

# echelon® | ThriveX

ThriveX Cold Plunge



# WELCOME

I am Lou Lentine, Founder of Echelon, and I would like to welcome you to the Echelon community. You've made a great decision for yourself and your family. The Echelon Experience is an innovative combination of fitness products integrated with our state-of-the-art Echelon Fit® app. This brand-new, fitness lifestyle connects your family, friends, the Echelon community, and Echelon instructors together to help you with your fitness goals. With thousands of live and on-demand classes, no matter your schedule or experience, there is always a new and exciting class for you to join.

We embrace your decision to join our Echelon family in the pursuit of living a healthier lifestyle. We are committed to continue engineering cutting edge, world-class fitness products to improve quality of life through workout experiences that make an active lifestyle more accessible and sustainable.

Thank you again for choosing Echelon and I look forward to seeing you in the next live class!

Best personal regards,



**Lou Lentine**  
Founder of Echelon Fitness  
Multimedia, LLC



# TABLE OF CONTENTS

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»	SAFETY INFORMATION	05
»	GROUNDING INSTRUCTIONS	07
»	PARTS LIST	08
»	TUB & CHILLER SPECIFICATIONS	09
»	GETTING STARTED	10
»	THRIVEX APP	15
»	CARE & MAINTENANCE	16
»	TROUBLESHOOTING & ERROR CODES	18
»	NOTES	21



## FEDERAL COMMUNICATION COMMISSION (FCC) STATEMENT

15.21

You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

15.105(B)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

### FCC RF RADIATION EXPOSURE STATEMENT:

1. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
2. This equipment complies with RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

THIS DEVICE COMPLIES WITH PART 15 OF THE FCC RULES.

OPERATION IS SUBJECT TO THE FOLLOWING TWO CONDITIONS:

1. This device may not cause harmful interference and
2. This device must accept any interference received, including interference that may cause undesired operation.

## INNOVATION, SCIENCE AND ECONOMIC DEVELOPMENT CANADA (ISED) INNOVATION, SCIENCE ET DÉVELOPPEMENT ÉCONOMIQUE CANADA (ISED)

THIS CLASS B DIGITAL APPARATUS COMPLIES WITH CANADIAN ICES-003.

CET APPAREIL NUMÉRIQUE DE CLASSE B EST CONFORME À LA NORME NMB-003.

### CANADIAN NOTICE

This device complies with ISED license-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

### AVIS CANADIEN

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. L'appareil ne doit pas produire de brouillage, et
2. L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

### CAUTION: EXPOSURE TO RADIO FREQUENCY RADIATION

1. To comply with the Canadian RF exposure compliance requirements, this device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.
2. To comply with RSS 102 RF exposure compliance requirements, a separation distance of at least 20 cm must be maintained between the antenna of this device and all persons.

### ATTENTION: EXPOSITION AU RAYONNEMENT RADIOFRÉQUENCE

1. Pour se conformer aux exigences de conformité RF canadienne l'exposition, cet appareil et son antenne ne doivent pas être co-localisés ou fonctionnant en conjonction avec une autre antenne ou transmetteur.
2. Pour se conformer aux exigences de conformité CNR 102 RF exposition, une distance de séparation d'au moins 20 cm doit être maintenue entre l'antenne de cet appareil et toutes les personnes.

## WARNING LABELS

### ⚠ WARNING | AVERTISSEMENT | ADVERTENCIA

#### KEEP CHILDREN AWAY FROM MACHINE

Risk of serious injury or death may occur if caution is not used.

Read and follow all warnings and instructions. For consumer equipment, ensure that proper instructions are obtained prior to use.

#### CAUTION:

Risk of personal injury. Keep children under the age of 13 away from machine.

To reduce the risk of injury from moving parts, unplug before servicing.

To reduce the risk of electric shock, unplug before cleaning or servicing.

#### TENIR LES ENFANTS À L'ÉCART DE LA MACHINE.

Risque de blessures ou de mort si la précaution n'est pas utilisée.

Avant l'utilisation, lire tous les avertissements et directives et, dans le cas d'équipement de conditionnement physique en établissement, obtenir toutes les directives appropriées.

#### ATTENTION :

Risque de blessure. Tenez les enfants de moins de 13 ans à distance de la machine.

Pour limiter le risque de blessure liée aux pièces en mouvement, Débranchez avant de réaliser l'entretien.

Pour limiter le risque de choc électrique, Débranchez avant de nettoyer ou de réaliser l'entretien.

#### MANTENGA A LOS NIÑOS ALEJADOS DE LA MAQUINA.

Riesgo de lesiones graves o la muerte si no se tiene cuidado.

Lea y siga todas las advertencias e instrucciones y, en el caso de equipo institucional, obtenga las instrucciones adecuadas antes de su uso.

#### PRECAUCIÓN:

Riesgo de lesiones personales. Mantenga a los niños menores de 13 años lejos de la máquina.

Para reducir el riesgo de lesiones por piezas móviles. Desenchufe antes de reparar.

Para reducir el riesgo de descarga eléctrica. Desenchufe antes de limpiar o reparar.



## IMPORTANT SAFETY INSTRUCTIONS

Care should be taken when entering or exiting the cold plunge. Before entering or exiting the cold plunge be sure you have firm, stable footing.

For cleaning instructions, refer to page 15.

When using an electrical appliance, basic precautions should always be followed, including the following:

**Read all instructions before using the Echelon® | ThriveX Cold Plunge.**

### FOR HOUSEHOLD USE ONLY.

### SAVE THESE INSTRUCTIONS.

### DANGER – TO REDUCE THE RISK OF ELECTRIC SHOCK:

Always unplug this appliance from the electrical outlet immediately after using and before cleaning.

### WARNING – TO REDUCE THE RISK OF BURNS, FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS:

1. An appliance should never be left unattended when plugged in. Unplug from outlet when not in use, and before putting on or taking off parts.
2. Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
3. This appliance is not intended for use by persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. **Keep children under the age of 18 away from this machine.**
4. Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
5. Connect this appliance to a properly grounded outlet only. See Grounding Instructions for important information on page 6.
6. Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the appliance to a service center for examination and repair.
7. Do not carry this appliance by supply cord or use cord as a handle.
8. Keep the cord away from heated surfaces.
9. Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like.
10. Never drop or insert any object into any opening.
11. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
12. To disconnect, turn all controls to the off position, then remove plug from outlet.

**BEFORE starting any cold plunges, consult with your physician or health official. This will ensure that you engage in the proper cold plunge routine for your age and physical condition.**

**Before using the Echelon® | ThriveX Cold Plunge, answer these questions:**

- Have you been sick recently?
- Have you had prolonged dizziness recently?
- Have you been out of breath for no reason recently?
- Have you had chest pain recently?
- Do you currently have any injuries preventing you from exercise?
- Are you pregnant?
- Do you have any conditions or reasons you should NOT exercise?
- Are you over 35 years old and physically inactive?
- Have you been told by a doctor that you should NOT exercise?

