b>Full Weight:</b>	1320 lbs
<b>Power Requirement:</b>	110V-60 Hz
<b>Chiller Pump:</b>	1 HP
<b>Circulation Pump:</b>	0.35 HP
<b>Jets:</b>	2
<b>LED Lighting:</b>	Included
<b>Seating Capacity:</b>	1

## FEATURES



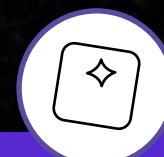
LED LIGHTING



GLACIER FILTRATION & OZONE



NON-SLIP MAT



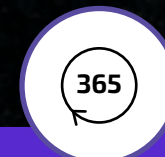
ICE FREE!



Lucite Acrylic



13 Amp with 20ft cable



Anti-freeze protection for year-round use

# GLACIER FILTERS

CSC

## Free Flow Core

Ensures steady flow and continuously solid construction.

## Silver Stream SILVER+STREAM

Natural silver ions stop harmful bacteria from building up inside your filter and entering your spa water.

## M-Pleat Pattern

Maximizes filtration. Specially formatted M-shaped short and long pleats to fit **66%** more media without increasing filter size.

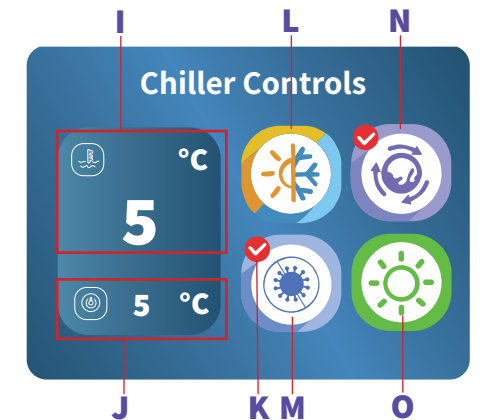
## Antimicrobial Technology

Inhibits the growth of bacteria, mold and fungi that can cause contamination of the filter cartridge.

Glaciers contain **the world's most pristine water.** With CSC filters, your spa water will be crystal clear!

# TOPSIDE CONTROLS GUIDE

## YOUR CONTROL CENTRE

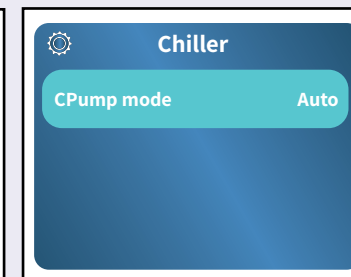


- A - Temp Unit °F**  
Display temperature in °F
- B - Temp Unit °C**  
Display temperature in °C
- C - Invert Screen - Upwards to seat**
- D - Invert Screen - Downwards**
- E - Set Temperature (+)**  
Increase temperature.  
The maximum is 104°F (40°C)
- F - Set Temperature (-)**  
Decrease temperature.  
The minimum is 40°F (5°C)
- G - LED Lighting**  
Push to switch on/off and toggle between colour settings
- H - POWER Button**  
Turn system on/off. After powering on spa, wait 1 min before pressing
- I - Current Water Temperature (°F/°C)**
- J - Preset Water Temperature (°F/°C)**
- K - Operation running**
- L - Heat Pump Icon**
- M - Disinfection Icon**
- N - Circulating Pump Icon**
- O - Light Icon**

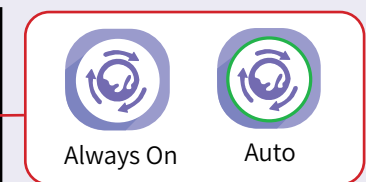
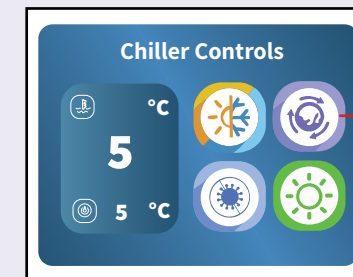
## STARTING UP - SET THE CIRCULATION PUMP MODE



When the screen lights up and the user interface is displayed, hold the °C button for 5 seconds to enter Settings menu.



Touch the °F button to change the circulating pump mode to Always On or Auto. Touch °C to return to main menu.

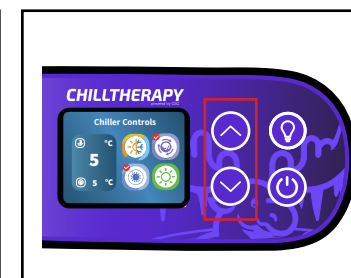


**Always On mode:** Circulating pump is always on when system is on.  
**Auto mode:** When system is turned on, circulating pump is turned on after the heat pump starts. When the heat pump is turned off, the circulating pump will be closed for 2 minutes. If the circulating pump has not been run within 1 hour, it will run automatically for 1 minute.

