

AquaFrixio®

User's Manual
220v / 20amp 60hz



Contact Information

CONGRATULATIONS on your ProSun® purchase!



Please make sure you read this manual carefully before using this equipment and specifically the maintenance schedule. If you have any questions please contact ProSun directly.

ProSun International LLC

2442 23rd Street North
Saint Petersburg FL 33713
Toll Free: (800) 874-2776
Telephone: (727)825-0400
Fax: (727) 825-0700

For all customer service related questions please contact our service department.
Toll Free: (800) 501-8485



WARNING!



WARNING!

ProSun has drawn up a maintenance schedule to ensure good performance and maximum life of your unit. It is strongly recommended to adhere to these service instructions and intervals. Always disconnect the power before starting any maintenance work or cleaning!!

Read all the instructions thoroughly, failure to do so may result in:

- Serious death or injury
- Damage to the device or environment



WARNING!

WARNING! No Modification of this equipment allowed.

For the safety of yourself and others around you please read all the following instructions thoroughly. Please allow all operators of this equipment to read these instructions.

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Important Customer Information

Who should use, read and understand this manual:

- Owners - Owners are people that have this equipment in their business and have read and fully understood this whole user manual. The owner is responsible for ensuring that any other person who uses this equipment has also read and understood this user manual and any labeling on the equipment.
- Operator/User - People who are responsible for the operation, cleaning as well as general maintenance care, as outlined in this manual, and who instruct the patients in the operation of the equipment. All operators have fully read and understood this user manual and any labeling on the equipment.
- Patient - Any person that receives a session.
- Service technicians- Certified technicians who will perform assembly and maintenance work on the equipment and have fully read and understood the user manual and any labeling on the equipment..

All people that will be operating this equipment need to fully read and understand these instructions and any labeling on the equipment. A copy of the user manual should be readily available. This manual may include features that are not included for your bed. Any service work outside of the preventative care table in this manual should be done by a ProSun authorized technician.

Intended use:

A therapeutic massager intended for medical purposes such as to relieve minor aches and pains.

Warning signs and symbols

Danger and Safety Symbols:



Danger Hazard exists for human health.



WARNING: Hazard exists that can be dangerous to human health if instructions are not followed properly.

WARNING : To avoid risk of electric shock, this equipment must only be connected to a supply mains with protective earth.



High Voltage exists and is dangerous for human contact.



Caution Symbol means to proceed with caution and follow instructions carefully.



ESD-Sensitive devices, do not touch without using necessary proper precautions.

Symbols found on equipment and packaging:



Follow and read instructions thoroughly prior to using equipment.



Keep equipment dry.



Fragile.



This way up.



Use only long forks on the fork lift and only lift on the correct openings.



Do not double stack. This symbol indicates that the items shall not be vertically stacked, either because of the nature of the transport packaging or because of the nature of the items



Temperature limit indicates the maximum and minimum temperature limits at which the item shall be stored, transported or used.



Atmospheric pressure limitation. This symbol is accompanied by the upper and lower limits of atmospheric pressure for storage and transportation.



Humidity limitation indicates the acceptable upper and lower limits of relative humidity for transport and storage.



Protective earth connections.



Recyclable Material



Polystyrene



Mixed Paper



Cardboard



Wood



Waste of electrical and electronic equipment must not be disposed as unsorted municipal waste. It must be collected separately, and must be disposed as per local regulations.



Alternating Current. Single Phase

Preparing the Product for Use


This equipment is in conformity with FDA standards 21 CFR 1040.20 for sunlamp products.

Export:

The device in this manual is intended for use in the United States and Canada. If this equipment is exported to other countries, other standards may apply and not all information in the operator manual may be applicable. ProSun does not assume any liability if there is non-compliance outside of the intended sale territories of the United States or Canada. The exporter assumes their own risk by removing this equipment outside of the United States or Canada.

Transportation:

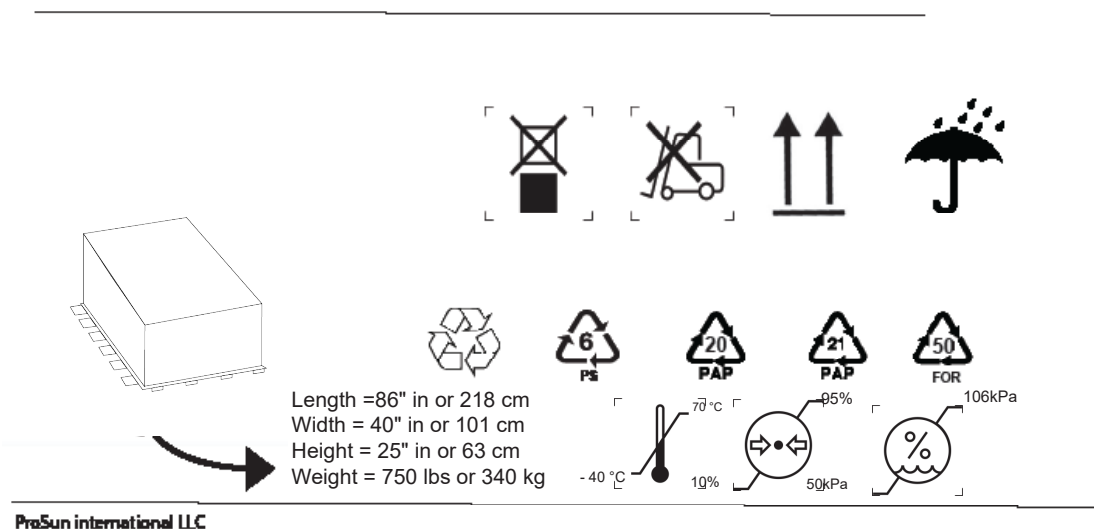
- Equipment must be transported on the pallet on which it is mounted, and should not be double stacked with other transport materials. If a forklift is used the long forks should be used and only from the correct side. Only lift the load a few centimeters and move it to the place of installation.

CAUTION - If the short forks are used damage may occur. 

If a forklift cannot be used then the device must be partially disassembled from the pallet for transport. Installers or persons transporting the equipment may want to use a dolly to move the disassembled components but be careful of the weight. Each piece should be moved individually to the place of installation.

During transportation environmental conditions must be met, ambient an ambient temperature range of - 40 °C to + 70 °C or -40°F to 158°F, relative humidity range of between 10 to 95% including condensation and atmospheric pressure range of 50 kPa to 106 kPa.

If ambient temperature change is different from required temperature then let equipment sit at proper temperature for at least 2 hours prior to installation. Do NOT add water before this time has passed.



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Delivery:

Once equipment is delivered make sure proper temperatures, humidity and atmospheric pressure are in place.

The following items are included in the delivery:

- Massage bed
- Pillow Top
- Computer Screen
- Water Conditioner
- Extra Under sheet
- Moving Tool
- All parts in assembly manual
- User Manual
- Filling Funnel



Note that equipment is delivered through third party freight company. Equipment will not be brought inside the building by freight company unless prior arrangements are made. Coordinate with ProSun installation department to set up delivery and installation details.

In a commercial setting an external timer is suggested. ProSun recommends to use this accessory (T-Max Flushmount G2).

**Ventillation:**

The Device must always have proper ventilation. Failure to do so can cause in serious safety hazards and overheating of the equipment.

Installation and Set-up:

Equipment should only be installed in dry rooms, on a flat surface, with proper ventilation and airing. The room should be the recommended size of 8 x 7 ft in order to allow for good air flow.

The unit should not be set up in a mobile environment or facility, i.e. trains, buses, ships. The unit also should not be used outdoors, if used outdoors damage to the equipment is possible and the manufacturer will not be held liable

Before starting the installation process or operating the equipment the transportation pallet should be removed. Observe correct room sizes prior to installation the equipment and ensure that room has correct electrical specifications. The customer must have provided a dedicated power source when called for in the technical specifications of the unit.

Environmental conditions for transport and storage:

- Relative humidity range of 10% to 95% including condensation.
- Atmospheric pressure range of 50kPa to 106 kPa.
- Storage temperature range: -40 °F (-40 °C) and 158 °F (70 °C)
 - Let equipment sit for at least 2 hours if range was outside of ambient temperature range.

Environmental conditions for operation:

- Relative humidity range of 30% to 75% including condensation.
- Atmospheric pressure range of 50kPa to 106 kPa.
- Optimum ambient temperature range: 70°F (21°C) and 90 °F (32°C)



Installation can present a Danger with electrical shock or burns, only authorized personnel should install the equipment. Initial installation should be done by a ProSun certified technician, or someone working together with a ProSun Technician by phone. As the equipment owner it is your responsibility to ensure that correct electrical requirements are met and followed.

Overheating can occur if proper ventilation is not followed. Never obstruct the airways in the inflow and outflow areas. If proper ventilation is not followed system malfunction and damage may occur. Always install the unit at proper distance from walls in order to have proper airflow. Failure to do so may cause system failures or errors.

The customer is responsible for all costs associated with the preparation of the installation of the equipment. This includes but is not limited to room preparation, costs, fees, permits, and inspections unless specified otherwise in the sales order for the equipment purchased. ProSun and all authorized parties shall reserve the right to refuse to install equipment into any room which has not been properly prepared in accordance with the electrical specification and room requirements.

The electrical contractor or his designee shall provide and install all electrical material as specified for a safe operating system. ProSun certified technicians will not perform any electrical work. The recommended electrical plan must be coordinated between the customer and the electrical contractor. Any deviation of the electrical, before, during and after equipment installation is the responsibility of the customer. The electrical contractor or his designee shall ensure the completion of all electrical requirements prior to the installation of any ProSun equipment. All wires shall be single solid runs without splices, meeting NEMA standards. The electrical contractor or his designee should ring out, tag and terminate all wires at both ends. Each should be inspected to ensure that no wires have been grounded or are left open. ProSun certified technicians are not responsible for the final installation of the electrical system, the electrical contractor or his designee should be present to make the final electrical connection upon completion of the installation of the equipment.

The customer shall bear the sole responsibility for compliance with all applicable codes, OSHA, NEMA, local and national Standards. All electrical work shall conform to the requirements of the national electrical code, OSHA or applicable local and or state ordinances.



WARNING: Position the equipment so that disconnection to the mains plug can be easily made during the unexpected error which could lead to a hazardous situation.



WARNING: Power supply cord must be replaced by ProSun certified technician.

Commissioning of the massage equipment

When the equipment is initially commissioned by a certified ProSun technician, the device will be properly assembled and handed over ready for use. In order to properly commission the equipment, the business owner must ensure that the location is ready prior to the equipment being installed. This included having correct power requirements and having the room in which the unit will be located ready.

If you will be doing your own installation it is highly recommend that you contact ProSun and set a time for the installation. ProSun will provide a technician that will walk you through the process step by step.

If the equipment has not been used for a longer period of time, then it must first be inspected by a certified technician before being put back into operation again.

General Safety Information

General Safety Notes:

Any adult with any of the below issues should not use this equipment. If you are unsure consult your doctor prior to use.

Contraindication: Thrombosis - The presence of blood clots or clotting conditions, or within a few days after a major trauma or surgery.

Contraindication: Any Acute (sudden, severe onset) Inflammatory Response – Symptoms include but are not limited to swelling and redness, loss of function, fever, heat, etc.

Contraindication: Acute or Unstable Disease or Medical Conditions - This includes, but is not limited to: uncontrolled blood pressure, acute second and/or third-degree burns, unstable cardiac or neurological conditions, or an unstable or high risk pregnancy.

If you have any of the below conditions consult with a doctor prior to use:

Contraindication: Heart Conditions – Individuals with an existing unstable heart condition should consult their doctor.

Contraindication: History or treatment of blood clots.

Contraindication: People who wear a heart pacemaker.

Contraindication: Neurological Conditions or other Systemic Disorders (such as Cerebral Palsy, Seizures, Parkinson's disease, Diabetes, etc.) that are unstable or sensitive to touch and massage.

Contraindication: Heart Conditions – Individuals with an existing unstable heart condition should consult their doctor.

Contraindication: Degenerating Disc Diseases or Injuries (i.e., ruptured, bulging and herniated discs) – Individuals should consult their doctor before use if disc problems are present.

Contraindication: Skin Problems – Individuals should consult their doctor before use if skin problems such as rashes, eczema, or severe acne exist.

Contraindication: Acute or Unstable Injuries or Fractures such as broken bones.

Contraindication: If you are or think you may be pregnant.

If these conditions exist, please use caution when using the AquaFrixio and discontinue use if irritation, bleeding, bruising or pain occurs:

- Bleeding, broken capillaries, bruising – avoid use if unusual or excessive bleeding exists or any conditions where capillaries are broken.
- If you are pregnant please refrain from using AquaAbs.



Limits of Application:

Never operate this unit when the ambient room air temperature is greater than 95 degrees faranheit.

Always disconnect the unit from its power supply when servicing or repairing the unit.

Never operated the heater without filling the tank with water to the designated fill level (see AquaFrixio setup). Failure to do so can result in permanent damage to the heater and tank and will void the warranty.

Heating is normally set at a preferred temperature of 93 Degreed Faranheist. Higher settings represents higher temperatures.

Before using the pump to drain the tank, disconnect electricity to the heater by unplugging hte AquaFrixio from the wall.

Device Description



A) Detachable Head Rest

The comfortable head rest may be removed in order for easy cleaning after the massage session.

B) Marine Leather Cushion

The elegant, marine leather cushion not only look beautiful, but is easy to clean in just seconds.

C) Rip Stop Under Sheet

The undersheet is made with a rip-stop material preventing items from damaging the unit.

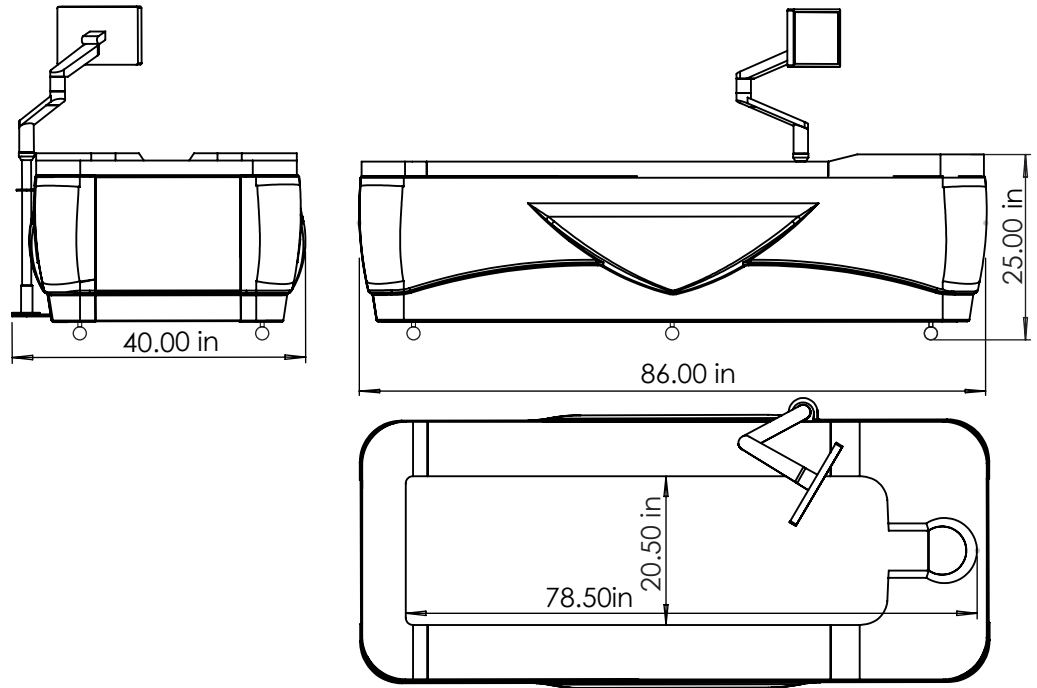
D) Design

The stylish exterior design encompasses 24 stationary rotating massage points.