**If you answer “yes” to any of the above questions, you should seek further advice from your doctor prior to using the Echelon® | ThriveX Standard Cold Immersion System.**

**Read the user manual fully and follow all instructions. This ensures your safety.**

- ALWAYS use the Echelon® | ThriveX Cold Plunge on solid, level ground and in a well-lit and ventilated area.
- ALWAYS check the cold plunge for wear or loose components before use.
- NEVER use the cold plunge tub if it is not properly / completely assembled or is damaged in any way.
- NEVER use the Echelon® | ThriveX Cold Plunge when sick or fatigued.

**ATTENTION: Please read and follow all Warnings and instructions to reduce the risk of serious injury or death. Retain these warnings and instructions for future reference.**

### DANGER —

- To minimize the risk of drowning, children under 18 years old should not use the cold plunge. Use by individuals under 18 years old requires approval from a medical professional and constant supervision.
- Risk of drowning. Prevent access to the cold plunge by children and pets. Always secure the cover using the straps when it is not in use. Note that the cover may not prevent access under all conditions. It is the responsibility of the owner to ensure that children and pets cannot access it. Keep children away during play.
- Risk of hypothermia. Immersion in cold water can cause hypothermia, which can be fatal. Cease use immediately and call 911 if signs of hypothermia such as severe shivering, sluggishness, speech problems, reduced motor skills, stiff muscles, blue skin, or irregular heartbeat occur. Extended use may increase the risk of hypothermia.
- Risk of drowning. Sudden immersion in cold water can cause cold shock, leading to panic, loss of breath control, impaired mental ability, or changes in heart rate and blood pressure. Use under supervision until familiar with its effects on your body.
- Never use alcohol or drugs before or during use of the cold plunge. Doing so significantly increases the risk of fatal hypothermia, unconsciousness, or drowning.
- Risk of entrapment and drowning. The suction fittings in this cold plunge are sized to match the specific water flow created by the pump. If replacing suction fittings or the pump, ensure flow rates are compatible. Do not operate if suction fittings are broken or missing.

### WARNING —

- Make sure you connect the hoses to the correct location Failure to do so will result in device malfunction and will void warranty.
- Consult a physician before use if pregnant, may become pregnant, obese, or if you have a medical history of heart disease, low or high blood pressure, circulatory system problems, or diabetes.
- Consult a physician before use if taking medication that induces drowsiness or affects heart rate, blood pressure, or circulation.
- Do not use the cold plunge if suffering from an infectious disease.
- Individuals with reduced physical, sensory, or mental capabilities, or lacking experience or knowledge, should use the cold plunge only under supervision.
- Always check water temperature with an accurate thermometer before use. Water temperature regulation devices may vary by up to +/-2°C (5°F).

- To reduce the risk of injury, use caution when entering and exiting the cold plunge.
- Only service the product if qualified and knowledgeable about electrical products and components. If inexperienced with home power, wiring, electrical components, or troubleshooting, consult a qualified service technician. If the power supply cord is damaged or if there are signs of potentially hazardous damage, turn off the circuit breaker and seek qualified assistance.

## ELECTRICAL SAFETY

### DANGER —

- Risk of electric shock. Install at least 1.5 meters (5 feet) away from all electrical outlets and appliances. If connecting outdoors, make sure that your power outlet is weather proof.
- Risk of electric shock. Ensure no electrical appliances, such as lights, radios, or televisions, are within 1.5 meters (5 feet) of the cold plunge.
- Disconnect the power cord when troubleshooting anything electrical. This should only be done by a qualified technician. Power should only be restored once everything is securely reinstalled.

### WARNING —

- Plug the cold plunge into a dedicated 120V 15A 2-wire plus ground service outlet. Ensure the circuit is exclusively for the system and includes a suitable 15A circuit breaker. The plug must be accessible and visible to cold plunge users, but installed at least 1.5 meters (5 feet) from the water.
- The cold plunge must be wired according to local electrical codes. All electrical work should be performed by a licensed electrician and approved by local authorities. Use appropriate electrical conduit, fittings, and wire for all circuits.

## INSTALLATION AND MAINTENANCE PRECAUTIONS

**Flooring:** Ensure flooring is waterproof or resistant to prevent damage.

### CAUTION —

- Failure to clean your mesh filter regularly WILL result in machine malfunction. It is recommended to check the 100 Micron Mesh Filter every 5-10 plunges.
- Do not power on the cold plunge until it is filled to the required level. Operating the pump without water may cause immediate damage and void the warranty.
- Failure to reopen valves could result in permanent device malfunction and void the warranty.

## IMPORTANT HYPOTHERMIA INFORMATION

Extended exposure to cold water can lead to hypothermia. Proper warm-up and cooling down are essential. When the body cannot compensate for heat loss through processes like shivering, hypothermia can occur. Recognize symptoms such as mild shivering, goosebumps, difficulty with complex motor skills, or more severe signs like violent shivering, sluggishness, speech problems, rigid muscles, blue skin, erratic heartbeat, and unconsciousness. Seek immediate medical attention if symptoms arise.

# GROUNDING INSTRUCTIONS

This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

Two common types of outlets presently in homes are: GFCI (Ground Fault Circuit Interrupter) and AFCI (Arc Fault Circuit Interrupter). Should hazardous wiring occur, either outlets are programmed to trip. Due to this, treadmills and other equipment have poor interactions with the GFCI or AFCI outlets.

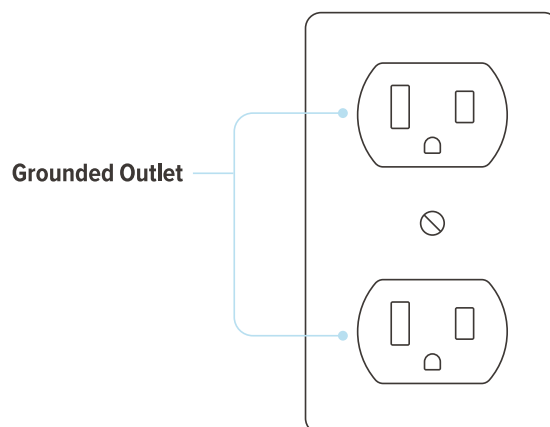
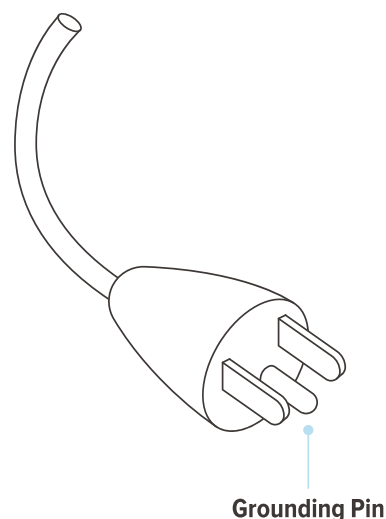
Oftentimes, GFCI outlets are installed in either bathrooms or kitchens. These can be identified with either a red or white reset switch that is located on the front of the outlet. Should an excessive amount of power go through the group port, the GFCI outlet will flip their breaker. Due to treadmills and other equipment using the ground prong to help disperse static electricity, it is not ideal to use a GFCI outlet to power your machine. It is recommended that equipment be plugged into a different type of outlet that will prevent the machine from continually shutting down. Please note that GFCI outlets can be connected to other outlets (even if they're not that specific type of outlet) and it is recommended moving the equipment to a space that is not electrically tied together. Do not plug your equipment into surge protectors or other types of units, it is recommended that the equipment is plugged into a dedicated circuit.

