

# RELAXWELL OCEAN POD OWNER'S MANUAL



# Dermalife<sup>®</sup> RelaxWell Ocean Pod System Owner's, Installation, and Service Manual

Voice Direct Dial: (952) 888-8282

Toll Free: (800) 445-8418

Fax: (952) 888-8887

Web Site: <http://www.sybaritic.com>

E-mail: [info@sybaritic.com](mailto:info@sybaritic.com)

Before using the RelaxWell Ocean Pod System, please read this Owner's Manual thoroughly to ensure proper and safe use.

**SYBARITIC, INC.**  
9220 James Avenue South  
Minneapolis, MN 55431  
USA

# TABLE OF CONTENTS

	<b>Page</b>
<b>Section 1 Introduction</b>	
1.1 Purpose of the Manual _____	1
1.2 Customer Service _____	1
1.3 Disclaimer _____	1
1.4 Copyright _____	2
<b>Section 2 Safety</b>	
2.1 Preinstallation Technical Safety Tips _____	3
2.2 General and User Safety _____	3
2.3 Safety Precautions _____	4
2.4 Important Safety Instructions _____	5
<b>Section 3 Shipping, Storing, and Installation Conditions</b>	
3.1 Shipping, Storing, and Installation Conditions _____	8
<b>Section 4 Electrical and Plumbing Requirements</b>	
4.1 Electrical Installation Requirements _____	9
4.2 Plumbing Installation Requirements _____	10
4.3 Connecting to Oxygen System (Optional) _____	11
<b>Section 5 Installation Drawings</b>	
5.1 Removing Panels _____	14
5.2 Removing the Hood Cover _____	14
5.3 Removing the Hood _____	15
5.4 Adjusting the Legs _____	16
5.5 Electrical, Water, DVD, and Audio Connection Drawings _____	16
<b>Section 6 Product Introduction</b>	
6.1 RelaxWell Ocean Pod System Introduction _____	19
6.2 RelaxWell Ocean Pod System Features _____	19
6.3 RelaxWell Ocean Pod System Contraindications _____	20
6.4 Water Intake _____	20
<b>Section 7 Operation</b>	
7.1 The Control Panel(s) _____	21
7.2 RelaxWell Ocean Pod Component Drawings _____	23
7.3 Preparation for Operation _____	24
7.4 How to Run Your First Warm-Up Session _____	24
7.5 Working with the Options _____	25
7.6 Working with the RelaxWell Ocean Pod System _____	27
7.7 How to Run Your First Bath Session _____	33
7.8 Working with the RelaxWell Ocean Pod Bath System _____	33

# TABLE OF CONTENTS

## (Continued)

7.9	Safety Shut Off _____	35
7.10	Stopping Your Session _____	35
7.11	Turning Off Your RelaxWell Ocean Pod System _____	35
7.12	Program Descriptions and Device Working Charts _____	35

### Section 8 Service (Hood)

8.1	Removing the Hood Cover _____	48
8.2	Removing the Hood and Changing the Strut Nut _____	48
8.3	Principle Water Diagram with Valve Connections _____	49
8.4	Water Connection Types _____	50
8.5	Water Jet _____	50
8.6	Mist Jet _____	51
8.7	Radiant Heat Emitter _____	51
8.8	Speaker _____	52
8.9	Temperature Sensor _____	52
8.10	Opening the LCD Housing _____	52
8.11	Replacing Parts in the LCD Housing _____	54

### Section 9 Service (Bottom)

9.1	Removing Panels _____	56
9.2	Drainage _____	56
9.3	Aroma System _____	57
9.4	Mineral/Vitamin System _____	57
9.5	Vibratory Bed _____	58
9.6	On-off Switch _____	59
9.7	Hood Switch _____	60
9.8	Supply Transformers _____	60
9.9	Steam Generator _____	61
9.10	Replacing the Heating Element _____	62
9.11	Replacing the Thermal Fuse _____	62
9.12	Replacing the MG Anode _____	63
9.13	Replacing the Water Level Sensor _____	63

### Section 10 Advanced Electronics and Troubleshooting

10.1	Electrical Connections _____	65
10.2	Other Components on the PC Board _____	66
10.3	Principal Water and Electrical Diagram _____	67
10.4	Principal Water and Electrical Component List _____	68
10.5	Troubleshooting _____	69

# TABLE OF CONTENTS

## (Continued)

### Section 11 Maintenance and Reinstallation

11.1	General Cleaning and Mandatory Use of Pre-Approved Solution _____	71
11.2	Cleaning the Shell _____	72
11.3	Cleaning the Underbed Area _____	73
11.4	Cleaning Contact Surfaces (Bed, Head Pillow, Interior of Shell) _____	73
11.5	Cleaning the Steam Generator _____	73
11.6	Cleaning the Aroma Diffusion System _____	74
11.7	Cleaning the System Drain _____	74

### Section 12 Specification Information

12.1	General _____	75
12.2	Supplied Accessories _____	76

### APPENDICES

Owner Record _____	A
Owner's Registration Form _____	B
Standard Warranty _____	C

## SECTION 1: INTRODUCTION

### 1.1 Purpose of the Manual

This manual explains how to correctly install, operate, and get the best performance from your RelaxWell Ocean Pod System. It may be used as a guide, suitable for all levels of technical expertise, in determining and servicing mechanical and electrical difficulties. This owner's manual is organized as a quick reference guide. **Any additional updated or supplemental information for this reference guide may be distributed to you as needed.** Please read this owner's manual carefully before installing your machine. Keep your manual near your machine for quick reference.

### 1.2 Customer Service

We welcome and appreciate your comments, questions, and suggestions in order to continually offer the highest quality products, accessories, and services to our customers. Our qualified professional teams are ready to assist you with a prompt response to any question communicated to us by telephone, computer, and/or fax.

### 1.3 Disclaimer

While every attempt is made to ensure the accuracy and completeness of the information in this document, some errors may exist. Sybaritic, Inc. does not accept responsibility of any kind for customer loss due to use of or reliance upon this document.

Sybaritic, Inc. reserves the right to make changes without notice in the product described or contained herein in order to improve design and/or performance. Sybaritic, Inc. assumes no responsibility or liability for the use of the product, conveys no license or title under any patent, copyright or trademark right to this product or processes and makes no representation or warranty that this product is free from patent, copyright or trademark right infringement, unless otherwise specified. Applications that are described herein for the product are for illustrative purposes only. Sybaritic, Inc. makes no representation or warranty that such applications are suitable for the specified use without further testing or modification.

## 1.4 Copyright

This manual is protected by copyrights. All rights are reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means: electronic, mechanical, photocopying, recording or otherwise without the prior written permission from the author and publisher. All inquiries should be addressed to RelaxWell Ocean Pod System Owner's, Installation, and Service Manual, Sybaritic, Inc., at the headquarters address listed inside the front cover of this manual, along with a date from a copy of the original purchase receipt of the RelaxWell Ocean Pod System. No attempt has been made to designate as trademarks or service marks all words or terms in which proprietary rights might exist. The inclusion, exclusion, or definition of a word or term is not intended to affect, or to express a judgment on, the validity or legal status of the word or term as a trademark, service mark, or other proprietary term.

## SECTION 2: SAFETY

### 2.1 Preinstallation Technical Safety Tips

- ATTENTION: WHEN RECEIVING A PACKED RELAXWELL OCEAN POD SHIPMENT TRANSPORTED IN WINTER CONDITIONS (transportation temperature below 32°F [0°C]), THE UNIT MUST BE STORED AT A ROOM TEMPERATURE (conditions +59 to +86°F or +15 to +30°C, relative humidity max. 95%) FOR TWENTY-FOUR HOURS TO BE WARMED UP BEFORE INSTALLATION AND OPERATION. INSTALLING THE UNIT AND STARTING THE UNIT PREMATURELY (WITHOUT PRIOR SLOW WARMING PERIOD) MAY RESULT IN SERIOUS DAMAGE TO THE ELECTRONICS AND LCD PANEL OF THE UNIT.
- ONLY A QUALIFIED/CERTIFIED/LICENSED ELECTRICIAN IS AUTHORIZED TO MAKE THE ELECTRICAL CONNECTIONS STRICTLY ACCORDING TO ALL LOCAL ELECTRICAL INSTALLATION REQUIREMENTS. ANY UNAUTHORIZED AND/OR IMPROPER ELECTRICAL INSTALLATION IS STRICTLY FORBIDDEN. IN CASE OF UNAUTHORIZED AND/OR IMPROPER INSTALLATION THIS UNIT MUST NOT BE USED AND IT WILL RESULT IN WAIVE OF ANY TYPE OF MANUFACTURER'S WARRANTY.
- Only a qualified/certified/licensed plumber is authorized to make the plumbing installation strictly according to all local plumbing installation requirements. ANY UNAUTHORIZED AND/OR IMPROPER PLUMBING INSTALLATION IS STRICTLY FORBIDDEN. IN CASE OF UNAUTHORIZED AND/OR IMPROPER INSTALLATION THIS UNIT MUST NOT BE USED AND IT WILL RESULT IN WAIVE OF ANY TYPE OF MANUFACTURERS' WARRANTY.
- THE USE AND OPERATION OF THE UNIT MUST BE CEASED IMMEDIATELY IF, AFTER INSTALLATION, THE UNIT DOES NOT OPERATE PROPERLY.
- BEFORE EVERY USE OF THE UNIT THE OPERATOR MUST BE SURE THAT THE UNIT IS COMPLETE AND ALL PANELS AND/OR OTHER SUBPARTS ARE IN PLACE.

### 2.2 General and User Safety

- IN ORDER TO GUARANTEE FULL USER SAFETY THIS UNIT MUST BE INSTALLED ACCORDING TO THE REQUIREMENTS OF THIS INSTALLATION MANUAL AND IN COMPLIANCE WITH ALL LOCAL ELECTRICAL AND PLUMBING REQUIREMENTS AND WITH OTHER APPLICABLE STANDARDS. (See the Electrical Installation Requirements and Plumbing Installation Requirements in Section 4.)

- IN ORDER TO GUARANTEE FULL USER SAFETY AND REDUCE ANY TYPE OF RISK FOR INJURY, THIS UNIT MUST AT ALL TIMES BE OPERATED UNDER THE FULL SUPERVISION AND ASSISTANCE OF A TRAINED QUALIFIED ASSISTANT; CHILDREN ARE PROHIBITED TO USE THIS UNIT WITHOUT A TRAINED, QUALIFIED ASSISTANT.
- PREGNANT WOMEN AND/OR PERSON HAVING A MEDICAL CONDITION AND/OR USING MEDICATION, AND/OR HAVING ADVERSE MEDICAL HISTORY SHOULD NOT USE THIS UNIT UNLESS RECOMMENDED BY A PHYSICIAN.
- IN ORDER TO GUARANTEE USER SAFETY AND COMFORT, THIS UNIT MUST BE TECHNICALLY INSPECTED DAILY AND THOROUGHLY CLEANED AND DISINFECTED BEFORE EVERY USE. ALL UNIT OPERATIONS, TECHNICAL INSPECTION, AND CLEANING MUST BE DONE BY TRAINED QUALIFIED PERSONNEL.

### 2.3 Safety Precautions

- Check the unit's operating voltage before operation. It must be identical with that of your local power supply.
- When using any setting of Radiant Heat with the RelaxWell Ocean Pod System, be sure to refrain from touching the upper portion of the inside of the cabinet. The radiant emitters are located in this area and become very hot when the Radiant Heat feature is in use.
- Do not disassemble or modify the unit.
- Prevent flammables and metallic objects from entering the unit.
- Do not use the unit when there is lightning in the vicinity. Disconnect the power cable of connected equipment.
- Avoid using the unit under the following conditions:
  - Places subject to excessive shock or vibration.
  - Extremely hot places.
- Use carefully. May cause burns.
- Do not sit on top of the cover.
- Do not sit on the unit when cover is only half open or closed.  
Read this manual carefully before using the the RelaxWell Ocean Pod System.

**NOTE:** The rating plate (serial number plate) and safety caution of the main unit are located at the base of the machine on the lower right leg.

## 2.4 IMPORTANT SAFETY INSTRUCTIONS

- READ AND FOLLOW ALL INSTRUCTIONS
- 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 injury.
  - a) Replace damaged cord immediately;
  - b) Do not bury cord;
  - c) Connect to a grounded, grounding type receptacle only.
- WARNING – For indoor use only. This unit is not intended for outdoor use.
- WARNING – This product is provided with a ground-fault circuit-interrupter ( see page 24). The GFCI must be tested before each use. With the product operating, open the service door. Next push the reset button and close the service door. The product should not operate. Now open the service door, push the reset button on the GFCI and close the service door. The product should now operate normally. When the product fails to operate in this manner, there is a ground current flowing indicating the possibility of an electric shock. Disconnect the power until the fault has been identified and corrected.
- DANGER – Risk of Accidental Drowning. Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children cannot use this capsule unless they are supervised at all times.
- DANGER – Risk of injury. The suction fittings in this capsule are sized to match the specific water flow created by the pump. Should the need arise to replace the suction fittings or the pump, be sure that the flow rates are compatible.

Never operate the capsule if the suction fittings are broken or missing. Never replace the suction fitting with one rated less than the flow rate marked on the original suction fitting.

- DANGER – Risk of electric shock. Install at least 1,5 m (5 feet) from all metal surfaces. As an alternative, a capsule may be installed within 1,5 m of metal surfaces if each metal surface is permanently connected by a minimum 8,4 mm<sup>2</sup> (8 AWG) solid copper conductor to the wire connector on the terminal box that is provided for this purpose.
- DANGER – Risk of electric shock. Do not permit any electric appliance, such as a light, telephone, radio or television within 1,5 m (5 feet) of capsule.

- CAUTION – Test the ground fault circuit interrupter before each use of the spa
- CAUTION – Adequate drainage must be provided if the equipment is to be installed in a pit
- CAUTION – Connect only to a circuit protected by a class a ground fault circuit interrupter
- WARNING – People with infectious diseases should not use a capsule.
- WARNING – To avoid injury exercise care when entering or exiting the capsule.
- WARNING – To not use a capsule immediately following strenuous exercise.
- WARNING – Prolonged immersion in a capsule may be injurious to your health.
- WARNING – Maintain water chemistry in accordance with manufacturer's instruction.
- WARNING – To reduce the risk of injury:
  - a) The water in a capsule should never exceed 40°C (104°F). Water temperatures between 38°C (100°F) and 40°C are considered for a healthy adult. Lower water temperatures are recommended for young children and when capsule use exceeds 10 minutes.
  - b) Since excessive water temperatures have high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit capsule water temperatures to 38°C (100°F).
  - c) Before entering a capsule, the user should measure the water temperature with an accurate thermometer since the tolerance of water temperature-regulating devices varies.
  - d) The use of alcohol, drugs or medication before or during capsule use may lead to unconsciousness with the possibility of drowning.
  - e) 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 the capsule.
  - f) Persons using medication should consult a physician before using capsule since some medication may induce drowsiness while other medication may affect heart rate, blood pressure and circulation.

- CAUTION – Risk of electric shock. Replace audio/video components only with identical components.
- Do not operate the audio/video controls while inside the capsule.
- WARNING – Prevent electrocution. Do not connect any auxiliary components (for example cable, additional speakers, headphones, additional audio/video components etc.) to the system.
- These units are not provided with an outdoor antenna; when provided it should be installed in accordance with Article 810 of the National Electrical Code, ANSI/NFPA 70.
- Do not service this product yourself as opening or removing covers may expose you to dangerous voltage risk of injury. Refer all servicing to qualified service personnel.
- When the power supply connections or power supply cord are damaged; if water is entering the audio/video compartments or any electrical equipment component area; if the protective shields of barriers are showing signs of deterioration; or if there are signs of other potential damage to the unit, turn off the unit and refer servicing to a qualified service personnel.
- SAVE THESE INSTRUCTIONS

## SECTION 3: SHIPPING, STORING, AND INSTALLATION CONDITIONS

### 3.1 Shipping, Storing, and Installation Conditions

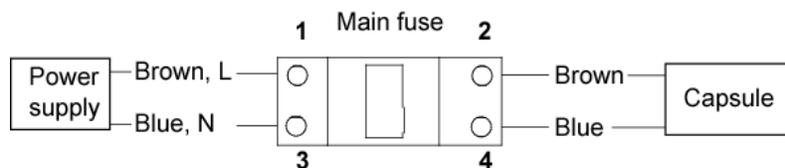
- This unit is designed for permanent indoor installation with the following conditions:
  - a. Temperature of the room: +59 to +86°F (+15 to +30°C). Relative humidity max. 85%.
  - b. Shipping conditions: temperature -4 to 104°F (-20 to + 40°C).
  - c. Storing conditions: temperature -4 to 104°F (-20 to +40°C). Relative humidity max. 95%.
- **ATTENTION: WHEN RECEIVING A SHIPMENT TRANSPORTED IN WINTER CONDITIONS (transportation temperature below 32°F [0°C]), THE UNIT MUST BE STORED AT A ROOM TEMPERATURE (conditions +59 to +86°F [+15 to +30°C], relative humidity max. 95%), FOR TWENTY-FOUR HOURS TO BE WARMED UP BEFORE INSTALLATION AND OPERATION. INSTALLING THE UNIT AND STARTING UP THE UNIT PREMATURELY (WITHOUT PRIOR SLOW WARMING PERIOD) MAY RESULT IN SERIOUS DAMAGE TO THE ELECTRONICS AND LCD PANEL OF THE UNIT.**
- The unit must be installed on an even, dry, solid floor surface and levelled.
- The floor must have a central floor drain for the drainage connection and emergency draining in order to avoid flooding (in case of plumbing failure).
- It is best if the room has a separate ventilation system guaranteeing the sufficient fresh air supply to the room.

## SECTION 4: ELECTRICAL AND PLUMBING REQUIREMENTS

### 4.1 Electrical Installation Requirements

**NOTE:** Only a qualified/certified/licensed electrician is authorized to make the electrical connections/installation of this unit strictly according to all local electrical installation requirements. All local electrical installation requirements and loading value for one phase must be observed when carrying out electrical installation/connections.

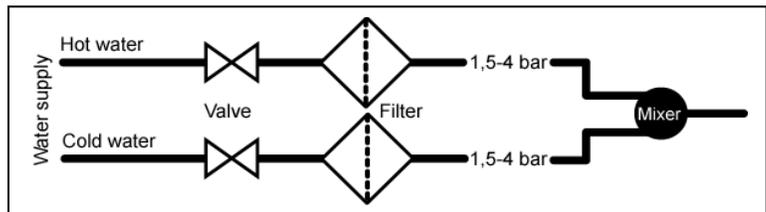
- The unit's power supply must be shut off prior to installation and/or any work on the unit.
- The RelaxWell Ocean Pod System should be used with AC 220-240, 50/60 Hz.
- **CAUTION:** To prevent electric shocks and fire hazards, do NOT use any other power source.
- Because of the special nature of this device, an entire circuit needs to be dedicated to the operation of the RelaxWell Ocean Pod System. Each individual RelaxWell Ocean Pod System should have its own dedicated circuit breaker. The current draw depends on the voltage and is rated at 13.41 amps for 220 volts when Radiant Heat and Steam are running.
- The unit is designed for use in current circuits where either a neutral conductor or a stationary protective conductor with equivalent potential is available — system TN-S. It is strictly prohibited to use the unit in alternating current circuits TT and IT.
- Unit electrical specifications: 25A, 220V, 50/60Hz.
- For electrical installation, the right hand side panel of the unit must be removed.
- Place the unit on a level surface.
- Make sure the cover can be opened without hitting the ceiling. Check the SPECIFICATIONS SECTION for more details of the dimensions.
- Do not install the unit near heat sources such as radiators, or in places subject to excessive dust, mechanical vibration, shock, or heat.
- Do not block the air inlet of the face fan located on top of the unit (hood).
- If the unit is located in a cold location, the supporting hood strut may decrease pressure in the strut chambers, which may cause the hood to drop sharply. The operating temperature range for the struts is from 50 to 180°F or 15 to 80°C.
- The unit must be connected to the electricity system stationary according to the following:



## 4.2 Plumbing Installation Requirements

**NOTE:** Only a qualified/certified/licensed plumber is authorized to make the plumbing installation strictly according to all local plumbing installation requirements.

- The unit's power supply must be shut off prior to installation and/or any work on the unit.
- For plumbing installation, the right hand side panel of the unit must be carefully removed. After installation, the side panel must be reinstalled before operating the unit.
- Minimum allowed water pressure is 1.5 bars (21.75 psi) and maximum allowed water pressure is 4 bars (58 psi).
- Pressure difference between cold and hot water supply must not exceed 2 bars (29 psi).
- For normal over-body jet operation, the cold water must be between +50 to +59°F (+10 to +15°C) and the hot water between +122 to +140°F (+50 to +60°C).
- Cold water supplying the steam generator must have measured water hardness below 71ppm USA (<4 PH German); if the water supply is harder, a water softener must be installed for the steam generator.
- The water supply for this unit must be mechanically cleaned/filtered. In order to avoid damage to the unit subparts, nonsoluble, solid elements in the water supply must be less than 50 microns. In order to guarantee that, it is necessary to install mechanical water filters (50 micron filtering). Filters must have a flow rate of 2.5 gallons (9.5 liters) per minute.
- All other water supply characteristics must meet the local drinking water requirements.
- Water supply connections in capsule are for ½" water inlets and the drain is 40mm.
- BOTH THE COLD AND HOT WATER SUPPLY MUST HAVE SHUTOFF (OPEN/CLOSE) VALVES THAT WOULD ENABLE REGULAR, EASY OPENING AND CLOSING OF THE VALVES.
- IN ORDER TO AVOID WATER SUPPLY PIPE BURSTS AND/OR FLOODING, THIS UNIT MUST BE PROTECTED WITH COLD AND HOT WATER SHUTOFF VALVES. SHUTOFF VALVES ENABLE THE OPERATOR TO CUT OFF THE WATER SUPPLY WHEN THE UNIT IS NOT BEING OPERATED. THIS UNIT MUST NOT BE CONNECTED TO THE WATER PRESSURE CONTINUOUSLY; THE WATER SUPPLY MUST BE CUT OFF AT ALL TIMES WHEN NOT IN USE.
- ½" hot and cold lines should come from the floor or wall to the area where the unit is to be placed. Connect them to the ½" male connections on the thermostatic mixing valve on the right side of the unit.
- Ensure that the water lines are purged of sand and grit prior to final connection to the unit.



- The capsule's 1 ½" (40mm) O.D. drain should be spilled directly or indirectly into the drain/floor sink.
- RelaxWell Ocean Pod has a steam/shower system that utilizes approximately 64 gallons (240 liters) of water per 30-minute shower session.
- Assume 40 gallons (150 liters) of this to be hot water.
- Based upon the expected number of sessions daily, an appropriate hot water supply needs to be installed.
- The tub has a working capacity of approximately 60 gallons (220 liters) assuming a 50/50 mix of hot and cold water, this equates to approximately 30 gallons (110 liters) of hot water per tub session.
- The steam/shower system and the tub are used as separate sessions.

**NOTE:** Only a qualified/certified/licensed plumber is authorized to make the plumbing installation strictly according to all local plumbing installation requirements.

### 4.3 Connecting To Oxygen System (Optional)

The Oxygen System can be used with any spa capsule to provide filtered, humidified and/or oxygen-enriched air. To use in this manner, follow these simple installation and operation instructions:

1. Place the Oxygen System upright on the floor within three to four feet of the foot end of the capsule.
2. Connect oxygen administration tubing to air outlet on Oxygen System.
3. Locate the O2-IN tubing in right side under the foot area of the capsule as shown on the images below.



4. Release the tube from the frame by removing the plastic strip. Locate the end of the O<sub>2</sub>-IN tube and connect it with the Oxygen System.



5. Air Spray Brush tube can be connected to the hose connector located in the head end of the unit (beneath the head rest area) as shown on the photo below.



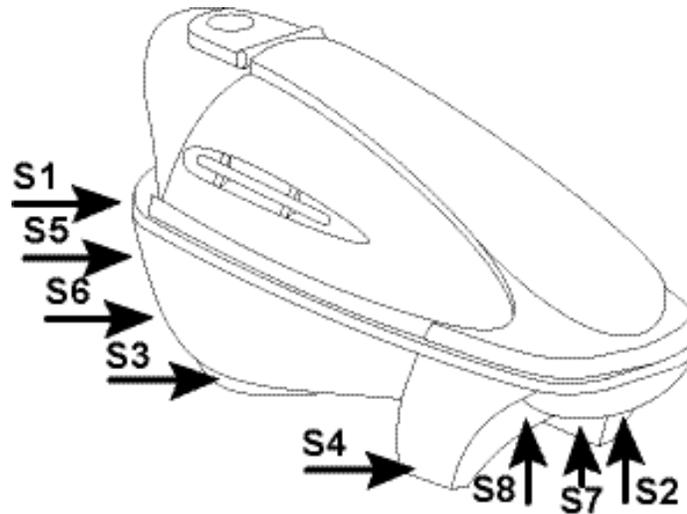
6. O2 will flow into the capsule through the O2 nozzle on the hood in the foot area as shown in the picture below.