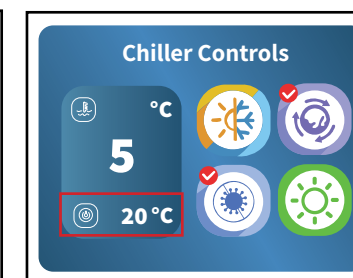
## ADJUST TEMPERATURE



Use the °F or °C buttons to select your desired measurement.



Use the UP or DOWN arrows to select your desired temperature.



Your new temperature will first show up in the bottom Preset Temperature section. The Current Temperature will match when the spa water adjusts.

## LIGHT THERAPY



Keep pressing the Light Icon to explore the multi-coloured light settings, including fading features for night ambience.

# HEAT PUMP SPECIFICATIONS



TECHNICAL DATA	
Product Mode	C8ZII-120V
Advised maximum spa volume (with cover)	600 gal
Heating operating ambient temperature range	-5 - 42 °C (23 - 109 °F)
Cooling operating ambient temperature range	10 - 40 °C (50 - 104 °F)
Operating water temperature heating	15 - 40 °C (59 - 104 °F)
Operating water temperature cooling	5 - 35 °C (40 - 95 °F)

STANDARD CONFIGURATION	
Metal plate	Metal Casing
Body size(W*D*H)	19.5 x 19.6 x 19.1 in
Refrigerant	R410A/350g
Power supply	120V/1 Ph/60Hz
Condenser	Titanium in PVC

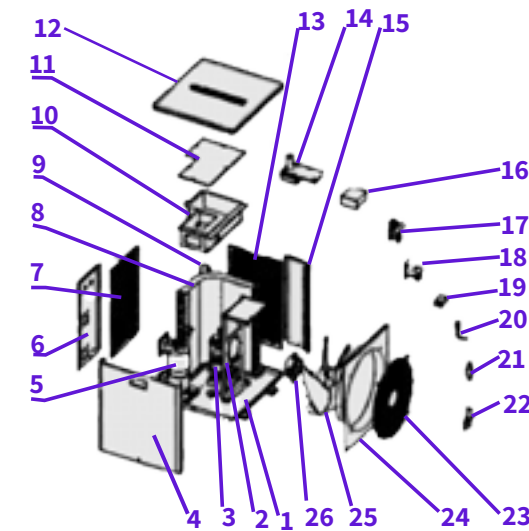
PARAMETERS		
	Heating*	Heating **
Heating Capacity (kW)	4.0~1.0 kW	2.5~0.65 kW
Heating Capacity (BTU/h)	13600~3400 BTU/h	8500~2210 BTU/h
Input power	0.8~0.11 kW	0.6~0.1 kW
COP	5.0~9.5	4.0~6.1
Cooling capacity	1.6 kW	
Maximum current	10.5 A	
Advised water flow	7.5 GPM	
IP Grade (Level of protection)	IPX4	
Anti-electric shock Rate	I	
Noise	≤45 (dB(A)) in 1 meter	
Net weight/Gross weight	62/67 lbs	
Diameter of pipe	1.5 in socket	

**REMARK:**  
**Heating\*:**  
 Working condition  
 Inlet water temperature: 78.8°F  
 Outlet water temperature: 82.4°F  
 Dry bulb temperature: 80.6°F  
 Humidity: 80%

**Heating\*\*:**  
 Working condition  
 Inlet water temperature: 78.8°F  
 Outlet water temperature: 82.4°F  
 Dry bulb temperature: 59°F  
 Humidity: 70%.