Electrical arcs are detected by AFCI outlets and are designed to disrupt and cancel the flow of electricity. Due to this, treadmills and other equipment would likely have issues of shutting down if plugged into AFCI outlets. Newer building codes now require AFCI outlets, however, if you're having persistent issues, here are some recommended solutions: consult an electrician or switch to a different type of outlet.

## **DANGER:**

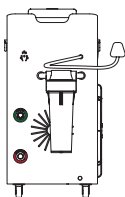
Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product.

If it will not fit the outlet, have a proper outlet installed by a qualified electrician. This product is for use on a nominal 120-V circuit and has a grounding plug that looks like the plug illustrated in sketch A. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product

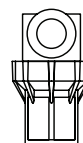


# PARTS LIST

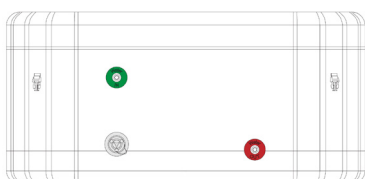
**A** CHILLER



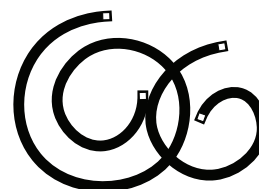
**E** 100 MICRON  
MESH FILTER



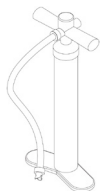
**B** TUB



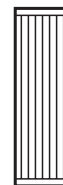
**F** ×2 HOSES  
1.8m and 1.2m



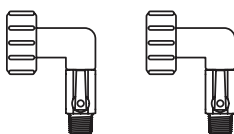
**C** DOUBLE-ACTION  
AIR PUMP



**G** 20 MICRON  
PET FILTER



**D** ELBOW CONNECTOR  
ASSEMBLY ×2



**H** NOT PICTURED:

Rubber Gaskets  
Air Valve Tightener

# TUB & CHILLER SPECIFICATIONS

## CHILLER TECHNICAL INFORMATION:

Dimension: 21" L × 12.5" W × 24" H

Weight: 61 lbs

Input Voltage: 110V (USA/CA)

Cooling Strength: 0.8 HP

Input Power: 730W

Cooling Capacity: 1800 W

Max Cooling: Up to 36°F

## IMMERSION TUB TECHNICAL INFORMATION:

External Dimension: 53" L × 31" W × 24" H

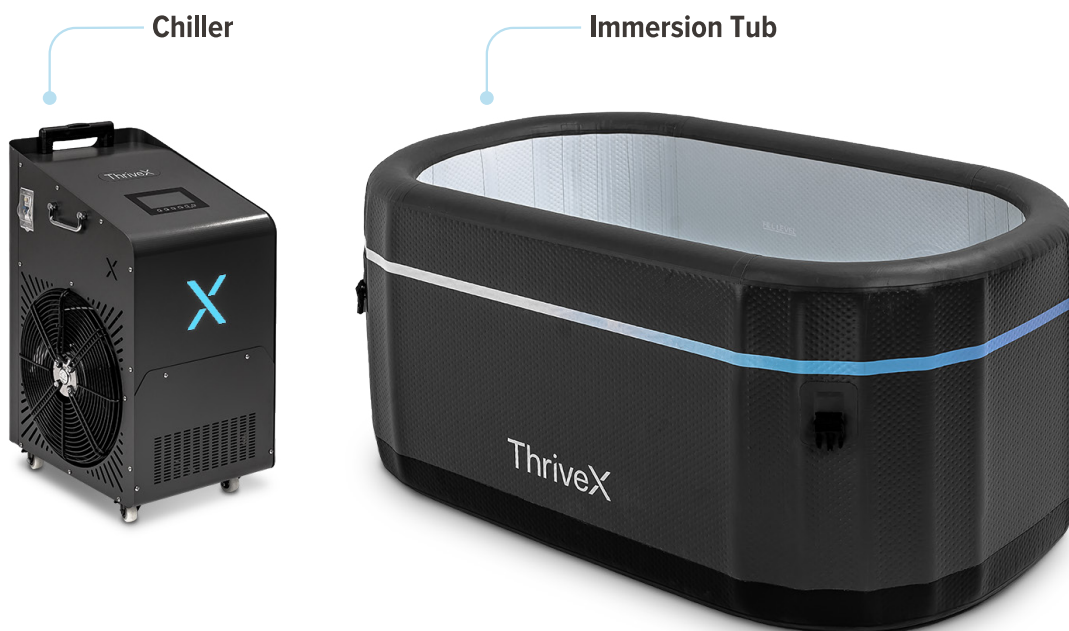
Internal Dimension: 45" L × 23" W

Maximum Fill Height: 23"