Dimensions

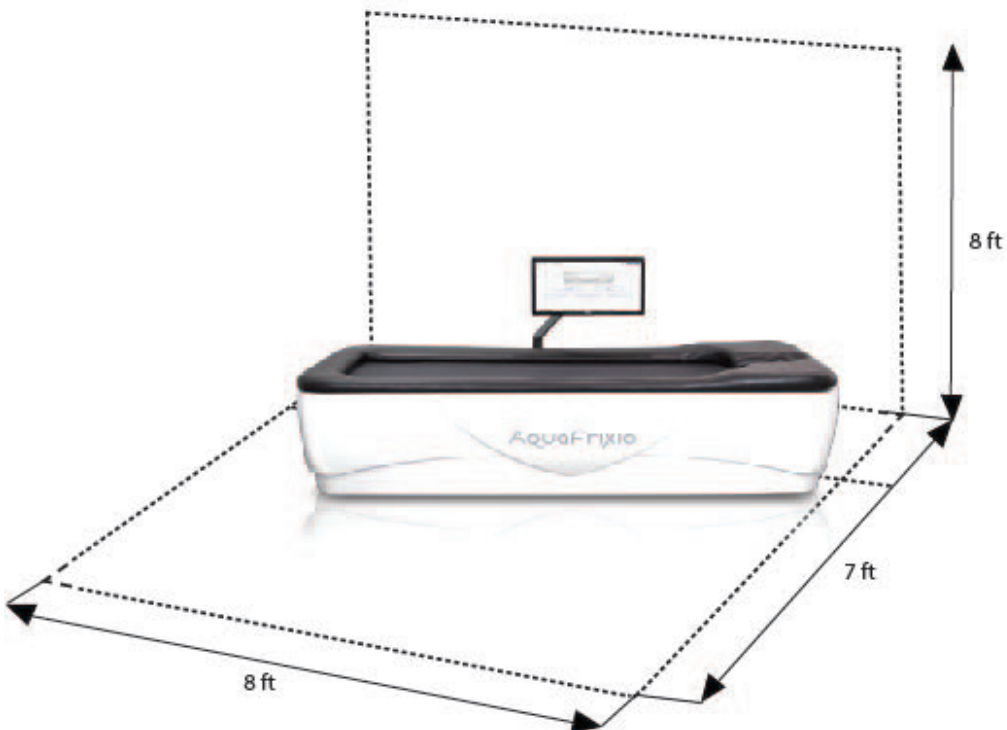
Product Specifications

- 86" long (218 cm)
- 40" wide (101 cm)
- 25" high (63 cm)
- 300 lbs empty (136 kg)
- 600 lbs filled (272 kg)
- Weight Capacity of 375 lbs (170 kg)



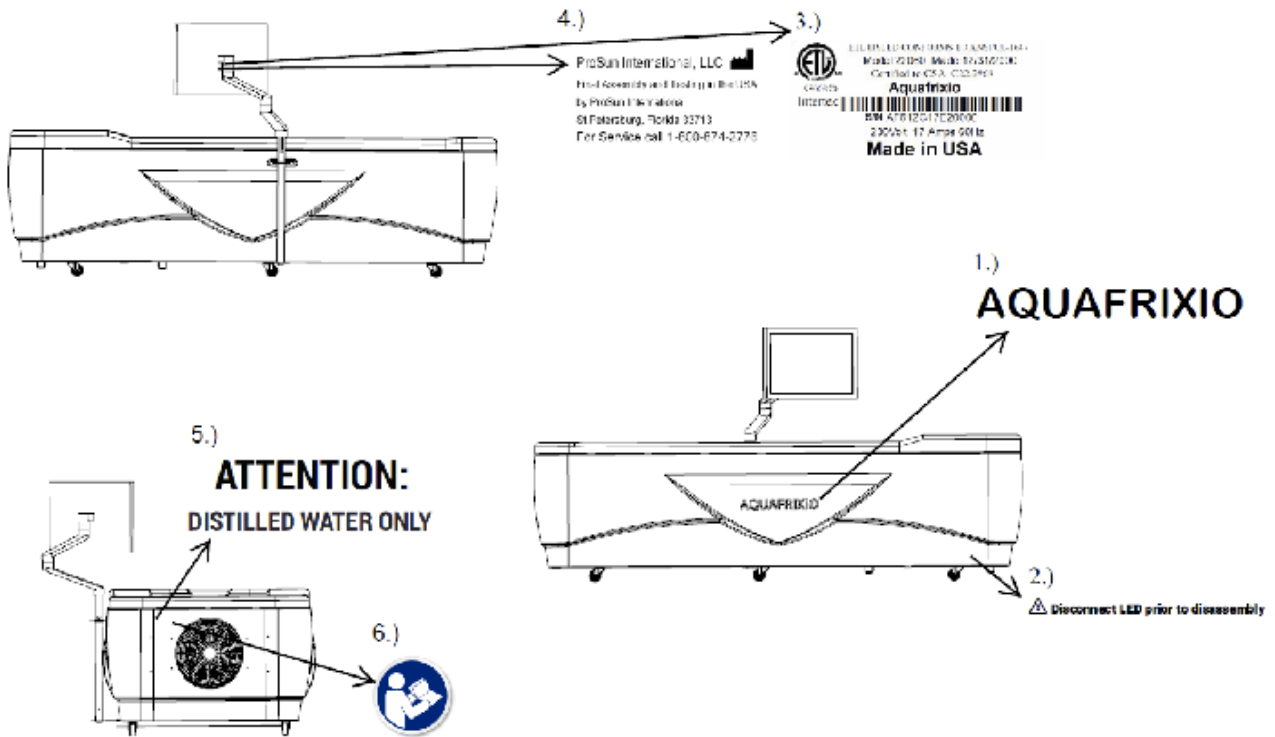
Recommended Room Size

The below room size is a recommendation for optimal output.



Signs and Labels on the Equipment

The signs and labels below give important information on components on the equipment. Be sure to always have these labels on your equipment, if they become illegible or are missing contact ProSun for replacement. Labels on units are differently sized than in descriptions below. Each label is listed in the following pages for clear description of what is written on each label.



1. AquaFrixio Label

The AquaFrixio label is attached to the front panel on the outside of the unit. This label is vertically placed on the front of the unit as shown below. Label on unit is in metallic Silver.

AquaFrixio®

2. Disconnect LED Label

This label is attached to the LED connection on the bottom of the AquaFrixio. It advises to disconnect the LED connection prior to disassembly.



3. Serial Label

The Serial label is located on the back of the touch screen.



4. Manufacturer Information

This label is located on the back of the touch screen.



Technical Data

Electrical Specifications

AquaFrixio 220v	
Power consumption rating:	13 Amp
Electrical Rating:	220V ~ 20A 60Hz
Rated Fuses:	22 amp 2-pole (2 hots and a ground)
Continuous Operation:	Continuous operation for a maximum of 10-12-15-20-30 or 60 minutes.
Noise level on device:	65 DBC
Noise level 1m away from the device:	60 DBC
Equipment Weight:	Approx 750 lb or 340 kg
Operating Humidity:	30-75%
Ambient Operating temperature:	70 to 90 degrees Farenheit 21 to 32 degress Celcius
Max. operating altitude (above sea level):	<6500 ft (2000m)



Note: If operating this equipment at altitudes above 6500 ft / 2000m above sea level adaption may be needed to get normal operation.

The Electrical requirements for your ProSun unit are:

Operating any 220 Volt equipment at voltage levels below 208 Volts or above 245 Volts constitutes an automatic NULLIFICATION of the manufacturers factory warranty, because it could cause damage to the unit's system. Please ensure that your electrician and/or installer, reads this user's manual carefully prior to the installation of your unit. You will need a buck booster if voltage requirements are not met. Service personnel should be authorized by ProSun to perform work on equipment and should have knowledge of equipment and read the full manual.



WARNING!

WARNING: Always disconnect the ProSun unit from its power supply when serving or repairing the unit.

WARNING: Plug is used as a means of isolation.

Electrical Connections



Live Components

Risk of fatal injury due to electrical shock when touching live parts.



Risk of electrical Shock

To avoid the risk of electrical shock, this equipment must only be connected to a supply mains with protective earth.

WARNING!

Electrical Safety

- The AquaFrixio is rated for 220v, 60 hertz, 20 amp breaker (dedicated line)
- The AquaFrixio uses electricity for operation. **Before attempting service** or inspection, always unplug the unit and **contact Prosun**.
- Do not modify the plug that comes with the AquaFrixio. Modifying the plug can result in electric shock and will void the warranty. If the plug does not fit the outlet, consult a qualified electrician and have a proper outlet installed
- Do not overload the circuit that provides power to the AquaFrixio. The AquaFrixio draws a maximum of 9 amps while running. It is best to ensure no other appliances are utilizing the circuit while the unit is in operation. Overloading the circuit could trip a fuse or breaker switch
- There are no user serviceable electrical parts in the AquaFrixio. Other than checking that the electronics are plugged in, no electrical repair should be attempted
- Always consult the troubleshooting section of this manual prior to any attempted repair or service.
- Never use if water is in contact with the exterior. This could result in electrical shock.
- Do not operate the AquaFrixio dry (without water) inside the unit.

To reduce the risk of burns, fire, electric shock, or injury to persons:

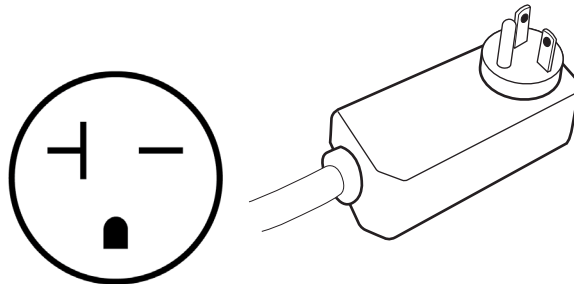
- It is not recommended to leave the unit plugged in when unattended for long periods of time.
- Close supervision is necessary when this appliance is used by or near children or disabled persons.
- Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Never operate this appliance if it has a damaged cord or plug, if it is not working properly or if it has been dropped in water. Contact ProSun if any of these instances have occurred.
- Do not carry/move this appliance by power cord or use cord as a handle.
- Keep the cord away from heated surfaces.
- Never operate the appliance with the fan opening blocked. Keep the fan openings free of lint, hair and other materials that can clog the fan.
- Never drop or insert any object into any opening.
- Do not use outdoors.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.

Grounding Instructions

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

- **The AquaFrixio must be plugged into a grounded outlet. Connecting the AquaFrixio into a non-grounded outlet can result in electric shock. If you are unsure, consult a qualified electrician to check if your unit is properly grounded.**
- **Do not modify the plug that comes with the AquaFrixio. Modifying this plug can result in electric shock and will void the warranty. If the plug does not fit the outlet, consult a qualified electrician and have a proper outlet installed.**

DANGER - Improper connection of the equipment-grounding conductor can result in the risk of electrical shock. Check with a qualified electrician or service technician if you are in doubt of as to whether the product is properly grounded. Do not modify the plug provided with the product – if the plug does not fit in the outlet; have a proper outlet installed by a certified electrician. To reduce the risk of electric shock **ALWAYS** unplug the unit before doing any maintenance or service.



Water Heating Unit

IMPORTANT - Failure and damage to the heater and tank can occur if the heater is turned on when the tank is not filled.

- Never operate heater without filling the tank with water to the designated fill level. (See AquaFrixio setup). Failure to do so can result in permanent damage to the heater and tank and will void the warranty.
- Heating is normally set at a preferred temperature of approximately 93 Degrees Fahrenheit. Higher number represents higher temperature.
- Before using the pump to drain the tank, disconnect electricity to the heater by unplugging the AquaFrixio from the wall.

Before your Massage session

Check for any conditions mentioned in the manual that may prevent you from using the tanning equipment.

- Remove all sharp objects from pockets. Items such as keys, jewelry and blunt objects from clothing should be removed. Pants with buttoned pockets may damage the water-proof barrier.
- Remove your shoes to avoid damage to the water barrier and to get the full massage experience.
- Remove any jackets or extra layers of clothing to get the full massage experience.
- Make sure there are no messages that need to be reviewed in the screen.
- Find a comfortable position and set up your massage session.

After the Massage session

Cleaning and Disinfection

All parts of the equipment that come in contact with the user must be cleaned and disinfected after each session.

Infections can be transferred through skin contact. The following items should be cleaned after each session:

- Undersheet
- Pillow Top
- Mp3 components
- Only approved cleaners should be used, such as Lucs-cide RTU or Lucasol Wipes. Use of any incorrect cleaner will void the warranty. Use only EPA registered quaternary ammonium germicidal based detergent solution. Always follow the product label for dilution instructions.

Cleaning the Computer Screen:

Use computer cleaners to clean the screen surface on regular intervals.

Cleaning Plastic Surfaces:

For cleaning plastic surfaces we recommend using regular soap and warm water. Never use an aggressive cleaning agent that contains alcohol or essential oils. Using inappropriate cleaners may cause permanent damage not covered by warranty. Remove all jewelry and loose items before cleaning.

Operation of Equipment

Obligations of the business operator

- As the business operator you are responsible for informing the user of the proper way to operate the equipment.
- No safety devices(i.e. temperature sensors) may be removed, deactivated or otherwise bypassed from the equipment, as it can cause safety issues and impair the proper functioning of the equipment.
- The equipment may only be used when in proper operating conditions.

Staff Training

As a business operator you are required to train your personnel by ensuring that they have read and understood this user manual and any labeling on the equipment, and can properly operate the equipment and instruct them in the established legal and accident prevention regulations. Ensure that your staff is properly trained and understand how to use the equipment and that they observe all these instructions. This includes:

- Safety Instructions
- Operating Instructions
- Cleaning/Disinfection and maintenance instructions.

Please make sure the instructions and any additional information from the manufacturer, such as manuals, are available to the staff at their workplace.

Regularly check that your staff is conscious of the safety rules and are aware of the risks of improper use of this equipment.

Ensure that equipment is properly cleaned/disinfected per the intervals set forth in the manual.

Equipment Operation and software

Operating Modes:

There are 4 different operating modes for this equipment.

Standby Mode

The Massage bed is in an idle state, it is connected to the power but is currently not in use. The pump is not turned on at this point. While in Standby mode you can change to Massage mode by starting a session or go into service mode by entering into the parameters.

Massage Mode

The massage bed is in use and the pump is on. The session time is counting down and can be stopped, paused or features can be changed in the computer screen.

Cool down Mode

The massage bed has finished the session and now will start a mandatory cool down if the temperature is more than 2 degrees above the set temperature. During this time the cool down time will be displayed in the computer screen and the buttons have no function if pressed. The bed must complete the cool down before being able to enter into any other operating mode.

Service Mode

In service mode the massage bed parameters can be changed and the bed can be configured as needed.

Standby Mode

When the unit is in standby mode, you can change the settings and review equipment specifications in the settings.

When the unit is in standby mode the LED decorative lighting can be changed and customers can set up their massage session prior to starting the session.

You can also enter into the settings when the unit is in Standby mode and go into Service Mode.

To enter the settings click the top left button in the screen that says, "SETTINGS".

Once in the Settings you can click on the tab you need to change your settings.

- General Tab
 - Change to Remote Timer, Stand-Alone or Stand-Alone C Mode. Change the session time, cool down time, water temperature and turn on and off Quick Start, Demo Mode and the general Pin Requirement. You can also change your Pin Code or password here.
- Region Tab
 - Change from Fahrenheit to Celsius, Change your time zone, Use the 24 hour clock option, Set the date and time automatically and retrieve the Date and Time information.
- MyAquaFrixio Tab
 - Check for new software updates
- Media Tab
 - Turn on and off the Studio and Wellness music option.
- WiFi Tab
 - Connect your unit to the Wifi network in order to be connected to the service portal and get the latest updates.
- Manual Mode Tab
 - Used for troubleshooting and checking individual components in your unit.
- About Tab
 - See your serial number, Software ID code, Massage hours, Session hours and number of sessions.