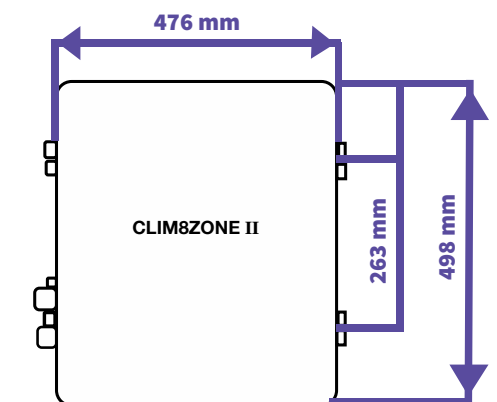
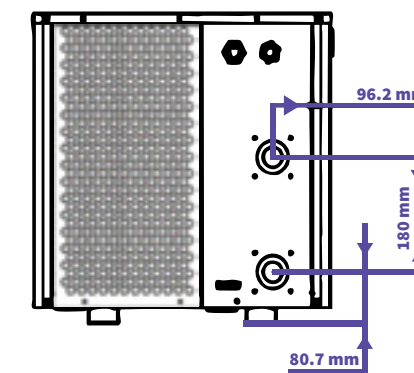
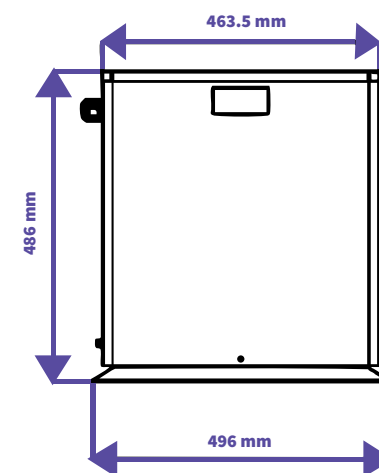
**Cooling:**  
 Working condition  
 Inlet water temperature: 82.4°F  
 Dry bulb temperature: 95°F  
 Humidity: 80%.

# PARTS

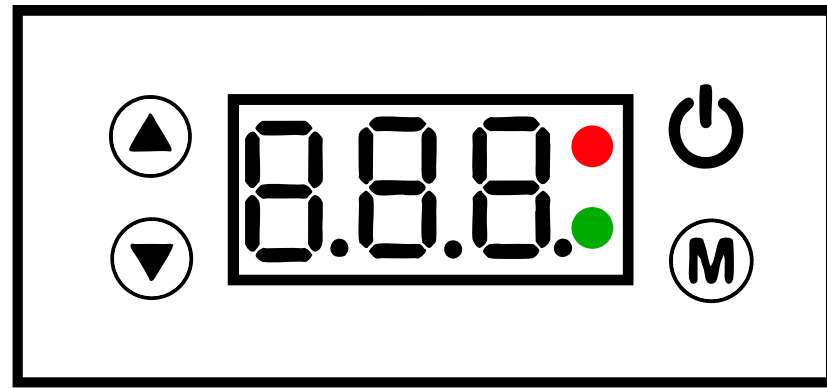


Number	Spare Parts	Number	Spare Parts
1	Chassis	11	Electric box cover
2	Motor bracket	12	Top panel
3	Compressor	13	Back net
4	Front panel	14	Driver board
5	Titanium tube heat exchanger	15	Rear side panel
6	Left side panel	16	Control board
7	Left net	17	4-way valve
8	Fin heat exchanger	18	Reactor
9	Column	19	Transfer terminal block
10	Electric box	20	Needle valve

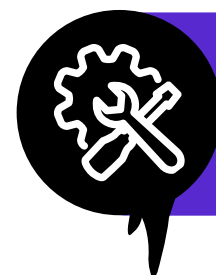
# DIMENSIONS



# CONTROL PANEL OPERATIONS



Key	Description
	For spa technician use only
Red LED ON	Heating mode
Green LED ON	Cooling mode
The red light and green light ON for 3 seconds at the same time, then the red light ON	Automatic heating
The red light and green light ON for 3 seconds at the same time, then the green light ON	Automatic cooling
Red LED flashing	Defrosting mode
Red & Green LED OFF	Heat pump OFF



FOR MORE HELP GUIDES VISIT US AT:  
[chilltherapy.ca/support](http://chilltherapy.ca/support)