Fill Volume: 200 L

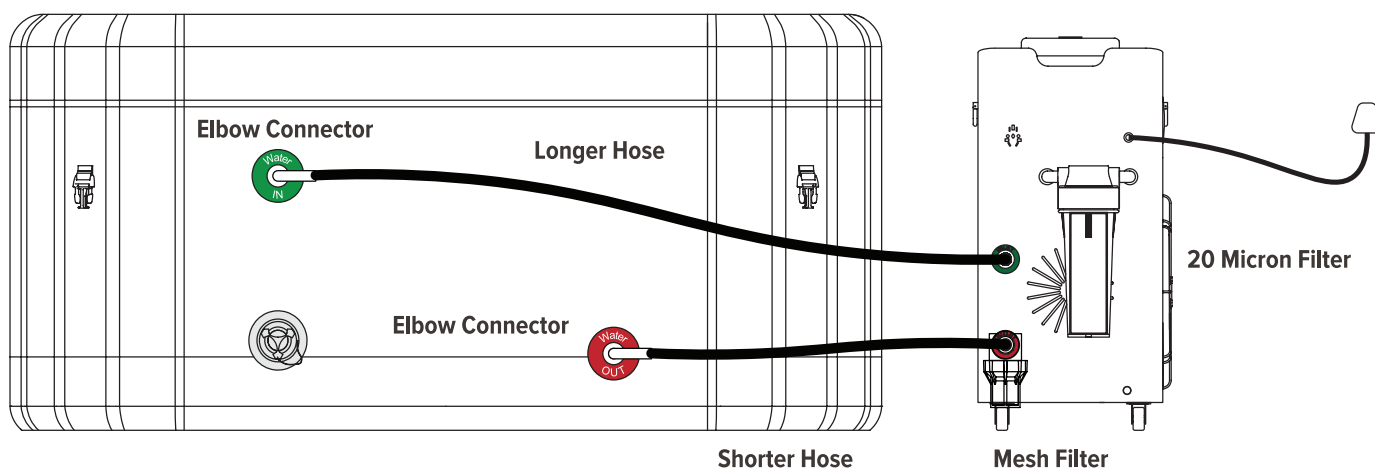
Material: Drop stitched PVC

Coating: UV Resistant



## FINAL SETUP DIAGRAM

You may mirror the setup based on your space constraints.





# GETTING STARTED

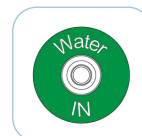
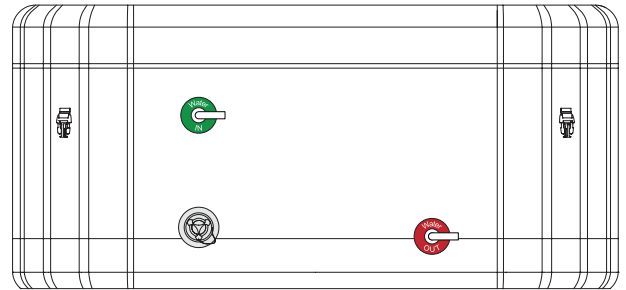
## STEP 1

### UNBOX ITEMS AND FAMILIARIZE YOURSELF WITH THE COMPONENTS

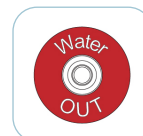
You will need a power source and an easily accessible water source.

**Note:** To extend the longevity of your product, we recommend setting the ThriveX tub up in a covered/sheltered space if it is being set up outdoors.

**Tip:** Utilize the protection mat underneath the plunge tub. It will act as a protection barrier for both the base of your tub and the Chiller.



Tub Water Inlet



Tub Water Outlet



Air Valve



Clip

## STEP 2

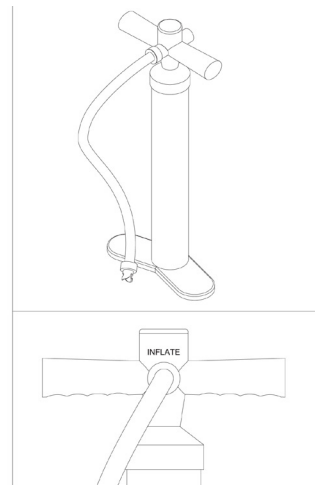
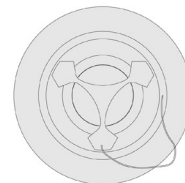
### LOCATE THE AIR VALVE AND DOUBLE ACTION PUMP TO BEGIN INFLATION

**WARNING:** Do not fill the tub with water until set up is complete.



Be sure to attach air hose to the side of the pump that says “inflate.”

**Note:** You will use the opposite “Deflate” side of the pump to deflate your tub when necessary.



## STEP 3

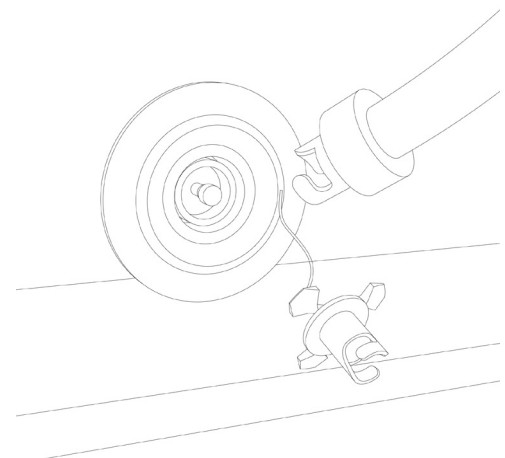
### BEGIN INFLATING TUB TO 10 PSI

**WARNING:** Do not exceed 10 PSI



Ensure that the air valve pin is in the depressed (out) position before inflating or air will be released when the inflation hose is detached.

**Note:** Do not over inflate or product damage can occur.



## STEP 4

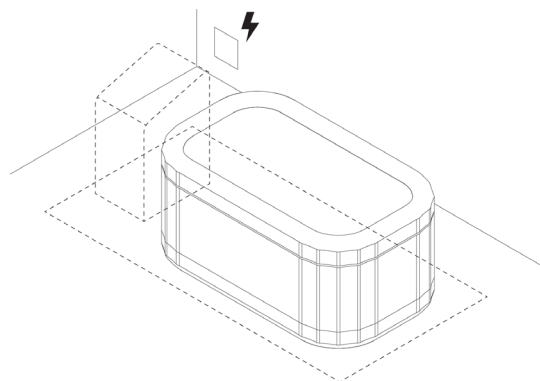
### FIND THE DESIRED POSITION FOR YOUR COLD IMMERSION SYSTEM

**WARNING:** If connecting outdoors, make sure that your power outlet is weather proof!



Find a spot free from debris and position tub on the protection mat. Leave space for the Chiller.

**Tip:** Make sure that your power point is nearby.



Ensure the electrical point is located where water will not contact. Failure to do so can result in serious injuries, electrocution, or death.

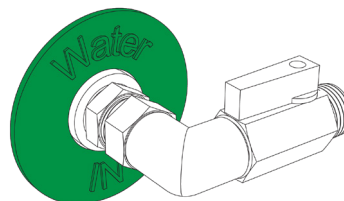
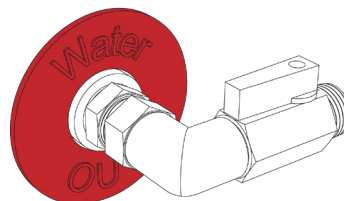
## STEP 5

### CONNECT ELBOW CONNECTORS TO TUB OPENINGS

Place larger end onto the tub outlet and orientate elbow connector towards the direction of the chiller.