Massage Mode

The following description is for a unit that has all possible features, some of these features may not be available for your unit or market.

Starting the Massage session

The massage session time will automatically begin after the external timer delay time has expired. During the preset delay time the session can be started by manually pressing the START button on the external timer, thereby overriding the delay time. Or if you have the Quickstart feature set up the delay can be overridden by pushing START on the screen.

If you are using the unit in stand-alone mode press START on the screen, the maximum session time will show in the upper right corner of the display. At this time you can set up the massage or you could have set up your massage session during the delay time. When your massage is set up the way you have selected, and you hit start, the Massage session will start.

If you do not override the delay time then you will have a few minutes to prepare yourself for the session.

- Remove all sharp objects
- Remove your shoes

If you are ready prior to the delay time being over you can override the delay by hitting the START button on the display or tmax timer.

Operation during the massage session

During the massage session the features can be used by pushing the buttons on the display screen.

You can push the feature you wish to change (i.e. increase the pressure or time per zone).

Note: The changes you make during the session to the features may not take effect until the massage session goes to the next zone.

Stopping the Massage Session

If the time in the session runs out naturally then the unit will go into a 3 minute cool-down if the temperature is more than 2 degrees above the set temperature. However if you need to stop the session prior to end of the session you can do so by hitting the STOP Button on the display screen.

Service Mode

When the unit is in standby mode, you can enter into the service or maintenance parameters.

To enter the settings click the top left button in the screen that says, "SETTINGS".

Once in the Settings you can click on the tab you need to change your settings.

- General Tab
 - Change to Remote Timer, Stand-Alone or Stand-Alone C Mode. Change the session time, cool down time, water temperature and turn on and off Quick Start, Demo Mode and the general Pin Requirement. You can also change your Pin Code or password here.
- Region Tab
 - Change from Faranheit to Celcius, Change your time zone, Use the 24 hour clock option, Set the date and time automatically and retrieve the Date and Time information.
- MyAquaFrixio Tab
 - Check for new software updates
- Media Tab
 - Turn on and off the Studio and Wellness music option.
- WiFi Tab
 - Connect your unit to the Wifi network in order to be connected to the service portal and get the latest updates.
- Manual Mode Tab
 - Used for troubleshooting and checking individual components in your unit.
- About Tab
 - See your serial number, Software ID code, Massage hours, Session hours and number of sessions.

Settings

Close

GeneralRegionMyAquaFrixioMediaWi-FiManual ModeAbout

Device type:

RemoteorStand-AloneorStand-Alone C

Default Session Time:

–

10

+

Water temperature:

–

95

+

Automatic reboot at 02:00 AM:

☒

PIN:

☐

Storing the Device

Decommissioning your Massage unit

The equipment must be disconnected from the power in order to temporarily or permanently decommission it. You must follow legal disposal requirements when you are going to permanently dispose of your unit.

Storage

Store the equipment in a dry, frost free location with a stable temperature. Once the device has been unplugged from the power supply, allow it to completely cool and empty all water before packaging it for storage. You can use plastic wrapping to protect against scratching. We recommend using moving blankets surrounded by plastic wrap.

Storage temperature can be between 5 °F (-15 °C) and 140 °F (+60 °C)

- Let equipment sit for at least 2 hours if range was outside of ambient temperature range.

Disposal

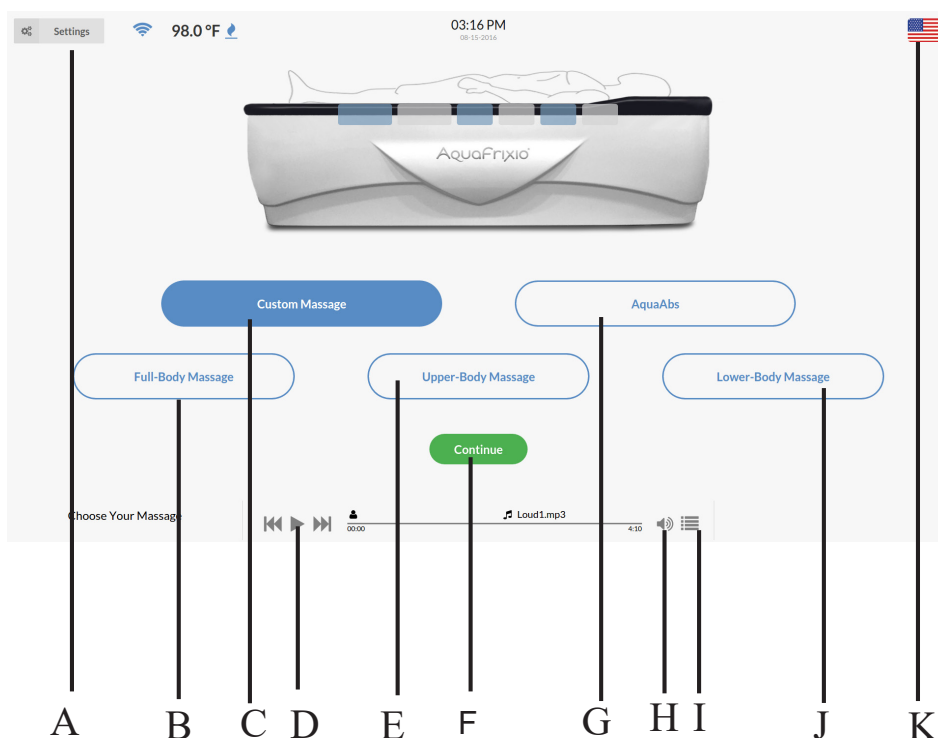
Contact your local health department, local garbage disposal or city authority to find out how to properly dispose of the equipment.

Packaging contains recyclable material.



Waste of electrical and electronic equipment must be disposed as unsorted municipal waste. It must be collected separately, and must be disposed as per local regulations. Contact ProSun International LLC or an authorized representative for information concerning the decommissioning of your equipment.

Control Functions



#	Function	Description	Additional Information
A	Settings	Use this button to enter into the Settings	you will need your PIN code to enter settings if the unit requires a PIN
B	Full Body Massage	Select this button to select a full body massage	
C	Custom Massage	Select this button to set up a customized massage session	On the next screen you will set all your preferenes for the massage
D	Start/Stop	Start and Stop the Music	
E	Upper Body Massage	Use this button to select an upper body massage	
F	Continue	Use this button once you have selected your massage type	
G	AquaAbs	Select this button to select AquaAbs Massage	We recommend removing the head pillow to be more comfortable
H	Volume	Increase and decrease the volume in your headset for the music	You must connect your own headset. there are no built in speakers on the unit.
I	Audio Selection	Select the type of music you want to listen to	
J	Lower Body Massage	Select this button to select a Lower Body Massage	
K	Language	Select this button to choose the language for your software	

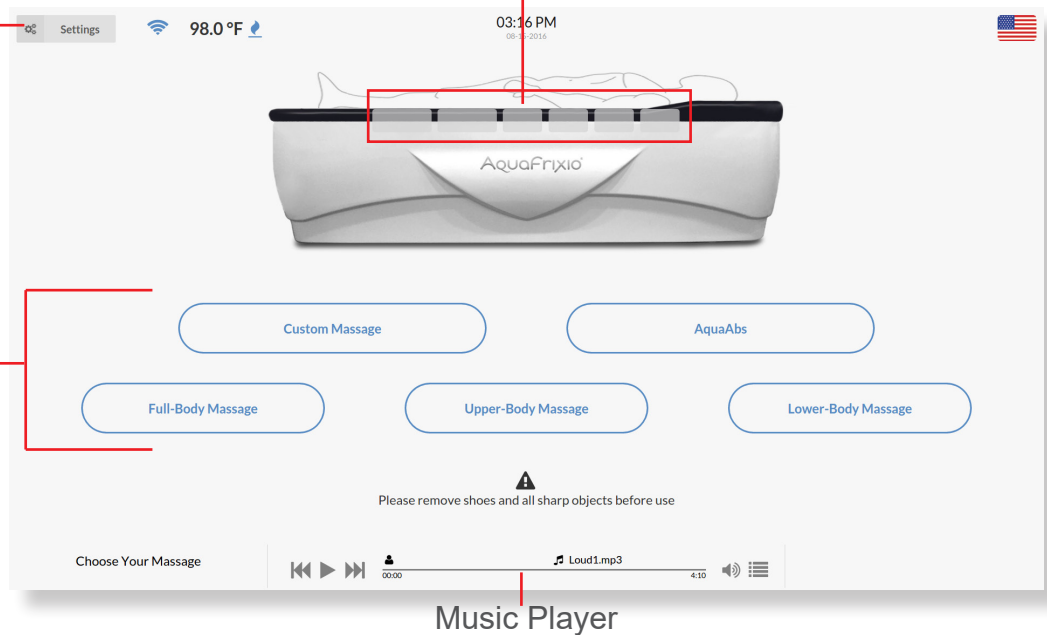
Operation

Start Screen

System Settings

Message Zones

Message Types



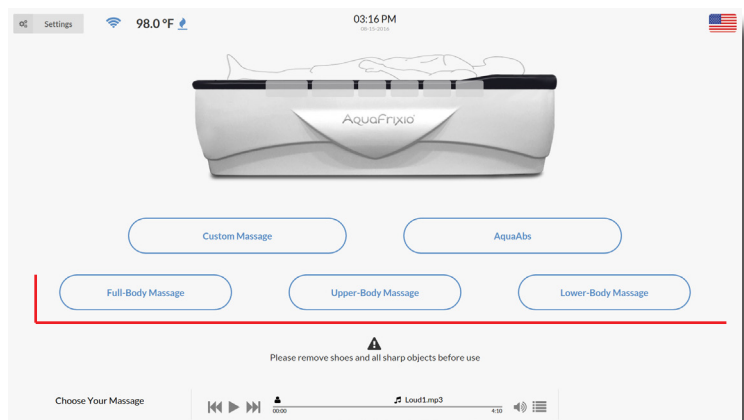
Messages

Pre-Programmed Messages

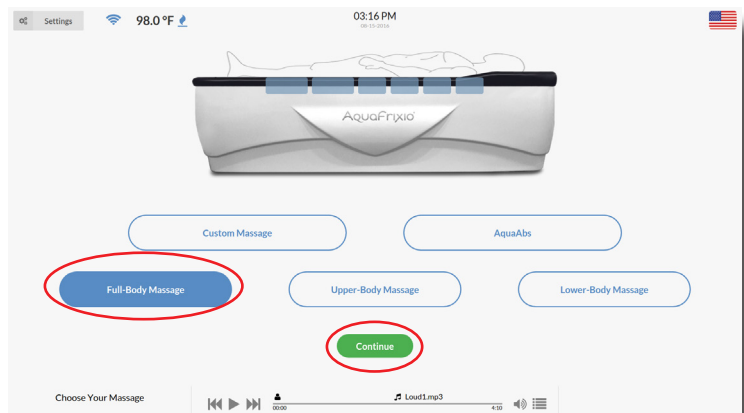
Full-Body: Equal intervals all 6 zones

Upper-Body: Equal intervals top 3 zones

Lower-Body: Equal intervals lower 3 zones



Select your message type, press continue.



Massage Session



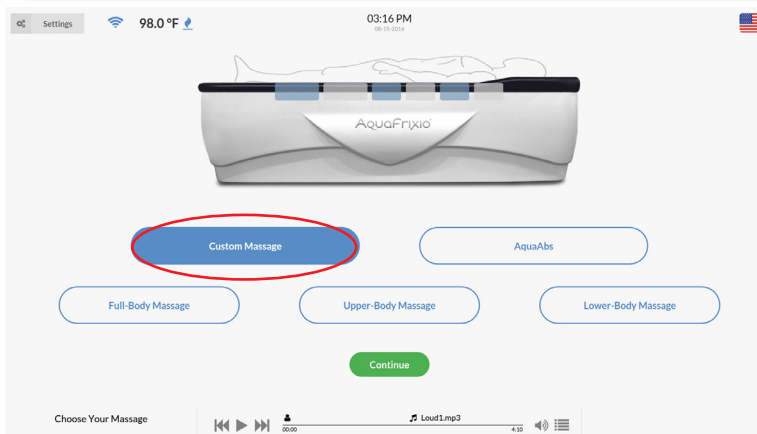
Press start to begin session.

Note: Pressure and duration per zone can be adjusted during massage.

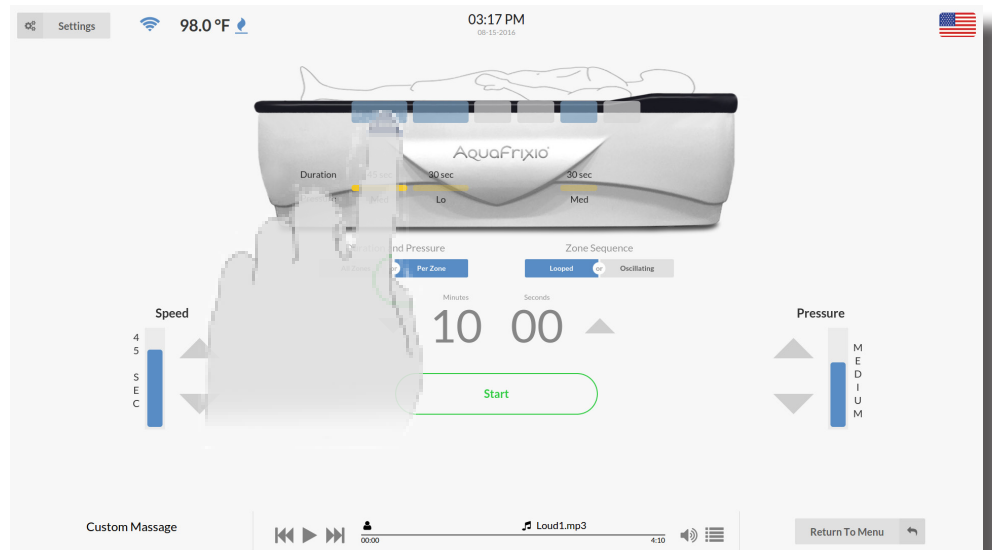


Custom Message

Enables users to select the zones that the massage will target. You are also able to set the pressure and duration per individual zone.



Select desired zones for the massage by tapping each zone individually

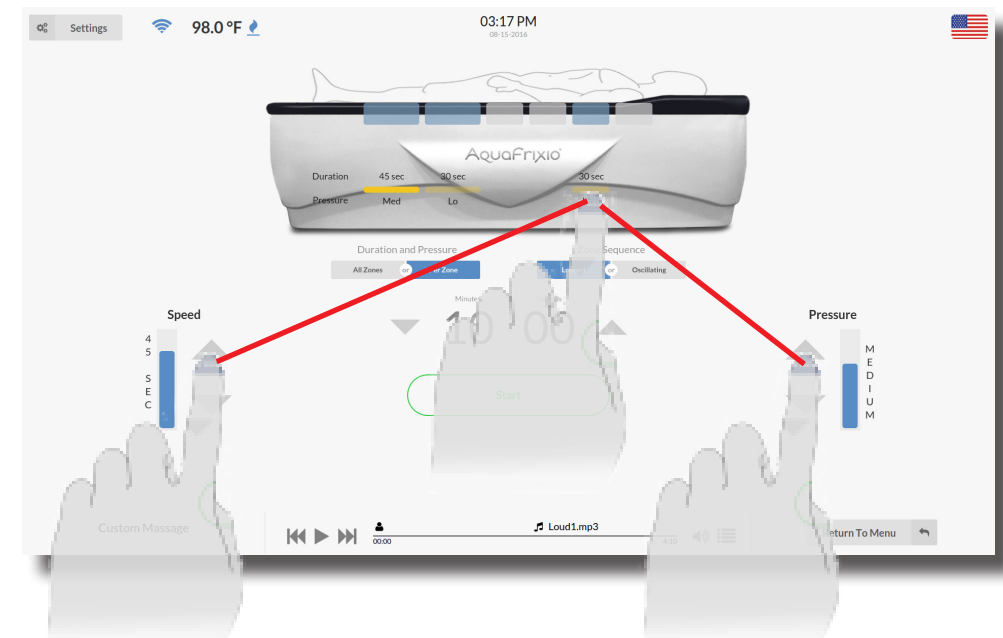


Selecting 'Per Zone' allows user to customize the massage pressure and duration for each individual zone.