## SECTION 5: INSTALLATION DRAWINGS

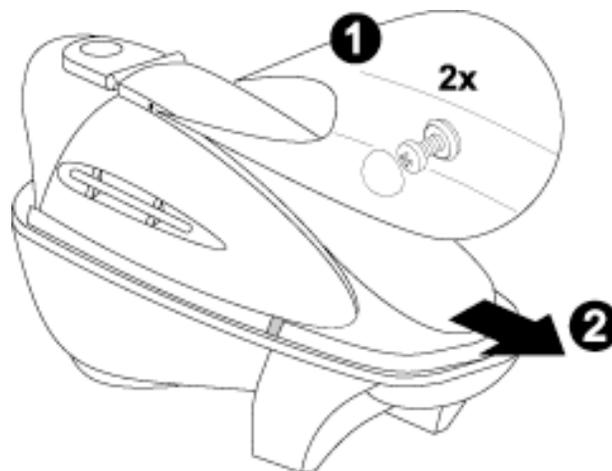
### 5.1 Removing Panels

- BEFORE ANY REPAIR AND/OR INSPECTION OF THE UNIT, THE ELECTRICAL SUPPLY MUST BE SHUT OFF.
- BEFORE REMOVING THE SIDE PANEL OF THE UNIT, SHUT OFF THE ELECTRICAL SUPPLY TO THE UNIT.
- To remove the right side panel, remove screws S1, S2, S3, S5, S6, S7, S8 and S4 (S3 and S4 have two [2] screws on the opposite side panel).



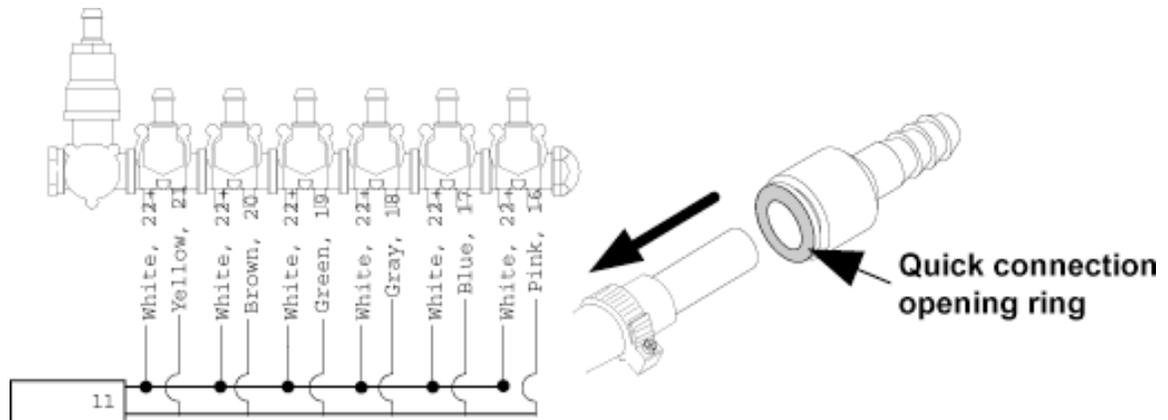
### 5.2 Removing the Hood Cover

- Remove two (2) screws and pull the cover in the direction of the arrow.

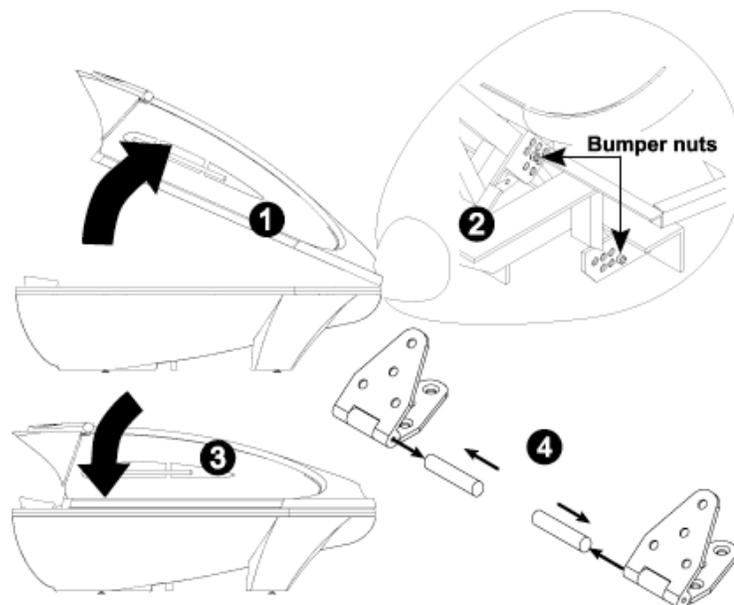


### 5.3 Removing the Hood

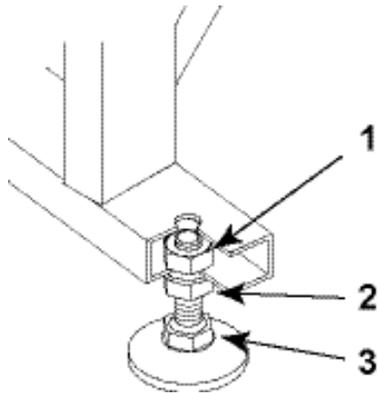
- To remove the hood, disconnect the wires from the valves in the hood.
- Disconnect all cables and wires.
- Disconnect water quick connections by pressing the opening ring, while at the same time pulling the male end in the direction of the arrow.
- To reconnect the quick connections, press the male portion of the fitting into the female portion of the fitting.



- Open capsule and unscrew strut nuts while keeping the capsule open.
- Remove strut nuts and close capsule.
- Remove hinge pins using a punch and hammer.



## 5.4 Adjusting the Legs



- This unit must be installed on an even, dry surface and levelled by adjusting the unit legs.
- Loosen nut 2.
- Regulate height by adjusting nut 3 (nut 1 must held).
- If the position is correct, tighten nut 2.
- If unable to hold nut 1 with a wrench, use a wedge (example screwdriver).

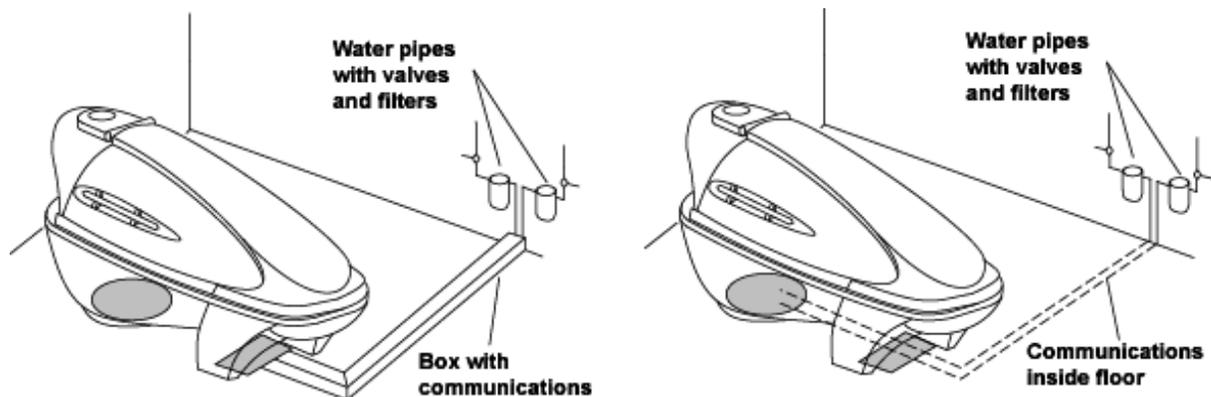
## 5.5 Electrical, Water, DVD, and Audio Connection Drawings

- DISCONNECT CAPSULE FROM ELECTRIC SUPPLY BEFORE SERVICING!
- SHUT OFF THE HOT AND COLD WATER SUPPLY PRIOR TO ANY PLUMBING INSTALLATION AND/OR REPAIR WORK.
- BE CAREFUL WITH HEADPHONES PLUG!
- Electrical cables must be inserted into the lower part of the unit through the lower open areas (shaded area on the drawing).
- Please see additional information on plumbing and electrical installation at “Plumbing Installation Requirements” and “Electrical Installation Requirements” in Section 4.
- Audio connection plug (3.5 mm) with black cable (0.5 m) is located beside the circuit breaker box.

### DVD Connection

- The machine is equipped with video and audio inputs: 3 male RCA connectors. The input cables are located on the right side of the machine under the side cover.
- Color code for connecting the external audio-video device:
  - Yellow – composite video input
  - Red – right audio channel input
  - White/Black – left audio channel input
- To use the RelaxWell Ocean Pod System with an external video source (*DVD-player, VHS player, portable DVD-player or any other equipment that has a composite video output*) it is needed to use the video cable (*yellow*) to connect it with an external video source. The external video source has to have a video-out female RCA-jack. Connect the video cable (*yellow*) of the spa system to the yellow video output jack/plug of the external video source. Video can be activated as described in the user manual.

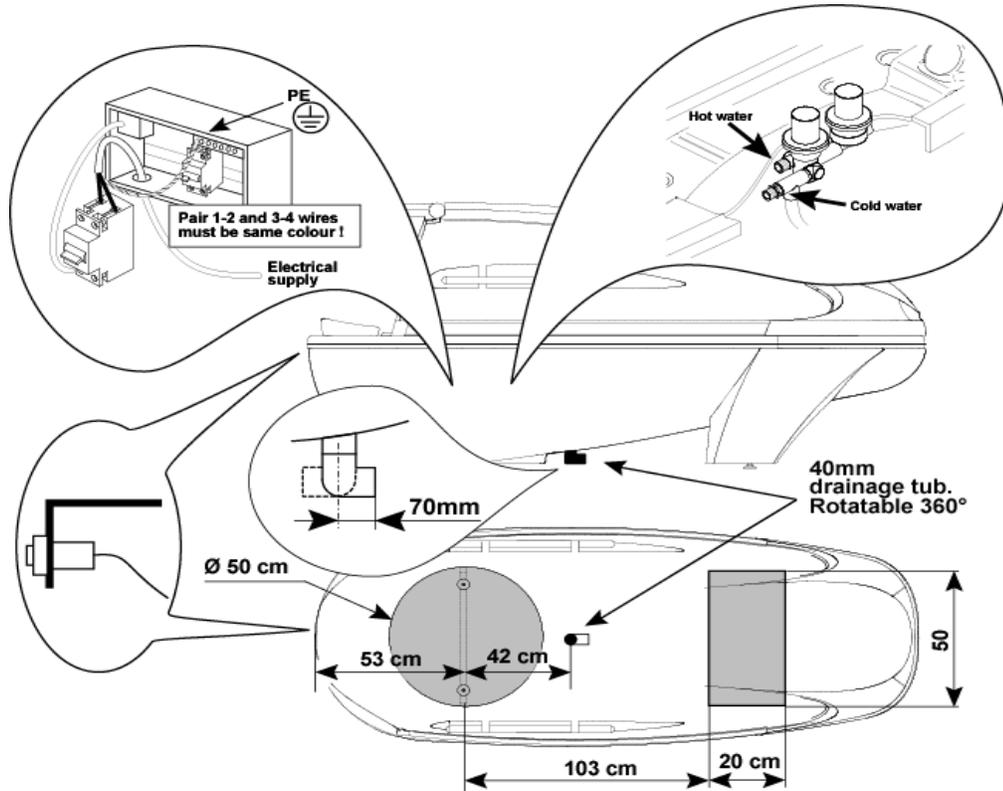
- To use the RelaxWell Ocean Pod System with an external audio source (*DVD-player, VHS player, general audio system, portable multimedia-player or any other equipment that has a LINE-OUT or EARPHONES output*) it is needed to use the red and white/black audio cables to connect it with an external audio source. The external audio source has to have two audio-out (*stereo*) female RCA-jacks. Connect the audio cables (*red and white/black*) of the spa system to the red and white/black audio output jack/plug of the external audio source. Audio can be activated and adjusted as described in the Operation section.



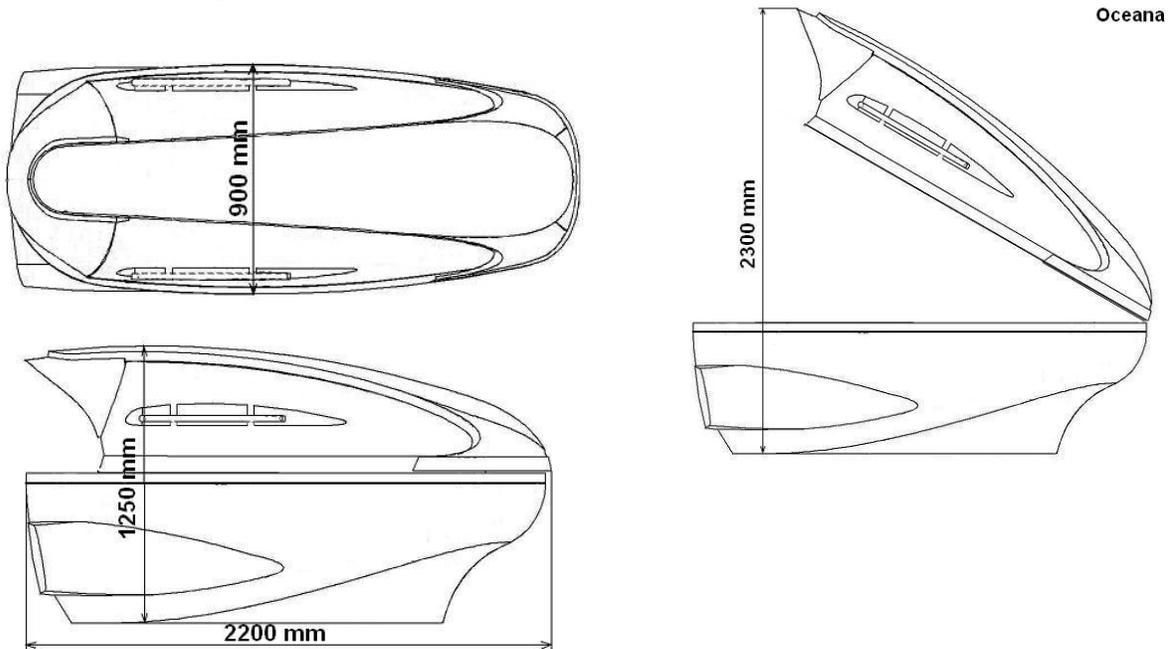
**DISCONNECT CAPSULE FROM ELECTRIC SUPPLY BEFORE SERVICING:  
BEFORE ANY PLUMBING INSTALLATION AND/OR REPAIR WORK ON THE  
WATER AND/OR WATER SUPPLY SYSTEM CUT OFF THE HOT AND COLD  
WATER SUPPLY.**

Please see additional information on plumbing and electrical installation in “Requirements for Plumbing and Installation” and “Requirements for Electrical Supply and Installation.”

Audio connection plug (3.5 mm) with black cable (0.5 m) is located beside the electronics box.



RelaxWell Ocean general measurements:



## SECTION 6: PRODUCT INTRODUCTION

### 6.1 RelaxWell Ocean Pod System Introduction

The RelaxWell Ocean Pod System will greatly enhance your ability to gain additional customers and increase revenue. Following is a list of the features of the innovative RelaxWell Ocean Pod System.

#### **The Machine Concept**

The RelaxWell Ocean Pod System's features are adjustable at the touch of your fingertips. You can easily set and readjust any of the settings from inside the unit. The controls are effortlessly monitored by means of a digital control panel.

### 6.2 RelaxWell Ocean Pod System Features

The features of your Spa Oceana™ are listed below. We have created preset programs for ease-of-use and maximum efficiency; each program has a different blend of RelaxWell Ocean Pod features. To maximize versatility and creativity for spa owners, a custom program is also available for you and/or your clients to create unique combinations of the RelaxWell Ocean Pod features.

- Translucent Shell
- 10 Vichy Shower Heads
- Hand-Held Shower System
- 2 Foot Massager Sprays
- Tropical Rain System
- 10 Back Massage Jets
- 8 Side Massage Jets
- Underwater Hand Massage
- 4 Foot Massage Jets
- Steam System (for the whole body)
- Radiant Heat System
- Vibration Bed (for the whole body) with unique ergonomic comfortable shape as well as optional "pulsation" feature
- Aroma System
- Vitamin/Mineral Product Diffusion System
- Face Air (cooling breeze for the face)
- LED Lights (6 colors)
- Stereo-Ready with DVD Capabilities
- Dry Heat System

Other standard features/accessories of the RelaxWell Ocean Pod System:

#### **DIGITAL CONTROL PANEL**

Sophisticated electronics are combined with a simple mechanical design to produce a technologically advanced machine. All of the RelaxWell Ocean Pod System's features are controllable at the touch of your fingertips. You can easily set and readjust any of the settings from inside the unit via the control panel. The controls are effortlessly monitored by means of a convenient LCD display.

#### **ERGONOMICALLY-DESIGNED CUSTOM CONTOUR BED**

The vibratory bed is contoured to the most comfortable fit for the body. No pressure points exist and cushioned support produces the feeling of relaxed flotation and air suspension. Vibration is adjustable and offers both continuous and pulsation modes.

### **6.3 RelaxWell Ocean Pod System Contraindications**

Knowledge of your client's contraindications requires a thorough client analysis. Being unaware of their medical history may cause problems.

- Heart/respiratory problems
- High blood pressure
- Kidney disorders
- Nervous conditions (e.g. epilepsy)
- Pregnancy
- Open lesions
- Pustules or cysts

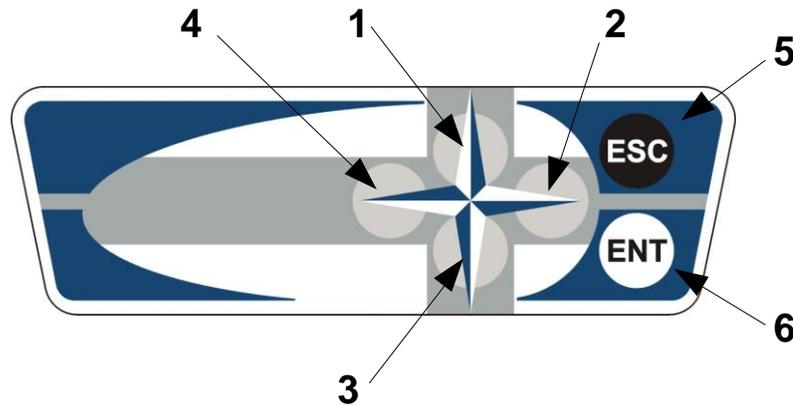
The above conditions do not necessarily mean the client cannot receive the RelaxWell Ocean Pod System sessions; however, it is recommended that they receive medical endorsement prior to seeking sessions.

### **6.4 Water Intake**

Drinking lots of water is integral to our health and well-being. It is estimated that the body will lose from 64-80 ounces (1.8-2.3 liters) per day through perspiration, breathing, and elimination. To replace this outflow, the average person should consume six to eight 8-ounce glasses of water per day.

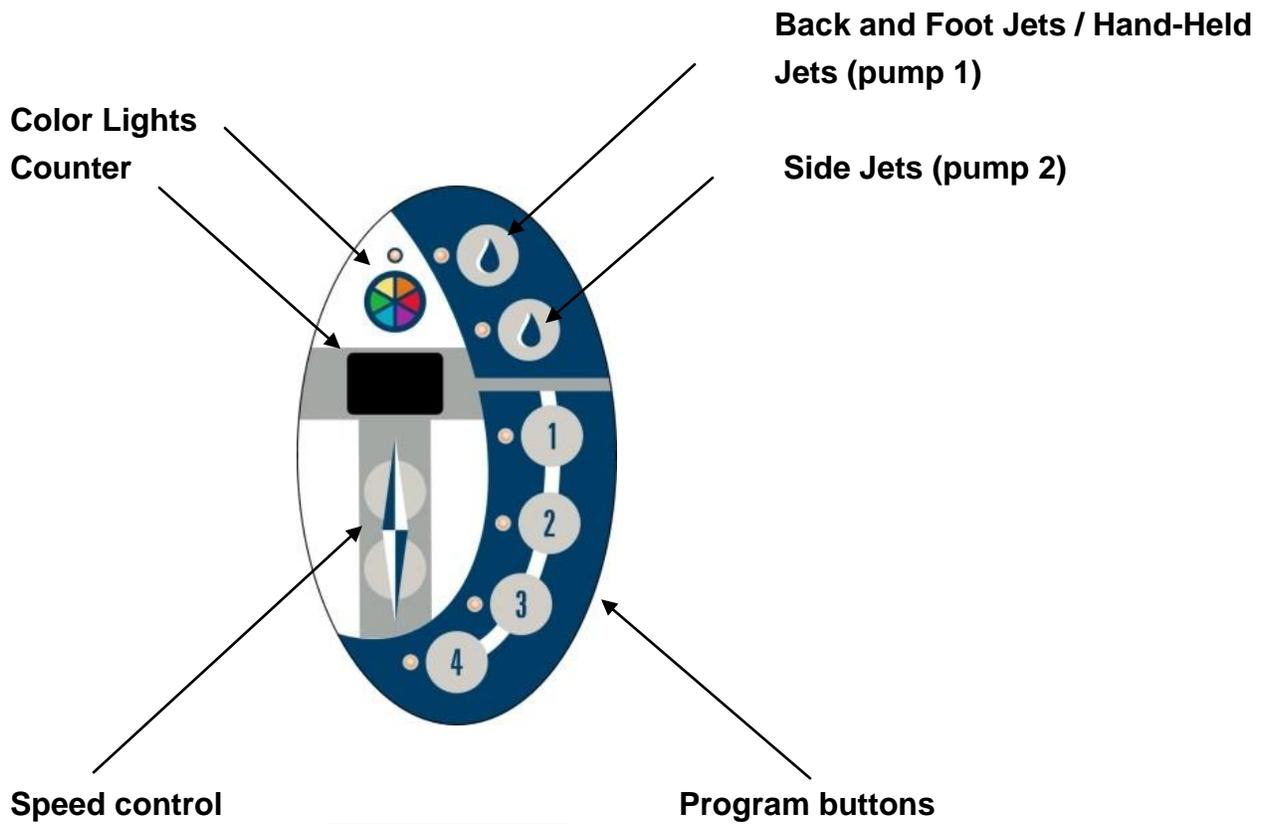
**SECTION 7: OPERATION****7.1 The Control Panel(s)**

The two parallel control panels, which are mounted on the console (for the user) and on the mounted panel (for the operator), are used to operate the RelaxWell Ocean Pod System. Pressing a membrane keypad on the panel enters commands. The LCD Display shows the status of the operations being performed.