# ERROR CODES

Error Code	Error Description	Description	Solution Suggestion
E03	Water flow failure	<ol style="list-style-type: none"> <li>The water flow switch fault.</li> <li>Low water flow.</li> <li>The inlet and outlet water are reversed.</li> <li>There is air in the pipe.</li> <li>The pipe blocked.</li> </ol>	<ol style="list-style-type: none"> <li>Check the water flow switch and replace it if it is faulty. Check the water valve and the temperature difference between inlet and outlet water.</li> <li>Whether the inlet and outlet water pipes are correctly connected.</li> <li>Emptying.</li> <li>Pipe cleaning.</li> </ol>
E04	Winter anti-freezing	The ambient temperature is lower than the antifreeze setting value.	Normal protection procedure.
E05	High pressure protection	<ol style="list-style-type: none"> <li>Low water flow.</li> <li>Pressure switch fault.</li> <li>The fan motor doesn't work or the speed is too low.</li> <li>Overcharged the refrigerant.</li> </ol>	<ol style="list-style-type: none"> <li>Check whether the temperature difference between inlet and outlet water is too large, and whether the outlet water temperature is too high.</li> <li>Use a multimeter to check whether the high voltage protection switch works.</li> <li>Check the water flow of the water pump and the speed of the fan.</li> <li>Refill the refrigerant.</li> </ol>
E10	Communication fault of frequency conversion module (alarm when communication is disconnected between external board and drive board)	<ol style="list-style-type: none"> <li>The main board or driver is damaged.</li> <li>The connector of the communication cable between the main board and the driver board is in poor contact or falls off.</li> <li>The communication cable is damaged.</li> </ol>	<ol style="list-style-type: none"> <li>Replace the main board or driver board.</li> <li>Check the communication cables between the main board and driver board.</li> <li>Replace the communication cable.</li> </ol>
E12	Exhaust too high protection	<ol style="list-style-type: none"> <li>Less refrigerant or leakage.</li> <li>The system blocked.</li> <li>Compressor refrigerant oil is insufficient.</li> <li>The resistance value of the exhaust probe is offset, and the inlet temperature probe is dropped.</li> </ol>	<ol style="list-style-type: none"> <li>Refill the refrigerant.</li> <li>Replace the filter.</li> <li>Add refrigerant oil to the compressor.</li> <li>Replace the exhaust probe and reconnect the water inlet temperature probe.</li> </ol>
E15	Inlet water temperature error	The sensor plug is in poor contact or off, or the sensor is damaged.	Check and replace the water inlet temperature sensor (T2 sensor).
E16	Outer coil pipe temperature error	The sensor plug is in poor contact or off, or the sensor is damaged.	Check and replace the coil pipe temperature sensor (T3).

# ERROR CODES

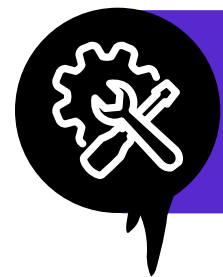
Error Code	Error Description	Description	Solution Suggestion
E18	Exhaust gas temperature error	The sensor plug is in poor contact or off, or the sensor is damaged.	Check and replace the exhaust gas temperature sensor (T1).
E20	Abnormal protection of frequency conversion module	IPM module internal fault, <b>check related problems according to the table starting on page 17*</b>	
E21	Ambient temp. Error	The sensor plug is in poor contact or off, or the sensor is damaged.	Check and replace the ambient temperature sensor (T4).
E23	Too low cooling outlet water temp protection	Outlet water temp lower than 2°C.	Check whether the water flow or water system is jammed or not.
E27	Outlet temperature fault	The sensor plug is in poor contact or off, or the sensor is damaged.	Check and replace the water outlet temperature sensor (T6).
E29	Return gas temp. Error	The sensor plug is in poor contact or off, or the sensor is damaged.	Check and replace the suction gas sensor (T5).
E46	DC Fan Error	1. DC fan failure. 2. Plug is in poor contact or off.	1. Replace the DC fan. 2. Reconnect cables to the DC fan.

**E20** fault will display the following error codes at the same time (the error codes will switch every 3 seconds):

- Among them, error codes **1-128** are displayed in priority.
- When error codes 1-128 don't appear, then error codes **257-384** can show.

If **two or more** error codes appear at the **same time**, then display error codes accumulation. For example, if **16** and **32** occur at the same time, display **48**.

**\*Continue to next page to view error codes related to E20 IPM module internal fault.**



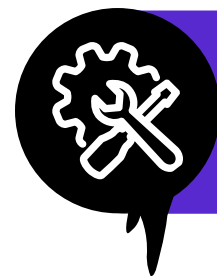
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# IPM ERROR CODES