Selecting 'All Zones' keeps all zones at the same pressure and duration.

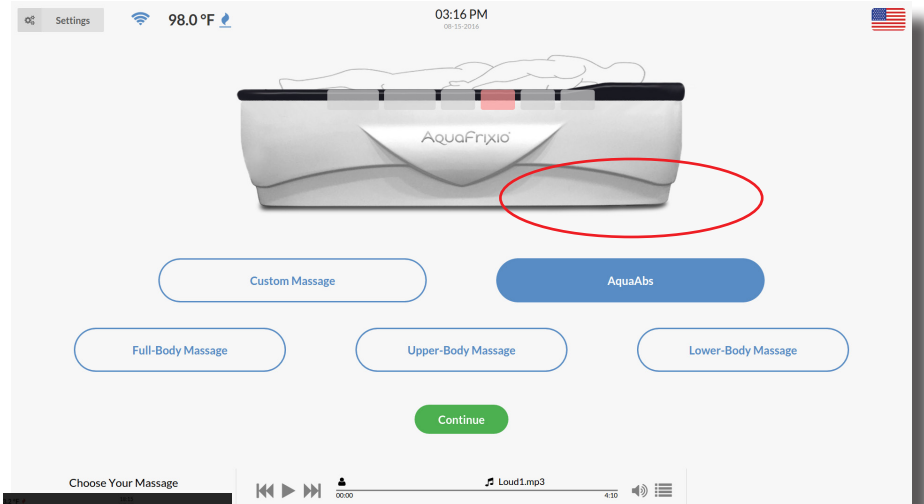


Once switched to 'Per Zone', select zone by tapping yellow bar under the zone then set the duration per zone and massage pressure to the desired levels for **each zone**.



AquaAbs

For AquaAbs the user lays face down and the massage targets the core muscles.

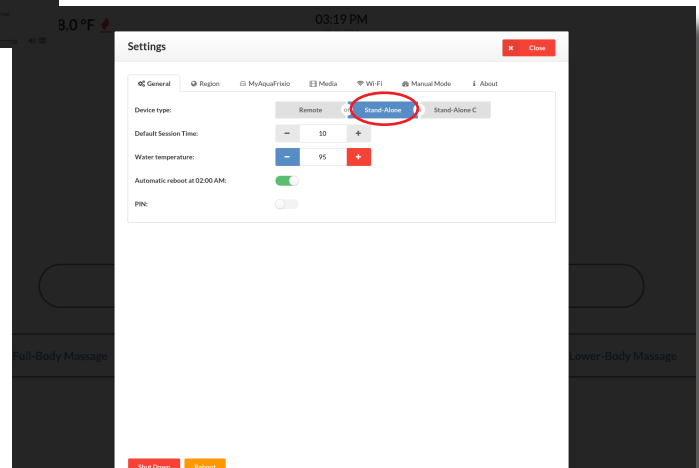
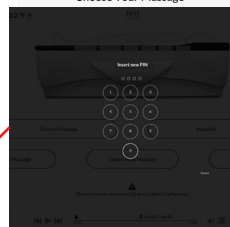


Settings

General

Click the Settings Button in the top left of your screen. Put in the Factory Password of 0000.

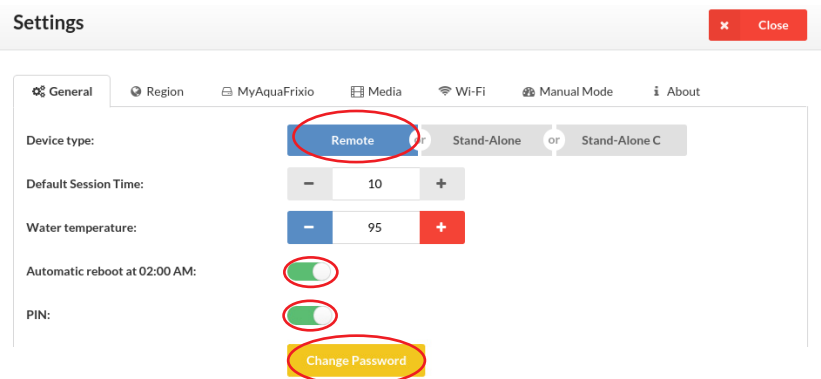
Stand-Alone Mode: uses the AquaFrixio's internal timing system. Users will be able to continually use the unit for the amount shown in the default session time.



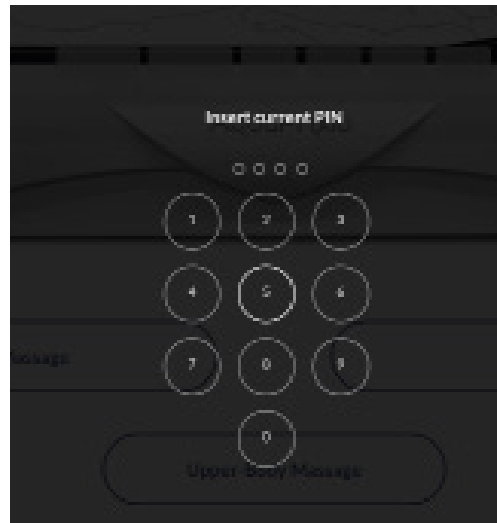
Remote Mode: Uses integrated T-Max feature. Once selected you will need to reset the unit. Select the desired default session time (max. time).

The PIN will need to be reset so customers cannot access the Settings. Turn on the PIN then press Change Password.

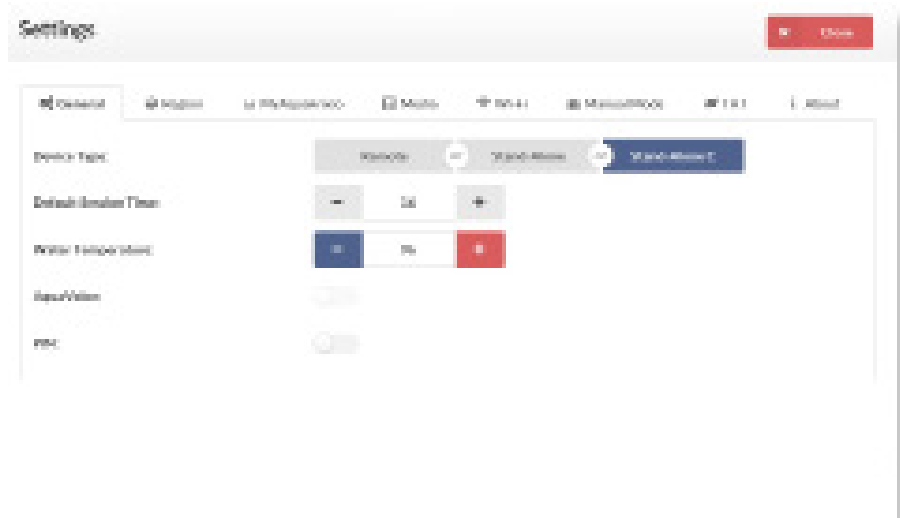
Ensure your automatic Reboot is turned on.



To change password insert the current PIN (if it's the first time setting, PIN will be 0000) then you will be prompted to enter and re-enter a new password. If password is forgotten, contact ProSun to reset.

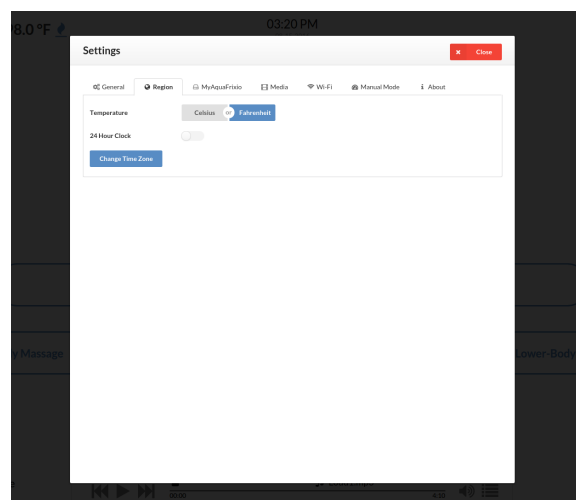


Stand-Alone Commerical: Uses Aquafrixio's internal timing system but allows you to set the massage time. A password is needed to begin the session. User can change massage during the session but the timer continues to run.

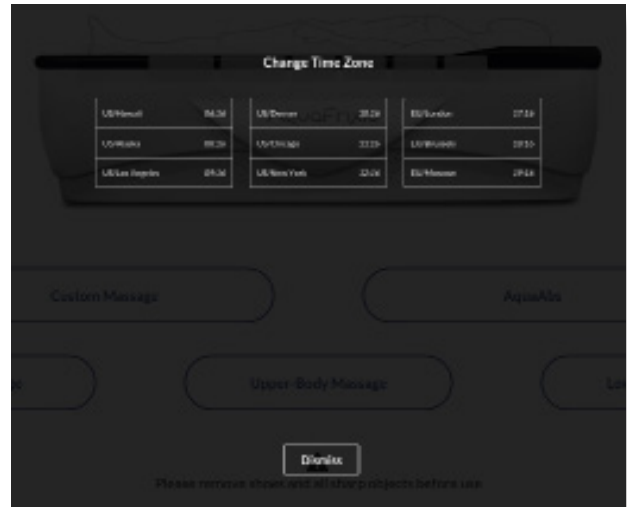


Region

Adjust Language, Temperature units, and time settings.

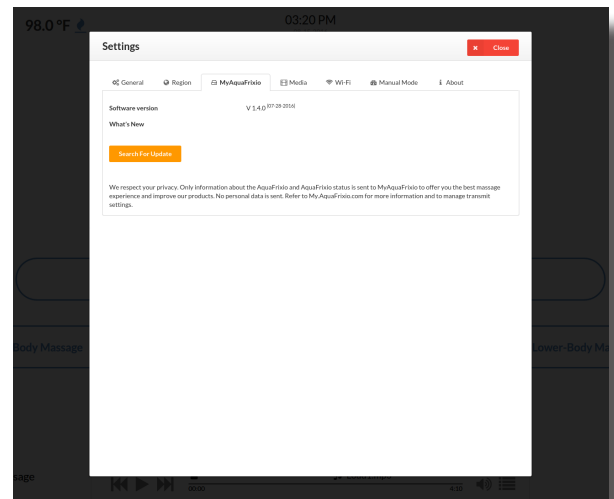


Press 'Change Time Zone' to choose from US and EU time zones.



MyAquaFrixio

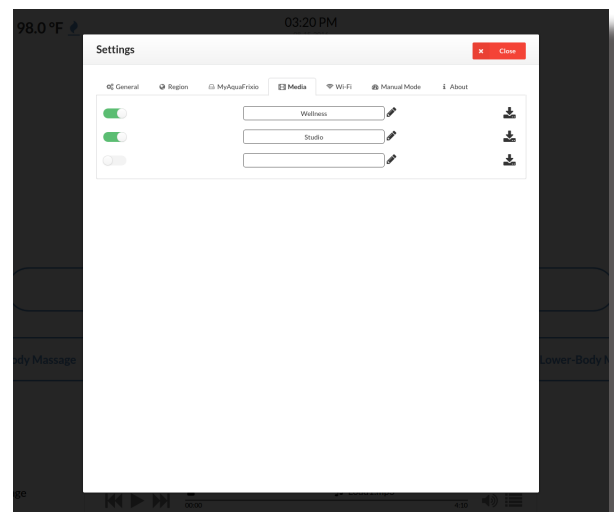
The MyAquaFrixio (MAF) feature is an online platform for unit owners. When turned on, the owner can automatically download updates.



Media

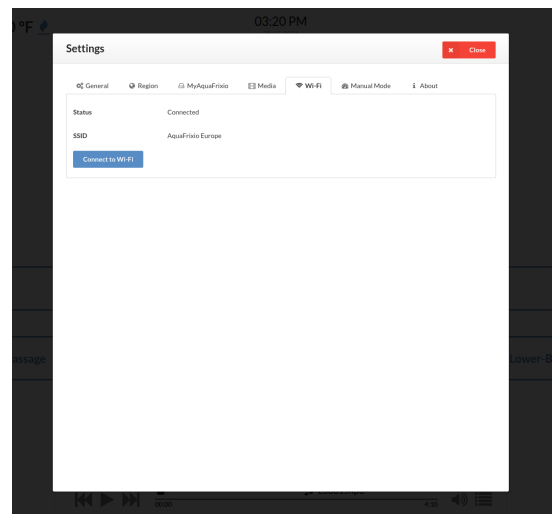
Owner can upload music to play through the AquaFrixio. 'Wellness' and 'Studio' have been pre-uploaded.

To upload more music you can place your own music on an USB Stick and insert the card at the head of the bed. Name your music by clicking the pencil.

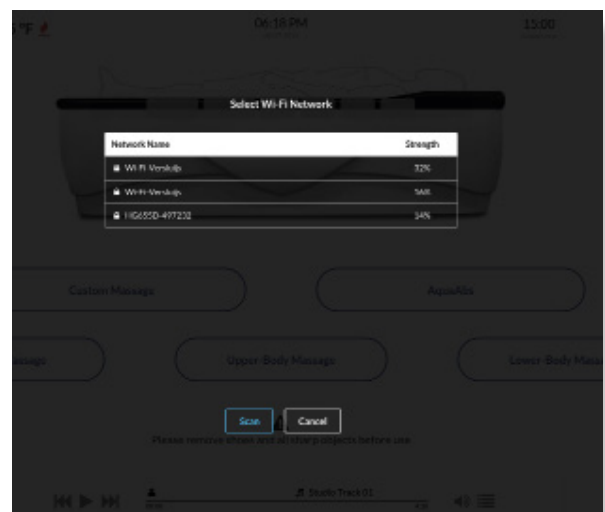


Wi-Fi

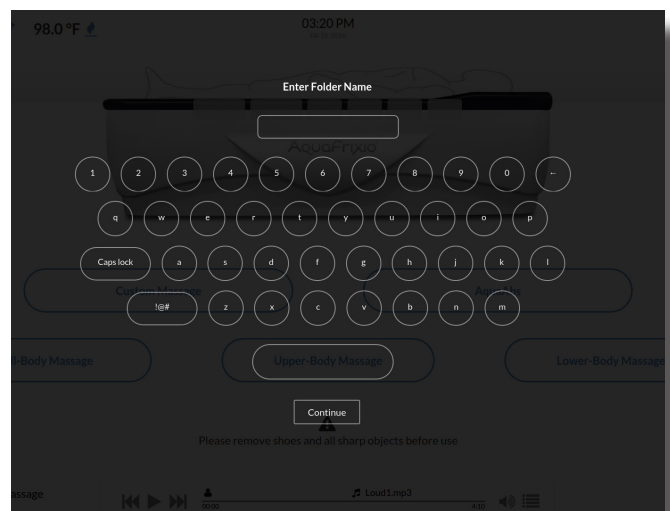
To connect the AquaFrixio to a Wireless network select Set-up network. Your AquaFrixio must be connected to Wifi to use the portal and receive automatic update information.



Select desired network and then you will be prompted to enter the password.