***Control Panel*****Figure 1**

1. Up
2. Right
3. Down
4. Left
5. Escape (no)
6. Enter (yes)

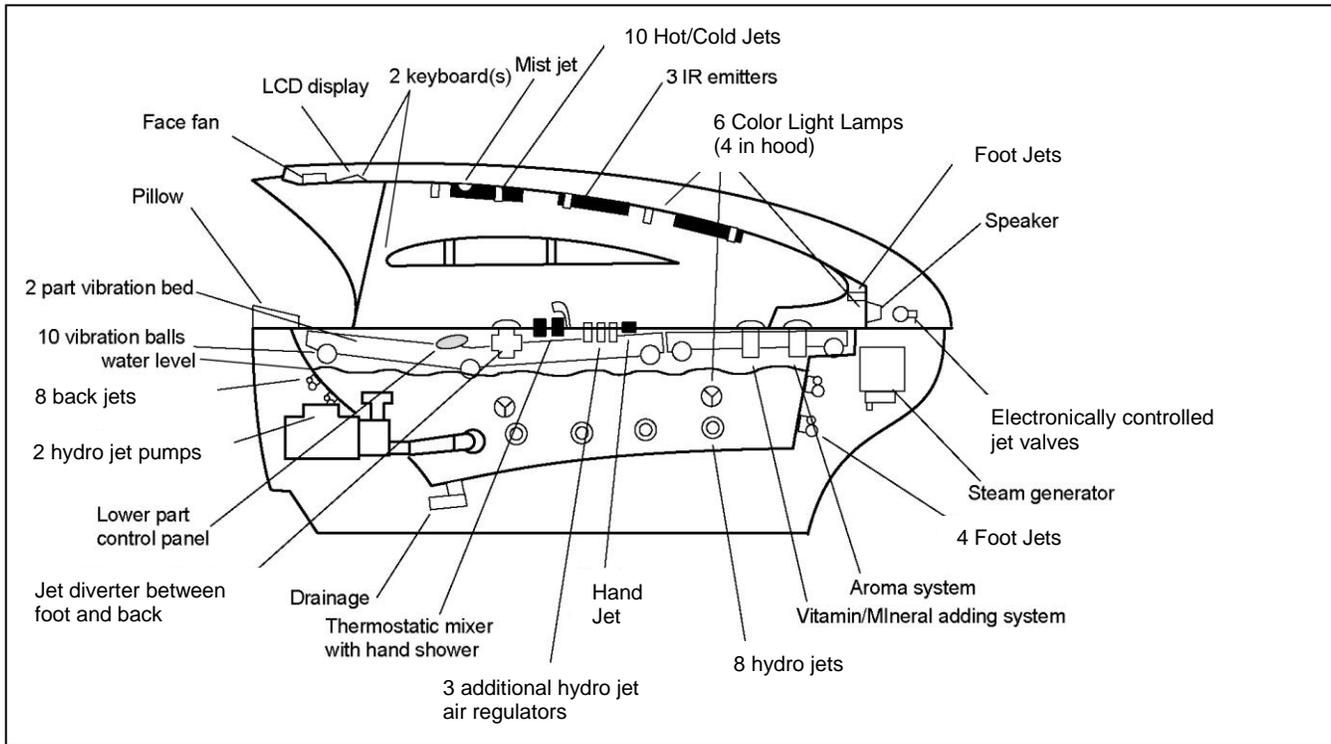
**Bath Control Panel**



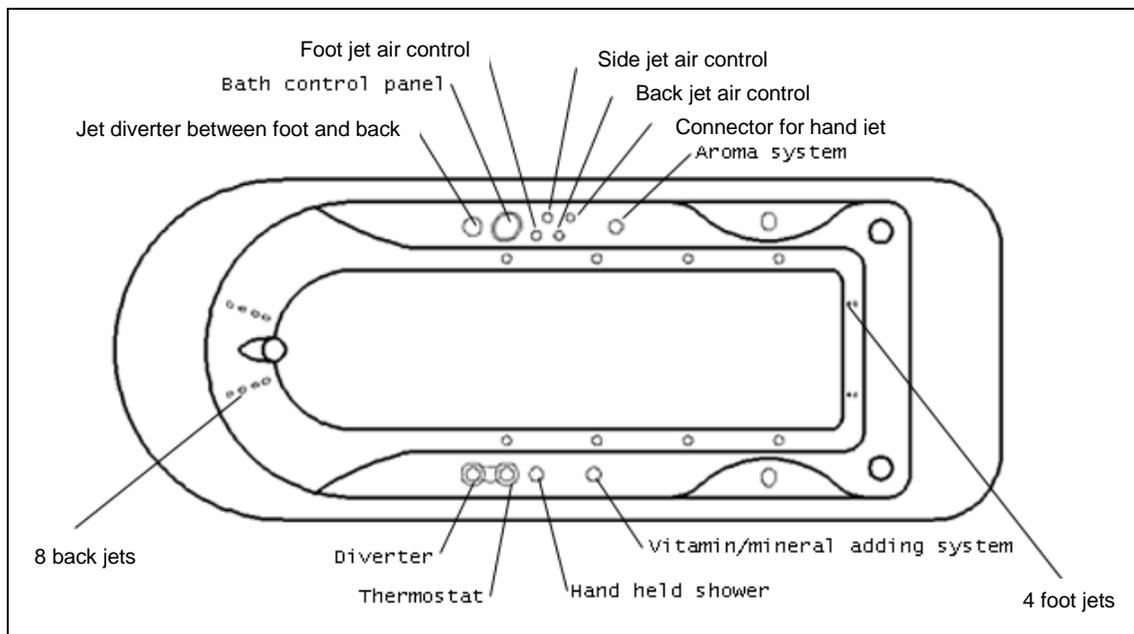
**Figure 2**

## 7.2 RelaxWell Ocean Pod Component Drawings

### *RelaxWell Ocean Pod and its components – side view*



### *RelaxWell Ocean Pod and its components – top view*



### 7.3 Preparation for Operation

1. Check that the power is connected.
2. Check the drain tube (40 mm) connection into the drain system.
3. Check that the hot and cold water inlets are connected and then open the water system.
4. Turn on the unit using the ON/OFF switch and activate it by following the instructions on the LCD Display.

**IMPORTANT:** Everyday, before putting your first user in the machine, we recommend that you run a **Warm-Up** session with the RelaxWell Ocean Pod System (7 minutes with Steam and Radiant Heat—already preprogrammed) in order to prepare the capsule and to clear any residue that might be remaining in the water ducts.

### 7.4 How to Run Your First Warm-Up Session

#### Main Menu

PROGRAMS	WARM-UP	SETTINGS
SERVICE	LANGUAGE	INSTALL
		07 :00 Ent. Esc.

Figure 3

#### Select the “Warm-Up” Option:

- Select the **Warm-Up** program with the motion buttons (**UP, DOWN, LEFT, RIGHT**) until **Warm-Up** (blue box) is highlighted. Confirm your selection by pressing **ENTER** (see Figure 1).
- The RelaxWell Ocean Pod System automatically warms up the unit within 7 minutes. The timer will count down until the Warm-Up session is finished. Once the Warm-Up session is finished, “**READY**” will be displayed on the LCD screen and the RelaxWell Ocean Pod System will inform you with two beeps.
- Once “**READY**” is displayed press the **ENTER** button to go to the main menu screen.

- To cancel the Warm-Up program at any time press the **ESCAPE** button (see Figure 1) and follow the instructions from LCD screen.

## 7.5 Working with the Options

### Set the “Settings”:

- Move with the motion buttons until the **Settings** box is highlighted and confirm your selection with the **ENTER** button (see Figure 2).
- From the **Settings** submenu, verify that all settings are correct and make any necessary corrections. The submenu will allow you to verify/change the following setting parameters:
  - Version of program V XXXX\*
  - Version of program V XXXX\*
  - Machine type OCEAN
  - Temperature Celsius (Celsius/Fahrenheit)
  - Beeper On
  - Control: Local (Local / Ethernet)
  - Control: Display Control
  - Control: Audio

### \*XXXX represents the version of your specific machine

- To move up/down in the submenu, use the **UP or DOWN** buttons (see Figure 1). To select different settings use the **LEFT or RIGHT** buttons.
- Verify that all settings are correct and set your selections with the **ENTER** button. The RelaxWell Ocean Pod System will automatically save all of your settings into the memory.

### “Service” Submenu:

- Move with the motion buttons until the **Service** box is highlighted and confirm your selection with the **ENTER** button (see Figure 1).
- From the **Settings** submenu, verify that all settings are correct and make any necessary corrections. The submenu will allow you to verify/change the following setting parameters:
  - Hand-held shower OFF (ON / OFF)
  - Vibratory bed OFF (ON / OFF)
  - Clean heater OFF (ON / OFF)
  - Open aroma tank OFF (ON / OFF)
  - Total time 000,00

- To move up/down in the submenu, use the **UP or DOWN** buttons (see Figure 1). To select different settings, use the **LEFT or RIGHT** buttons. To go back to the previous menu, press the **ESCAPE** button.
  - **HAND-HELD SHOWER** – After selecting the **ON** position from the submenu, the system will open the hand-held shower valve. Water will flow so you can spray the unit for cleaning/rinsing. Please verify that the diverter is turned to the hand held shower position.
  - **VIBRATORY BED** – The vibratory bed can be activated without any preset programs.
  - **CLEAN HEATER**– To maintain your RelaxWell Ocean Pod System and ensure maximum productivity from the steam generator and heating element, it is necessary to flush the steam generator system at least once a week. The steam generator cleaning cycle will take approximately 10 minutes.
  - **OPEN AROMA TANK**
  - **TOTAL TIME**- Keeps track of how many hours the RelaxWell Ocean Pod System has been used (tracks in hours and minutes).

#### **To Install the New "Software":**

Software updates will ensure that you have the most up-to-date equipment in terms of programming and technology. Follow these instructions upon receiving software upgrades.

- Move **UP** or **DOWN** buttons until the **INSTALL** box is highlighted and confirm your selection with the **ENTER** button (see Figure 1).
- To install new software, please follow the Software Installation Manual instructions.
- To cancel the installation process, press the **ESCAPE** button.

**NOTE:** Software update products, installation kits, and hardware requirements may be available through your dealer or distributor. Please contact your representative for pricing and details.

## 7.6 Working with the RelaxWell Ocean Pod System

- In Premenu, move with the motion buttons until **Programs** (blue box) is highlighted and confirm your selection by pressing **ENTER** (see Figure 1).
- RelaxWell Ocean Pod has 10 preset programs plus 1 custom program.

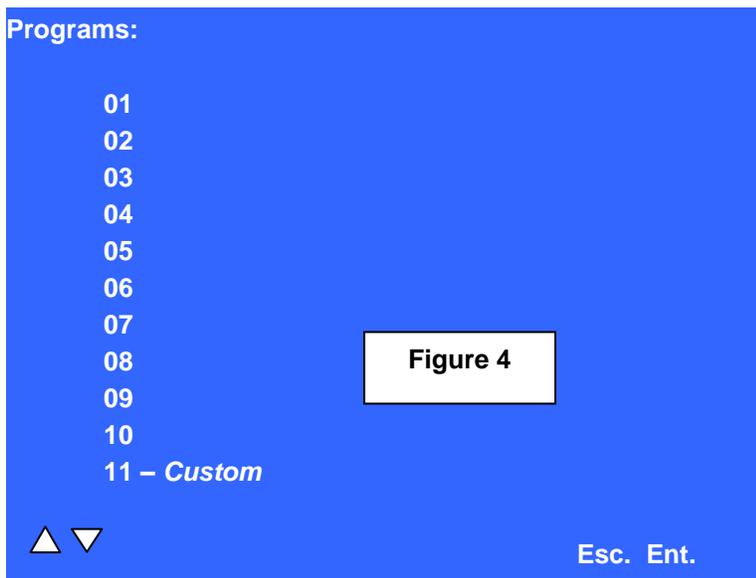


Figure 4

- To move up/down in the submenu use the **UP or DOWN** buttons (see Figure 1). Press **ESCAPE** to go back to the previous menu. To select the program press the **ENTER** button.
- Press **ENTER** to start the selected RelaxWell Ocean Pod program.

**Program menu**

AUDIO	DISPLAY CONTROL	FACE AIR	COLOR LIGHTS	VIBR. BED
DRY HEAT	<b>Program -02</b>  Ent. Esc.			TEMPERATURE 25 °C
STEAM				AROMAS
				VICHY SHOWER
FOOT MASSAGE	SCOTTISH SHOWER	TROPICAL RAIN		SESSION TIME 30:00

Figure 5

You can change and adjust all available (visible) functions with the touch of a finger on the control panel. Programs 1 - 10 are preset programs and have selected default settings for easy use. Program 11 (customized) has no default settings and no preprogrammed activities—all functions are to be selected by the user or technician.

- **AUDIO** (speaker ON/OFF)
- **DISPLAY CONTROL** (DVD option)
- **FACE AIR** (10 levels)
- **COLOR LIGHTS** (red, blue, green, turquoise, violet, orange)
  - Fading control (12-60 sec)
  - Manual control
- **VIBRATION BED** (pulsation or regular)
- **TEMPERATURE** (between 77°F [25°C] and 118°F [48°C])
- **AROMAS** (ON/OFF)
- **VICHY SHOWER** (4 modes + interval control)
- **TROPICAL RAIN** (could be turned ON / OFF)
- **SCOTT. SHOWER** (cold water or cold alternating with warm water)
- **FOOT MASSAGE**
- **STEAM** (steam could be turned ON / OFF)
- **RADIANT HEAT** (could be turned ON / OFF)
- **DRY HEAT** (3 intensity levels)

a. Audio

- Insert music or instructional CD into DVD player.
- Press 'play' on DVD player. The audio signal will immediately be sent to the spa unit.
- Activate the **Audio** function on the LCD display by pressing the motion buttons (**UP, DOWN, LEFT, RIGHT**) and make your selection by pressing the **ENTER** button (see Figure 1).
- To Increase or Decrease volume, select the volume control prompt and use the arrows on Control Panel to increase, decrease or shut volume off completely. Then press **ENTER** to confirm choice and return to program activity screen.
- Audio can also be shut completely OFF by entering the "speaker" prompt of the audio screen and, using the Control Panel buttons, turn the speaker OFF.

**NOTE:** Your selections must be confirmed by pressing **ENTER**. If you press **ESCAPE** only, the default settings will be restored.

b. Display Control

- Insert DVD into player.
- Press 'play' button on DVD player. The audio and video signal will immediately be sent to the spa unit. Though the audio will be heard, the video must be activated through the Display Control prompt.
- Activate the **Display Control** function on the LCD display by pressing the motion buttons (**UP, DOWN, LEFT, RIGHT**) and make your selection by pressing the **ENTER** button (see control panel in Figure 1)
- After pressing **ENTER**, select the 'DVD Monitor ON' prompt and press ENTER to activate the video screen.
- To Increase or Decrease volume, select the volume control prompt and use the arrows on Control Panel to increase, decrease or shut volume off completely. Then press **ENTER** to confirm choice and return to program activity screen.
- Audio can also be shut completely OFF by by entering the "speaker" prompt of the audio screen and, using the Control Panel buttons, turning the speaker OFF.
- Should the client wish to discontinue viewing of the DVD during the session, the monitor must be turned OFF using the Display Control prompt and the sound must be turned OFF using the Audio activity prompts.

**NOTE:** The model spa does not offer direct control over the DVD player itself. It must be activated by an operator(assistant) or by the client prior to entering the spa for a treatment session.

c. Steam:

- To activate the **Steam** function, select the **ON** position in the Steam menu and confirm your selection by pressing **ENTER**. To shut off Steam, select the **OFF** position from the Steam menu.

- To get back to the Program Menu, press **ESCAPE**.
- The ideal range for Steam is from 110° to 118° F (43° to 47° C).

d. Temperature:

- To select the desirable steam sauna temperature, activate the **Temperature** field and press **ENTER**. Press the **LEFT** button to reduce the set temperature and press the **RIGHT** button to increase the set temperature.
- Press **ESCAPE** to get back to the Program Menu.

e. Dry Heat System:

- Six (6) turbo fans drive Radiant Heat into the capsule's body chamber.
- To turn **Radiant Heat** on, simply highlight the Radiant function area using the motion buttons on the control panel (see Figure 1).
- To turn Radiant Heat on/off, press **ENTER** and make your selections. Confirm your selections by pressing **ENTER**.
- Press **ESCAPE** to get back to the Program Menu.

**CAUTION:** When using any setting of Radiant Heat, be sure to refrain from touching the upper portion of the inside of the cabinet. The radiant emitters are located in this area and become very hot when the Radiant Heat feature is in use.

f. Vibratory Bed:

- There are different **Vibratory Bed** options available: **CONTINUOUS** or **PULSATING**.
- The default vibration mode is PULSATING. To turn on vibration, simply activate the vibration function field and press **ENTER**.
- To control intensity in this mode, choose the **CONTINUOUS** control from the Vibratory Bed submenu and simply press the **LEFT** or **RIGHT** buttons until your desired level is reached. Confirm your selections by pressing **ENTER**.
- To get to the **PULSATING** mode, choose **PULSATING** from the Vibratory Bed submenu and adjust the pulsation interval by pressing the **LEFT** or **RIGHT** buttons until your desired interval is reached.
- To turn **OFF** vibration in either mode, choose **OFF** from the Vibratory Bed submenu. Turn **ON/OFF** vibration bed and confirm your selection by pressing **ENTER**.

g. Face Air:

- To turn on the fan, highlight the **Face Air** function field and press **ENTER**.
- To control intensity in this mode, press **LEFT** or **RIGHT** buttons in the Face Air submenu until your desired level is reached. Confirm your selections by pressing **ENTER**.

**NOTE:** Your selections must be confirmed by pressing **ENTER**. If you press **ESCAPE** only, the default settings will be restored.

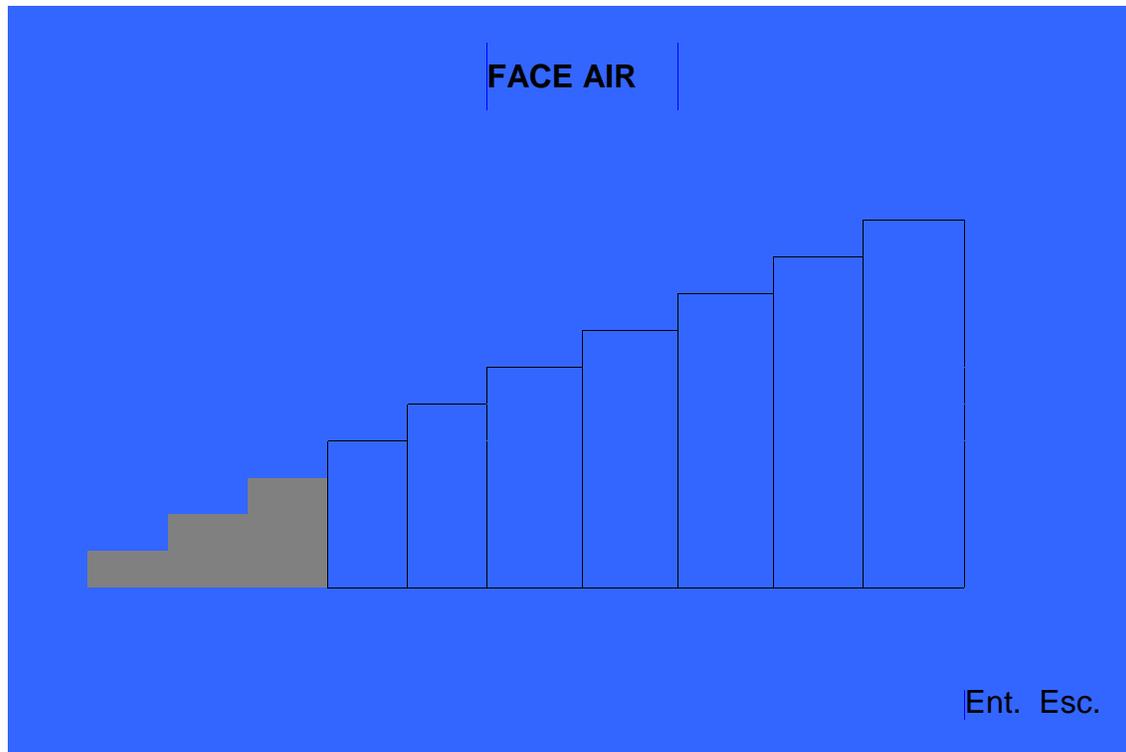


Figure 4

*h. Color Lights:*

To choose different colors from the preprogrammed **Color Light** section, activate the Color Lights field and press **ENTER**.

- By choosing the Manual control you can select the desired color and confirm the selection by pressing **ENTER**.
- With fading control, you can adjust the alternating interval time from one color to the next. If you are in program 11 (customized), you can adjust fading control of the 6 colors at intervals between 12-60 seconds. Selections are confirmed by pressing **ENTER**.

*i. Aromas:*

The aroma liquid diffusion system and mineral/vitamin system are conveniently located by the steam outlet on both sides of the bed.

- Aroma tank volume is 12oz (350ml) and Mineral/Vitamin system volume is 1oz (28ml).
- Select the **Aroma** function from the Program Menu by pressing **ENTER**. Select **ON** from the submenu and confirm your selection by pressing **ENTER**.
- To turn off the Aromas, select the **OFF** function.
- To go back to the Program Menu press **ESCAPE**.

- To enjoy the benefits of aromas, fill the Aroma tank with recommended Oxygen Science™ Concentrates. Aromas from the Aroma tank dispense into steam. Mineral/Vitamin system dispenses concentrates into Tropical Rain system.

**NOTE: Regarding Aroma Oils!**

- 1) Essential oils must **NOT** be used in the aroma reservoir.
- 2) Use **ONLY** the Oxygen Science Concentrates that come with the unit. These are water-based aromas.
- 3) Use of pure essential oils within the aroma diffuser tank **WILL CAUSE DAMAGE** to the plastic tank and flow valve.

*j. Tropical Rain:*

- To turn on the **Tropical Rain** function, highlight it on the Program Menu by using the motion buttons and pressing **ENTER**. From the Mist submenu select **ON** and confirm by pressing **ENTER**. To turn off the TROPICAL RAIN function, select **OFF**.
- To get back to the Program Menu, press **ESCAPE**.

**NOTE:** Tropical Rain cannot be selected in conjunction with other water systems.

*k. Scottish Shower:*

- To turn on the **Scottish Shower**, highlight the Scottish Shower area on the Program Menu by using the motion buttons on the control panel (see Figure 1) and confirm by pressing **ENTER**.
- From the Scottish Shower submenu, select the **Mode** for use:
  - **Scottish Shower** – cold and warm water alternating through the four Over-Body Jets.
  - **Cold water** – cold water through the four Over-Body Jets within the 6 seconds.To turn the **Scottish Shower** off, select **OFF** from Scottish Shower submenu.
- To get back to the Program Menu, press **ESCAPE**.

**NOTE:** Scottish Shower settings cannot be selected in conjunction with other water systems.

*l. Foot Jets:*

- To turn on the Foot Jets, highlight the **Foot Jets** area on the Program Menu using the motion buttons on the control panel (see Figure 1) and press **ENTER**.
- To switch Foot Jets ON/OFF, select the status function from Foot Jets submenu. Confirm your selection by pressing **ENTER**.
- To get back to the Program Menu, press **ESCAPE**.

**NOTE:** Foot Jets cannot be selected in conjunction with other water systems.

*m. Vichy Shower:*

- To select the **Vichy Shower**, highlight the Vichy Shower area on the Program Menu using the motion buttons on the control panel and press **ENTER**.
- From the Vichy Shower submenu, select **ON/OFF** to turn the Vichy Shower on or off. Confirm your selection by pressing **ENTER**.
- Follow the instructions on the LCD display. Open the water faucet; this will allow the guest to sample water temperature with their right hand and adjust the water temperature if necessary.
- To select the Mode or adjust the alternating interval of the jets, go back to the Vichy Shower submenu and make your selections from the MODE submenu (3 modes). Confirm your selection by pressing **ENTER**.
- To select a comfortable alternating interval for the jets, select the section **INTERVAL** in the Vichy Shower submenu. Adjust the interval by using **LEFT** or **RIGHT** buttons and confirm your selection by pressing **ENTER**.
- To get back to the Program Menu, press **ESCAPE**.

**NOTE:** Vichy Shower cannot be selected in conjunction with other water systems.

## 7.7 How to Run Your First Bath Session

*a. Fill the bath with water:*

- Adjust the diverter (see Component Drawings) to the bath filling position (follow the indications) and adjust the water to the desired temperature.
- Fill the RelaxWell Ocean Pod bath only until the water level is approximately 2 inches (5 cm) above the upper back jets to avoid the risk of overflow when entering the bath. If the jets do not start, you may need to add more water.
- When desired water level is reached, turn the diverter to the hand-held shower position (see Component Drawings).

## 7.8 Working with the RelaxWell Ocean Pod Bath System

The RelaxWell Ocean Pod Bath System has 4 preset programs. You can choose and adjust the speed of available preset programs with the touch of a finger on the control panel. Program buttons 1 - 4 are preset programs and have default settings for easy use.

- **COLOR LIGHTS** (red, blue, green, turquoise, violet, orange)
  - Fading
  - Manual control
- **SIDE MESSAGE JETS**
- **BACK and FOOT MESSAGE JETS / HAND-HELD MESSAGE JET**
- **4 PRESET PROGRAMS**

- **COUNTER**
- **OTHER COMBINED FUNCTIONS**

a. Color Lights:

- To choose different colors from the preprogrammed color lights section, press the Color Lights button from the bath control panel (figure 2).
- To use the automatic fading system, hold the Color Lights button down until the LED indicator turns on.