Error Code	Name	Description	Solution Suggestion
1	IPM Over-current	1. The IPM overloaded or over-heated. 2. The U, V, W driver short-circuited. 3. The IPM module fault. 4. The compressor is damaged.	1. Ensure that the ring temperature, water temperature, water flow, etc. are within the operating range of the unit. 2. Use a multimeter to measure the motor U, V, W in ohmic gear to ensure no short circuit. 3. Replace the frequency conversion module. 4. Replace the compressor.
2	Compressor synchronous abnormal	1. The compressor overloaded instantaneously. 2. The compressor does not match the program. 3. The difference between high and low pressure starts the compressor excessively.	1. Ensure that the ring temperature, water temperature, water flow, etc. are within the operating range of the unit. 2. Replace the driver board with the correct program. 3. Ensure that the high and low pressure difference starts normally.
8	Compressor output phase absent	1. The U, V, and W cables of the compressor are missing or improperly connected. 2. The compressor does not match the program. 3. The difference between high and low pressure starts the compressor excessively.	1. Check whether the U, V and W wires of the compressor are missing or in poor contact. 2. Update the driver. 3. Ensure that the high and low pressure difference starts normally.
16	DC bus low voltage	1. The power supply is unstable. 2. AC suddenly power off, the inverter capacitor residual power supply chip detects that the DC voltage will be too low. 3. The PFC module fault.	1. Ensure that the power supply is stable. 2. Check the capacitor after it is powered off. 3. Replace the faulty frequency conversion module.
32	DC bus high voltage	1. The power supply voltage is too high. 2. A capacitor fault. 3. A PFC module fault.	1. Ensure that the power supply voltage is normal. 2. Replace the capacitor. 3. Replace the faulty frequency conversion module.
64	Radiator over temperature	1. The fan on the host is faulty. 2. The air duct is blocked.	1. Check and replace the fan. 2. Ensure proper ventilation.
128	Radiator temperature error	1. The heat sink sensor is short-circuited or open. 2. Heat sink fouling. 3. The ambient temperature is too high.	1. Replace the frequency conversion module. 2. Remove dust and scale from the heat sink. 3. Lower the ambient temperature.

# IPM ERROR CODES

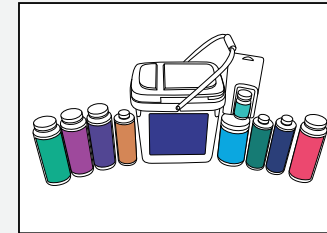
Error Code	Name	Description	Solution Suggestion
257	Communication failure	<ol style="list-style-type: none"> <li>The connector of the communication cable between the main board and the driver board is in poor contact or falls off.</li> <li>Internal components of the heat pump damaged.</li> <li>The output voltage of the power supply board in the module abnormal or no output.</li> </ol>	<ol style="list-style-type: none"> <li>Reconnect and ensure stability.</li> <li>Replace the internal components.</li> <li>Replace the power module.</li> </ol>
264	AC Input low voltage	<ol style="list-style-type: none"> <li>The input voltage is too low.</li> <li>The current transformer damaged during transportation.</li> </ol>	<ol style="list-style-type: none"> <li>Ensure that the input voltage is normal.</li> <li>Ensure that the current transformer works properly.</li> </ol>
288	IPM too high temperature	<ol style="list-style-type: none"> <li>The fan is faulty or the air duct blocked.</li> <li>The ring temperature rises too fast, resulting in over-temperature drop too late to react.</li> <li>The power supply voltage and current too high or too low.</li> </ol>	<ol style="list-style-type: none"> <li>Replace the fan.</li> <li>Ensure that the air duct unblocked.</li> <li>Reduce the ring temperature.</li> <li>Ensure that the power supply voltage and current are normal.</li> </ol>
320	Compressor peak current too high	<ol style="list-style-type: none"> <li>Compressor load is too large.</li> <li>The driver board is faulty.</li> <li>The compressor is damaged.</li> </ol>	<ol style="list-style-type: none"> <li>Ensure that the ring temperature, water temperature, water flow, etc. are within the operating range of the unit.</li> <li>Replace the compressor driver plate.</li> <li>Replace the compressor.</li> </ol>



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# SPA CHEMICAL STARTUP GUIDE

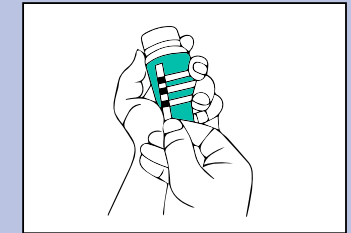
## AVAILABLE CHEMICALS



Chlorine Granules, Alkalinity Booster, pH Up, pH Down, Spa Shock, Spa Clear, Foam Free, Stain & Scale Control, Spa Flush, Test Strips

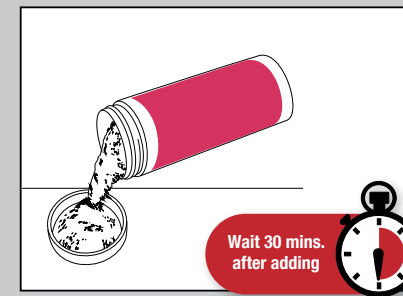
**Note:** Chemicals should be stored in a cool, dry place.