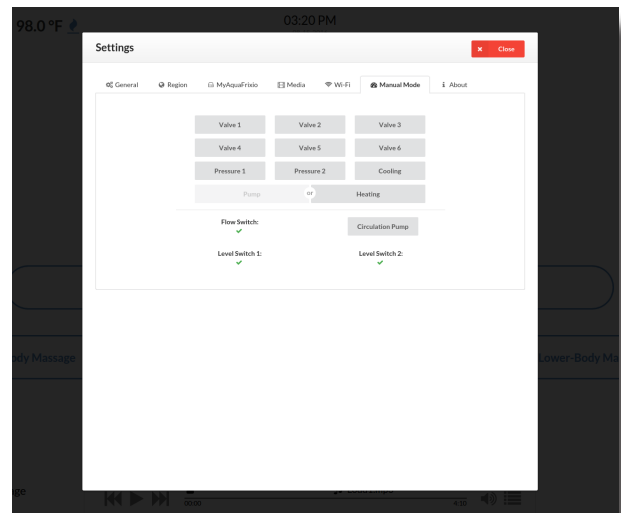
Enter your WiFi password



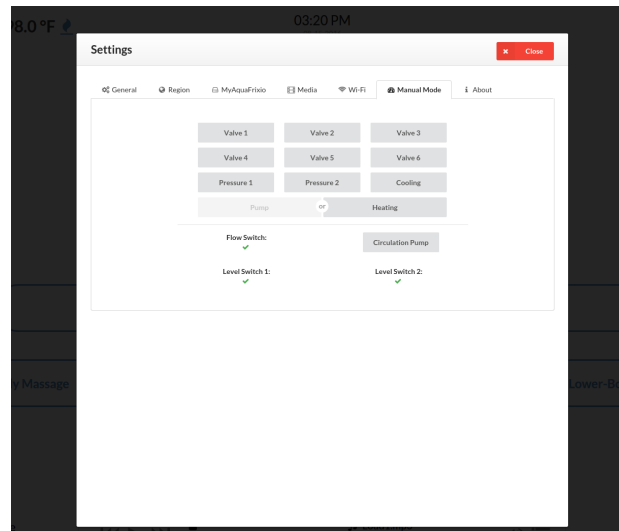
Manual Mode

Select components to individually test if the parts are in working order.

Manual mode is meant for testing/troubleshooting purposes only.

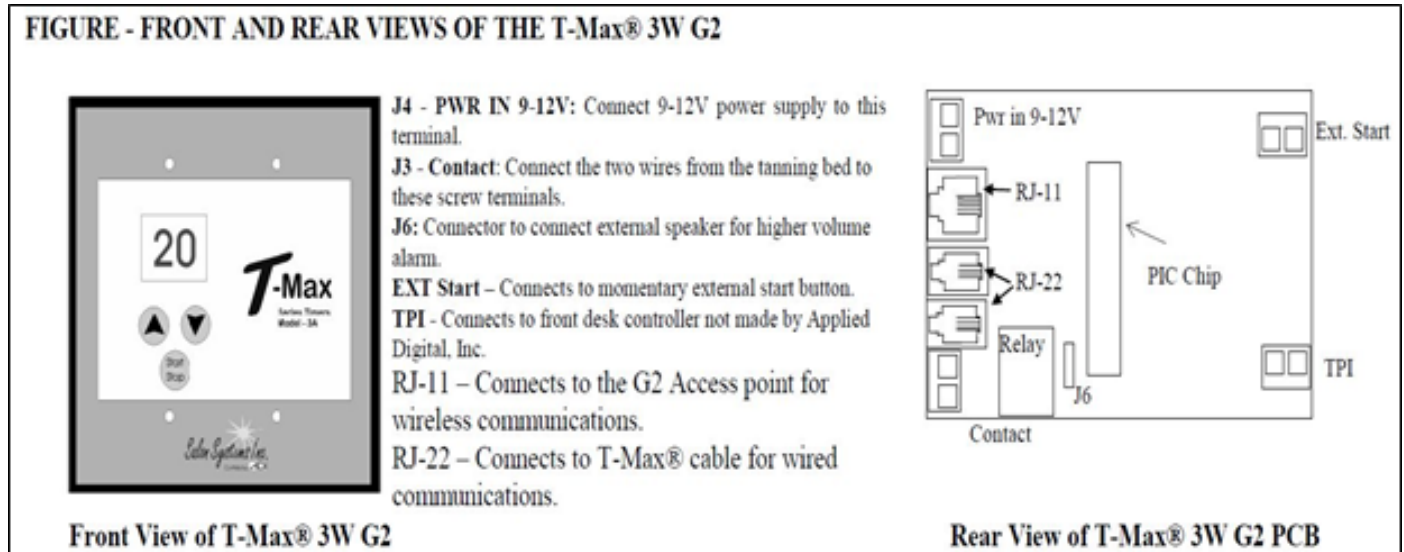


Tap the components individually to turn them on. If they are not functioning properly



External Timer T-Max Connection and Quick Start

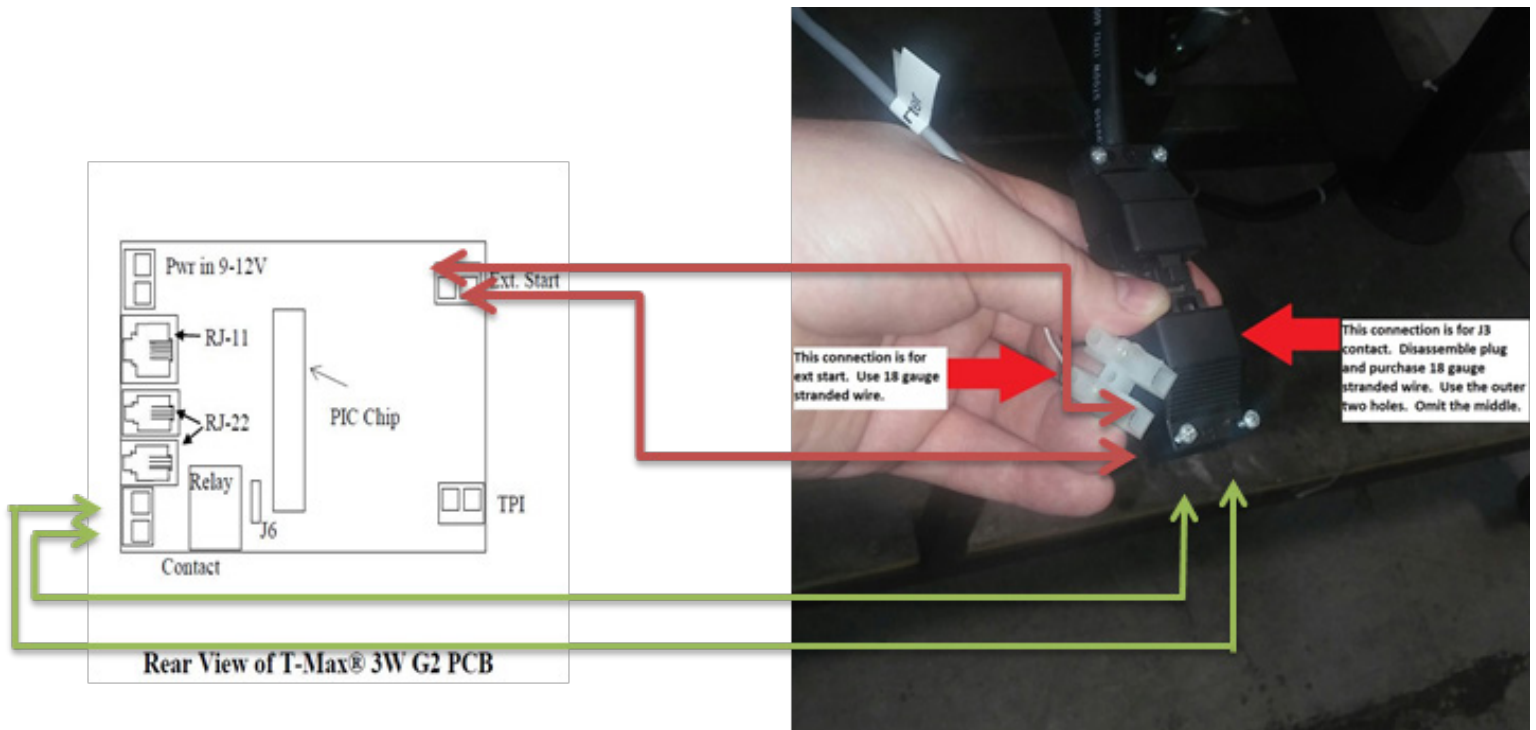
Step 1: Look in the back of your T-max 3W G2 that will be located with the unit, and find The Ext. Start and J3- Contact connections on the back of the board. They will be in the outside corners as shown below.



Step 2: remove the back panel of your Aquafraxio unit (Screen Side), you will find 2 connections for your T-max attached to the frame, a black and a grey cord, cut the zip tie and run the cables underneath the skirt/panel. You will need to remove the screen and pole as shown in the photo on the right.



Step 3: Use 18 Gauge Stranded Wire to make the connections between the T-Max and The Aquafrixio as shown in the picture below.



Note the Grey Cord with terminal block that connects to the EXT START is for the Quick Start function. This is a benefit for your customer so that they do not have to hit start on the Tmax display itself. This way they can bypass the delay time and start their session directly on the screen. We recommend using this function for your customer but it is not required.

If you choose not to use the Quick Start function you only need to connect the 18 gage wire to the black cord.

When making the connection to the black “pig tail” cord, you will need to open the small screws and you will place the 18 gage stranded wire in the two outside ports and connect to the J3 Contact on the back of the Tmax.

Always make sure that the wires are all securely fastened by tugging on them lightly.

Error messages

Error messages will show on your display when your equipment is in need of service.

Critical Water Level Error:

Unit will not operate until reservoir is filled to appropriate amount with 15 gallons of distilled water or until the correct level has been reached. See manual or contact ProSun for more information. Your unit will not turn on until distilled water has been added.

Low Water Level Error:

Please check water level and fill reservoir with 6 to 8 gallons of distilled water or until the correct water level has been reached. See manual or contact ProSun for more information.

Water temperature Limit exceeded:

Your unit has exceeded the maximum temperature and will not turn on until the temperature is below 105 degrees Fahrenheit (40 degrees Celsius).

Operating System not Responding:

This message will show if your unit loses connection between the software and main board. Contact ProSun for troubleshooting steps if this happens.

Other Alert Messages you may encounter:

- "Please select at least one zone" - This message will occur in custom massage if you have not selected at least one massage zone.
- " Please remove Shoes and all sharp objects before use" - This message is always in the main menu screen before clicking the continue button to starting your session.
- " Cooling Down" - This message will pop up when the unit is cooling down.

Care and Maintenance

The Care and Maintenance in this section provides information on how to properly care for your equipment after each use and during the lifespan of the unit. It will help provide you with basic troubleshooting and maintenance questions. If your tanning bed fails to operate properly, please review the following steps before calling for service.

THE MESSAGE BED YOU PURCHASED CONTAINS VOLTAGES WHICH ARE POTENTIALLY HAZARDOUS. IN THE FOLLOWING PAGES YOU WILL RECEIVE A CLEAR DESCRIPTION OF WHAT CARE AND MAINTENANCE CAN BE DONE BY A NON-SKILLED PERSON THAT HAS READ AND UNDERSTOOD THE MANUAL AND WHICH REPAIRS AND MAINTENANCES SHOULD BE PERFORMED BY CERTIFIED TECHNICIANS.

FOR YOUR MESSAGE BED:

Safe and continuous operation of your massage bed depends partially on the care taken by users. Please observe the following precautions when the unit is in use.

- Do not allow sharp object in the bed while in use.
- Do not allow liquid or any foreign objects to get inside or on the unit.
- Ensure the back side of the unit is at least 8 to 12 inches from the wall.
- The room in which the unit is located must be well ventilated.
- only use DISTILLED water to fill the unit. **Note:** Warranty is VOID if distilled water is not used.
- Do not turn the Machine on and off frequently within the space of 3 minutes.



DANGER - High Voltage !

You can be killed or injured by an electric shock!

During maintenance and service work there is a risk that you can touch live parts and could receive a fatal shock. When performing basic care maintenance and before a certified technician performs maintenance work they should make sure:

- The device is disconnected from the power supply.
- The device is not in use.
- Do not reach behind the cover plates and do not open the unit while it is switched on.
- Refit and safety devices after work has been completed.

Basic Care Maintenance

Basic Care Maintenance and service of your equipment play a major role in maintaining the units performance and appearance over the period of its useful life. Compliance at the intervals specified for your unit are absolutely necessary to ensure the proper operation of the equipment. The table below is a preventative care table that can be done by any unskilled person, if any service outside of this table is needed please contact ProSun immediately and this would should only be done by a certified technician.

The top barrier and netting are designed to withstand 375lbs of weight, but they are not designed for children to play on or for “jumping or falling” on. Please, never allow children to play or jump on the AquaFrixio and make sure all users sit on the edge and gently pivot onto the top surface.

The equipment should be routinely serviced and maintained by a ProSun certified technician or someone who has performed maintenance by phone with a ProSun technician.



WARNING!

Injuries and damage due to improper maintenance!

Improper maintenance can cause the unit to become inoperable.

Do not place the unit near water where it could become immersed. If the touch screen is damaged and not working properly, contact the ProSun service center for repair or replacement. If any moisture is noticed under the bed contact ProSun.

Always comply with the maintenance schedule supplied in this manual and follow cleaning/disinfecting instructions.

Preventative Maintenance Schedule:

Frequency	After Each Session	Daily	Weekly	Every 1 to 3 Months	Semi-Annual (6 months)
Cleaning of undersheet and pillow top	X				
Cleaning of computer display screen		X			
Cleaning of outside cover plates			X		
Restart the computer			X		
Wipe & Vacuum fans & vents			X		
Check the water level (start a massage session to see if there is a low water message)				X	
Check net tension (push on the net to see if it's sagging or can touch the jets)				X	
Inspection of all power cords and computer monitor cables				X	
Inspection of exterior of Unit					X
Inspection of Nozzles					X
Cleaning of exterior of the unit					X
Add water conditioner					X
Inspection of level sensors					X
Drain and clean tub. Fill with 40 gallons of distilled water and add conditioner					Not required depends on customer preference

The below basic maintenance can be done by an unskilled person.

Cleaning Plastic Surfaces:

For cleaning plastic surfaces we recommend using regular soap and warm water. Never use an aggressive cleaning agent that contains alcohol or essential oils. Using inappropriate cleaners may cause permanent damage not covered by warranty. Remove all jewelry and loose items before cleaning.

Cleaning of the Undersheet and pillow top:

For cleaning of the undersheet and pillow top we recommend only using approved cleaners that have been tested by the manufacturer. ProSun recommends our Lucas-Cide liquid cleaner or our Lucas Cleaner wipes. Each product can be used to clean and disinfect the exterior under sheet and pillow top of your unit. Do not use this product on the coverplates/ plastic surface (see cleaning instructions above).

The undersheet can also be put in the washer on gentle cycle when needed. Your equipment comes with an extra undersheet so you can switch them out when washing and not experience any down time on your equipment.

NOTE:

For thorough cleaning and disinfection, the product you are using has to remain in contact with the surface that is being cleaned and disinfected for a specific amount of time, as mentioned on the instructions of the product. The specific amount of time will depend on the type of cleaner/disinfectant that you are using. Follow the directions on the product.

After the specified application time remove remaining cleaner/disinfectant from the surface of the equipment.

Adding Distilled Water:

Only used distilled water. The use of non-distilled water will void the warranty.

The service of this equipment may only be done by an authorized technician or trained and qualified staff.

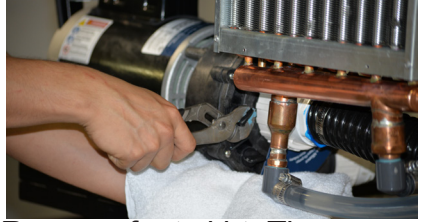
Maintenance by skilled persons:

ProSun recommends having an annual inspection by a certified technician to review connections, check for loose wiring, check the power cords and review all other high voltage components. At this time the certified technician can dust all electronic components.