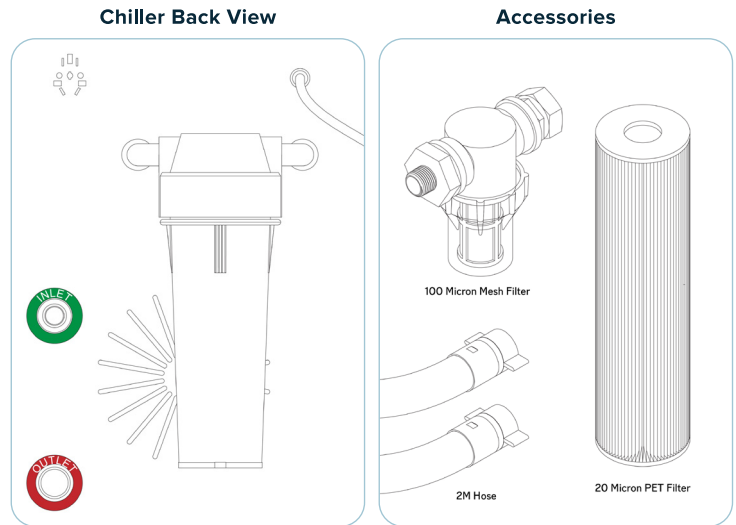
Tighten the ribbed collar to determine final position of the elbow connector.

**Note:** Hand-tighten the parts first. You may need to lightly tighten the assembly with a wrench.



# STEP 6

LOCATE THE FOLLOWING ACCESSORIES TO BEGIN CHILLER SETUP

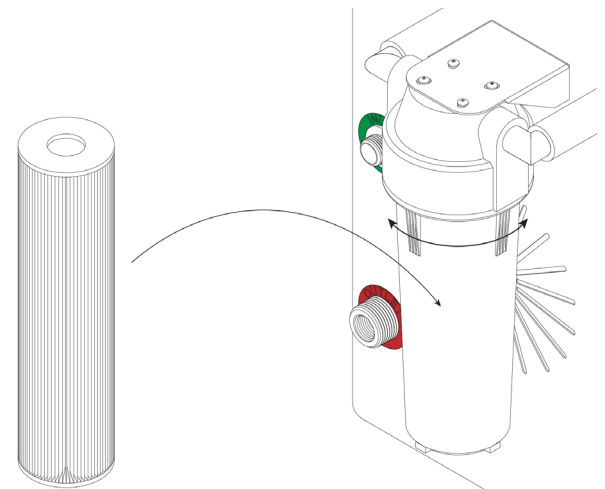


# STEP 7

INSERT 20 MICRON FILTER INTO FILTER HOUSING

Unscrew the filter housing and place the 20 Micron Filter inside. Be sure to reconnect the filter housing properly

**Tip:** Fill up the filter housing with water before connecting to Chiller. This helps purge excess air in the system at a faster rate.



# STEP 8

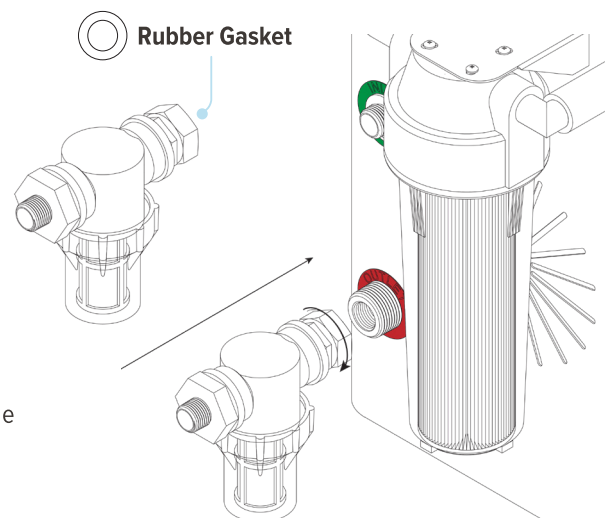
ATTACH 100 MICRON MESH FILTER TO RED OUTLET ON CHILLER

**WARNING:** Failure to clean your mesh filter regularly WILL result in machine malfunction! (Check the 100 Micron Mesh Filter every 5-10 plunges).



**Note:** Rubber gasket must be added before the filter is attached to chiller.

Twist the metal collar as indicated to connect the 100 Micron Mesh Filter to the outlet. Install the mesh filter upright, tightening by the collar. Confirm that each component is in its correct position as shown on the right. You can now move your chiller into position beside your tub.



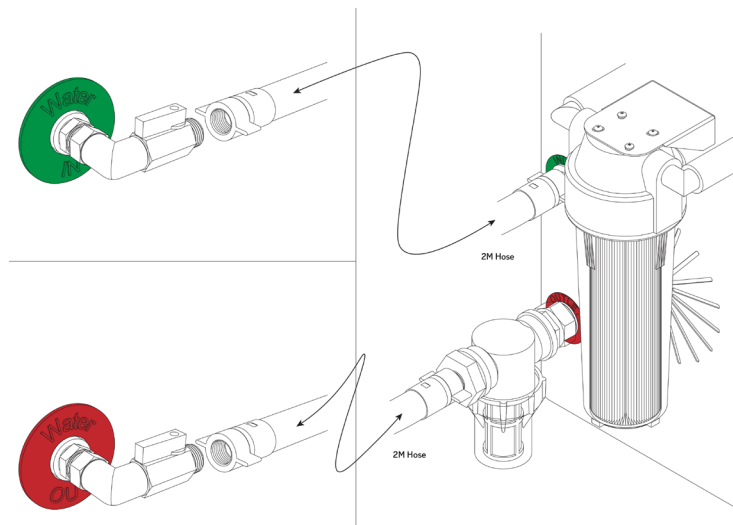
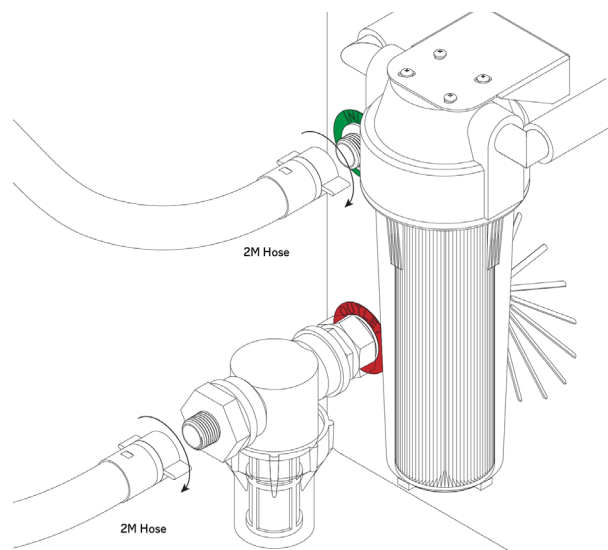
# STEP 9

CONNECT THE HOSES TO THEIR RESPECTIVE LOCATIONS ON THE TUB AND CHILLER

**WARNING:** Make sure you connect the hoses to the correct location. Failure to do so will result in device malfunction and will void warranty.