## USING CHEMICALS



**Start with testing your water**  
 then balance your chemicals in the following order:  
**Alkalinity, pH, Chlorine**

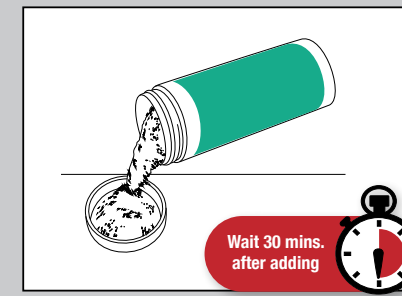
### Step 1



#### Alkalinity Booster

Adjust alkalinity level to 80 - 150 ppm  
 (use pH Down to reduce)  
 (see bottle for directions)

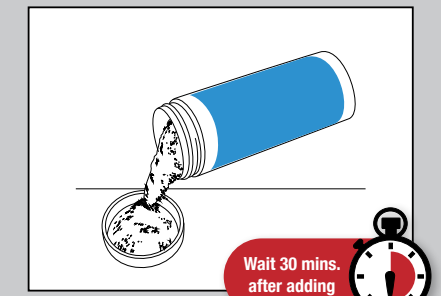
### Step 2



#### pH Up / pH Down

Adjust pH level to 7.2 - 7.6  
 (see bottle for directions)

### Step 3



#### Chlorine Granules

Add 15g per 1000L



**REDUCE CHLORINE. SAVE MONEY.**  
**OZONE SYSTEM INCLUDED**

## Chemical Kits Available



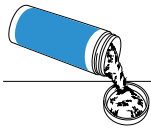

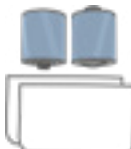
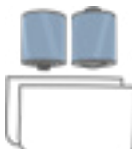
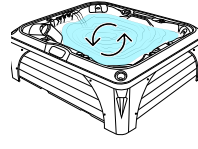
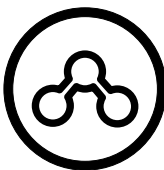
Starter Chemical Kit