For more maintenance information please visit our website at:

www.prosun.com/customer-service

Troubleshooting Guide


PROBLEM	PROBABLE CAUSE(S)	POSSIBLE SOLUTION
Jets making irregular noises or will not function at all.	After initial setup, replacing water or any other maintenance air can get trapped in the plumbing and cause jets to malfunction.	 <p>Remove foot skirt. Then go to page 15 of the manual for more information.</p> <p>Take caution as some water will begin to come out of the pump. Place towel under the pump when opening.</p> <p>If single valves are still not working, go to Settings>Manual Mode to check status of valve.</p>
No Power to the unit	1. plug or circuit breaker is tripped. 2. Tripped Fuse	1. Reset the GCFI on the plug or reset the circuit on the breaker. 2. Remove side skirt, locate fuse on the box and if it shows white it needs to be reset.
Unresponsive Touch Screen Black Screen	Software malfunction or HDMI cables unplugged	Unplug the unit, wait ten seconds then plug back in. Unplug all connections in the back of the screen and plug them back in.
Non-Critical Water Level	Evaporation, leaks	Add 5 gallons of distilled water or until water in view.
Critical Water Level	Leak Level switch malfunction	Take of skirts and look for leak. If there is no leak add 10-15 Gallons of distilled water if no water in view.
Loose or Sagging Net	Stretching (likely after 4-6 months of continuous use)	Refer to net tightening guide

PROBLEM	PROBABLE CAUSE(S)	POSSIBLE SOLUTION
Unit is Activated but nothing happens	<ul style="list-style-type: none"> • No Power to the unit. • Timer clears after priming • Remote timers do not work. • Incorrect voltage 	<ul style="list-style-type: none"> • Check to see if unit is connected to the power source. • Restart timer and try again. • Check that it is plugged in and contact ProSun customer service for replacement parts. • Get voltage reading from certified technician.
Unit appears to be too hot	<ul style="list-style-type: none"> • Fans are obstructed • Room is too small 	Ensure all fans are clear of obstructions and dust. Check that your room is the correct size as described earlier in the manual.
Room temperature abnormally warm	Unit too close to the wall	Pull unit away from wall at least 10 - 12 inches.
Unit has ERROR or warning message on screen	See User manual	Contact ProSun customer service



Any troubleshooting outside of the above mentioned guide should be done by a certified technician. Contact ProSun to schedule service with a certified technician.

Replacement of Components

 **WARNING:** Before doing any repair or replacement work on this machine, ALWAYS disconnect the power at the main circuit breaker(or, if the main power cable has a wall plug, pull it out).

IMPORTANT: Only use manufacturer-authorized replacement components. Failure to do so may void warranty.

Technical Modifications

This unit has been manufactured in accordance with current safety regulations. The illustrations and specifications are subject to changes in order to improve the device. Unauthorized modifications and changes to the device and its controls are prohibited.

ONLY USE ORIGINAL PARTS! Use of any other parts voids the warranty and ProSun will not be liable in any cases of damage or injury due to the use of these parts.

Undersheet Removal



Undersheet Removal

Flip top padding over and peel off sheet attached by Velcro.

Washing instructions:

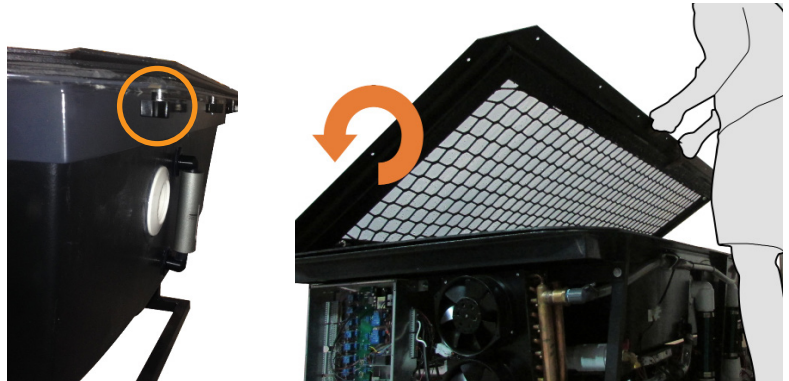
Hand wash/delicate cold cycle

Air Fluff to dry

Net Tightening

Net Tightening

1. Remove plates holding net in place then flip over so the urethane is facing down.



2. Tighten bolts evenly surrounding the net to regain tension.

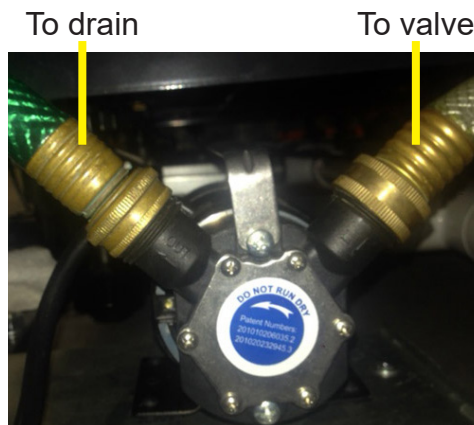


Draining the Unit

Drain Pump Instructions (Optional)

1. Remove end skirt on the head side of the bed and locate the small drain pump. Attach a garden hose to the out stem on the pump.
2. Place end of garden hose into the desired draining location.
3. Open valve and turn on pump and let run until tub is empty.
(Approximately 10-15 minutes)

Note - If you do not have a drain pump, attach a hose or place bucket underneath the valve and let water come out.



Assembly Introduction

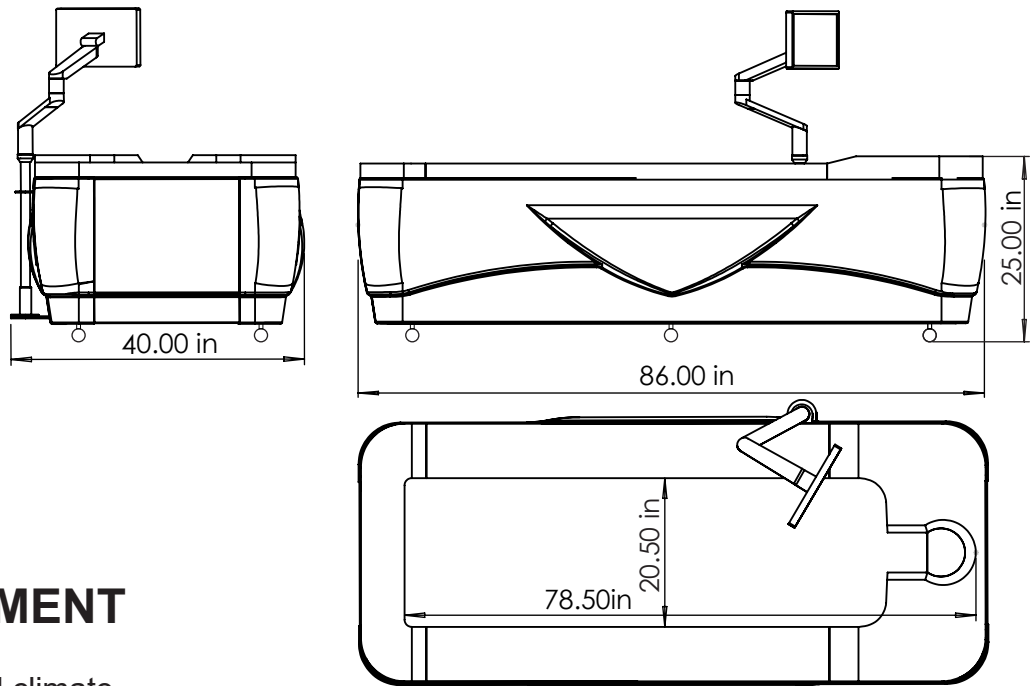
Required for assembly (not included):

- 1 wrenches to tighten nuts
- Power adapter kit (230V for commercial use, for warranty to apply voltage must be between 218-230 V)

*Make sure you write the Serial Number (located on the back of the canopy) down on the previous page and store the manual somewhere you can easily access. The Serial Number is MANDATORY to order parts for your unit, as well as, any customer service calls.

Product Specifications

- 86" long (218 cm)
- 40" wide (101 cm)
- 25" high (63 cm)
- 300 lbs empty (136 kg)
- 600 lbs filled (272 kg)
- Weight Capacity of 375 lbs (170 kg)

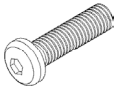


ROOM ENVIRONMENT

- Indoors with a controlled climate
- Room should be between 74-78 degrees Fahrenheit
- Free of excessive dust and lint
- Stable Flooring - When filled the **AquaFrixio** weighs 600 lbs and meets most state residential and commercial codes for weight. However, always use discretion when choosing a location for your unit.
- **IMPORTANT:** Access to 220v (20 amp- dedicated line) grounded power supply.

Included Parts

Make Sure all parts are included before you begin.



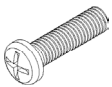
Bracket Screw x4



M8 Bracket Washer x4



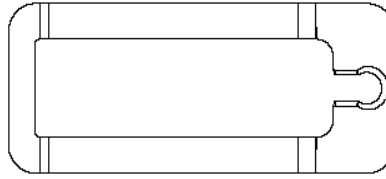
M10 Bracket Washer x4



Skirt Screw x8



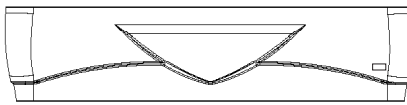
Skirt Caps x8



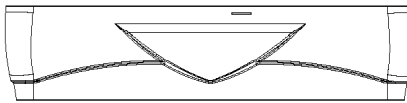
Padded Cover x1
ACCE6810140



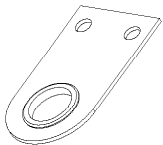
Undersheet x2
ACCE6810135



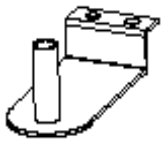
LED Side Skirt x1
CVPL6601068



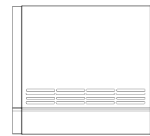
Slotted Side Skirt x1
CVPL6601060



Top Bracket x1



Base Bracket x1



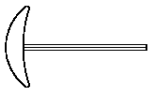
End Skirt x2
CVPL6601066



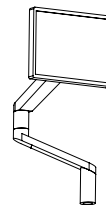
Filler Tube x1



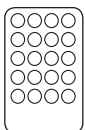
CPU Box -
Preinstalled
in unit



Allen Wrench x1
ACCE1000552



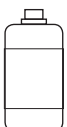
Monitor and Arm x1



LED Light Remote x1



Monitor Stand x1



Water Conditioner x2



Transportation Tool x1

Unboxing and Uncrating

1.



Your AquaFrixio will arrive with the unit crated and the accessories strapped in a box ontop of the crate. Ensure there is no damage to the items in the box or to the crate before the delivery driver leaves. If there is any damage note the details on the delivery receipt.

2.



Start by removing the top box from the crate and.

3.



Use the drill to remove the plywood walls on the crate. Start by removing the end first followed by the long sides of the crate.

4.



Once all the sides are removed your crate will just have the frame in place. Start removing the frame from the unit using the drill to remove each piece.

5.



Locate all the support brackets on the bottom of the AquaFrixio frame.

6.

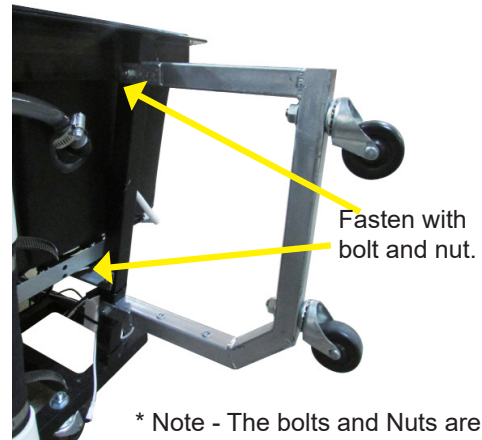
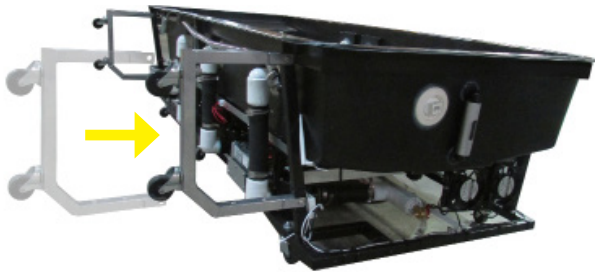


Use your drill and remove all of the support brackets. Once they are all removed you can lift the unit by holding the frame only and move it out of the crate.

You are now ready to move onto the AquaFrixio Manual. Please follow the steps in the Manual to finish setting up your unit!

Pre Installation Steps or narrow doorways:

Attach two wheeled brackets to the pump side of the frame in the positions shown.



* Note - The bolts and Nuts are already attached to the bottom of the unit*

Lift unit until it is on its sides with all four wheels of the moving tool in contact with the ground.

NOTE: Recommended to perform with 2 people



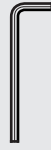
Once unit is standing on its side, it can be rolled to the desired destination.

Note: It is not recommended to leave the unit on its side for prolonged period of time. Only meant to be used for immediate moving.



Installation

Tools/Items Necessary:



3mm allen wrench



2 Phillips

1

Once the unit is in place, remove the fill cap then that is located at the head end of the unit. Then use the funnel to fill the unit with distilled water.



2

After fill tube is attached, fill unit with 40 gallons of distilled water.

Note: warranty is VOID if distilled water is not used.

Important

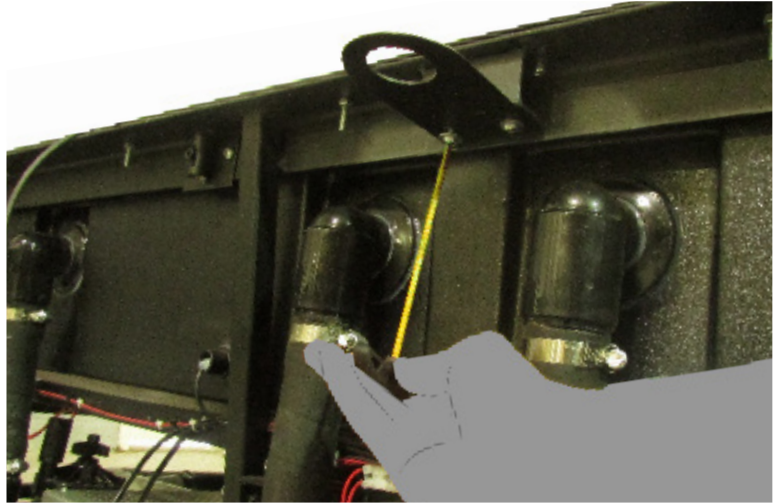
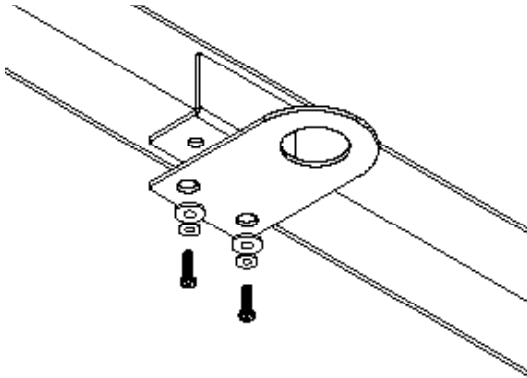
After filling air can be trapped in the plumbing causing irregular jet operation. See troubleshooting guide (pg. 15) for instructions on removing the



Note: The unit will take 38-40 gallons. You will note that the unit is full when you are able to see the water inside the fill tube and you can proceed to closing the cap.