Ensure there is a rubber gasket inside each end of the four hose connections. Each hose should connect to the same corresponding color on both ends.  
**Green to Green INLET**  
**Red to Red OUTLET**



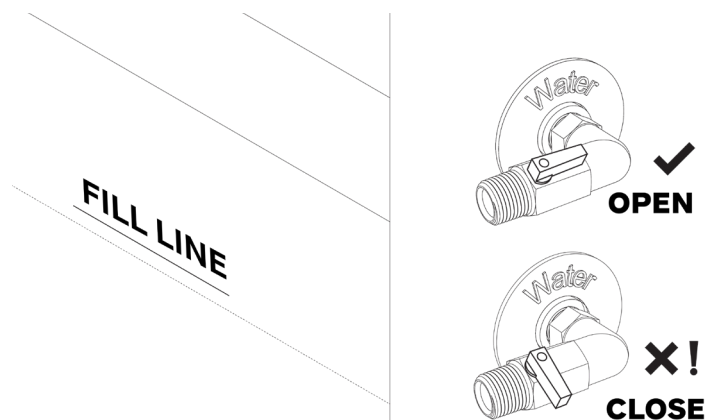
# STEP 10

BEGIN FILLING YOUR TUB TO THE FILL LINE

**WARNING:** Failure to reopen valves could result in permanent device malfunction and will void warranty.



**Important:** Ensure your water valves are in the open position before turning on the Chiller.



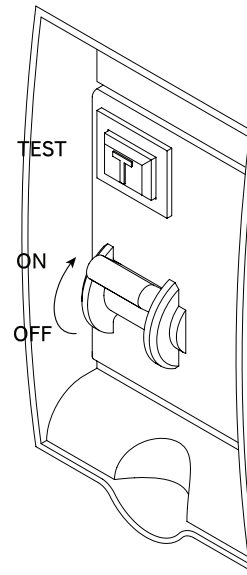
Valves must be open before and during operation of machinery. Failure to open valves during operation will result in permanent machine malfunction.

## STEP 11

### TURN ON CHILLER

Plug the Chiller into a grounded power supply with 13 amp minimum circuit and test the GFCI functionality.

- To test your breaker, first flip the toggle switch on the side of the Chiller.
- Now press “Reset” and the switch should flip downwards to turn off. Ensure that your power outlet is “On”. **Do not continue if this step fails and contact support for assistance.**
- If it does turn off, then your breaker is in working condition and you are ready to go!
- You can now turn on the Chiller by toggling the same power switch on the side of the unit and pressing “Power On” on the display screen.
- The Chiller may take up to 3 minutes to purge air from the system. Once this has been completed, water will pour out from the **Water In** fitting on the ThriveX tub and begin cooling/heating. The flow rate should be 15+ liters per minute. If the “FL” (Flow) error appears, turn off the unit and repeat step 9.



## STEP 12

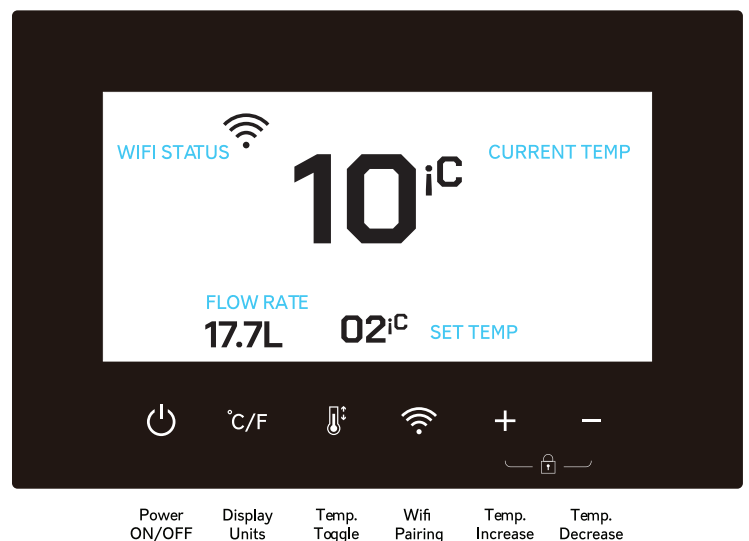
### SET TO YOUR DESIRED TEMPERATURE

Press the “Temp. Toggle” key once and use the +/- arrows to set your desired temperature. Press the “Temp. Toggle” key again to confirm the chosen setting.

**Tip:** We recommend starting out at 15°C / 59°F if you are plunging for the first time.

Your system will idle after reaching your set temperature; it will only restart cooling/heating when it hits the nearest 1°. (i.e. your set temperature is 10°, it will idle at 10° and will not cool again until the water reaches 11°).

Set your temperature 1° lower/higher than your desired temp. This will maintain your set temperature with idling in consideration.