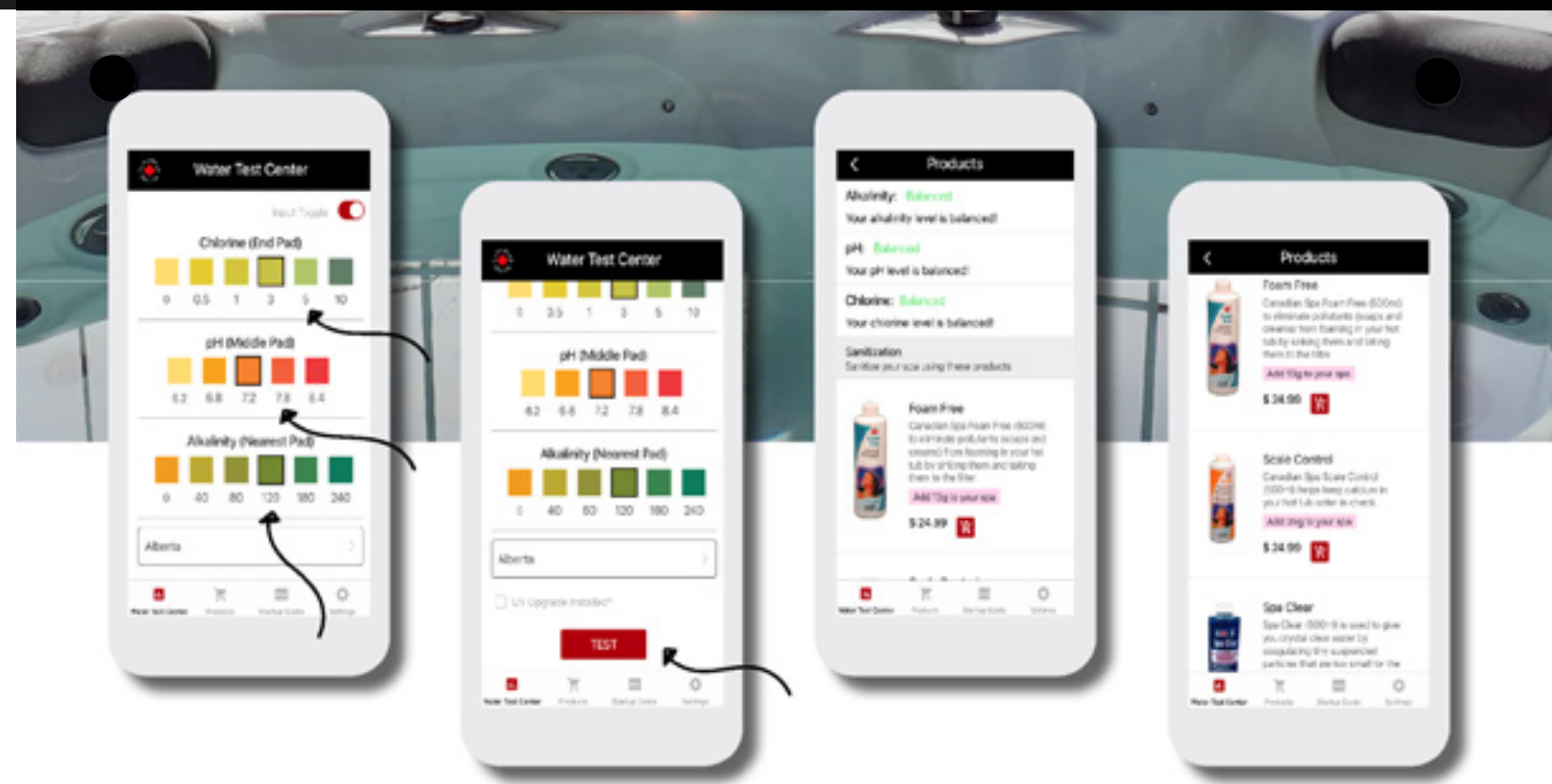


Deluxe Chemical Kit

# MAINTENANCE SCHEDULE

# SPA WATER TEST APP

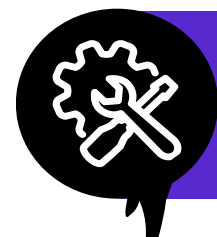
PROCEDURE	EACH USE	WEEKLY	3-4 MONTHS	YEARLY
 <p><b>SANITIZE</b> Replenish sanitizer levels with chlorine granules</p>	●			
 <p><b>BALANCE</b> Balance your water according to Test Strip readings</p>		●		
 <p><b>RINSE FILTER</b> Rinse with hose weekly</p>		●		
 <p><b>REPLACE FILTER</b> Remove filter and replace.</p>			●	
 <p><b>CHANGE WATER</b> Drain and refill your water.</p>			●	
 <p><b>CHECK OZONE LED</b> Ensure ozone LED is on during filter cycle.</p>				●



1. Dip your test strip into your spa water
2. Select the colours shown on the test strip into the “Water Test Center” screen of the app
3. Instantly you will have a custom guide to take care of your spa water!



**REMINDER:** Your spa must be winterized if you are shutting it down for the winter



FOR MORE HELP GUIDES VISIT US AT:  
[chilltherapy.ca/support](http://chilltherapy.ca/support)



# WARRANTY INFO

**NEED ASSISTANCE?**  
WE'RE HERE TO HELP

## NOTE\* WE REQUIRE THE FOLLOWING INFO WHEN CONTACTING US:

First/Last Name	Email Address	Phone Number	Brief Description of Issue
Ex. Bob Brown	Ex. Bob@gmail.com	Ex. 123-123-2345	Ex. Jets not working



1. Register your warranty at: [chilltherapy.ca/warranty](http://chilltherapy.ca/warranty)



2. Create a service ticket at: [chilltherapy.ca/support](http://chilltherapy.ca/support)



3. Give us a call. Multiple languages supported - CA: 1-877-909-7727



4. Email us at: [sales@chilltherapy.ca](mailto:sales@chilltherapy.ca)

## LIMITED WARRANTY

**Thank you for your purchase of our acrylic cold plunge spa.** This Warranty Terms and Conditions document outlines the coverage, limitations, and requirements associated with the warranty of your acrylic cold plunge spa.

**Warranty Coverage:** This warranty provides coverage for **2 years** from the date of purchase for any manufacturing defects in materials or workmanship for the acrylic cold plunge spa. It covers the replacement of defective parts **only**. Labor and shipping costs for parts replacement are not included in the warranty and will be the responsibility of the customer.

### \*Acrylic Cold Plunge Spa Warranty Details:

**Duration:** 2 years from the original date of purchase.

**Coverage:** Parts replacement for defects in materials or craftsmanship.

**Parts:** Only the defective parts of the tub will be replaced under this warranty.

**Exclusions:** Labor, shipping, handling, installation, and any damage caused by improper installation, misuse, abuse, neglect, accidents, or modifications.