**NOTE:** If you are closing the unit hood during the bath session, the Color Lights function will be controlled only from the upper control system.

b. Side Jets:

- To activate the Side Jets system, press the Side Jets button from the bath control panel (figure 2).
- To turn off the Side Jets function, press the Side Jets button.
- To control the amount of air coming through the jets, turn the round dial(s) to MIN, MAX, or somewhere in between the two for moderate airflow.

c. Back Jet and Foot Jet / Hand-Held Jet:

- To activate the Back Jet function, press the Back Jet button from bath control panel (figure 2).
- To split the water flow between the Back and Foot Jets, turn the diverter (positioned at left hand) to the desired position.
- To control the amount of air coming through the jets, turn the round dial(s) to MIN, MAX, or somewhere in between the two for moderate air flow.
- To turn off the Back Jet function, press the Back Jet button.
- To activate the Hand-Held Jet, fit the Hand-Held Jet system to the quick connection (positioned at left hand). Activate it by squeezing the trigger on the Hand-Held Jet and turning the diverter.
- To adjust the desired pressure, turn the diverter to the desired position.

d. Preset programs:

- To activate the preset programs, press the proper program button on control panel (figure 2).
- To adjust the speed of preset rhythms, press the speed control buttons from the bath control panel (figure 2) while the preset program is running.
- To turn off the preset program, press the preset program button again (follow the LED light indications).
- To control the amount of air coming through the jets, turn the round dial(s) to MIN, MAX, or somewhere in between the two for moderate airflow.

e. Counter:

- To change the counter default settings, press the speed control buttons (figure 2) to set up the session time (0-30 min) before activating any functions.

f. Other combined functions:

- To use any additional function from the capsule function list, close the device hood for the combined features.
- To activate any of the capsule functions during the bath session, refer to section 7.6.

## 7.9 Safety Shut Off

If you open the RelaxWell Ocean Pod System's cover during the session, the steam, radiant heat, and all water systems will switch off automatically.

## 7.10 Stopping Your Session

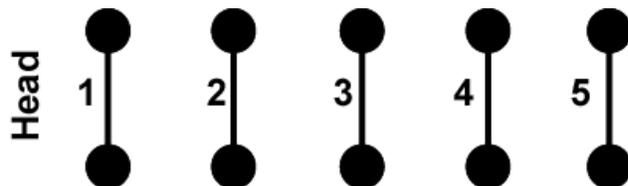
You can stop and reset your session at any time by pressing the **CANCEL** button and following the instructions on LCD display.

## 7.11 Turning Off Your RelaxWell Ocean Pod System

It is not necessary to turn off your RelaxWell Ocean Pod System unless you will not be using it for several days. In the latter case, you should turn off the unit from ON/OFF switch.

## 7.12 Program Descriptions and Device Working Charts

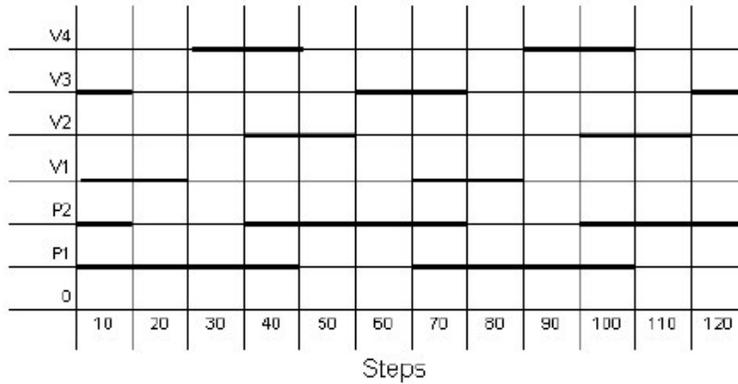
The Vichy Shower programs listed below show the shower jet patterns available.



Mode 1: 5, 4, 3, 2, 1  
 Mode 2: 5, 4, 3, 2, 1, 2, 3, 4  
 Mode 3: 1, 5, 3, 2, 4  
 Mode 4: all

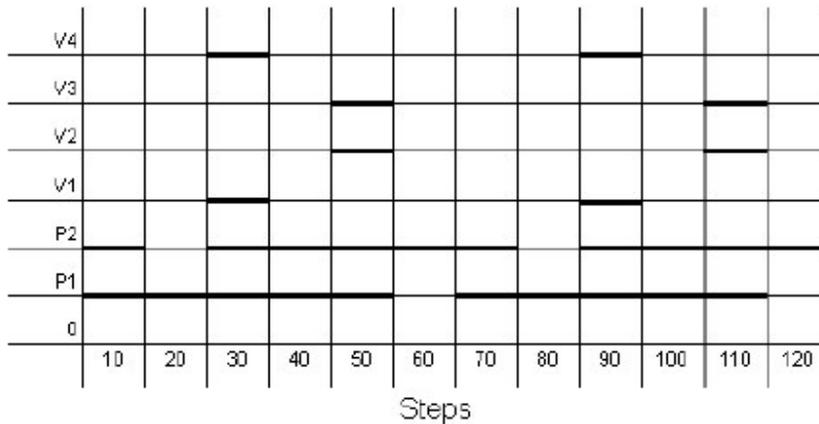
## Hydro Working Charts

### Program no. 1



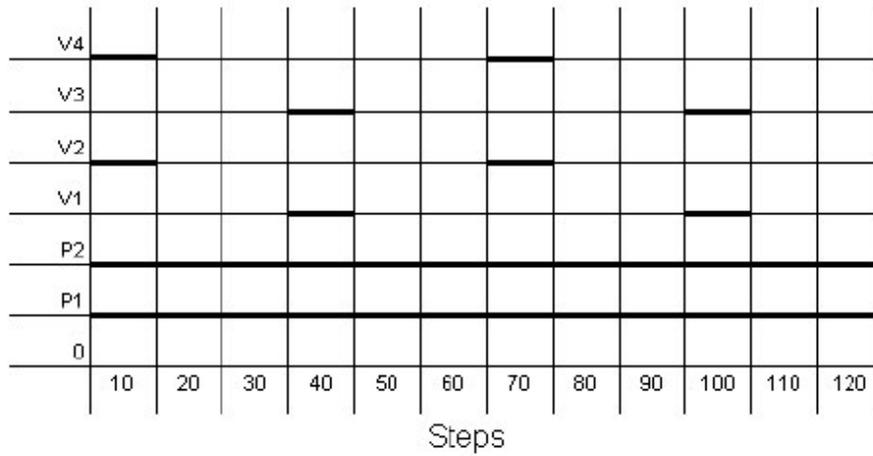
**P1 – Pump 1 (back, foot), P2 – Pump (sides), V1 – Valve 1 (back), V2 – Valve 2 (side 1), V3 – Valve 3 (side 2), V4 – Valve 4 (foot)**

### Program no. 2



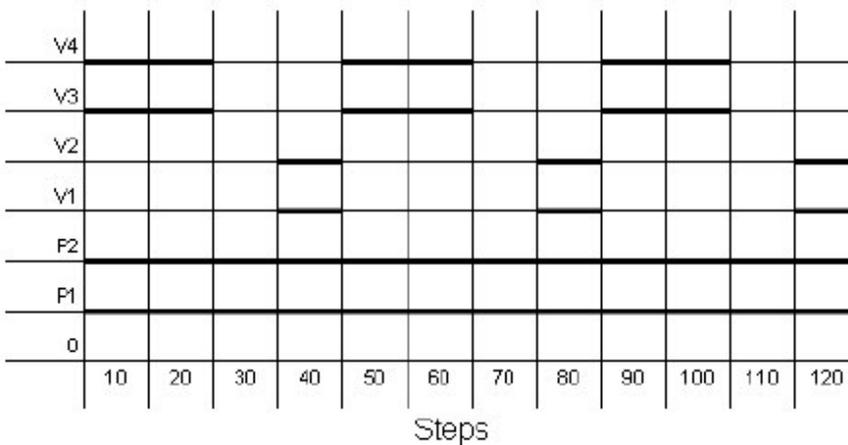
**P1 – Pump 1 (back, foot), P2 – Pump (sides), V1 – Valve 1 (back), V2 – Valve 2 (side 1), V3 – Valve 3 (side 2), V4 – Valve 4 (foot)**

**Program no. 3**



**P1 – Pump 1 (back, foot), P2 – Pump (sides), V1 – Valve 1 (back), V2 – Valve 2 (side 1), V3 – Valve 3 (side 2), V4 – Valve 4 (foot)**

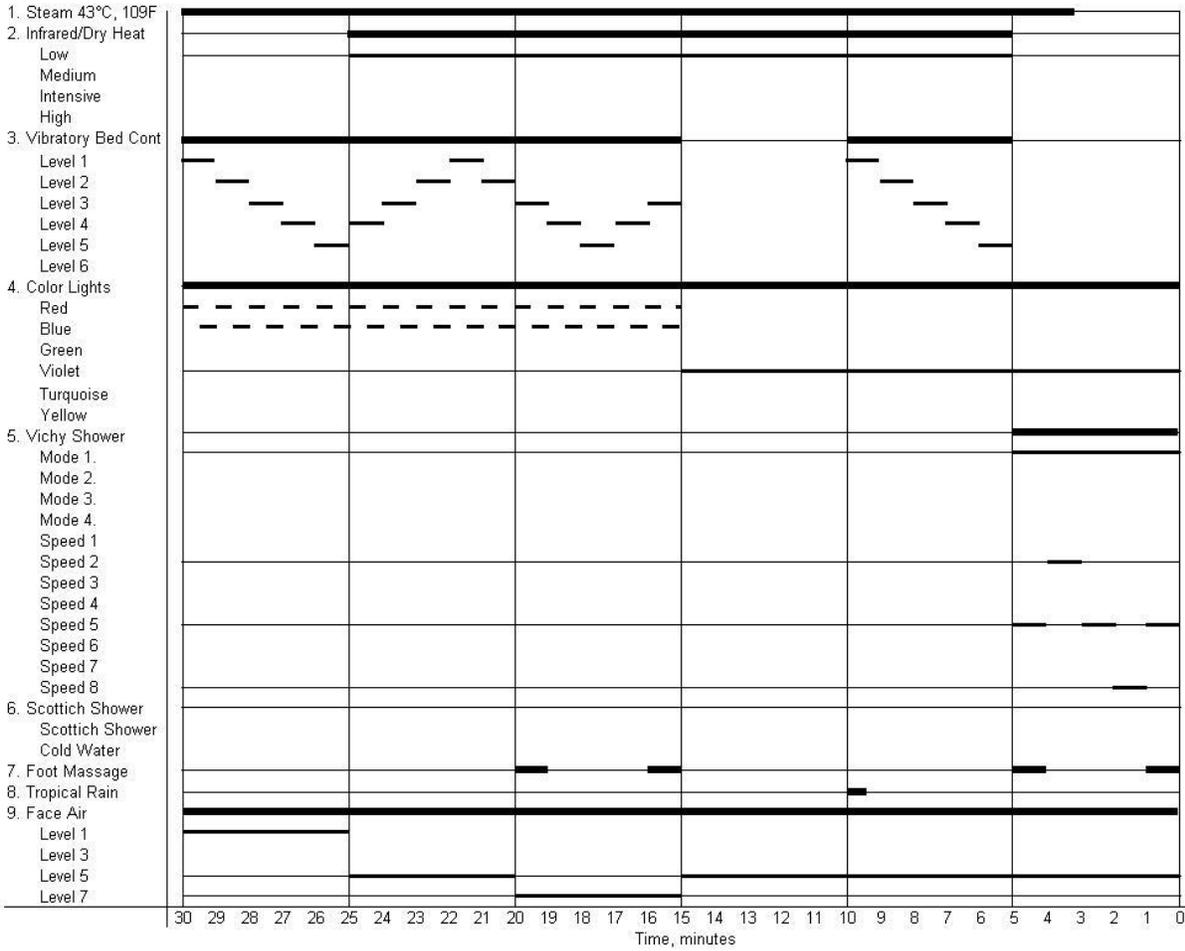
**Program no. 4**



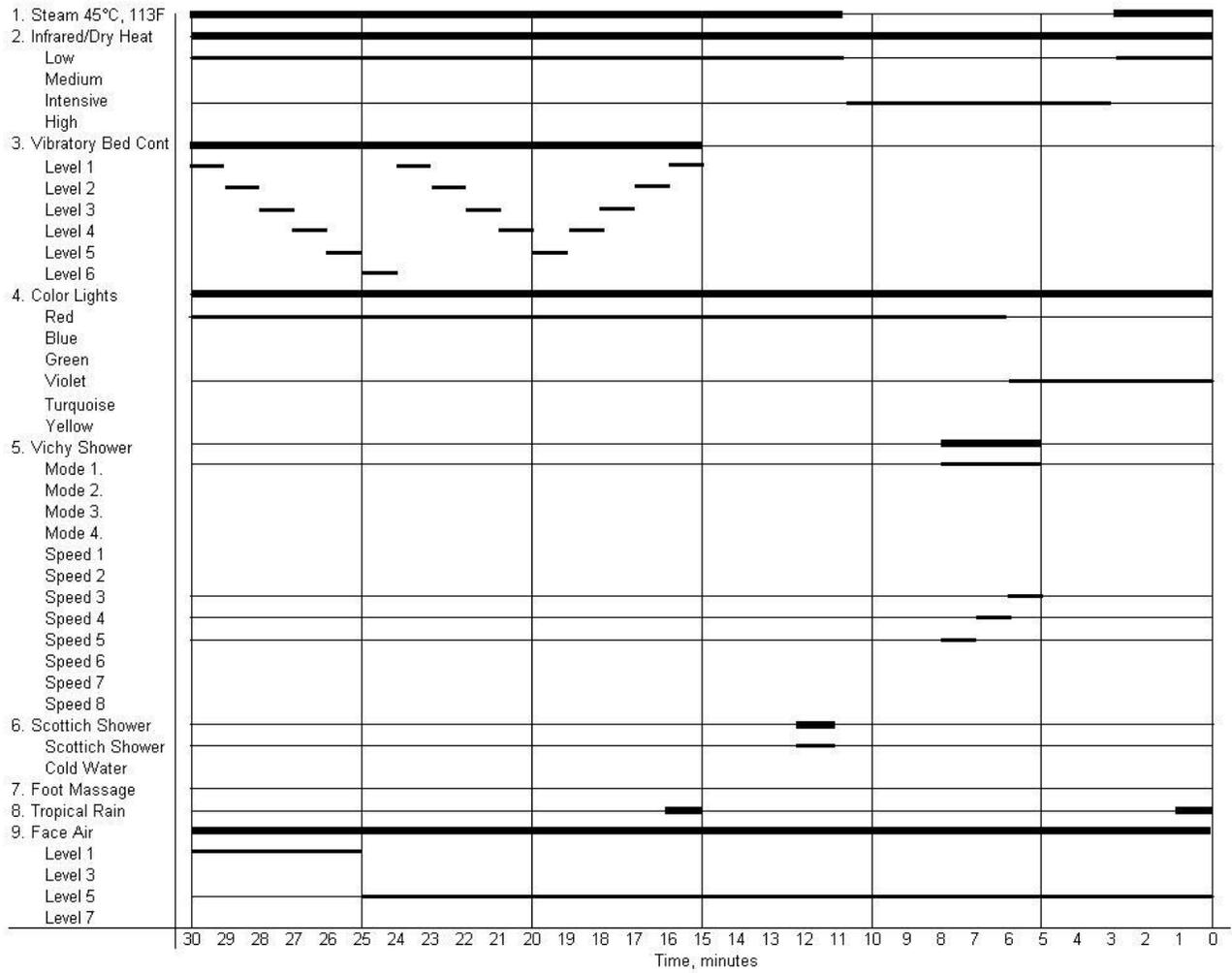
**P1 – Pump 1 (back, foot), P2 – Pump (sides), V1 – Valve 1 (back), V2 – Valve 2 (side 1), V3 – Valve 3 (side 2), V4 – Valve 4 (foot)**