# CONTROL VIA THE APP

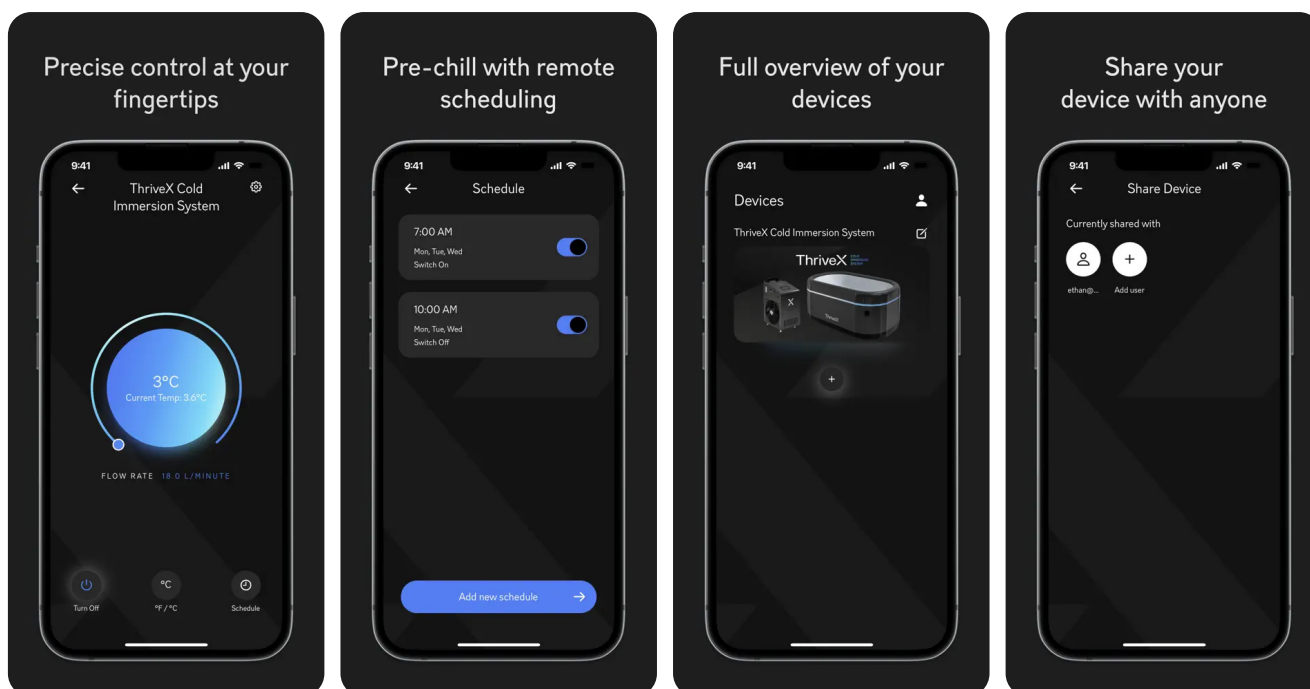


**Download the ThriveX app** and setup your account.  
Allow permissions for **Bluetooth**®, Location, and Network Services.

Follow along on the ThriveX app screen instructions  
to begin pairing device.

Press and hold the WiFi Pairing button until WiFi status is blinking,  
indicating that the device is ready for pairing.

After device has been paired, you may now schedule your Cold  
Immersion System and monitor your device remotely.



# CARE & MAINTENANCE

## FILTER CLEANING

### Cleaning Frequency:

<b>Mesh Filter</b> Every 5 Plunges	<b>Micron Filter</b> Every 2 Weeks. Replace Monthly.
---------------------------------------	---------------------------------------------------------

### 2 Steps to Clean Your Mesh Filter

#### 1. Remove Clear Base

Carefully unscrew the clear base of the 100-micron filter (no need to detach the whole filter connection). Be cautious not to lose the rubber gasket inside the filter housing, which keeps the filter watertight.

#### 2. Wash Mesh Component

Thoroughly wash the interior and exterior of the mesh component until its waterline is slime and debris-free.

**Important Note:** The top of the mesh component has a ridge; the bottom does not. Replace the mesh correctly to avoid damage.

## TUB CLEANING

### Cleaning Frequency: Weekly

- Start by brushing the sides of the tub with a sponge.
- Then, thoroughly brush the base of the tub.
- Sift any floating debris on the top of the water.

## CHANGING WATER

### Frequency: Every 3-4 Weeks

#### 1. Turn OFF the Chiller Machine

Locate the Chiller's power button and switch it OFF.

#### 2. Closes Valves & Disconnect Hoses

Ensure both valves connected to the tub are fully closed. Disconnect the hoses from the tub.

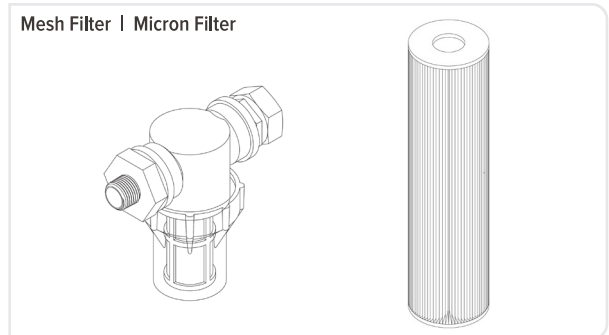
#### 3. Direct Water IN (PUSH) Hose

Position the Water IN (PUSH) hose toward your desired drainage point. If needed, use hose extensions for added reach.

#### 4. Place Water OUT (PULL) Hose

Insert the Water OUT (PULL) hose into the tub with water.

Mesh Filter | Micron Filter



#### 5. Turn ON Chiller Machine

Switch the Chiller machine back ON. It should start pulling water from the tub and pushing it out at the discharge point.

**WARNING:** Ensure the hose remains completely submerged in water and unobstructed. Failure to do so may lead to machine malfunction.



#### 6. When Water is Drained

Once the water has been successfully drained, switch OFF the Chiller machine.

#### 7. Tip Tub to Pour Out Remaining Water

Gently tip the tub to ensure all remaining water is emptied.

#### 8. Wipe Down the Tub

Use a cloth to wipe down the tub and ensure it's clean and dry.

### Echelon Fitness Customer Service:

☎ (833) 937-2453

✉ [cs@echelonfit.com](mailto:cs@echelonfit.com)

## TUB TAKEDOWN

If you have not drained the water from your tub yet, **you must complete the Drain Guide steps before proceeding.**

#### 1. Deflate & Fold

- Use a double-action pump, reverse attachment to "Deflate."
- Do not put any weight on the inlets during folding.
- Start by folding the length side of the tub, then the sides, and finally the inlet face.

2. Place the double-action pump in the middle of the deflated tub.
3. Roll up the tub with the pump in the middle, secure with a D-ring cloth strap.

## QUARTERLY MAINTENANCE

Follow these steps quarterly to maintain your tub & Chiller.

1. Drain the tub and disconnect it from the Chiller.
2. Prepare a bucket of warm soapy water.
3. Gently scrub the tub inside and outside using the provided soft sponge brush and soapy water.
4. Run soapy water through the hoses and rinse with clean water.
5. Allow the tub and hoses to air dry completely. Avoid aggressive scrubbing to prevent damage.
6. Check air pressure; refill to 10 PSI.
7. Inspect for mildew buildup; clean if necessary.
8. If significant mildew is present, place the tub on breathable material to aid evaporation.
9. Refill with clean water and follow filter cleaning steps.

## DESCALING GUIDE

Perform this process at least 3 times a year (once every 4 months)

1. Ensure the tub's elbow valves are closed if there's water inside the tub.
2. Disconnect the hoses from the tub only, leaving the hose ends attached to the Chiller.
3. Place both hose ends into a 5-gallon bucket.
4. Fill with distilled white vinegar and water at a 1:4 ratio (1 gallon vinegar, 4 gallons water).
5. Fill the 5 gallon bucket full of 104°F with the 1:4 ratio of water and vinegar.
6. Turn off the Chiller and empty the bucket.
7. Rinse and refill the bucket with clean water.
8. Place hoses back in the bucket and run the Chiller for another 30 minutes.
9. Your quarterly cleaning process is complete.

# TROUBLESHOOTING

## I'm seeing an O2 error message.

### 1. Filter Cleaning

- Remove and clean the mesh filter with a soft sponge ensuring there is no debris or waterline slime buildup.
- Change micron filter.

### 2. Air Leak

**Make sure all attached parts on the machine are tightened correctly (see Get Started Guide).**

- Tighten all four ends of the hose connections.
- Tighten elbow connections with a spanner/wrench.
- Tighten both filter housings (ensure both filters are clean inside and out and the mesh filter is positioned in the correct orientation; ribbed lip upwards).
- Tighten the inner collar of the mesh filter housing with a spanner/wrench. Be sure to hold the black portion steady whilst tightening the silver portion of the filter housing.