### What is Covered:

This warranty covers the following components:

**Acrylic shell:** Defects in the acrylic material or workmanship.

**Fittings and connectors:** Defects in the assembly parts or any manufacturing flaws in these components.

**Extent of Warranty:** This Limited Warranty applies to spas manufactured after **January 1, 2025** and sold by authorized CSC dealers to residential retail customers. This Limited Warranty is given only to the first retail purchaser and terminates upon transfer of ownership. No warranty is provided on any dealer installed accessories. Cost of installation, removal and/or shipping of the spa is not covered by this Limited Warranty. In the event CSC deems necessary the removal of the spa to a place of repair or that the spa must be replaced, any and all costs of the spa removal and replacement; landscaping, decking, fencing and/or structure removal, alteration and/or replacement; or other costs of providing access to the spa will be for the purchaser. This Warranty applies only to spas in single family, residential installations. This Limited Warranty becomes void if the spa is placed in commercial application.

### TERMS, CONDITIONS AND LIMITATIONS

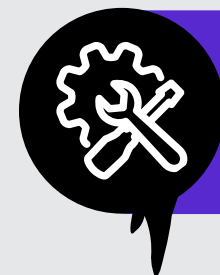
Any defect or damage caused by installation, alteration or repair by anyone who is not an employee of CSC or authorized service technician is not covered by the Warranty. This Warranty becomes void if the spa has been subjected to misuse, abuse, alteration or attempted alteration, repairs or attempted repairs by anyone other than an authorised CSC service technician. Improper installation, improper water chemistry, improper maintenance, acts of god, or damage caused beyond the control of CSC is not covered. Misuse and abuse shall include any operation of the spa other than as directed in the CSC Chill Therapy Manual. Failure to properly winterize the spa as per CSC will cause freezing damage and is not covered under this warranty.

Examples of misuse and abuse include, without limitation:

- Damage of the spa surface caused by leaving the spa uncovered while the spa is empty of water or due to covering the spa with plastic film of any kind.
- Damage to the spa surface caused by contact with unapproved cleaners or solvents.
- Damage caused by the operation of the spas at water temperatures outside of the range of 2 – 40 degrees Celsius.
- Damage caused by unapproved sanitizer such as calcium hypochlorite, tri-chlor type chlorine or any sanitizing chemical that may remain undissolved on the spa surface.
- Damage caused by failure to provide an even base support for the spa.
- Damage caused by freezing when new spa is not installed within a timely manner during below freezing temperatures.
- Chill Therapy spas require genuine approved CSC filters, and use of non genuine approved CSC filters will void the warranty.
- Damage to spa cover or spa as a result of adding chemicals to the water without removing the spa cover.
- Customer is responsible for returning faulty warranty parts, otherwise customer will be charged for the unreturned equipment.

**Warranty Performance:** In the event of a defect covered under the terms of this Limited Warranty, notify your authorised CSC dealer and create a ticket at [support.canadianspacompany.com](http://support.canadianspacompany.com). A CSC authorised service technician will repair the spa subject to the Terms and Conditions of this Limited Warranty. CSC will use genuine parts that have been factory certified to repair the hot tub. Use all reasonable means to protect the spa from further damage. Reasonable travel charges may be assessed by CSC or its authorized service technician if the spa is located outside the nearest authorized service technician's service area. This warranty covers parts **ONLY** and does not include travel or on-site service charges unless a Service Contract has been purchased from CSC. Proper access must be provided to all sides of the spa at the cost of the customer in the extent of a warranty claim. Failure to provide access will nullify the warranty.

**Disclaimers:** CSC or any of its authorized service technicians shall not be held liable for injury, inconvenience, loss of use, chemical or water damage, transportation costs, contingent liabilities or any other incidental or consequential costs, expenses or damage as result of any deficiency or alleged deficiency of the spa. In no event shall CSC be liable, for any reason or cause, in excess of the amount paid for the product. No other warranties, expressed or implied, are valid. No agent, dealer, distributor, Service Company or other party is authorized to change, modify or extend the terms of this Limited Warranty in any manner whatsoever. Warranty is only valid with a proof of purchase and manufacturers plate/serial number. Cosmetic damage or normal wear and tear is not covered by the warranty.



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**Canadian Head Office:**  
1283 Cornwall Rd,  
Oakville, ON L6J 7T5  
T: 1-877-909-7727

**Atlantic Office:**  
65 John Savage Ave Unit 6  
Dartmouth, NS B3B 2C9  
T: 1-877-909-7727

**USA Head Office:**  
10908 S Jordan Gateway,  
South Jordan, UT 84095  
T: 1-844-879-7727

**European Head Office:**  
Canada House  
Salbrook Road, Salfords, Redhill  
Surrey, RH1 5GL  
T: +44 1293 824094

CSC meets ISO 9001 Standards. When you purchase a hot tub from CSC, the ISO 9001 certification assures world class excellence in manufacturing and customer service.





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