### 7.12.1 Capsule Device Pre-Set Programs Working Charts

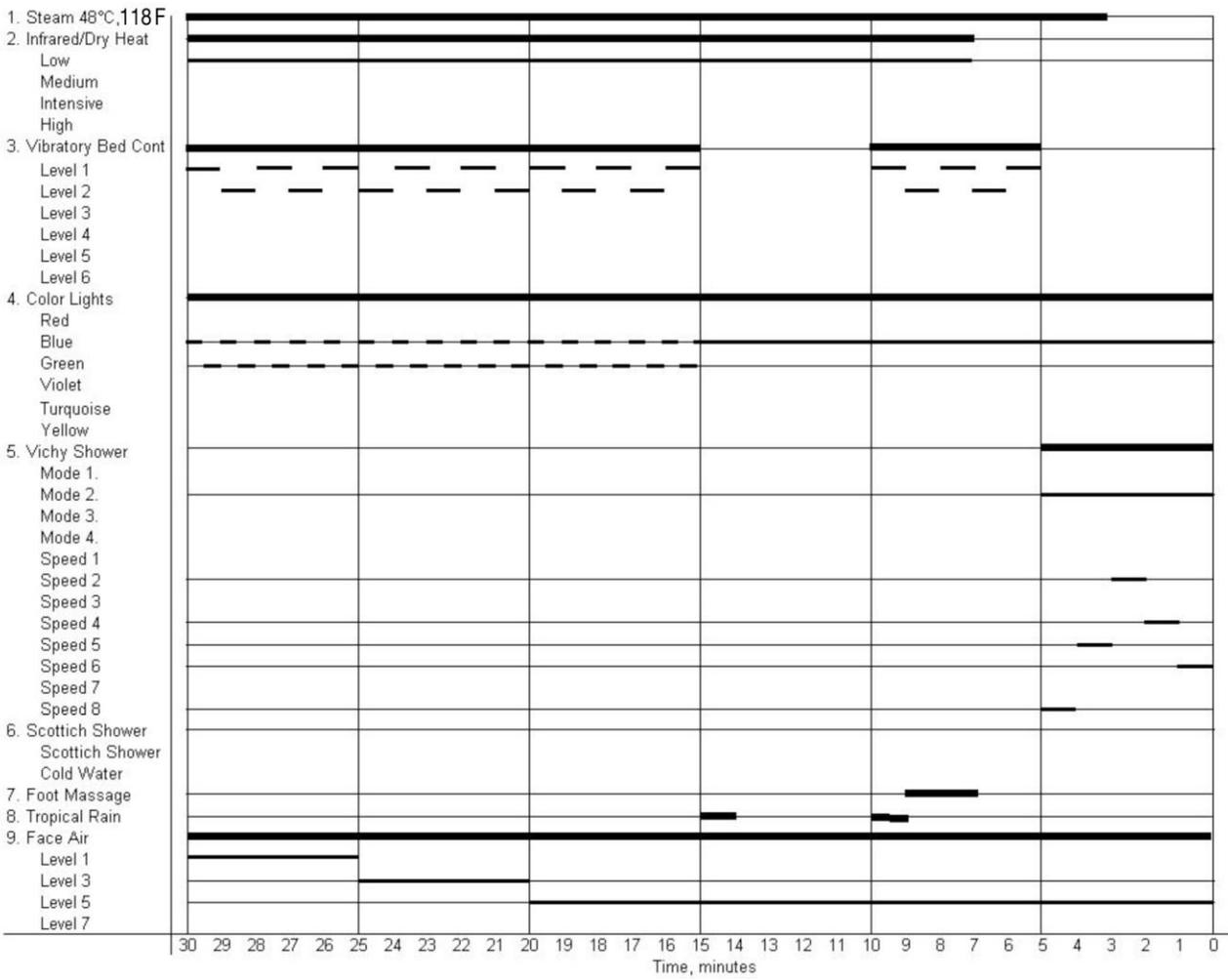
**Program - 01**



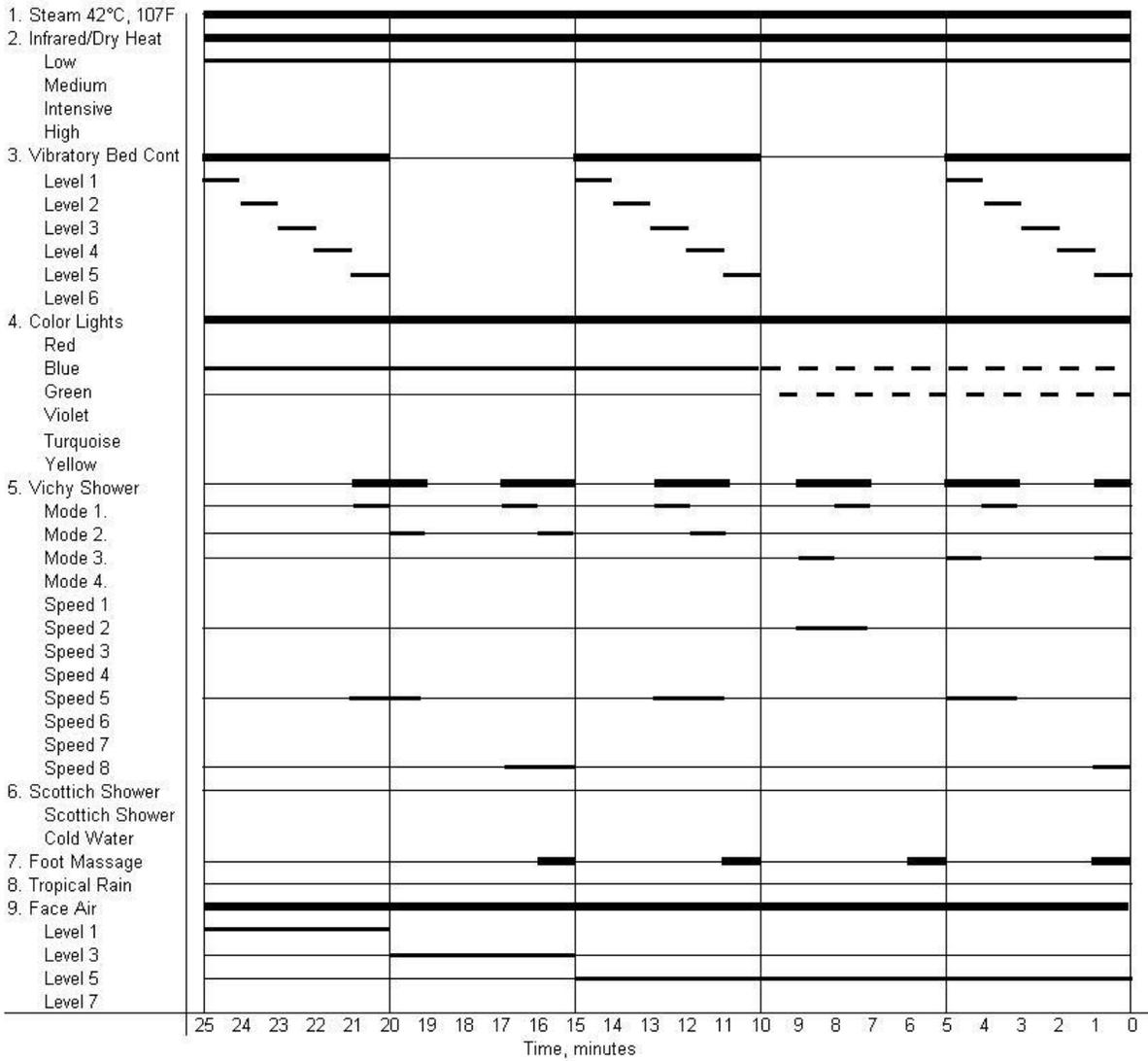
Program - 02



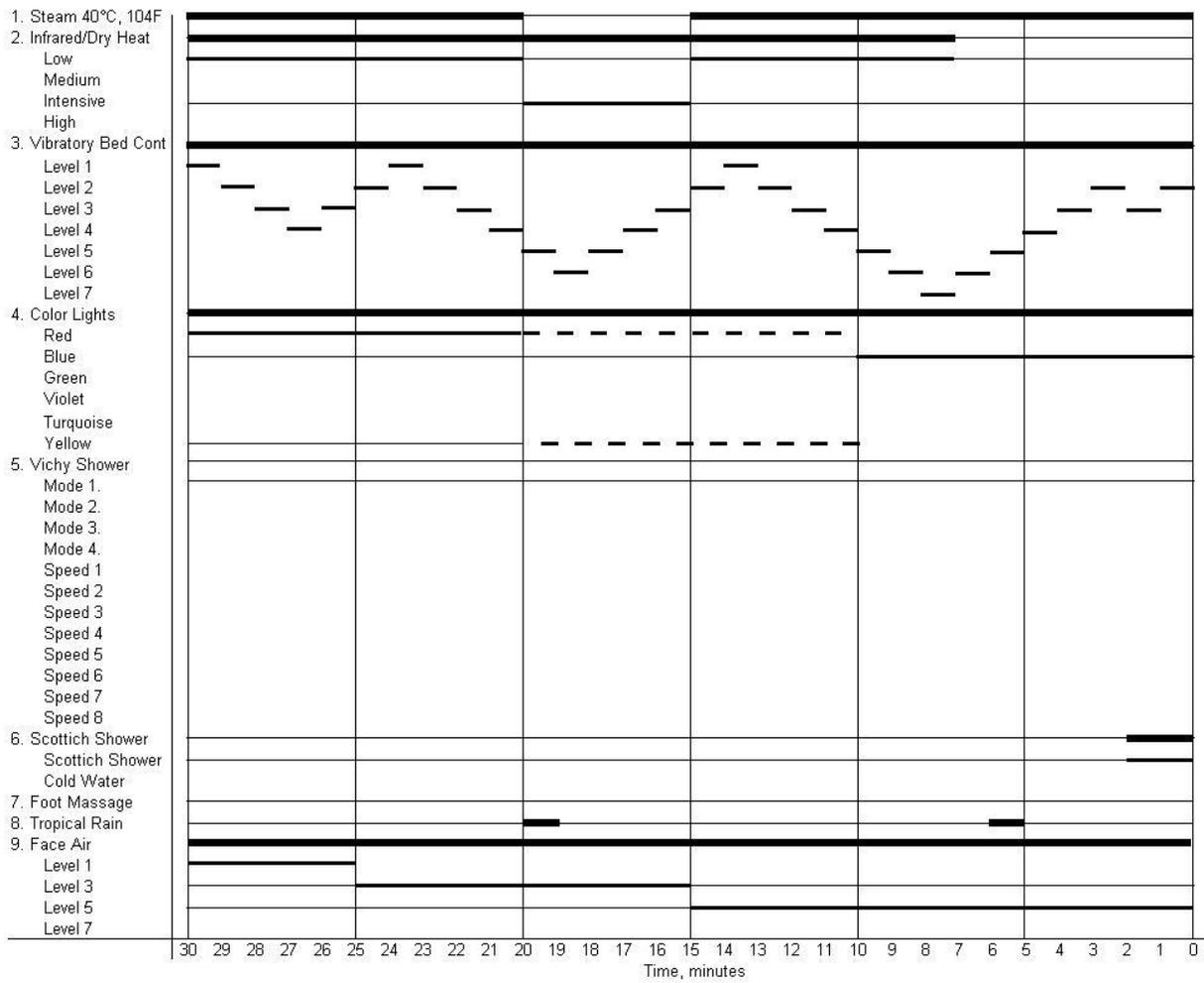
**Program - 03**



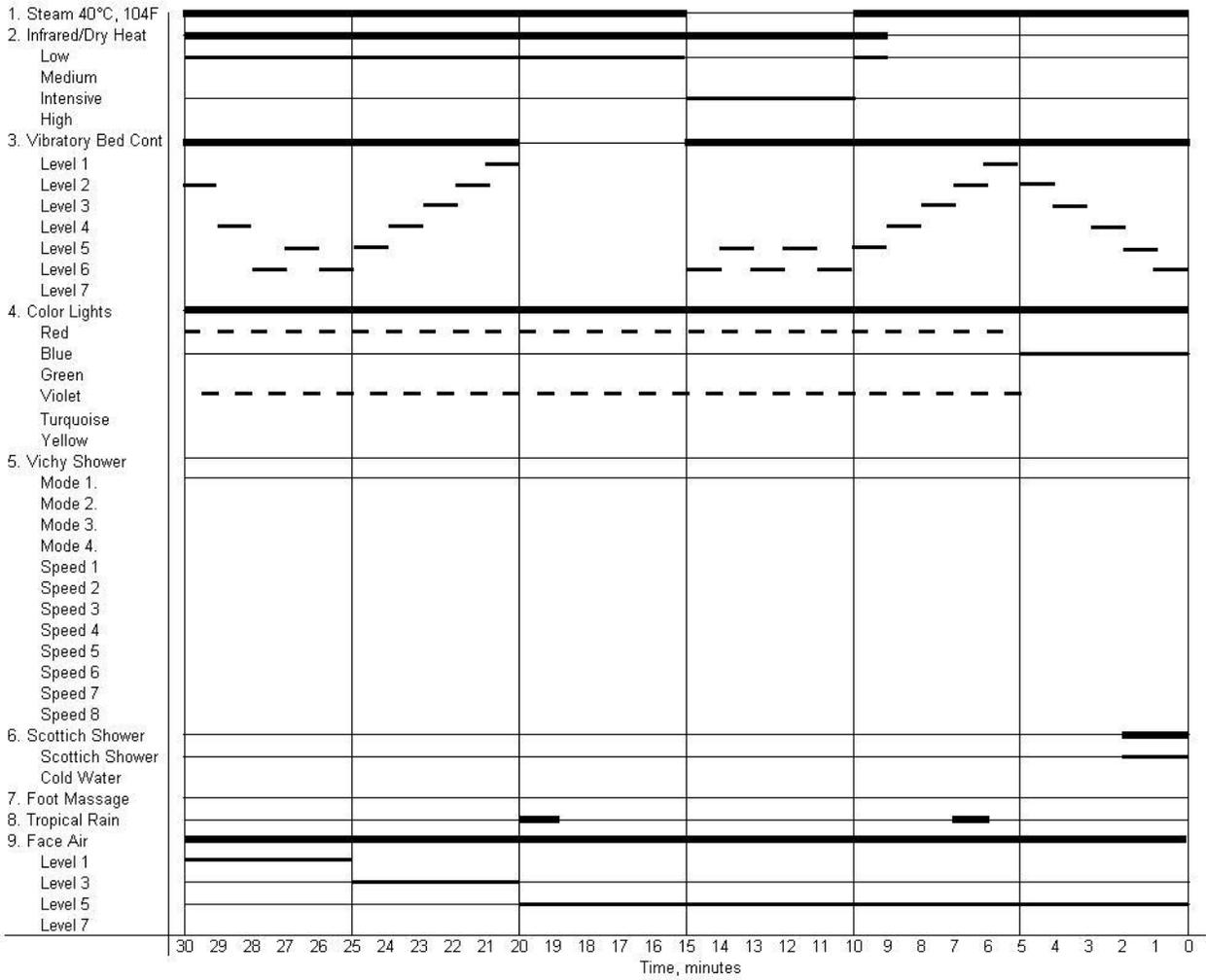
**Program - 04**



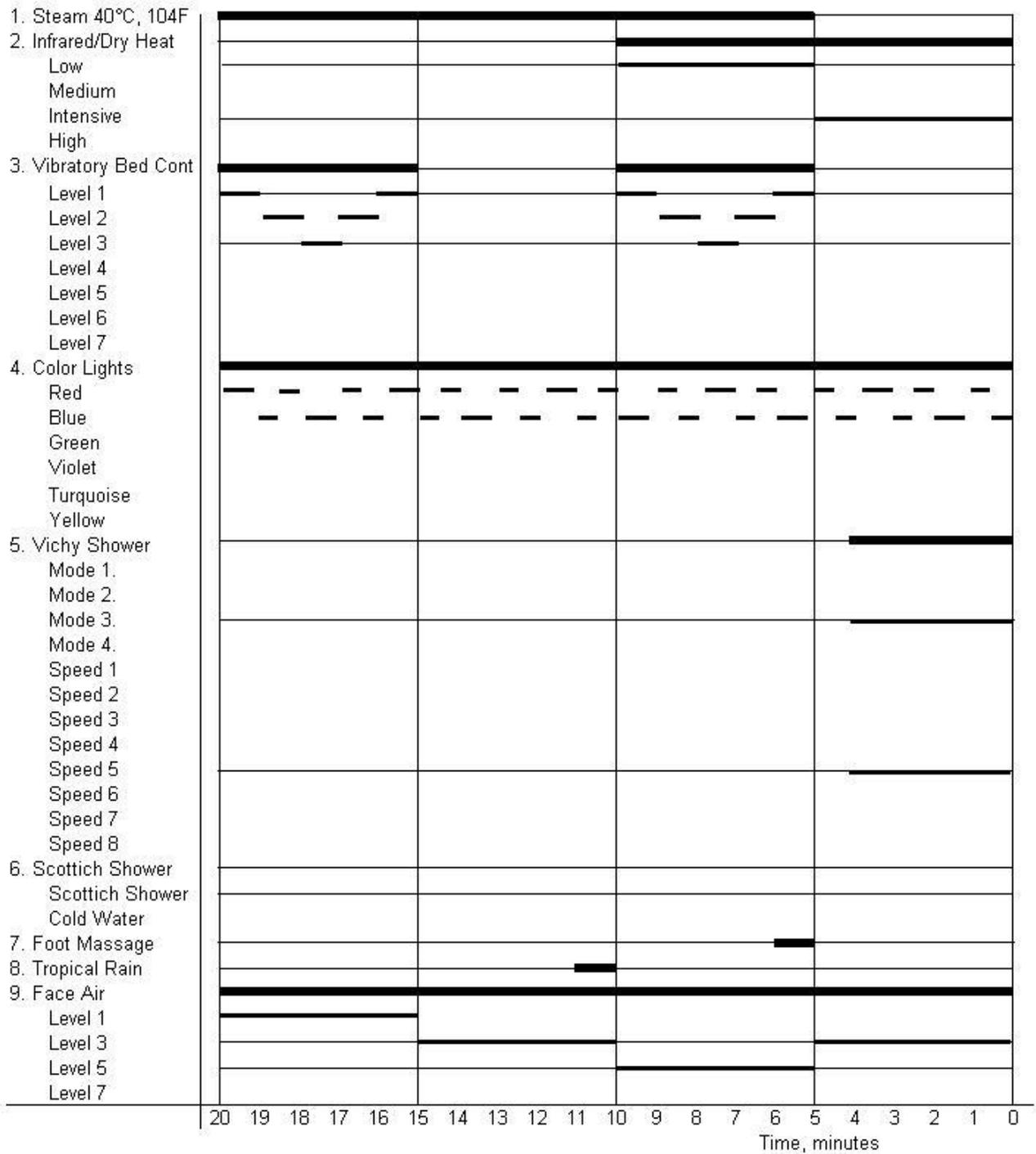
**Program - 05**



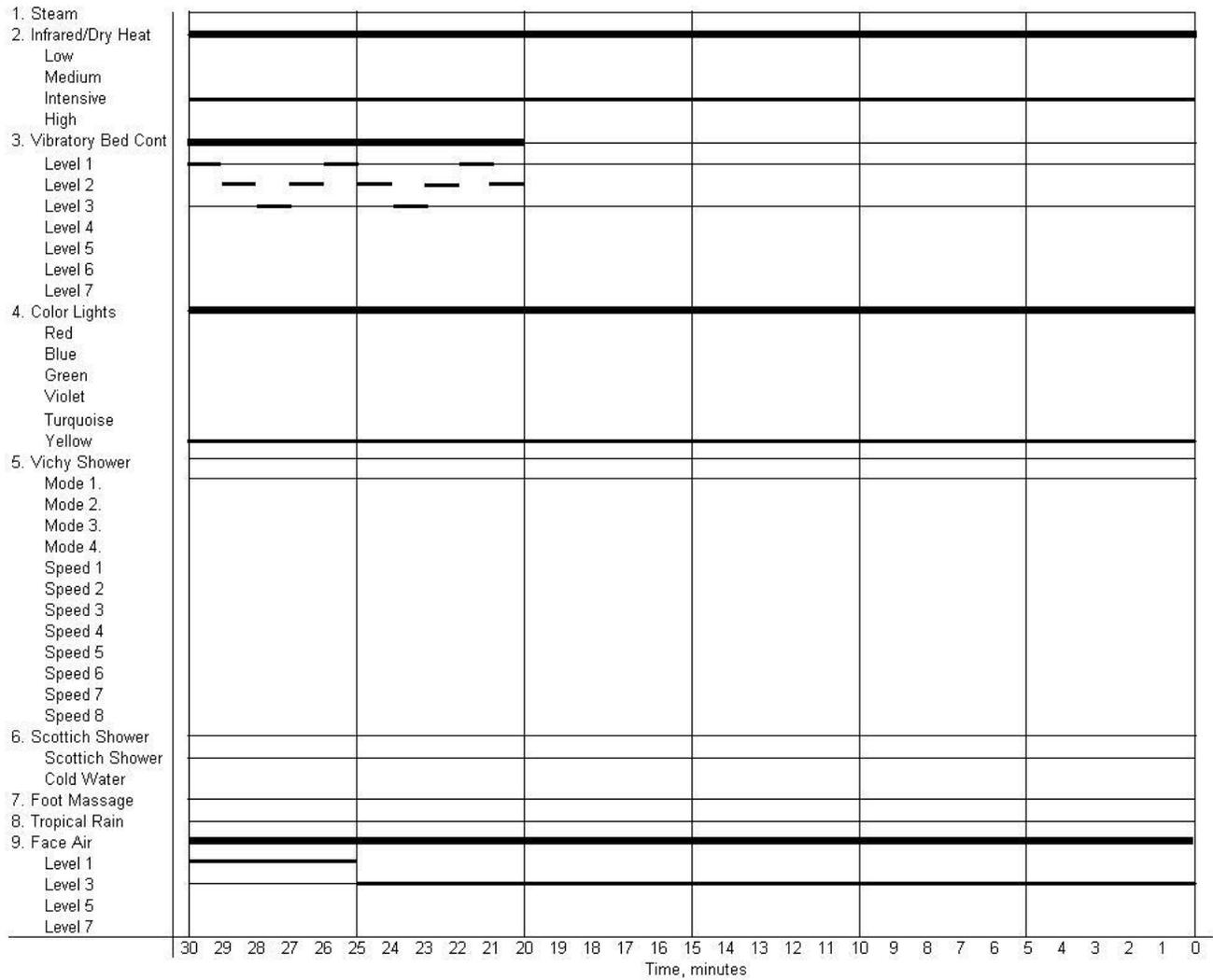
**Program - 06**



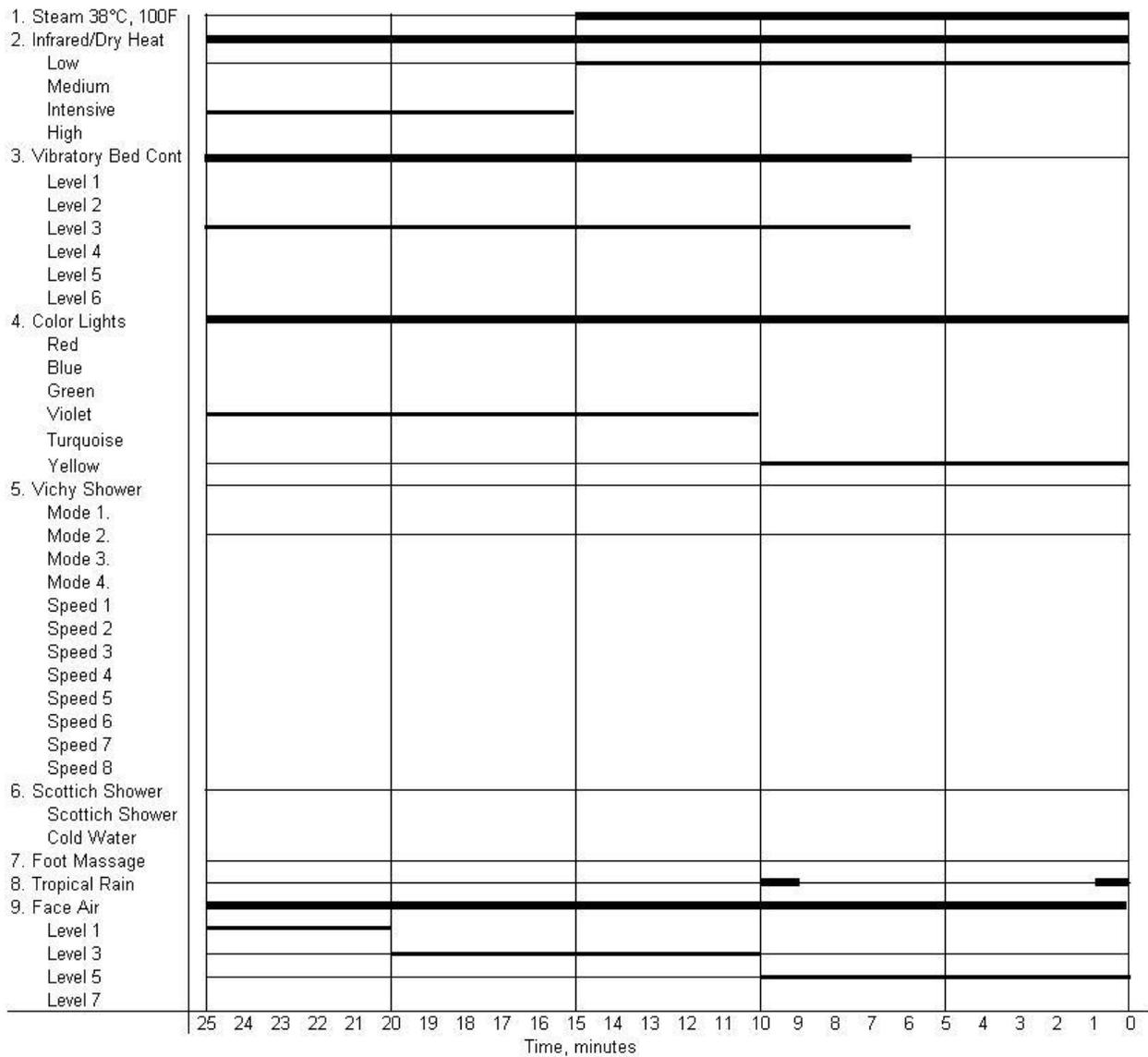
**Program - 07**



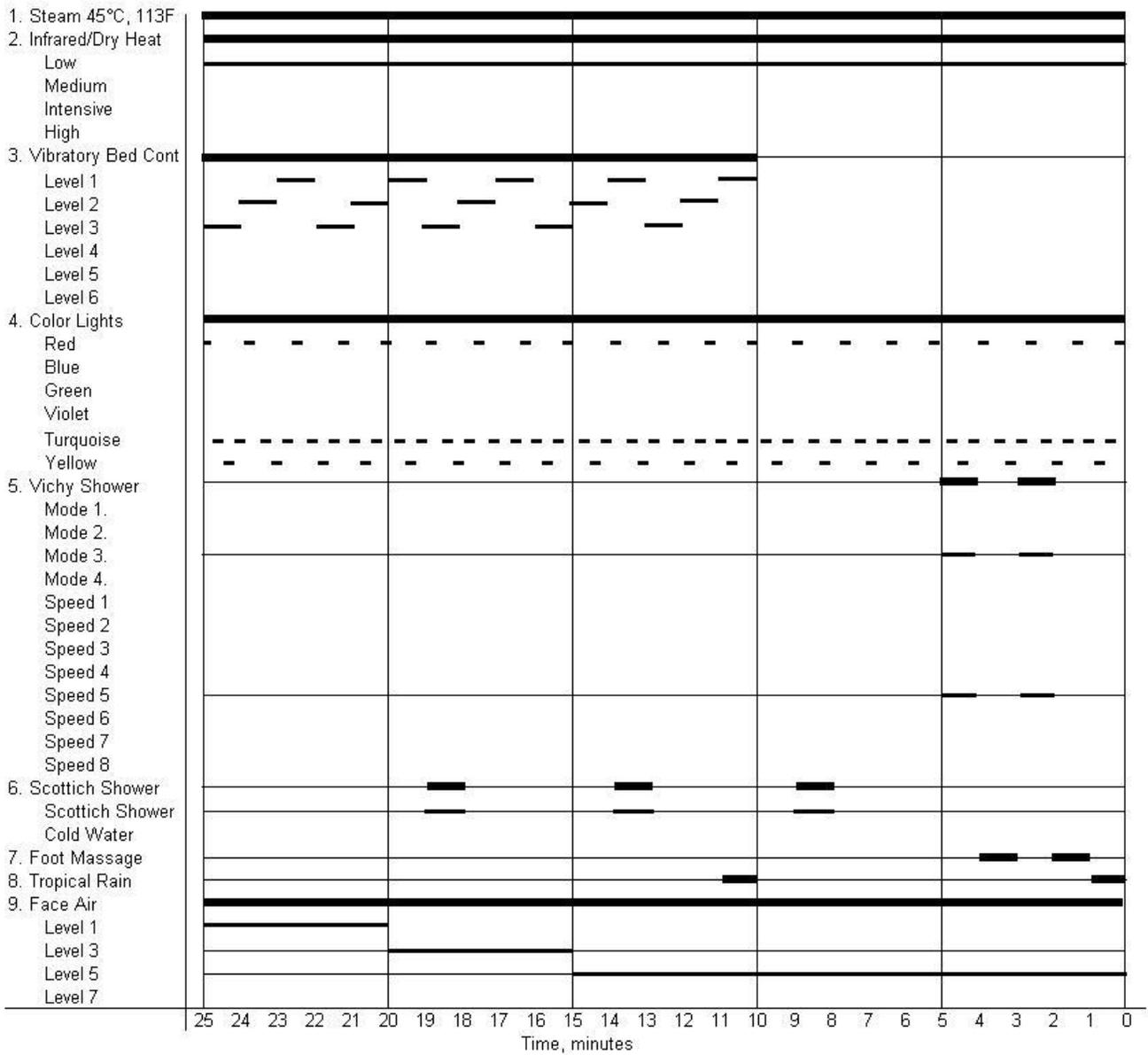
**Program - 08**



**Program - 09**



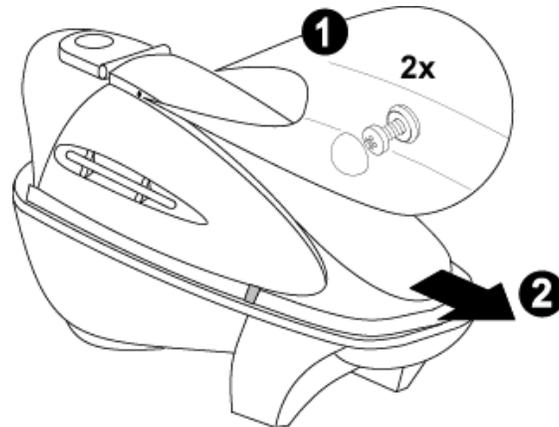
**Program - 10**



## SECTION 8: SERVICE (HOOD)

### 8.1 Removing the Hood Cover

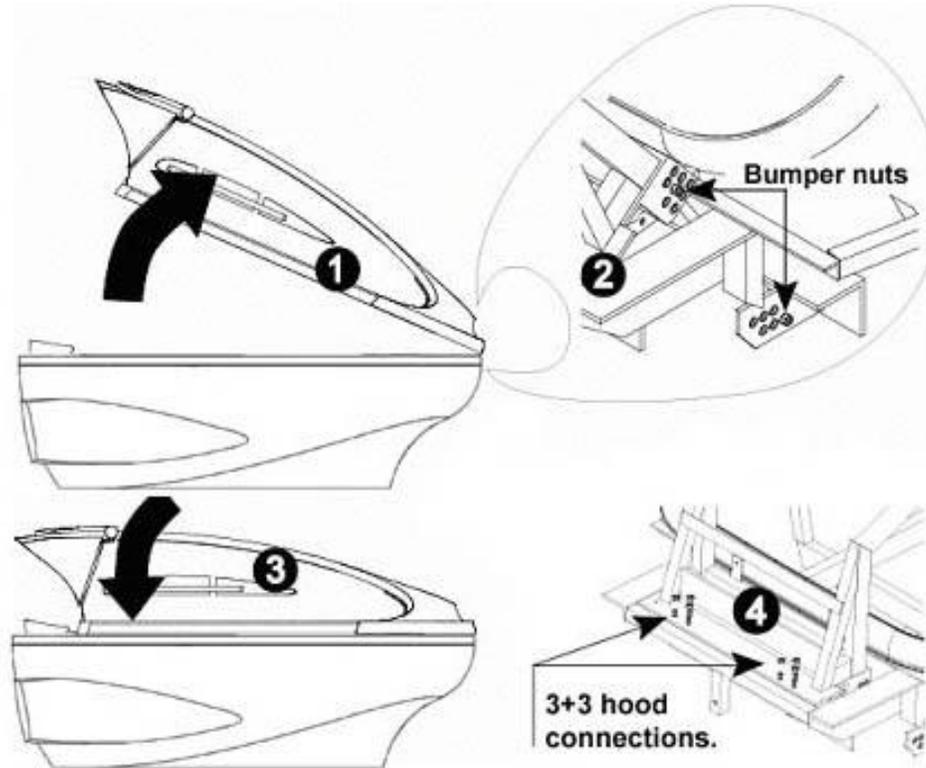
- Required tools: crosshead screwdriver
- Remove 2 screws and pull the cover in the direction of the arrow.