**Check for missing gaskets/o-rings in these corresponding locations:**

- Opening on both hose ends.
- Mesh filter cup (big o-ring).
- Mesh filter openings (small o-rings).
- Water filter cartridge.

**Important Note:** Turn the machine on to attempt; if this is still unsuccessful after 2 minutes, continue troubleshooting with the next step below.

### 3. Clogged

- Check all four hose connections for any clogs blocking water flow; remove any foreign materials that may be present.
- Examine the check valve inside the Chiller to ensure it is not de-pressed (You can see a white check-pin located in the Chiller once you remove the hose from the green outlet on the Chiller).

**Important Note:** Turn the machine on to attempt; if this is still unsuccessful after 2 minutes, continue troubleshooting with the next step below.

### 4. Vacuum Seal

- Identify that this is the issue by listening to the sound your Chiller makes when turned on.
- If the Chiller makes a rattling sound from the lower compartment of the machine, your vacuum seal may be broken.
- Contact [cs@echelonfit.com](mailto:cs@echelonfit.com) for a replacement part. This issue is often caused due to a lack of monitoring and thoroughly cleaning the mesh filter.

## I'm seeing an "FL" error message (Low Water Flow).

- Check all four hose connections for any clogs blocking water flow.
- Ensure all attached components are tightened.
- Examine the check valve inside the Chiller to ensure it is not de-pressed.
- If the issue persists, this error means your water flow detection is faulty.
- Contact [cs@echelonfit.com](mailto:cs@echelonfit.com) for a replacement part.

## I'm seeing an "FO" error message (No Water Flow).

- This error means your water flow detection device is faulty.
- Contact [cs@echelonfit.com](mailto:cs@echelonfit.com) for a replacement part.

## My Chiller will not turn on.

- Ensure Chiller is plugged into an active power source.
- Check Chiller Power Plug has not tripped by pressing "RESET" on the breaker (on side of Chiller).
- The switch should be in the "Off" position after pressing reset.
- Ensure power switch is turned to "On" position & try again.
- If the problem persists, you could have a blown fuse.

To remedy this:

- Check the fuse inside the Chiller plug head.
- Replace with a 15A fuse.

## My hose connections are leaking.

- Check each connection point for a gasket that may have been overlooked.
- Replace any damaged or cracked gasket rings.
- Ensure Chiller is plugged into an active power source.
- Check Chiller Power Plug has not tripped by pressing "RESET" on the breaker (on side of Chiller).

## No water flow / Error message.

- Turn your Chiller off.
- Check setup guide to ensure hoses are connected in the proper orientation and that the valves are in the open position.
- Check filters condition- replace/clean if discolored or covered in debris.
- Check to ensure water inlet and outlet fittings are not blocked.
- Untangle hoses to allow easy flow of water.
- Turn Chiller back on and allow machine a couple of minutes to purge air from the system.
- If after 2 minutes, there is still no water flow, turn off your Chiller and contact [cs@echelonfit.com](mailto:cs@echelonfit.com) for additional support.

# TROUBLESHOOTING (cont'd)

## My Chiller won't connect to WiFi.

- a. Ensure that the WiFi network you are connected to is on a 2.4Ghz network as our Chiller needs to connect to a 2.4Ghz network.
- b. If there is an error code (i.e. receive device report error = 1/2/3/4) this means your device is unable to connect to the network and is most likely not on a 2.4Ghz network.

### Further checks include:

- c. Ensure WiFi password is correct by testing with another device.
- d. Ensure Chiller is in-range of WiFi signal.
- e. Ensure device with ThriveX app has WiFi internet connection.

## My tub deflates immediately after inflating.

### 1. Primary Solution

- a. Check to ensure the air valve on the tub is tightened and in place.
- b. Use valve tightener to tighten.
- c. Disconnect and reconnect pump hose, ensuring snug hand tight connection.
- d. Replace hose gasket with new one.

### 2. Secondary Solution

- e. When inflating, ensure that the inflation pin on the air valve is in the depressed (out) position prior to hooking the air pump hose.
- f. ThriveX Cold Plunge inflation valve may be damaged and require replacement.
- g. Contact [cs@echelonfit.com](mailto:cs@echelonfit.com) for assistance on such a replacement.

## My tub deflates over time.

**Note:** Temperature change may cause air pressure in ThriveX Cold Plunge to change slightly, re-inflate accordingly; If deflation continues regularly, an air leak may be present.

**Air leaks can be remedied by using the provided air valve tightener and following the steps below.**

- a. Remove dust cap on tub.
- b. Attach valve tightener to valve.
- c. Twist clockwise until tight.
- d. Re-inflate tub to 10 PSI.

## The water has become cloudy.

1. Check 20 micron filter and replace if discolored.
2. Check Mesh filter, clean out any debris and scrub gently with a soft sponge.
3. Add 30ml of Oxidizer to water to break down organics and allow Chiller to run for 2 hours.
4. Replace water if all above fail.

## Water is dripping from the Chiller.

**Note:** During chilling mode, condensation may develop inside the Chiller unit in certain high humidity conditions. A small amount of water drainage from the Chiller is normal in this circumstance.

1. Check 20 micron filter and replace if discolored.
2. Check Mesh filter, clean out any debris and scrub gently.

## My machine flow rate is stalling/inconsistent.

### 1. Solution #1

- a. Turn the machine off and close both ball valves on the tub.
- b. Check and clean/replace both the 20 micron and 100 micron mesh filters.
- c. Reattach the clean filters to their respective locations, reopen your valves and turn your machine on.

**Note:** Clogged filters will prevent the Chiller from performing properly so be sure to check/clean the filters often.

### 2. Solution #2

- a. Turn the machine off and close both ball valves on the tub.
- b. Remove the "Green" inlet hose that is attached to the Chiller.
- c. Look inside the Chiller and locate a small plastic pin that may be in the de-pressed position; using a flathead screwdriver gently push in the small plastic pin inwards.



## Questions or Concerns

Our members are our priority! If you require assistance or have concerns, please contact our customer service team.

☎ (833) 937-2453

✉ [cs@echelonfit.com](mailto:cs@echelonfit.com)

Submit a Request:



## Warranty Information

Your Echelon® I ThriveX Standard Cold Immersion System comes with a 1-year parts and labor warranty.

Should the need arise, all you need is a proof of purchase and our customer service team will be happy to assist. Additional 1- or 2-year extended warranties are available through customer service.



This image shows a full page of blank, lined paper. It features approximately 20 evenly spaced horizontal grey lines across its entire width, typical of notebook or school paper. The background is white, and there are no margins, text, or other markings present.

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READ INSTRUCTIONS  
BEFORE OPERATING

MADE IN  
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