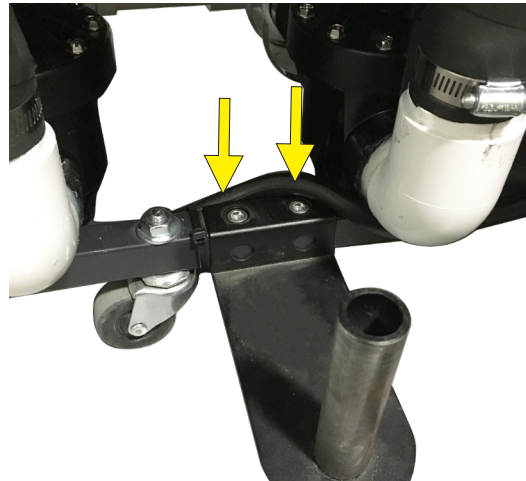
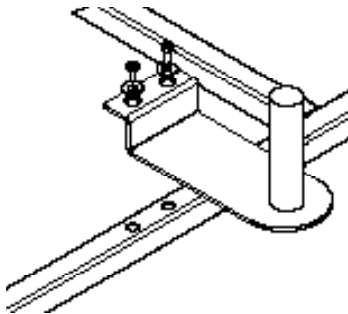
3

Position the Top Bracket, which is found on the opposite side of the unit from the CPU box, by locating the mounting bracket underneath the top rail of the frame and attaching to the top bracket.



4

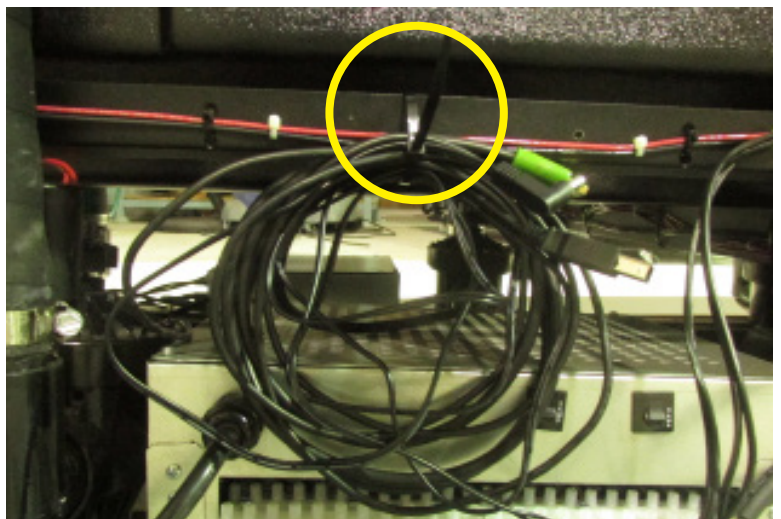
Locate holes on the side of the bottom rail of the frame below the top bracket and attach base bracket.



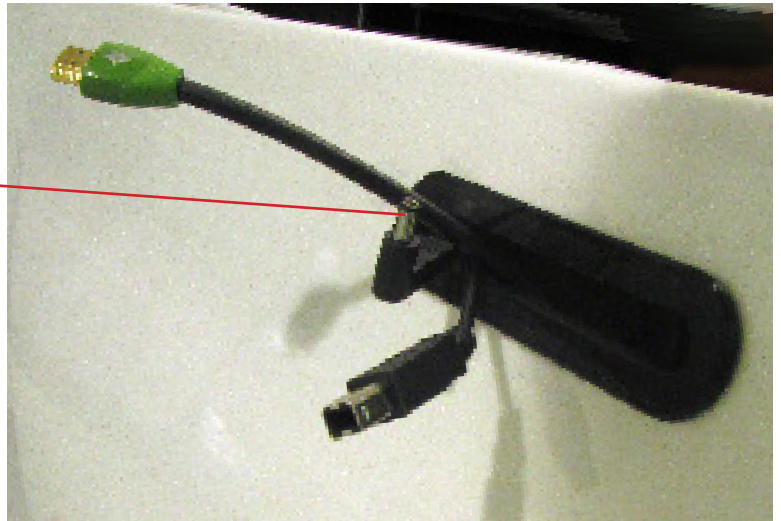
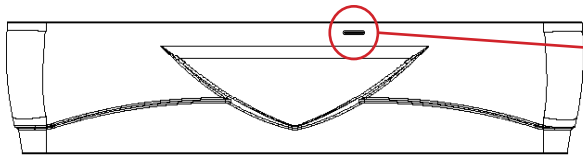
5

With scissors **carefully** cut zip tie holding monitor wires.

Note: Some units may not contain power supply box shown in photo.



- 6 Feed wires through slotted side skirt.

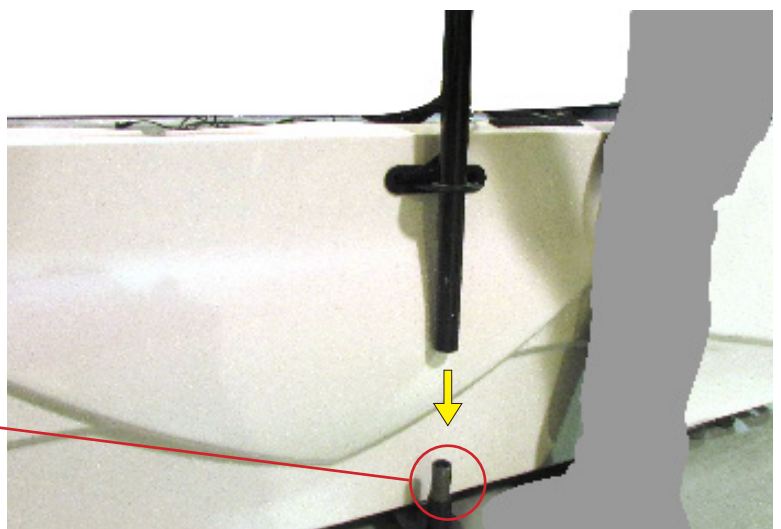
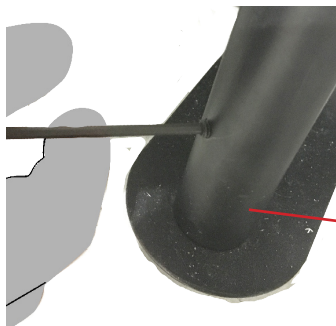


- 7 Attach slotted side skirt to the unit, fitting it over the base bracket and sliding the top bracket through the slot.



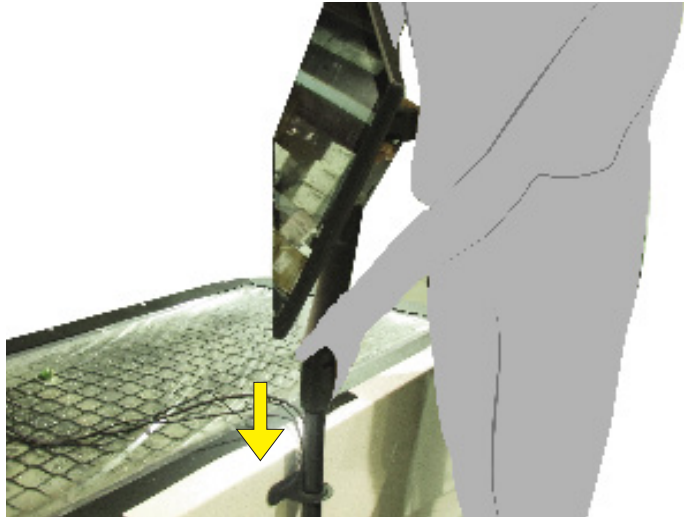
- 8 Insert monitor stand through the top bracket and onto the peg of the base bracket. This will hold the side skirt into place

At the bottom of the pole tighten the set screw using a 3mm allen wrench

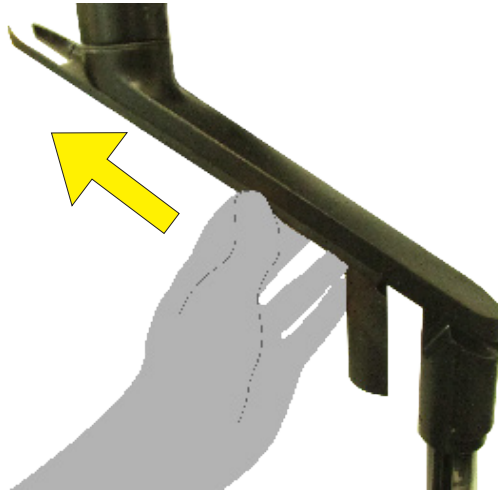


Note- 3mm allen wrench not included

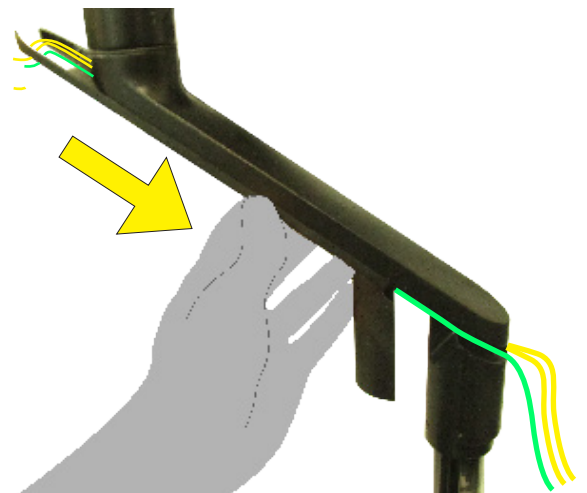
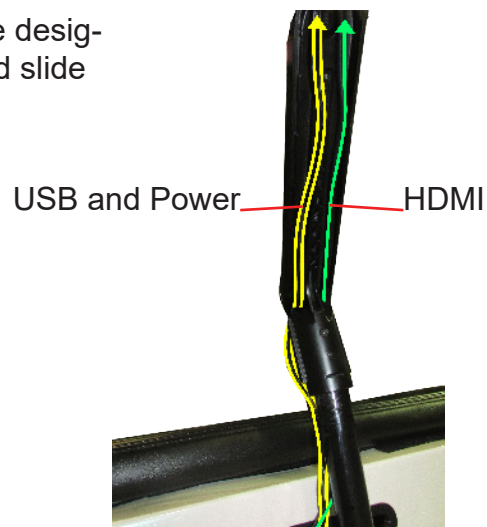
- 9 Slide monitor onto the pole.



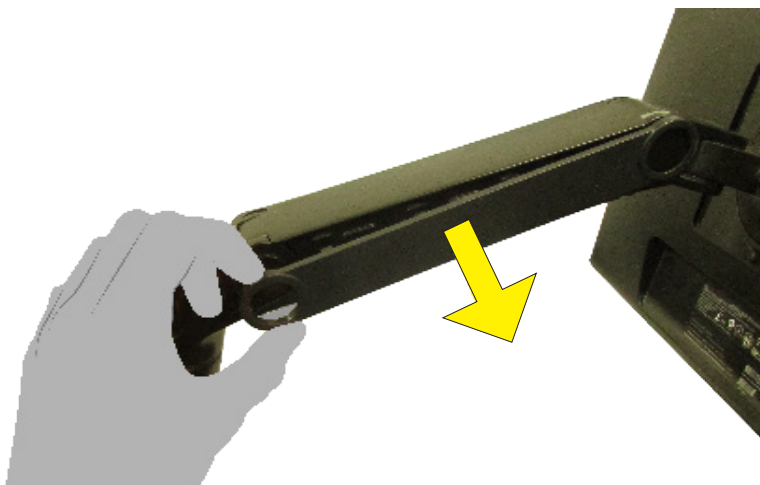
- 10 Slide off cover on the bottom of the lower section of the arm.



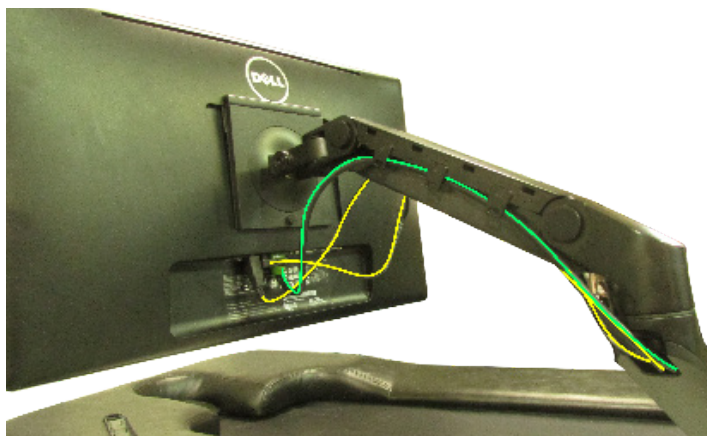
- 11 Feed wires through the designated areas shown and slide cover back on.



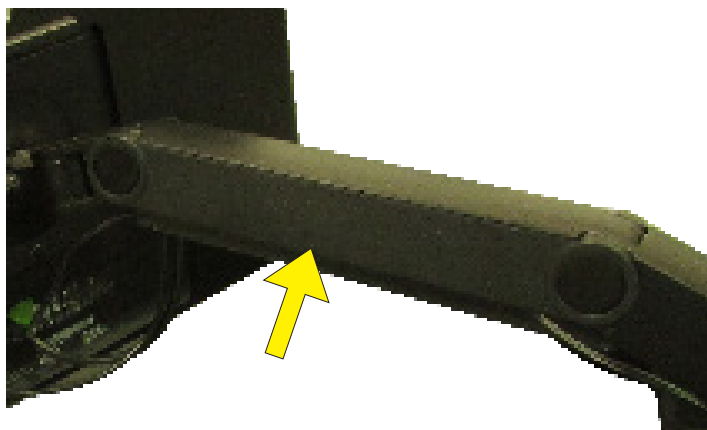
- 12** Remove the two side covers on the upper section of the monitor arm stand.



- 13** Feed wires through the space shown to the right, make sure the wires are long enough to plug into monitor. Replace the two covers once complete.



13a



Note- In the photo to the left make sure the air tube goes through the slot in the skirt and is placed into the pole of the computer screen.

Checking for air in the zones:

Note: This must be done prior to attaching the remaining skirts and unit must be filled with water.

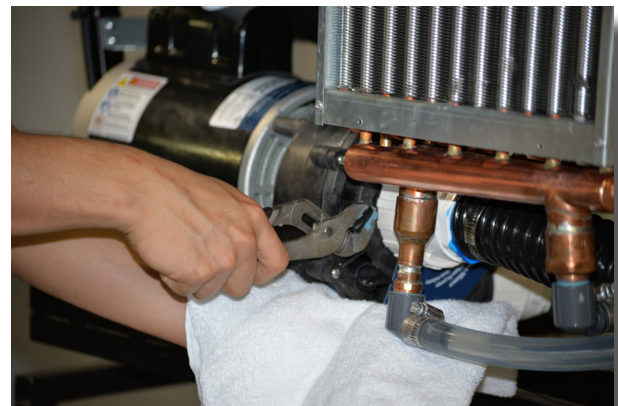
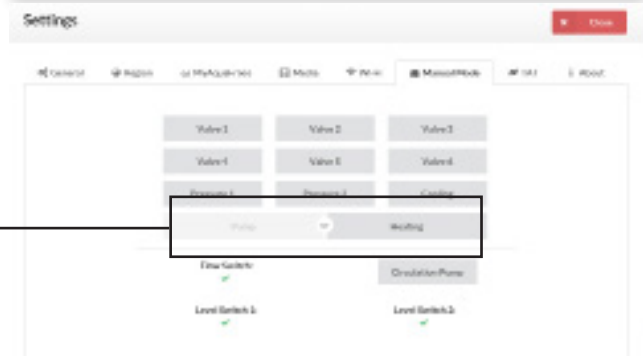
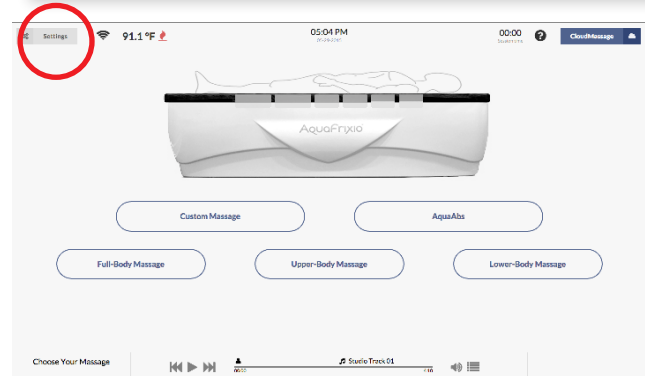
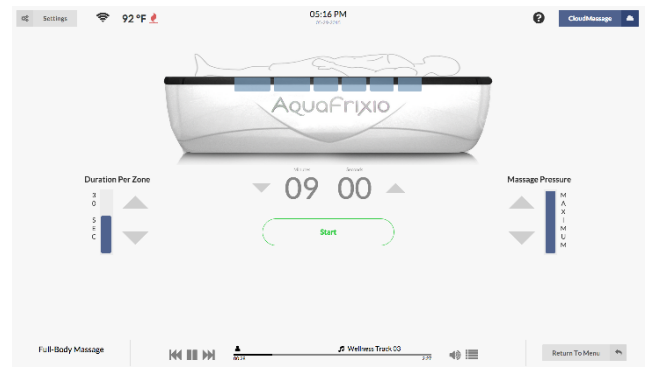
- 14** Once the monitor set up is complete, plug in the unit and wait for the screen to read 'Touch to Begin'. Before putting on the rest of the skirting, it is important to make sure there is no air in the zones. Select '**Full-Body Massage**' on the home screen then press '**Start**'.