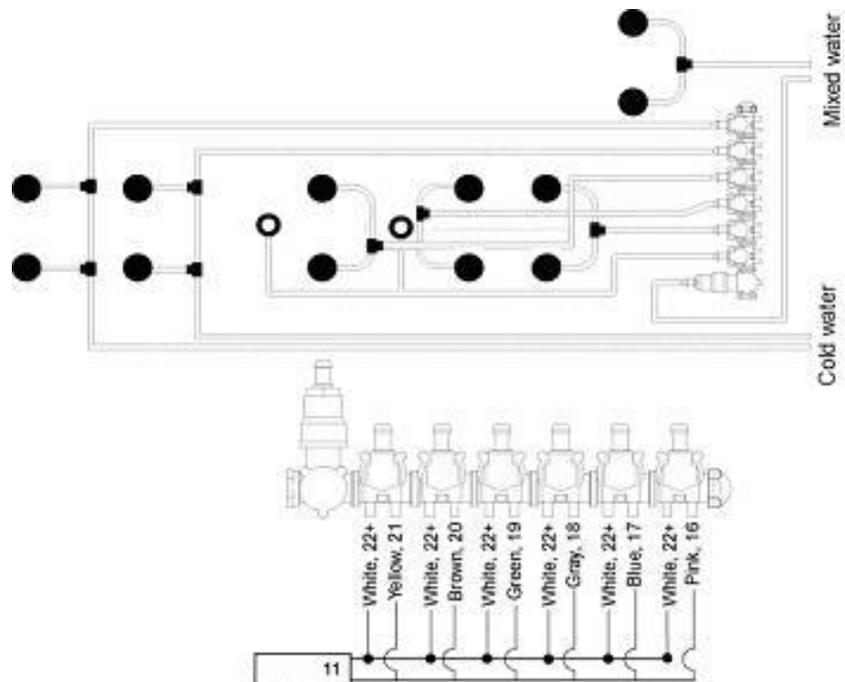
### 8.2 Removing the Hood and Changing the Strut Nut

- Required tools: wrench 10mm, 13mm, and two people
- Removal:
  - Remove panels and hood cover.
  - Disconnect water quick connections between hood and base.
  - Disconnect electrical wires.
  - Open capsule and unscrew strut nuts.
  - If you are changing the struts, install new instead of old.
  - For hood removal, close capsule and remove hinge pins using punch and hammer.
- Installation:
  - Install hinge pins.
  - Open capsule and connect struts.
  - Close hood and connect water and electrical wires.

Name	Part Number
Strut	E4000-28
Hinge	

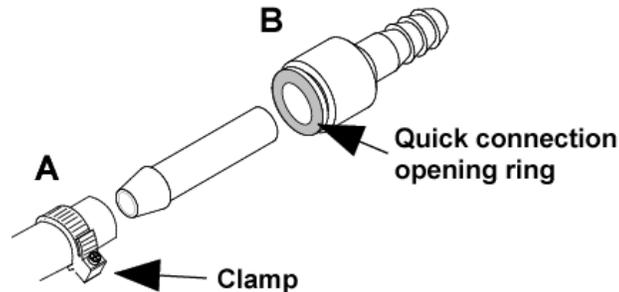


### 8.3 Principle Water Diagram with Valve Connections



## 8.4 Water Connection Types

- Type A – Connection with clamp. For connecting and disconnecting you can use a screwdriver.
- Type B – Quick connection. To connect, press plastic tube into the female connector until it hits the bottom. To disconnect, press Quick connections opening ring (see figure) and pull plastic tube away.



Name	Part Number
Clamp	E4000-27
Quick connection	E4000-29
Modular electrovalves (6 way)	E4000-15

## 8.5 Water Jet

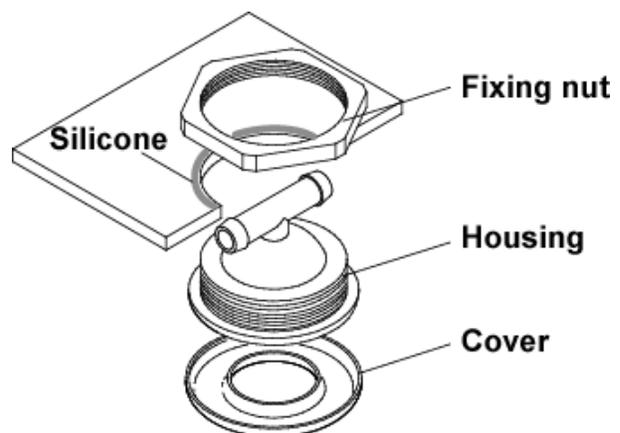
- Required tools: screwdriver, large pliers, pipe coil, silicone
- Removal:

- Disconnect tube.
- Remove fixing nut.
- Large pliers will probably be needed for this.

- Installation:

- Place housing through hood and put silicone as shown in figure.
- Tighten fixing nut.
- Connect tube.

- There are 2 pipes on jet housing. 1 is closed and 1 is open. Be sure that you connect the tube to the open pipe before tightening.
- For cover removal and installation use a screwdriver. It is not necessary to remove the whole jet.

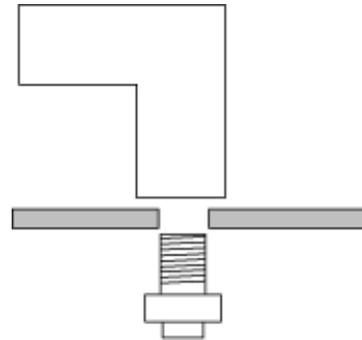


Name	Part Number
Massage jet	E4000-11
Shower jet	E4000-10

### 8.6 Mist Jet

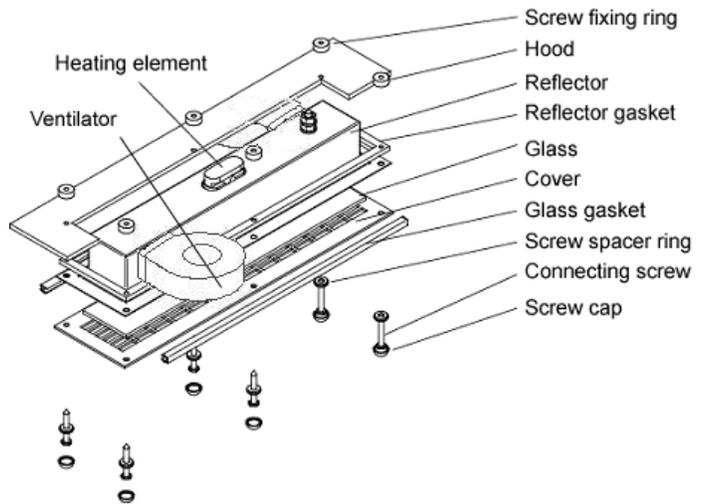
- Remove/install the mist jet by turning the elbow on top of the hood.

Name	Part Number
Mist jet	E4000-12
Elbow	

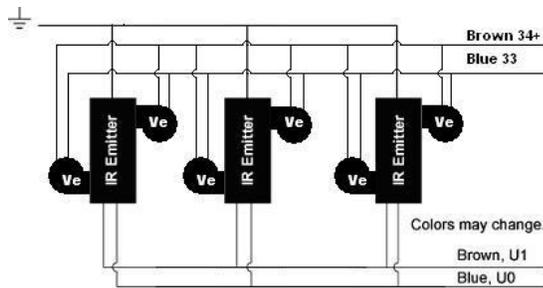


### 8.7 Radiant Heat Emitter

- Required tools: crosshead screwdriver
- Removal:
  - Disconnect wires.
  - Remove screws and remove parts as shown in the figures in below.
- Installation:
  - Install parts as shown in the figure below.
  - Connect wires.



**NOTE:** When replacing screws, use stainless screws.

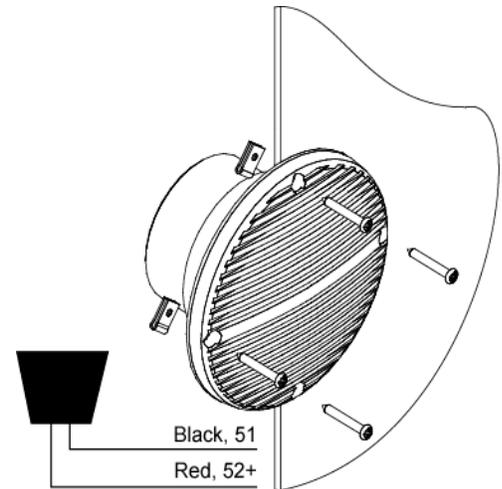


Name	Part Number
IR emitter	E4000-19
Reflector	E4000-20
Reflector gasket	E4000-21
Glass	E4000-22
Glass gasket	E4000-23
IR flocked cover	E4000-24
Screw fixing ring	E4000-25
Screw cap	E4000-26

## 8.8 Speaker

- Required tools: crosshead screwdriver
- For speaker removal, remove four (4) screws and retain nut clips.
- For speaker installation, tighten screws into nut clips.

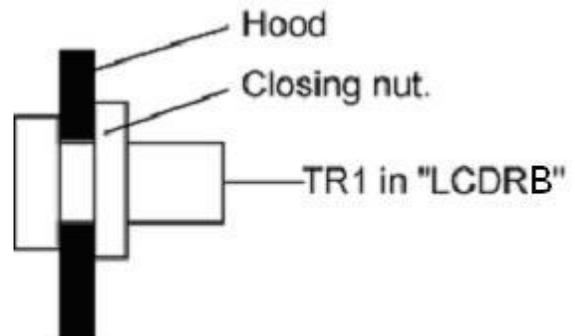
Name	Part Number
Speaker	E4000-31



## 8.9 Temperature Sensor

- Required tools: large pliers
- The temperature sensor is inserted through the hood and secured with a nut. The nut is round and pliers are required for its removal.
- The sensor is connected to "LCDrb in LCD housing". See "Opening the LCD Housing" and "Replacing Parts in the LCD Housing" on the following pages for information on disconnecting wiring.

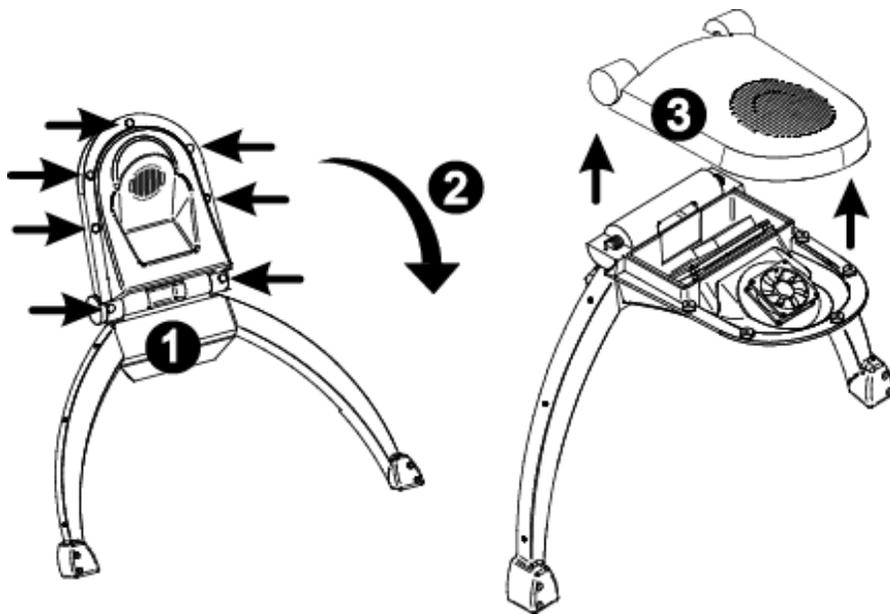
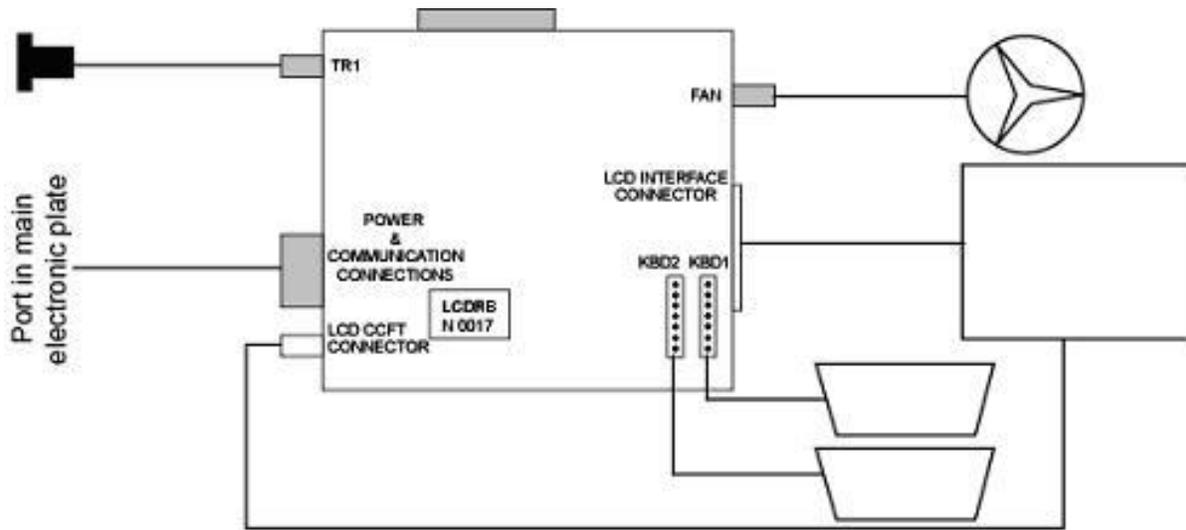
Name	Part Number
Temperature sensor	E4000-32



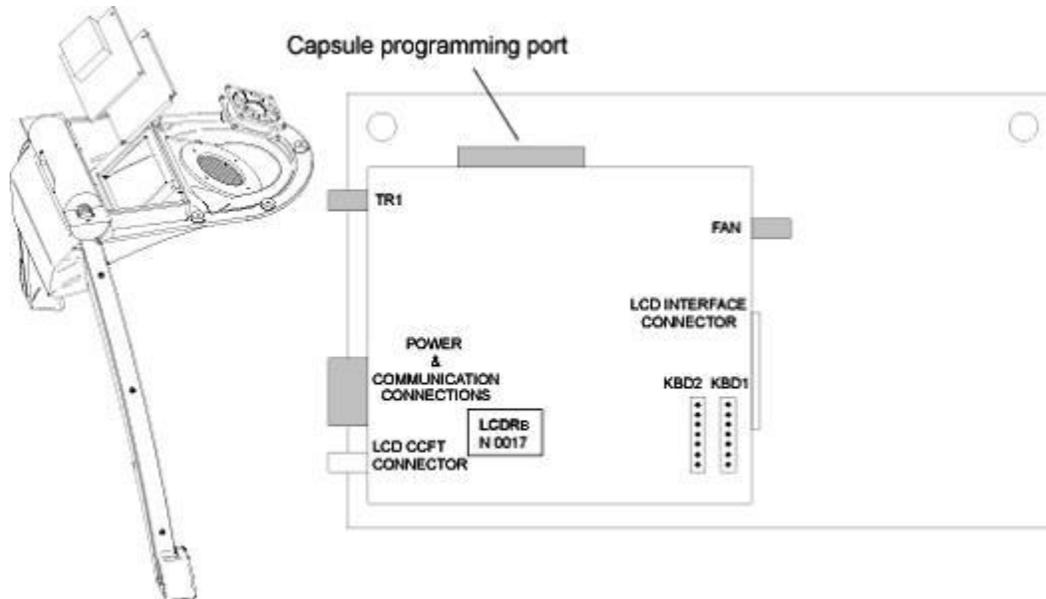
## 8.10 Opening the LCD Housing

- Required tools: crosshead screwdriver
- Move LCD housing position as shown in the figure below.
- Remove seven (7) screws.
- Keep two (2) housing parts together and turn it to the horizontal position, then lift the upper part.

Principal scheme of devices in hood



## 8.11 Replacing Parts in the LCD Housing



### Face Fan

- Required tools: crosshead screwdriver
- Remove the connector “FAN” from the “LCDrb” PCB.
- Remove four (4) screws that hold the fan in position.

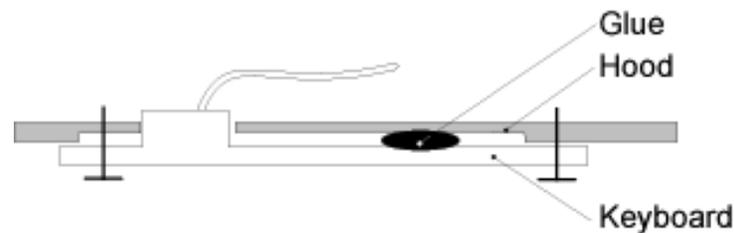
### LCD Panel

- Required tools: crosshead screwdriver, knife, silicon glue
- Removal:
  - a. Remove all connectors from the “LCDrb” PCB.
  - b. Remove two screws from the “LCDrb” PCB and take off “LCDrb” PCB.
  - c. Cut glue in edges of LCD panel.
  - d. Remove two screws from LCD mounting bracket and carefully remove LCD display from housing.
- Installation:
  - a. Put LCD panel into position and put some glue drops at the bottom corners.
  - b. Install the two (2) screws into the LCD mounting bracket.
  - c. Put “LCDrb” PCB into position and install two (2) screws.
  - d. Install all connections.

**NOTE:** There is no difference between control panel 1 and control panel 2 (connections KBD1 and KBD2).

### Upper Control Panel

- Required tools: crosshead screwdriver, flat knife, silicon glue



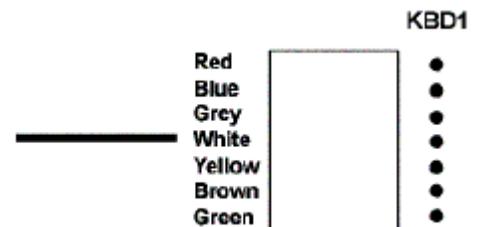
- Removal:
  - a. Remove “LCDrb” PCB.
  - b. Remove 2 screws from the control panel.
  - c. Cut the glue and press the control panel out (down) from the side facing upward.
- Installation:
  - a. Remove all old glue prior to installing new control panel.
  - b. Put glue drops on the corners and place the control panel.
  - c. Install two (2) screws in the control panel.
  - d. Install the “LCDrb” PCB and fasten all connectors.

### Lower Control Panel

Removing and installing the lower control panel is the same as the upper control panel with one difference—the control panel plug is larger than the holes. Replacement control panels are sent with the connector not installed.

- Install the control panel and route the connection cable to “LCDrb” PCB.
- Insert wires into the supplied plug according to the next diagram.

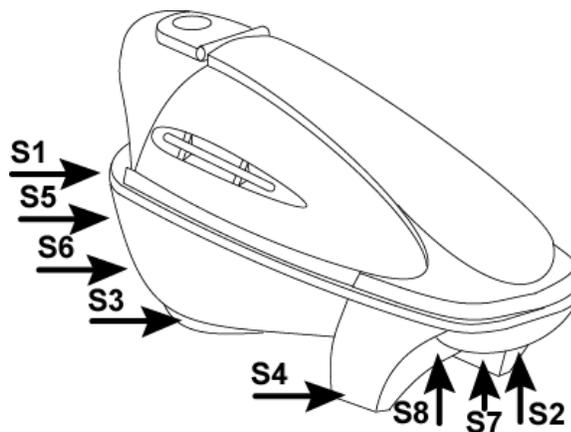
Name	Part Number
LCD housing upper part	E4000-33
LCD housing lower part	E4000-34
Polyurethane arch	E4000-35
LCD display	E4000-02
PCB LCDrx	E4000-03
PCB rabbit	E4000-04
Electronic box for main PCB	E4000-06
Face fan	E4000-17
Control Panel	E4000-01



## SECTION 9: SERVICE (BOTTOM)

### 9.1 Removing Panels

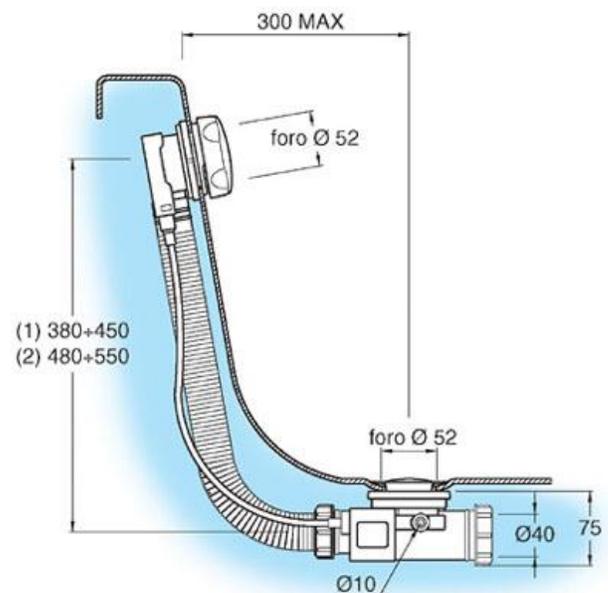
- BEFORE ANY REPAIR AND/OR INSPECTION OF THE UNIT, THE ELECTRICAL SUPPLY MUST BE SHUT OFF.
- BEFORE REMOVING THE SIDE PANEL OF THE UNIT, SHUT OFF THE ELECTRICAL SUPPLY TO THE UNIT.
- To remove the right side panel, remove screws S1, S2, S3, S5, S6, S7, S8, and S4 (S3 and S4 have two [2] screws on the opposite side panel).



### 9.2 Drainage

The drain is on the floor of the hydrotub. An overflow drain is located on the side of the hydrotub as shown in the drawing to the right.

The smell lock has a 40 mm tube. All tubes are usually 40 mm.

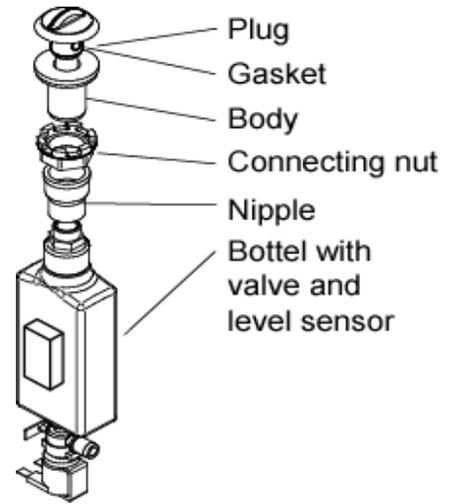
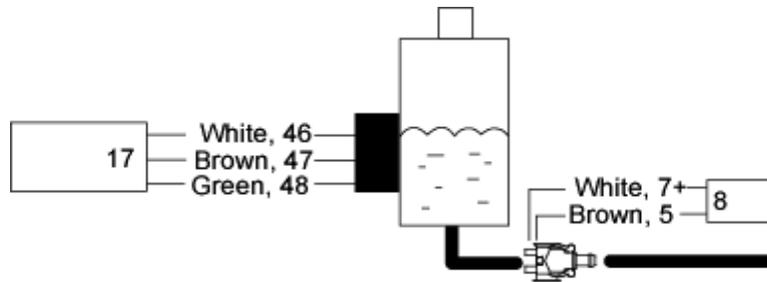


Name	Part Number
Smell lock	E4000-36

### 9.3 Aroma System

- Required tools: large pliers
- The aroma system is shown in the following figures.
- Valve is connected with tube to steam system.

*Aroma system electrical diagram:*

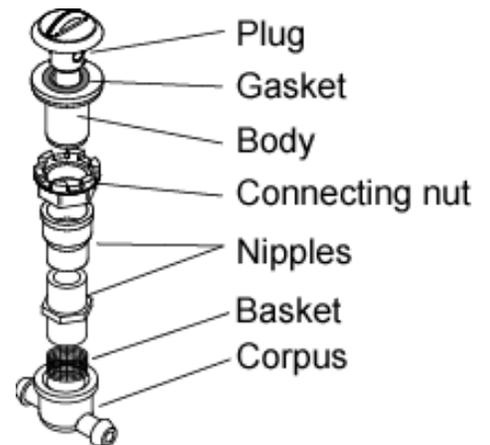


Name	Part Number
Aroma tank – upper	E4000-109
Aroma tank – lower	E4000-108
Level sensor	E4000-93

### 9.4 Liquid Mineral/Vitamin System

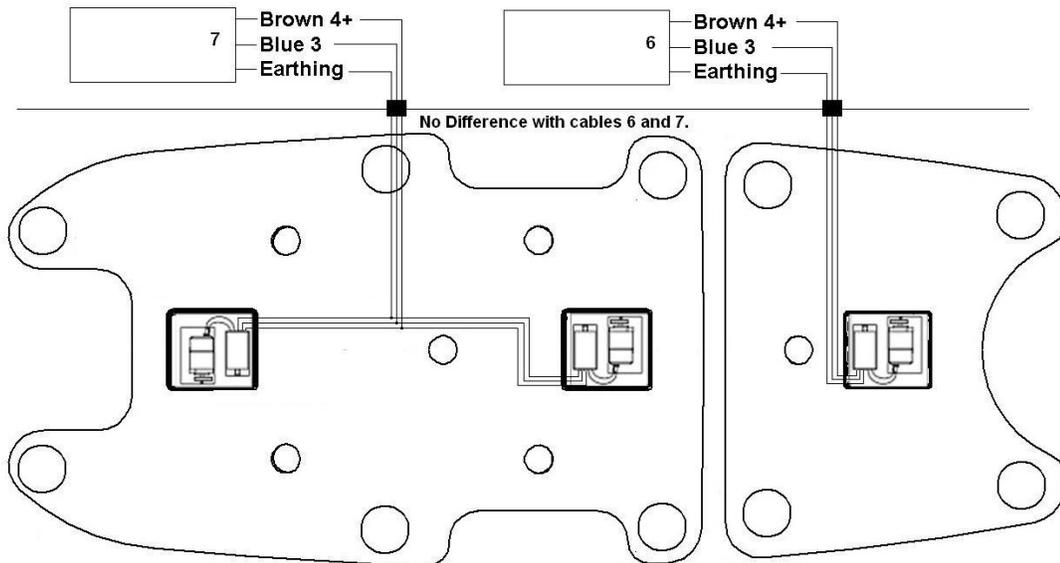
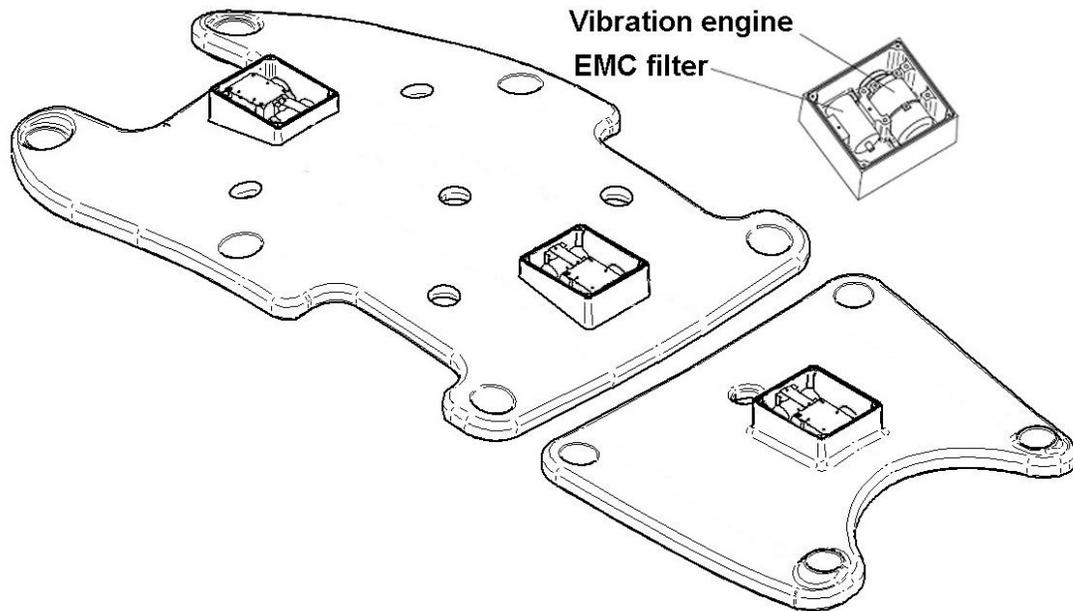
- The liquid mineral/vitamin system is shown in the figure to the right.
- When the massage jets lose pressure, the basket in the mineral/vitamin system must be cleaned.
- To clean the basket, remove tubs and corpus.

Name	Part Number
Vitamin apparatus – lower	E4000-105
Vitamin apparatus – upper	E4000-106



## 9.5 Vibratory Bed

- Required tools: crosshead screwdriver, knife, wire cutters, wire strippers, wire crimper, silicone



The vibration system has three (3) electrical motors with EMC filters. The motors with filters are connected to special nests on the back of the beds. Two (2) motors and filters are located on the upper bed, and one (1) motor and filter is located on the lower bed.

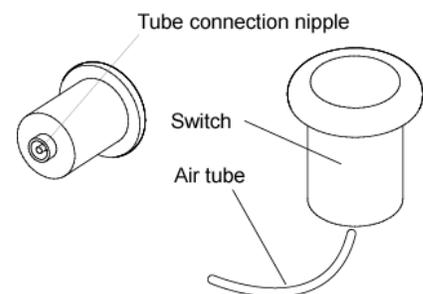
Two (2) electrical connections for the beds are located on the capsule bottom floor. To remove motors and filters from bed for replacement, follow steps below.

- Remove the 4 crosshead screws from the cover on the nest.
- Use a knife to cut around the seam between the cover and the nest to remove the silicone.
- Remove the cover from the nest.
- Remove two (2) screws from the filter bracket and remove bracket to remove the filter.
- Remove four (4) screws from the motor brackets. Remove the brackets to remove the motor.
- If replacing bed, remove cable from the nest to use in new bed.
- Install motor and filter in reverse order of removal procedure
- When installing cover, make sure to apply silicon around the edge of the cover to ensure watertight seal to the nest.

Name	Part Number
Motor+EMC filter	E4000-08
Vibration bed – upper (w/o motor)	E4000-90
Vibration bed – lower (w/o motor)	E4000-92

## 9.6 On-off Switch

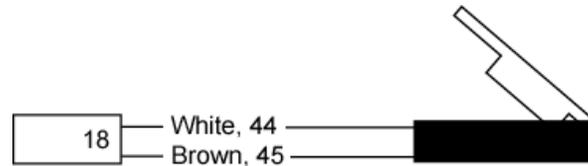
The on-off switch breaks electric input when you press it. A temperature increase could cause the unit to automatically shut off. To resolve this problem, remove the right side skirt and disconnect the air tube from the tube connection nipple on the switch.



Name	Part Number
Power switch	E4000-39
Air tube	E4000-38
Air switch	E4000-37

## 9.7 Hood Switch

- Required tools: wrench 7mm
- The hood switch is located between two (2) aluminum plates near right strut (same side as the mixer). Switch is connected with small bolt to lower plate.



Name	Part Number
Hood switch	E4000-41

## 9.8 Supply Transformers

- Small Transformer 220/11,5 V  
The small transformer input is connected to 220V at the main circuit breaker. The output is connected to terminal 37 +11.5V. Terminal 39 is ground in the main power box. (See the 10.1 Electrical Connections table.)
- Power Supply  
The power supply input is connected to 220V at the main circuit breaker. The output is connected to terminal 36 +15V. Terminal 38 +9V and terminal 39 are ground. (See the 10.1 Electrical Connections table.)

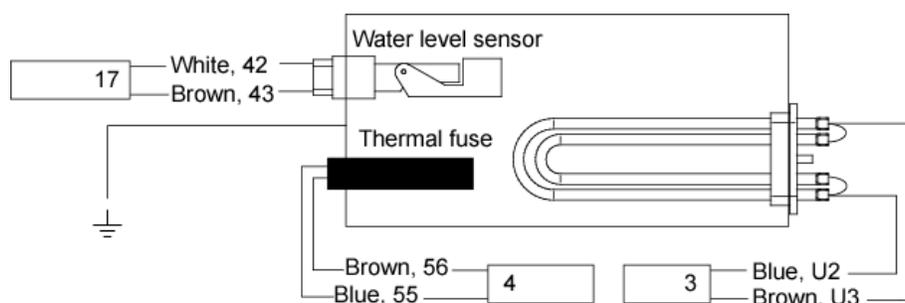
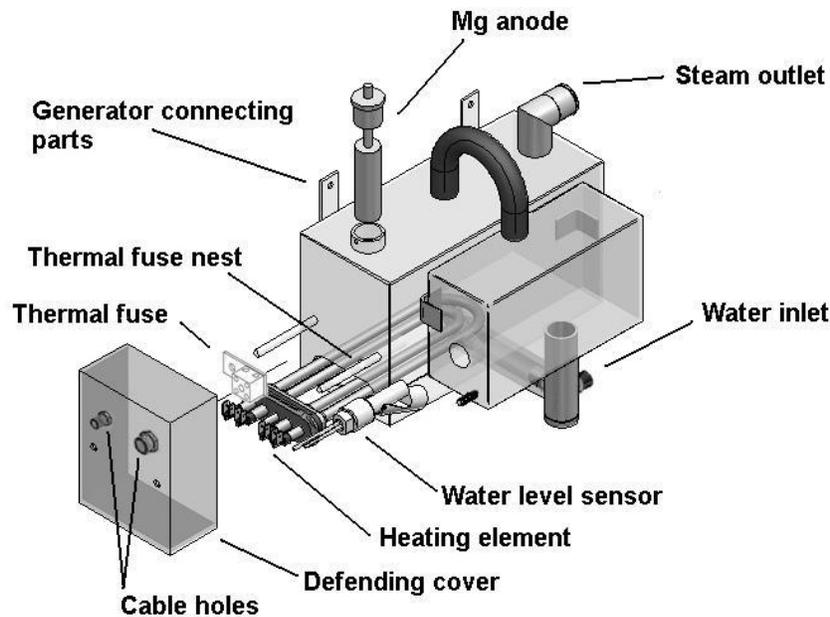
The small green LED is on when the Power Supply works correctly. If the LED is not on, reset the main circuit breaker. If the LED is still not on, change the fuse on the power supply.

Name	Part Number
Small transformer 220/11.5 V	E4000-101
Power supply 220/9.0/11.5/15V	E4000-102

## 9.9 Steam Generator

**NOTE:** When you are working with the steam generator always disconnect capsule from power supply!

- The generator is connected with two (2) screws. Wires are not displayed in the figure. Nuts are in metric system.

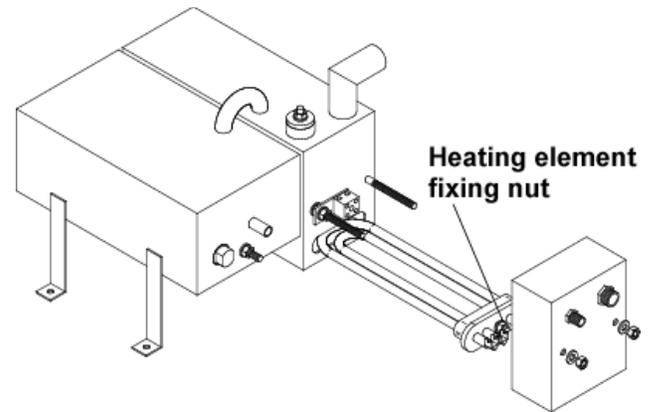


*Electrical Diagram of Steam Generator*

**NOTE:** When you are working with the steam generator always disconnect capsule from power supply!

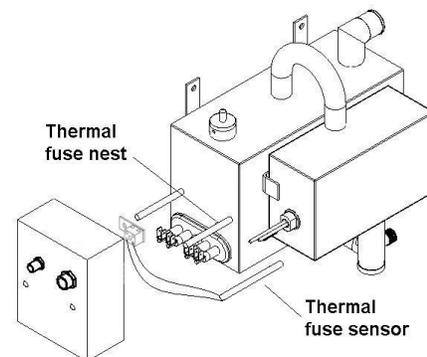
## 9.10 Replacing the Steam Heating Element

- Required tools: flat screwdriver, 10mm wrench
- Removal:
  - a. Remove protective cover nuts.
  - b. Loosen cable grip nuts and pull cover away along cables.
  - c. Disconnect wires in cable #3 from heating element. (See steam generator electrical diagram.)
  - d. Loosen heating element by turning nut three (3) turns to reduce the pressure on the rubber retainer, but do not remove the nut completely.
  - e. Pull heating element out.
- Installation:
  - a. Loosen securing nut and push the heating element securely into the steam generator. Tighten the securing nut approximately three (3) turns.
  - b. Install wires from cable #3 onto the heating element. (See steam generator electrical diagram.)
  - c. Close protective cover.
  - d. Install the two (2) nuts and tighten the cable grip nuts.



## 9.11 Replacing the Thermal Fuse

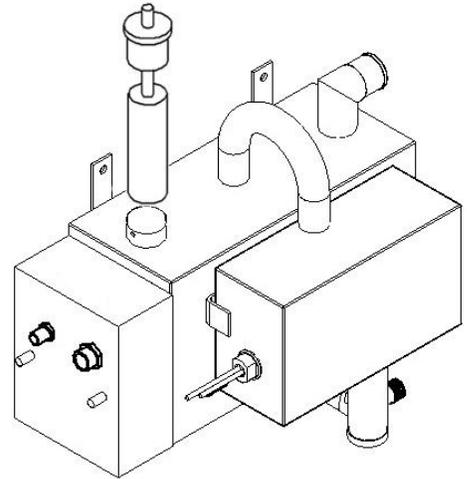
- Required tools: small flat screwdriver, 10mm wrench
- Removal:
  - a. Remove the two (2) protective cover nuts.
  - b. Loosen the two (2) cable grip nuts and pull cover away along cables.
  - c. Remove cable #4 wires from the white terminal strip.
  - d. Remove nut securing white terminal strip to the steam generator.
  - e. Remove thermal fuse.



- Installation:
  - a. Push thermal fuse all the way into position.
  - b. Secure white terminal strip to steam generator.
  - c. Connect cable #4 wires to the white terminal strip.
  - d. Install protective cover nuts and tighten cable grip nuts.

## 9.12 Replacing the MG Anode

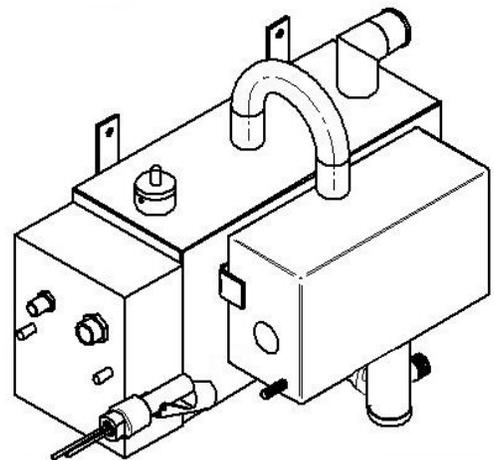
- Required tools: crosshead screwdriver, heat resistant silicon
- Removal:
  - a. Remove the screw in the side of the mount that holds the anode.
  - b. Pull anode out of the mount.
- Installation:
  - a. Place heat resistant silicone around the collar of the anode.
  - b. Push the anode all the way into the mount and install the screw that holds the anode into the mount.



**NOTE:** It may be necessary to remove the two (2) screws that hold the steam generator in order to tilt the generator to allow the anode to be removed.

## 9.13 Replacing the Water Level Sensor

- Required tools: large pliers, heat resistant silicone
- Removal:
  - a. Disconnect cable #17 wires from the level sensor.
  - b. Unscrew water level sensor from the steam generator reservoir.
- Installation:
  - a. Coat threads with heat resistant silicone and install into the steam generator reservoir.
  - b. Connect cable #17 wires to the level sensor.



**NOTE:** If you change water level sensor, check that the thermal fuse and heating element are in proper working order.

<b>Name</b>	<b>Part Number</b>
Water level sensor	302240-08
Thermal Fuse	302240-07
Heating Element	302240-38

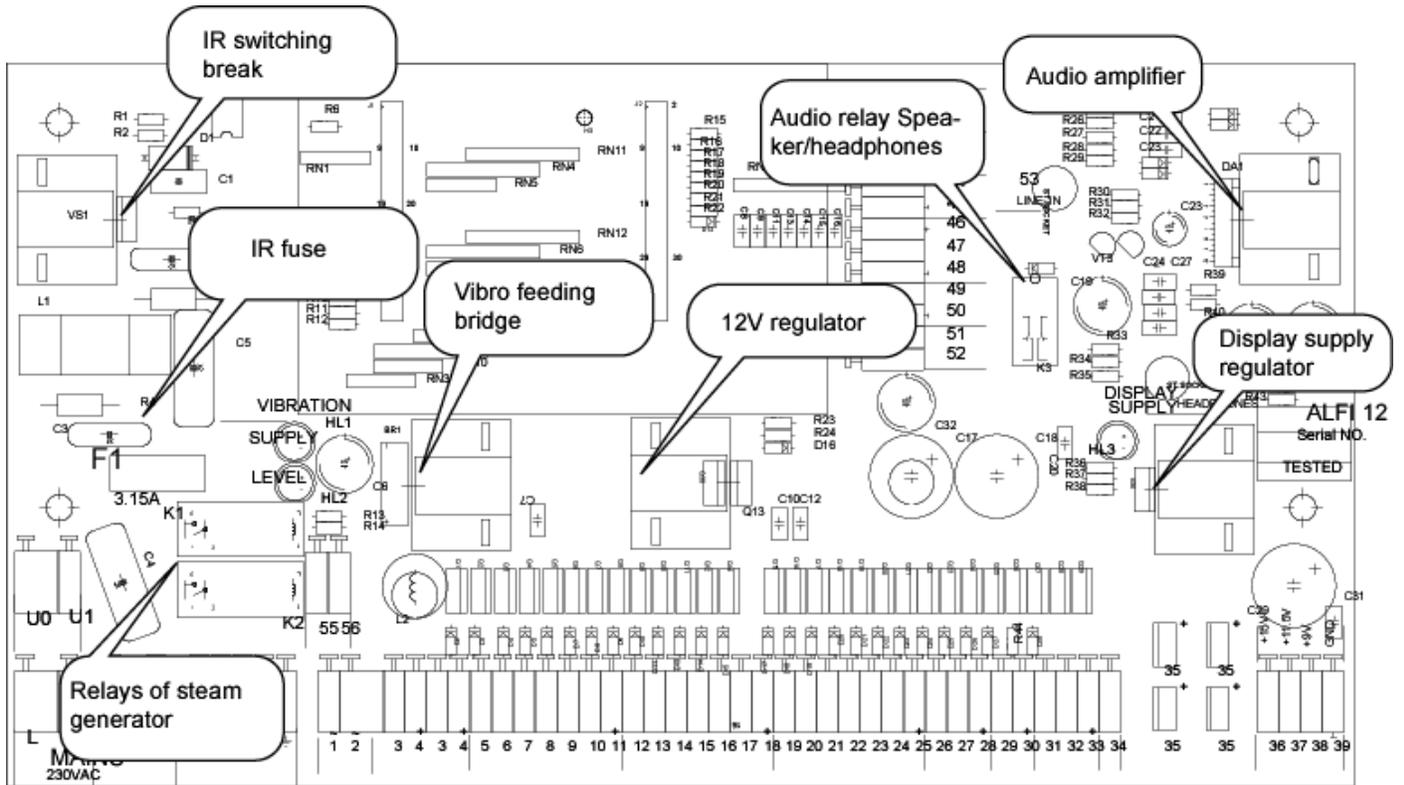
## SECTION 10: ADVANCED ELECTRONICS AND TROUBLESHOOTING

### 10.1 Electrical Connections

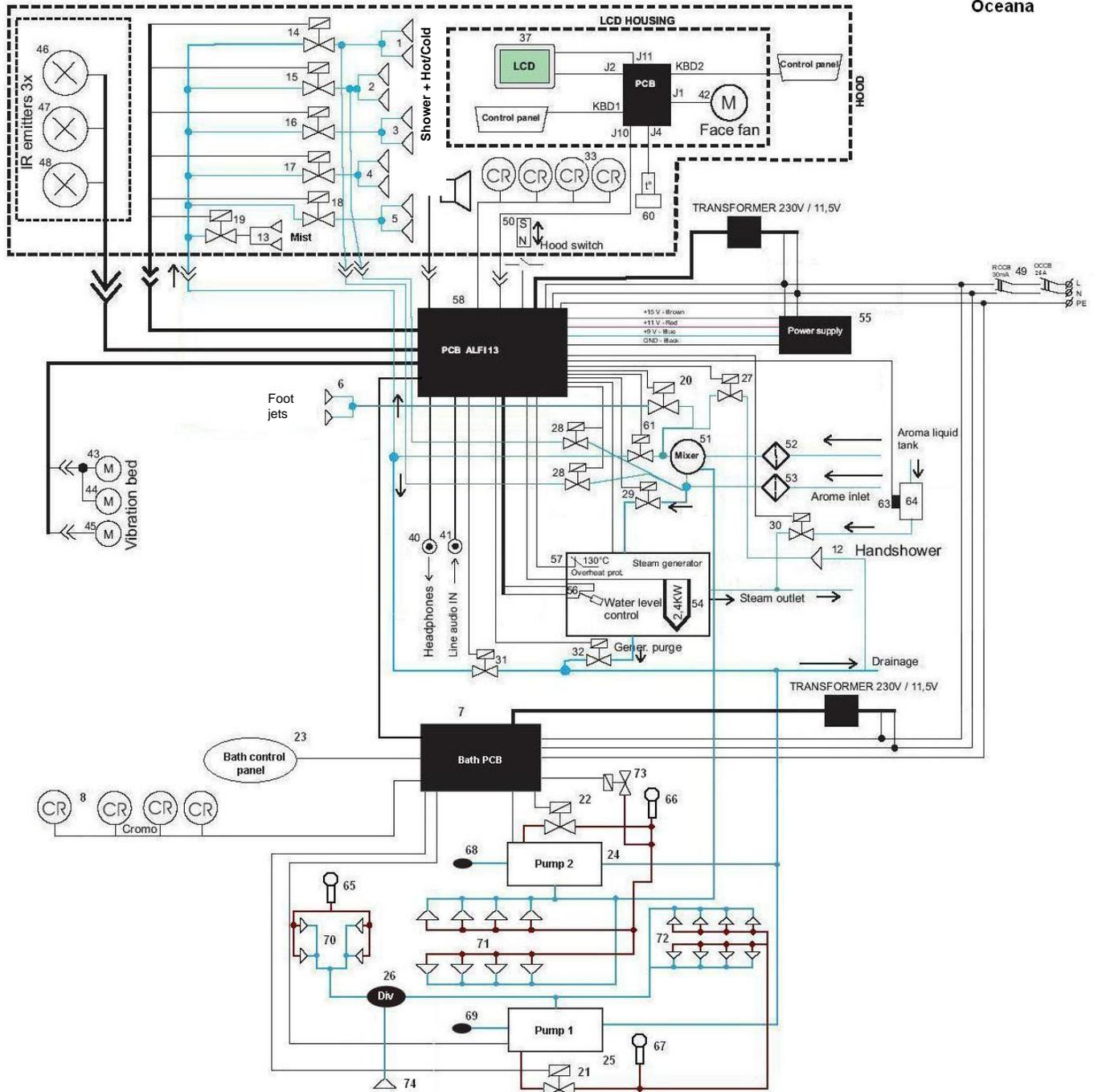
All ports in PCB are numbered. Their cable number and description are in the following table.