If any irregular noises come from the jets or there is low or no pressure, there is air in the pump.

- 15** Stop the massage if any irregular noises occur and go to the Settings option. Once you are in Settings go the manual mode.

- 16** a. Individually select each of the valves. You will hear an audible "click" when you press the buttons if they are functioning correctly. Once you have all the valves selected hit the Pump button. If no or little pressure comes out you will need to prime the pump. Hit Pump one more time to turn off the unit.

- b. Place a towel under the pump which is located at the foot end of the bed. You will start by opening 1 of the 3 black plugs on the pump as shown in the photo (start on the bottom plug). Once the first one is partially open go back to the manual mode and hit Pump to start the unit (make sure the valves are selected). If this does not resolve the problem move onto the second plug and then the third.

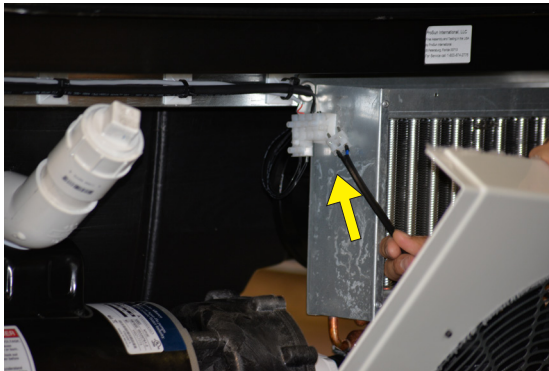


17



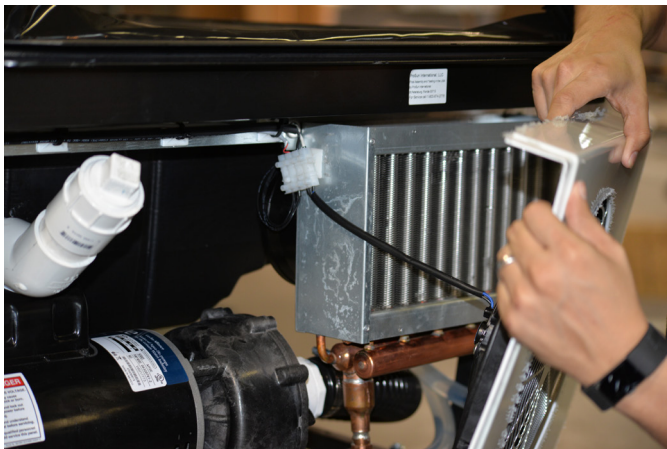
Take the end skirt with the built in fan and place it close to the foot end of the unit where the pump is located.

18



Take the cable that comes from the skirt and connect it to the terminal block located next to the radiator.

19



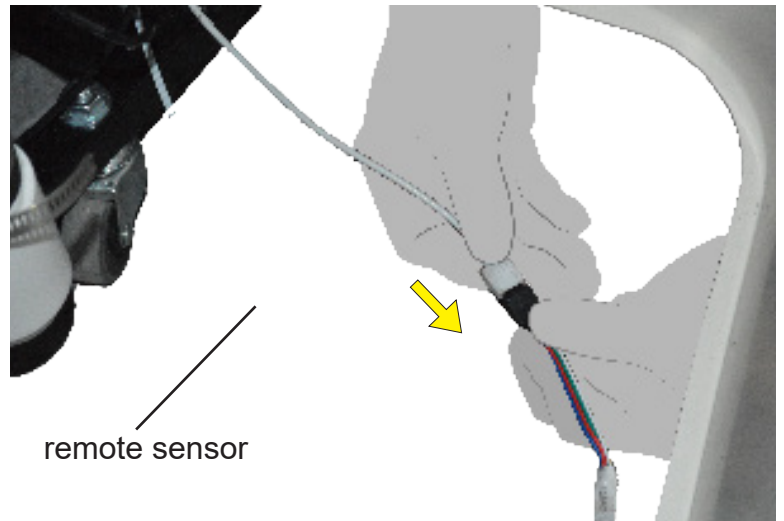
Once the cable is connected carefully place the skirt on the unit.

Every time you are going to add water in the future remember to be careful when removing the skirt and disconnect the plug to

20

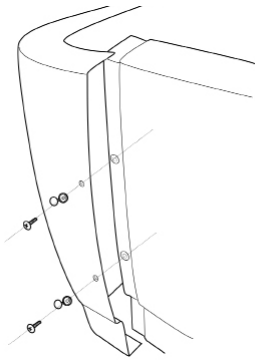
Before attaching the front skirt, connect the LED lights as shown. Make sure the arrows on both parts align. These cables are located at the bottom head of the unit on the opposite side of the screen.

*Further directions on exposing the LED remote sensor follows once skirt is assembled



21

Attach end skirts using skirt screws and skirt screw caps.

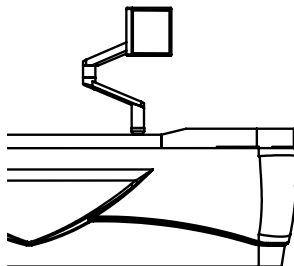


22

Make sure the remote sensor is exposed at the bottom of the unit. When using the remote point it towards the sensor.



Remote



Sensor



23

Place pad on the bed and line up velcro strips on the bottom of the pad to the velcro strips on the top of the skirt.

The unit is now ready to be plugged in for use.



Congratulations!

The unit is now ready to be plugged in for use. Refer to the Operation section for a detailed explanation of the AquaFrixio software.



Warranty

AquaFrixio Warranty LIMITED WARRANTY Revised June 2018

Warranty period:

PROSUN warrants all equipment manufactured or imported by it, provided it is still owned and operated by the original owner, to be free from defects in material under normal use and service. Warranty Periods as specified below are from the date of delivery to the location. The warranty is non-transferable and is only valid for the original purchaser of the equipment.

What is covered:

During the Limited Warranty period as specified below, PROSUN will be repair or replace any defective system or components found to be defective, at PROSUN's sole discretion. Prior to making any repairs, the owner must provide PROSUN with information requested and perform basic troubleshooting. PROSUN will review the problem and provide disposition of parts and guidance to the authorized technicians performing the adjustments or repairs. Any repairs or damage done as a result prior to reporting of the problem and disposition and guidance by PROSUN customer service shall void the limited warranty.

The cost to the Purchaser is based on the proration of the warranty on the defective system or components and labor. The limited warranty is as follows:

- 10 year warranty on the steel frame.
- 3 years on tank.
- 12 Months on Electronic and Mechanical Components.
- 90 days on Labor. (Note: additional labor warranty can be purchased at the time of purchase and renewed based on PROSUN's discretion and availability.

General Warranty Terms and Limitations:

- The Warranty Period is based on the date of delivery and contingent on proof of annual maintenance inspection/service. (Every 12 months or 1500hours.).
- The Limited Warranty will be null and void if equipment has been damaged and not reported and repaired or maintenance/service has not been performed as defined in the User Manual.
- Equipment must be owned by the original owner, in original installed location. It may not have been physically moved from its original installed location unless otherwise authorized by PROSUN and removal and re-installation is performed by PROSUN certified technicians. Failure to do so will void the warranty.
- Any work performed on the equipment by a non-authorized technician without the express consent of PROSUN will void the warranty.
- All warranted parts will be sent out with Ground shipping costs, expedited shipping will have an additional charge to the customer.
- Replacement parts purchased after the original warranty period are extended a 90-day warranty only if those parts have been purchased from PROSUN and installed per PROSUN's instructions and approval. Note: Payment for replacement parts outside the warranty period or not included in the warranty require a payment in full prior to shipping. Any product being returned to PROSUN for repair, replacement or return must be adequately packaged to prevent freight damage and must be shipped via traceable methods unless otherwise authorized in writing by PROSUN.

What is not covered:

- Labor to replace warranted parts or make repairs outside of the labor warranty period, or to perform annual maintenance.
- Any parts affected by discoloration or use of non-distilled water.
- Damage caused by mis-handling, mis-use for anything but its intended use, abuse, negligence, external trauma due to overloading or not maintaining proper distilled water levels.
- Cosmetic damage, whether intended or due to wear and use.

- Damage due to improper electrical installation or connection including overpower, under power, and incorrect service connection.
- Cracked or broken cover plates.
- External damages to the screen or support structure for the screen of the AquaFrixio.
- Any failure of the external timing system (example: T-Max, FST timers and timer system components).
- Any damage caused by the failure of any supporting hardware not supplied by PROSUN.
- AquaFrixio unit, parts or components damaged in transit where PROSUN'S damaged goods policy is not followed by purchaser or purchaser's designee.
- Any parts such as the urethane (water barrier) sheet, GFCI in power supply, WiFi Antenna, Pillow top or any items that can be damaged by customer use and normal wear and tear.

THIS WARRANTY DOES NOT APPLY TO ANY FAILURE OF PRODUCT DUE TO ALTERATIONS, MODIFICATIONS, MISUSE, ABUSE, NEGLIGENCE, ACT OF GOD, ACCIDENT, IMPROPER MAINTENANCE (INCLUDING LACK OF ANNUAL MAINTENANCE) OR INSTALLATION, USE OF PARTS NOT SUPPLIED BY PROSUN, FAILURE TO OPERATE AND USE THE PRODUCT IN ACCORDANCE WITH THE INSTRUCTIONS PROVIDED IN THE OWNER'S MANUAL SUPPLIED WITH THE PRODUCT OR FAILURE TO OTHERWISE MEET MANUFACTURER'S SPECIFICATIONS, OR IF THE SERIAL NUMBER HAS BEEN REMOVED, ALTERED OR DEFACED. ANY DAMAGES CAUSED BY THE USE OF NON-DISTILLED WATER.

Procedure for Requesting Warranty Work and Parts:

In the event of an issue that is covered under this limited warranty agreement, the customer must first contact PROSUN. PROSUN Customer Service will initiate a service ticket and issue you a Warranty/Incident claim number. The customer must work with ProSun by phone, email, or FAX to provide all necessary information on the issue with the equipment and perform basic troubleshooting tasks.

1. If your equipment has a manufacturer's defect within the first 90 days, the necessary parts will be sent to you via expedited shipping options. After being given a claim number by customer service, you will be sent and must sign our warranty documentation and return it to PROSUN prior to the parts being sent out.
2. A return shipping label will be provided. You will need to return the original or any unused parts to PROSUN unless otherwise advised in writing. If the original defective parts are not returned within 30 days, you will be responsible for the purchase charges for the parts. If unpaid, your account will be placed on hold until the issue has been resolved.
3. Any warranty parts needed outside of 90 day warranty period will require payment up front. A return label will be provided with your warranty parts and a full credit will be provided to your payment method within 10 business days of receiving the original or returned unused parts. If parts are not returned within 90 days or have been damaged, a credit will not be issued or may be subject to a restocking fee.
4. Depending on the labor warranty as stated in this agreement, PROSUN will help the customer by phone to replace the component or will schedule a technician to perform the service work.

Right to Modify:

PROSUN reserves the right to make changes or improvements to its products without incurring any obligations to similarly alter products which have been previously purchased.

Exclusivity of Warranty:

This warranty is the only warranty made by PROSUN and may only be modified or amended by a written instrument signed by a duly authorized officer of PROSUN. PROSUN's sole and exclusive liability and Purchaser's sole and exclusive remedy under this warranty shall be, at PROSUN's discretion, to repair or replace, to the extent available on a prorated basis, any such defective Products. These remedies are available only if PROSUN's examination of such Products discloses to PROSUN's satisfaction that such defects actually exist and were not caused by Purchaser's misuse, abuse, neglect, improper installation, maintenance or testing, alterations or

modifications, failure to meet manufacturer's specifications or any other cause beyond the range of normal usage, or by accident, fire or other hazard. Repair or replacement of a part does not extend the warranty period or extend the prorated value of a part or product beyond the initial limited warranty periods as specified and set forth above.

THE WARRANTY SET FORTH ABOVE IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL PROSUN BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES WITH RESPECT TO THE PRODUCTS DELIVERED HEREUNDER OR SUBSEQUENT USE THEREOF.

Limitation of Liability:

PROSUN shall not be liable for any loss, damages, or penalty resulting from failure to perform any of its obligations under this Agreement due to major force or any cause beyond its reasonable control.

PROSUN'S LIABILITY UNDER OR FOR BREACH OF THIS AGREEMENT SHALL NOT EXCEED THE REFUND OF THE PURCHASE PRICE LESS REASONABLE RENTAL FOR PAST USE. IN NO EVENT SHALL PROSUN BE LIABLE FOR COSTS OF PROCUREMENT OF SUBSTITUTE GOODS BY THE PURCHASER OR FOR UNAUTHORIZED REPAIRS UNDERTAKEN BY THE PURCHASER WITHOUT PROSUN'S PREVIOUS WRITTEN APPROVAL. IN NO EVENT SHALL PROSUN BE LIABLE FOR ANY SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, HOWEVER CAUSED, WHETHER FOR BREACH OF WARRANTY, NEGLIGENCE, OR OTHERWISE. PROSUN DISCLAIMS ANY OBLIGATION OR LIABILITY FOR LOSS OF USE OF THE PRODUCT WARRANTED, LOSS OF TIME, INCONVENIENCE, RENTAL OR SUBSTITUTE PRODUCTS, LOSS OF BUSINESS, LOSS OF INCOME, COMMERCIAL LOSS OR ANY OTHER DIRECT, CONSEQUENTIAL, SPECIAL OR INCIDENTAL DAMAGES.

Governing Law: Notwithstanding principles of conflicts of law of any jurisdiction to the contrary, all terms and provisions of this Agreement are to be construed and governed by the laws of the state of Florida without regard to the laws of any other jurisdiction. The Purchaser waives any and all privileges and rights which they may have under Chapter 47, Florida Statutes (1993), relating to venue as it now exists or may hereafter be amended, and under any other statute, or administrative provision thereof in any legal action on this Agreement; and further, the Purchaser agrees that any legal action brought on this Agreement or in connection therewith, shall be brought in the appropriate court in Pinellas County, Florida.

Attorney's Fees: Should a dispute arise with regard to this warranty or any other aspect of this sale the prevailing party shall be entitled to reasonable attorney's fees and costs through appeal under Florida Law.



ProSun
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