Port #	Color of wire	Cable description	Cable No	Port #	Color of wire	Cable description	Cable No		
1	Black	Transformer 220/11,5V	5	42	White	Gen. Water level	17		
2	Black			43	Brown				
3	Blue	Vibro bed	6	44	White	Hood switch	18		
4+	Brown			45	Brown				
3	Blue	Vibro bed	7	46	White	Aroma level sensor	19		
4+	Brown			47	Brown				
5	Brown	Aroma	8	48	Green				
7+	White			51	Black			Speaker	20
8	Yellow	Main water Hand shower Hot/cold Gen. fill	9	52	Red				
9	Brown +green			53	-	Audio line In	-		
10	Gray			54	-	Headphones	-		
11	Blue			55	Blue	Gen. Thermal melting fuse	4		
12+	White	56	Brown						
13	Brown	Drain	10	U0	Blue	IR emitter	2		
14	Brown			U1	Brown				
15+	White			L	Brown	Mains	1		
16	Pink	N	Blue						
17	Blue	Shower	11	U2	Blue	Steam	3		
18	Gray			U3	Brown				
19	Green			GND	-				
20	Brown			<b>Bath electronic box</b>					
21	Yellow			N	Blue	Transformer 220V			
22+	White			U	Brown				
28	Pink	Foot jets	9	L	Brown	Mains			
35	-			N	Blue				
35	-			N	Blue	Ozonator			
35	-			U	Brown				
35	-			N	Blue	Pump 2			
35	-			U	Brown				
35	-			N	Blue	Pump 1			
35	-			U	Brown				
35	-			-	Black	Transf. 12V			
36	Brown			-	Black				
37	Red	+15 V	From power suppl.	-	White	Air valves for pumps			
38	Blue	+11,5 V		-	Brown				
39	Black	+9 V		-	Green				
		-GND							

### 10.2 Other Components on the PC Board:



### 10.3 Principal Water and Electrical Diagram



Oceana

## 10.4 Principal Water and Electrical Component List

Num.	Name	Num.	Name
1	Shower+Scottich (2)	41	Audio IN
2	Shower+Scottich (2)	42	Face fan
3	Shower (2)	43	Vibration bed 1
4	Shower (2)	44	Vibration bed 1
5	Shower (2)	45	Vibration bed 2
6	Shower (2)	46	IR emitter 1
7	Bath PCB	47	IR emitter 2
8	Chromo in bath	48	IR emitter 3
9	Chromo in bath	49	Brakers(RCCB and OCCB)
10	Chromo in bath	50	Hood switch
11	Chromo in bath	51	Mixer
12	Handshower	52	Filter for hot water
13	Mist (2)	53	Filter for cold water
14	Valve for Shower+Scottich	54	Heating element
15	Valve for Shower+Scottich	55	Power supply
16	Valve for Shower	56	Water level control sensor (upper)
17	Valve for Shower	57	Overheat protector
18	Valve for Shower	58	Electronic box
19	Valve for Mist	59	Temp sensor for IR emitters
20	Valve for Shower	60	Temp sensor 1
21	Side massage air valve (section 1)	61	Valve for water system drainage 2
22	Side massage air valve (section 2)	62	Prog. Port 1V ethernet port
23	Bath control panel	63	Water level sensor
24	Pump 2	64	Aroma liquid tank
25	Pump 1	65	Foot massage air valve
26	Diverter	66	Back massage air valve
27	Valve for Handshower	67	Hand massage jet
28	Valve for Scottich	68	Pump 2 suction nut
29	Valve for steam gen. filling	69	Pump 1 suction nut
30	Valve for arome system 1	70	Foot water jet (4)
31	Valve for water system drainage 1	71	Side water jet (8)
32	Valve for steam gen. purge	72	Back water jet (8)
33	Chromo in hood	73	Temp sensor 2
34	Chromo in hood	74	Dry heat ventilator (2)
35	Chromo in hood	75	Dry heat ventilator (2)
36	Chromo in hood	76	Dry heat ventilator (2)
37	LCD display	77	Video IN
38	Buzzer	78	LCD rx 1
39	Speaker(s)		
40	Audio OUT(headphones)		

## 10.5 Troubleshooting

- Always try to restart the capsule before any troubleshooting.
- LCD Display Error Messages

Message	Trigger	Probable cause	Corrective action
System damage!	Data communication between upper PC board (LCDrb) and lower PC board (Rabbit) is loose	Plug is loose	Check the plug connections between upper and lower PC boards
		Capsule is blocked	Press on/off switch.
HOOD OPEN!	Hood opening	Plug is loose	Check the plug between magnetic switch and PC board
		Faulty magnetic switch	See "Hood Switch"
READY	Warm-up program has finished properly	-	Press ENTER to selections
NOT READY	Warm-up program is currently running (7min)	System is warming up	Press ESCAPE to get back to MAIN MENU
			RESTART the Relaxwell Ocean Pod using ON/OFF switch
NO INCOMING WATER!!!	Relaxwell Ocean Pod steam generator did not get the water during 15 sec from injection valve opening	Wall faucet is closed	Open wall faucet
		Generator filling valve faulty	Check control valve connections. Service may be required.
		Water pressure loss	Check the water filter for proper operation
WATER TANK EMPTY!!!	Relaxwell Ocean Pod steam generator did not get the water during 25 seconds from injection valve opening	Wall faucet is closed	Open wall faucet
		Generator filling valve faulty	Check control valve connections. Service may be required.
		Water pressure loss	Check the water filter for proper operation
HEATER COMBUSTION!!! (Heater fault)	The steam generator thermal fuse is blown	Thermal fuse is blown	See "On-off Switch" Check the heating element - it may be damaged as well
ADD UP TO 300ml AROMA LIQUID!	Aroma tank is empty	Aroma tank is empty	Add aroma liquid
		Level sensor plug is loose	See "Aroma System"
		Level sensor adjustment of sensitivity	Adjust the sensitivity level sensor See "Aroma System"
		Level sensor wrong position	See "Aroma System"
		Level sensor faulty	See "Aroma System"
Steam activating on menu is OK but no Steam		Thermal fuse is blown	See "Replacing the Thermal Fuse" Check the heating element - it may be damaged as well
		Hood is open	Close hood
		Water level sensor(s) plug is loose	Check the connection between Sensor and PC board
		Water level sensor(s) faulty	See "Replacing the Water Level Sensor"
		Heating element is burned	See "Replacing the Heating Element"
Vibratory bed Doesn't function		Plug is loose	Check plug connection under the vibratory bed. See "Vibratory Bed"
		Motor short circuit	See "Removing Panels" & "Electrical Connections"

Other problems:

Description of problem	Corrective action
No water in jets	Open mixer handle Check pressure before capsule and after filter Check Mineral/Vitamin adding system
No water in some jets, others work normal	Clear non-working jets Check valve for non-working jets See "Principal Water Diagram with Valve Connections" for the hood and "Principal Water and Electrical Diagram" for the bottom
No electricity	Control main fuse and CGFI Control ON/OFF switch
Hard to open hood / hood falls down easily	Bumpers are old. Replace bumper(s)
Radiant Heat panel doesn't work	Check panel connections
All Radiant Heat panels do not work	Check panel connections Check fuse F1 on PC board (IR fuse) If fuse is blown and new fuse blows, there may be a short-circuit in the chain. Check all wires and panels If fuse is correct, check IR switching break
Pumps do not work	Check the water level in bath, see also "Relaxwell Ocean Pod Component Drawings" Check that the water level sensor works properly
Any programs and lamps in bath side do not work	Check the distance cable to the control panel Check the control panel connections

## **SECTION 11: SYSTEM CLEANING, MAINTENANCE AND REINSTALLATION**

### **11.1 General Cleaning & Mandatory Use of Pre-Approved Solution**

Pre-trained personnel must do all cleaning via Sybaritic's written instructions.

All plastics and poly carbonate surfaces including the inside and outside of system hood, underbed area and poly carbonate shell, as well as accessories in your Relaxwell Ocean Pod System must be cleaned and disinfected using a pre-tested, pre-approved cleaning solution sold by Sybaritic called Accel TB .05% solution. Accel offers a new technology within this disinfectant, based on an active ingredient known as "Accelerated Hydrogen Peroxide (AHP)" or "Stabilized Hydrogen Peroxide (SHP)" for hard-surface antimicrobial applications. AHP is a cleaner and disinfectant designed for high risk areas such as health care facilities but is safe, effective and environmentally friendly.

#### **Facts about ACCEL TB:**

- a. Effective cleaner
- b. Effective disinfectant
- c. Highly efficient (only requires soaking on the material for 1 minute as opposed to traditional cleansers whose warnings require up to 10 minutes for total disinfecting)
- d. Non-toxic
- e. Non-corrosive ( this relates to the skin, eye, as well as surfaces)
- f. Biodegradable

#### **Certifications for the Product:**

**Active Ingredient:** Accelerated Hydrogen Peroxide

**MSDS Specification:** See below

**EPA:** 74559-1

**OSHA:** The product meets the U.S. Occupational Health and Safety Administration (OSHA) blood-borne pathogen standards for cleaning blood and bodily fluids.

#### **Average Product Usage:**

Each 32oz. bottle should provide a minimum of 30 full unit cleanings.

**Product Ordering Procedure:** The product is available in 32oz. bottle size and is sold in a case of 12 bottles. You will place all reorders with any RelaxWell Ocean Pod Consultant at Sybaritic Inc. **Just call 1-800-445-8418 and ask for your RelaxWell Ocean Pod Territory Manager to place your order.**

**Cleaning instructions** using Accel Solution are as follows: *There is no product dilution with this solution.*

1. Spray desired area/surface with Accel TB .05% disinfecting solution.
2. Let solution sit for 30 seconds.
3. Wipe surface dry and clean with a soft cloth or paper towel.

**Proper Cleaning Methods:**

1. Wash with mild soap and lukewarm water.
2. Use soft sponge or soft cloth.
3. Rinse well with clear water.

**Note:** Rinsing is not allowed on the exterior hood or on the side panels of the RelaxWell Ocean Pod.

**Note:** Abrasive detergents and scrubbing must not be used to clean the unit. This may result in serious damage to the plastic surfaces of the unit. In addition to abrasive detergents, it is strictly forbidden to use cleaning agents containing acetone, ammonia, petrol, benzene, window/glass cleaners or varnish removers.

**WARRANTY NOTICE:** Use **ONLY** the SYB approved Accel TB Cleaning Solution. Use of any and all other cleaning products for cleaning and disinfecting your unit will immediately void your product warranty covering the Polycarbonate material on the machine.

## 11.2 Cleaning the Shell

Your RelaxWell Ocean Pod System is shipped to you wrapped carefully in clear plastic wrap. The plastic wrap will keep your RelaxWell Ocean Pod System clean and safe during its journey, but the plastic causes one minor side effect—it leaves a slight film on the shell. We recommend that you wipe down your machine as soon as you uncrate it.

To clean the inside and outside of the shell:

1. Spray on Accel TB .05% disinfecting solution.
2. Let solution sit for 30 seconds.
3. Wipe surface dry and clean with a soft cloth or paper towel.

**Note:** Do not use any type of abrasive pad or scouring powder as they may scratch the surface finish.

### 11.3 Cleaning the Underbed Area

The following should be **done after every RelaxWell Ocean Pod session**:

- a. Carefully remove bed sections from unit, unplug vibratory bed motor chords from the unit if necessary.
- b. Clean dirt, dust and perspiration from underbed surfaces following directions below.
3. Spray desired surface/area with Accel .05% TB Disinfectant.
4. Let solution sit for 30 seconds.
5. Wipe surface dry and clean with a soft cloth or paper towel.

### 11.4 Cleaning Contact Surfaces (Bed, Head Pillow, Interior of Shell)

1. Use Accel TB .05% Disinfectant on all contact surfaces AFTER EACH USE to present a clean, sanitary appearance and feel for each new client.
2. Let solution sit for 30 seconds.
3. Wipe dry and clean with paper or soft cloth towel.
4. Bed and head pillow could stain over time. For light staining, we recommend using "Soft Scrub" cleaner and isopropyl alcohol. Spread "Soft Scrub" and alcohol on the bed surface, let it sit for 5 minutes, then dampen a soft cloth with water and gently rub the area in circles.

**NOTE:** Cleaning after each use removes oils, perspiration, and cosmetics. It will also prolong the material life of the accessories and bed.

### 11.5 Cleaning the Steam Generator

#### 11.5.1: Steam Drainage Process

**Recommended to be completed once a week:**

To maintain and ensure that your unit's steam generator and its elements retain a long lifetime, it is necessary to flush the steam generator at least once a week.

1. Turn the system ON.
2. Use arrow keys to move to and highlight **SERVICE** and press **ENT**.
3. Select CLEAN HEATER.
4. Press right arrow key to turn CLEAN HEATER function ON.
5. Wait. Cleaning process will take around 10 minutes, including water boiling and drainage.
6. Once it's done, turn CLEAN HEATER function OFF.

## 11.6 Cleaning the Aroma Diffusion System

### 11.6.1: Aroma System Flushing

**Recommended to be completed nightly:**

1. Turn the system on by pressing the **On/Off** button located at right side of head of system.
2. Press **Enter** on the LCD panel to continue.
3. Enter the service menu by using the directional arrows until **Service** feature is highlighted.
4. Scroll down to **Aroma Cup** feature until highlighted.
5. Press the right arrow key to open the **Aroma Cup** feature. You may hear a faint clicking sound as drainage opens.
6. All access aroma liquid from the tank will drain from the nipple at the foot end of the unit. Ensure that the excess aroma liquid is flowing from the nipple into drain pan before continuing to step 7.
7. Pour 4 ounces hot water into the aroma tank reservoir to remove any extra aroma liquid. This water will immediately drain from blue nipple underneath the bed, check to ensure it is draining out appropriately into drainage pan.

**Note:** This process can be completed with tap water.

## 11.7 Cleaning the System Drain (Located under the upper vibratory bed)

**Recommended to be completed nightly:**

1. Carefully unplug the upper and lower vibration beds. The plugs must be unlocked counterclockwise before removing male from female connectors.
2. Remove the bed section and set off to the side of the machine.
3. Use Accel disinfectant and dry towel to wipe the drain clean. A small, soft brush (i.e. a nail brush) may be helpful.
4. Place a catch pan under the nipple under the foot end of the unit.
5. Pour a half-gallon of hot tap water down the drain to flush it out.
6. Reinstall the upper and lower vibration beds by placing the molded bed supports onto the bed balls. Gently replace and relock the vibration bed connectors.

**Note:** Tap water can be used for this process & an ounce of Accel solution can be added to the water if so desired.

## SECTION 12: SPECIFICATION INFORMATION

### 12.1 General

#### Dimensions:

Length	220 cm (see also pg 17)
Width	90 cm
Height	125 cm (220cm when hood is opened)
Weight	210 kg

#### Materials:

Body	Sanitary cast acrylics
Vibratory bed	Polyurethane
Color	Blue
Pillow	Polyurethane
Color	Blue

#### Water:

Drain connection	40 mm
Water inlet	G ¾"
Required water pressure	1,5 - 4 bar

#### Electric appliances:

Voltage	200-230 V
Amperage	15 A, 25 A
Frequency	50/60 Hz

#### Tub appliances:

Hand shower	1
Vichy massage jets	10
Foot massage jets	2
Tropical rain jets	2
Bath back massage jets	10
Bath side massage jets	8
Bath foot massage jets	4
Underwater hand massage	1

#### Additional appliances:

Massage/shower programs	10 + 1 Custom Program
Steam generator	1
Infrared heater	3
Dry heat ventilators	6
5,6" LCD display	1
LED lamps	4
Underwater LED lamps	4
Control panel	2

**NOTE:** Design and specifications subject to change without notice.

## 12.2 Supplied Accessories

- Neck drapes (1 vinyl and 50 disposable)
- Plastic bed sheets
- Hot/cold face mask
- 1 RelaxWell Ocean Pod System Owner's Manual
- 1 Oxygen Science™ Vitamin Concentrate (16.9 oz. bottle)
- 1 Oxygen Science™ Mineral Concentrate (16.9 oz. bottle)
- 1 Oxygen Science™ Wellness Concentrate (16.9 oz. bottle)
- Accel TB, Disinfectant (32 oz.)
- Accel TB, Sprayer

**NOTE:** Supplied accessories are subject to change. Contact your supplier with questions.

# Owner Record

The model and serial numbers are located at the base of the right side panel. Record these numbers in the spaces provided below. Refer to these numbers whenever you call your dealer regarding this product.

Model No.: RELAXWELL OCEAN POD SYSTEM

Serial No.: \_\_\_\_\_

Micro Controller Identification No.: \_\_\_\_\_

USA HEADQUARTERS:

DISTRIBUTED BY:

**SYBARITIC, INC.**

**9220 JAMES AVENUE SOUTH**

**MINNEAPOLIS, MN 55431 USA**

**Tel: (952) 888-8282**

**Fax: (952) 888-8887**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## WARNING

**TO PREVENT FIRE OR SHOCK HAZARD:**

- 1. DO NOT EXPOSE UNIT TO RAIN.**
- 2. DO NOT PLACE THE UNIT IN A SHOWERING AREA OR STEAM ROOM.**

## CAUTION

**TO REDUCE RISK OF ELECTRICAL SHOCK, DO NOT REMOVE COVER OF THE ELECTRICAL BOX INSIDE UNIT OR THE FACE PANEL. (NO USER-SERVICEABLE PARTS ARE INSIDE.) REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.**

**CONTACT DEALER, DISTRIBUTOR OR:**

**Sybaritic, Inc.**

**9220 James Avenue South**

**Minneapolis, MN 55431**

# Relaxwell Ocean Pod Owner's Registration Form

Please FAX or SEND this Registration Form to Sybaritic.

Sybaritic, Inc.  
9220 James Avenue South  
Minneapolis, MN 55431 USA  
Tel: (952) 888-8282; (800) 445-8418  
Fax: (952) 888-8887

**Serial Number:** \_\_\_\_\_

**Date of Purchased:** \_\_\_\_\_

**Model Number:** \_\_\_\_\_

**Business Name:** \_\_\_\_\_

**Owner's Name:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State:** \_\_\_\_\_

**Country:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**Purchased From:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State:** \_\_\_\_\_

**Country:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

✂  
Cut out along this

# Sybaritic, Inc.

## Product Warranty

### Relaxwell Ocean Pod

#### Product Warranty Term

This One Year Product Warranty will expire 12 months from the Original Purchase Invoice Date.

#### General Terms and Conditions

Sybaritic, Inc. (hereinafter "SYB") agrees to provide warranty service according to the terms and conditions set forth in this document.

1. ACTIVATION: This Product Warranty shall become effective upon the original purchase date on the invoice.
2. SERVICES INCLUDED IN THIS AGREEMENT ARE:
  - a) Telephone support from SYB Technical Service Team between the hours of 7:30 A.M. through 5:30 P.M. CST Monday through Friday.
  - b) Labor, Parts and Travel with the exception of Consumables and Accessories.
  - c) Covered Parts: Steam Generator, Overload Current Circuit Breaker 25A, LED Light Assembly, Current Circuit Breaker, Bath Control Panel, Bath Electronic PCB, Electronic Box w/ Main PCB, PCB Rabbit, LCD Display, Control Panel, PCB LCDrb, IR Emitter, Thermostat Deck Mounting Bath Mixer, Water Valve Core-Hot/Cold Mixer, Water Valve Core-Diverter, Power Supply 12V/50W, Power Supply 9/11, 5/15V, Temperature Sensor and Ozonator 230V, 30mg.
  - d) Product Warranty Owner must provide SYB with reasonable opportunity (as determined by a SYB Technical Representative) for verbal troubleshooting with Owner or Owner's Representative prior to assignment of an on-site Technician or shipment of parts. It is at the discretion of SYB Technical Services Management to make the determination to either assign an on-site Technician or require the equipment to be returned to SYB for evaluation and/or repair.
  - e) **Parts are provided on an Exchange Basis.** Defective parts must be returned to SYB freight pre-paid by the Customer. Shipping costs reimbursement will be determined by SYB Technical Management. SYB Technical Service will provide Owner with a Return Goods Authorization Number **\*\*\* Return parts not received by Sybaritic, Inc. within 30 Days will constitute cause for invoicing of the replacement parts to the Product Warranty Owner at list price. Product Warranty Owner agrees to pay these costs, as assessed.**
  - f) This Product Warranty does not cover consumable items, including Strut and Mg Anode.
3. SERVICES **NOT INCLUDED BUT NOT LIMITED TO** IN THE PRODUCT WARRANTY ARE:
  - a) Service resulting from operator misuse, abuse, unreasonable wear and tear, negligence, error due to the customer's prior refusal to perform a recommended repair.
  - b) Items considered normal "Operator" functions.
  - c) Service due to modifications made by the customer that were not approved by SYB.
  - d) Service resulting from facility caused malfunctions including environmental conditions.
  - e) Service resulting from any acts of war, terrorism, natural disaster or other force majeure.
  - f) This Product Warranty does not cover consumable items, including Strut and Mg Anode.

- g) If a product is not covered by warranty, customer will sign an Authorization Repair Work Order of the evaluated findings and estimation of required work to bring the equipment up to manufacturer specifications.
4. **COVERAGE HOURS:** The service hours covered under this agreement are 7:30 A.M. to 5:30 P.M. Monday through Friday local time, excluding holidays and weekends. Any service that is performed outside of the normal service hours will be billable at the SYB published Time and Materials Rates when the service is rendered.
5. **RESPONSIBILITY:** SYB is not responsible for acts of war, terrorism, natural disaster or other force majeure or failure of services supplied by third party contracted or other sources. SYB agrees to respond in a timely manner, but cannot be held responsible for transportation delays. Furthermore, SYB cannot be held responsible for interruption of business of either party due to any other causes beyond SYB's control or revenue lost down to downtime of equipment.
6. **CUSTOMER'S RESPONSIBILITIES:** The Customer is responsible to:
- a) Maintain the equipment in an environment suitable for the operation of the equipment as instructed in the applicable Operator's Manual.
  - b) Maintain the proper electrical power requirements as recommended by SYB.
  - c) Follow all operating and maintenance instructions as indicated in the applicable Operator's Manual supplied by SYB.
  - d) Use ONLY the SYB approved Accel TB Cleaning Solution (USA Customers only). Use of any and all other cleaning products for cleaning and disinfecting your unit will immediately void your product warranty regarding the reported issue with the unit.
  - e) Use of Essential Oils or non-Sybaritic products containing Essential Oils (such as aromatic oils, body care treatments and/or application products, etc) will immediately void your product warranty.
  - f) Make the equipment available for service within 1 hour after the arrival of the SYB Technical Service Representative.
  - g) Pay all charges incurred by SYB due to delays in equipment access or refusal of service after a Technical Service Representative has been dispatched and is either in-transit or on-site.
  - h) Maintain a safe and accessible environment for the Service Personnel to service the equipment.
  - i) Allow SYB to implement any recommended engineering change deemed necessary by SYB.
  - j) Not make any modifications to the equipment that are not approved by SYB.
  - k) Customer agrees not to employ or engage a direct or 3<sup>rd</sup> party service technician or organization that is not certified to service SYB Equipment. Customer further agrees that any needed SYB service resulting from the unauthorized repairs performed by a direct or 3<sup>rd</sup> party technician or organization not certified by SYB, will be billed to Customer at the current SYB published Time and Materials Rates and will not be covered under this Product Warranty.
7. **USE OF SUB-CONTRACTORS:** Service provided under this Product Warranty may at SYB's option, be performed by either SYB or its authorized Technical Representatives or Sub-Contractors at the direction of SYB.
8. **PARTS REPLACEMENT:** Repair materials and parts used to perform service pursuant to this Product Warranty will be replaced only as deemed necessary by SYB. SYB may use repaired, rebuilt or refurbished parts as necessary in making repairs under this Product Warranty. All parts will be furnished on an Exchange Basis, with the replaced parts becoming the property of SYB.
9. **FREIGHT COSTS:** In-bound freight costs for warranty repairs are incurred by the Customer. All freight costs on out-bound warranty repaired is equipment is paid by SYB will be shipped via UPS Ground Services only. Any upgrades to Express Overnight are the responsibility of the Customer. Under this Product Warranty Policy Customs Clearance, Duties or Taxes are not part of the freight expense cost. This warranty policy considers freight costs as transportation expense only, not

administrative or government fees mandated by local governments. **\*\*\* If it is determined the equipment is not covered under warranty due to misuse, the customer incurs all freight charges.**

10. **LIMITATION OF LIABILITY:** The liability of SYB hereunder is agreed to be limited to the amount equal to the total amount of all payments made by Customer pursuant to this Product Warranty Agreement and by acceptance of the Product Warranty Agreement. Customer hereby waives any and all claims for incidental, special, consequential or punitive damages. Customer agrees to hold SYB harmless and indemnified from any and all such claims by Customer and its agents, servants, employees and its successors and assigns.
11. **FORCE MAJEURE:** Neither party shall be liable for any failure or delay in performance under this Agreement (other than for delay in the payment of money due and payable hereunder) to the extent said failures or delays are proximately caused by causes beyond that party's reasonable control and occurring without its fault or negligence, or party to substantially meet its performance obligations under this Agreement, provided that, as a condition to the claim of non-liability, the party experiencing the difficulty shall give the other prompt written notice, with full details following the occurrence of the cause relied upon. Dates by which performance obligations are scheduled to be met will be extended for a period of time equal to the time lost due to any delay so caused.
12. **ENTIRE AGREEMENT:** This agreement contains the whole agreement between the parties in regards to extended warranties. There are no other terms, obligations, covenants, representations, statements, or conditions, oral or otherwise, of any kind whatsoever regarding this Purchase Option Agreement.
13. **JURISDICTION AND GOVERNING LAW:** Disputes arising under this Extended Warranty Agreement shall be exclusively subject to the jurisdiction of the federal courts of the United States and/or the state courts of Hennepin County, State of Minnesota and jurisdiction therefore shall rest solely in Minnesota, without regard to principles of conflicts of law that would require or permit the application of the substantive law of any other jurisdiction.
14. **ASSIGNMENT OF BINDING AGREEMENT:** Customer shall not assign or transfer its rights under this Product Warranty without the prior written consent of SYB. The provisions of this Product Warranty are binding upon all successors, administrators, trustees and permitted assigns of Customer. This Product Warranty may be amended, altered or changed at any time by SYB only.

### **How to Obtain Product Warranty Service**

Contact Sybaritic Customer Service Department at:

Tel: 800-445-8418 or 952-888-8282

Fax: 952-888-8887

E-mail: [customerservice@sybaritic.com](mailto:customerservice@sybaritic.com)

Mail: Sybaritic, Inc., 9220 James Avenue S., Bloomington, MN. 55431 USA

**RWP.21.0719.1.U**