

Owner's Manual



Dear Owner,

Congratulations and thank you for purchasing the Cocoon Wellness Pro System. Enclosed you will find your Owner's Manual. The manual includes set-up and operating instructions, as well as service and troubleshooting tips.

We look forward to the opportunity of offering additional products and services to you. Please forward all inquiries to the address shown below or visit us at www.wellness-usa.com.

In order to offer the highest quality products and services to our customers, we welcome your feedback regarding your new **Cocoon Wellness Pro System**. Thank you for your business!



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CHAPTER 1 - INTRODUCTION

1.1 Purpose of this Manual

This manual explains how to correctly install, operate and get the best performance from your Cocoon Wellness Pro 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 POD, and keep it nearby for quick reference.

1.2 Customer Service

We welcome and appreciate your comments, questions, and suggestions in order to offer the highest quality products, accessories and services to our customers continually. Our qualified professional teams are ready to assist you with a prompt response to any question communicated to us by telephone (1-877-818-8877) or email info@wellness-usa.com.

1.3 Disclaimer

While every attempt is made to ensure the accuracy and completeness of the information in this document, some errors may exist. Wellness USA does not accept responsibility of any kind for a customer's losses due to use of or reliance upon this document.

Wellness USA Reserves the right to make changes without notice to the product described or contained herein in order to improve design and/or performance. Wellness USA 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. Wellness USA makes no representation or warranty that such applications are suitable for the specified use without further testing or modification.

1.4 Copyright

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CHAPTER 2 - PRODUCT FEATURES

2.1 Product Features

Dry Heat Sauna

The temperature is displayed and adjustable to allow for the user's cabinet temperature preferences ranging from room temperature to as high as 194°F (90°C). The heat delivered via an array of hood ports ("air shower") to insure even and comfortable distribution of warm air.

Infrared Heating System: Infrared heat can be used by itself or used in combination with dry heat for the most complete and enjoyable active thermal fitness.

Ergonomically-Contoured Bed

The massage bed is contoured to provide the most comfortable fit for your body. The contoured shape evenly delivers vibration to all parts of the body.

Vibration Massage

Individualized variable massage motors controls on the touch screen control panel for the upper and lower motors allow for customized massage vibration settings. The adjustable pulsating rhythms range from rapid strokes to long and deep waves.

Aroma System

The Cocoon Wellness Pro System's Aroma cup System allows a choice of any or all four aromatic scents for **vigor, health, relaxation and cleansing** to flow over the face.

Himalayan Pure Ionic Crystal Salt: 6" x 6" pure salt tile applied to intake fan for clean and refreshing pure salt-air.

Cool Face Air

A continuous stream of adjustable cool air flows lightly upon the user's face during each session.

2.2 Fitness & Wellness Services

Please contact your distributor if you are interested in receiving information about services, marketing and promotion.



CHAPTER 3 - QUALITY ASSURANCE & SAFETY

3.1 Precautionary Safeguards

Strictly observe the following instructions for safety:

- Prevent flammables, water and metallic objects from entering the system.
- Do not use the system when there is lightning in the vicinity. Disconnect the power cable of connected equipment.
- Check the voltage before operation. It must be identical with that of your local power supply.
- **If your unit will not be used for more than a two week period, unplug the system from the electrical wall outlet after at least three minutes of cooling off from the last session. To disconnect the cord, never pull the cord itself, but pull from the plug only.**

Avoid using the **Cocoon Wellness Pro System** under the following conditions:

- Excessive humidity or dust.
- Near appliances generating strong magnetic or electric fields, such as speakers and broadcasting antennas.
- Excessive soot or steam, such as near a cooking stove.
- Excessive shock or vibration.
- Near a television set.
- Extremely hot places.

CAUTION: The appliance has a hot surface. Persons insensitive to heat must be careful when using the Cocoon Wellness Pro System.

Upon testing the System configuration, it was found to meet the radio interference emission requirements of the Federal Communication Commission (FCC) "Rules and Regulation" for Unintentional Radiators Part 15, Subpart B, Sections 15.107a and 15.109a, for Class B digital devices.

The System was found to meet the conducted emissions requirements according to EN55022, Class B and meets Class A for Radiated emissions requirements.

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

1. **Allow for a three-minute cooling off period before unplugging the Cocoon Wellness Pro System.** An appliance may not be left unattended when plugged in. Additionally, unplug it when not in use (generally at the end of the day), before putting on or taking off parts and performing preventative maintenance or cleaning. **If it will not be used for more than two weeks, turn the ON/OFF switch located underneath the bed to OFF by depressing the "0" side of the switch. Then unplug it from the electrical wall outlet.**
2. Use the Cocoon POD only for its intended use as described in this manual. Do not use attachments and accessories not recommended by the manufacturer.



3. Never operate this appliance if it has a damaged cord or plug, if it is not working properly or if it has been damaged.
4. Keep the cord away from heated surfaces.
5. Do not use outdoors.
6. To disconnect, turn power control to the OFF position, then remove plug from outlet.

7. **DANGER:** Never use pins or other metallic fasteners with this appliance. Carefully examine the bed covering before each use. Do not use the appliance if the bed covering shows any sign of deterioration. Keep dry – do not operate in a wet or moist condition.

8. **WARNING:** Temperatures high enough to cause burns may occur regardless of the control setting.

9. **WARNING:** Connect this appliance to a properly grounded outlet only. Please refer to "Grounding Instructions" in Section 4.5 of this manual.

10. **WARNING:** Do not cover the infrared heat wings (could cause fire risk).

Please note that the rating plate/serial number plate and safety caution are under bed near the head area.

11. **CAUTION:** Risk of electrical shock – do not open the power box or control panel and do not remove the power box cover. There are no user-serviceable parts inside (refer to qualified personnel only for service).

12. For infrared emitters, the thermal cut-outs are self-resetting.

3.2 Bed Vibration Massage Motors

The vibration massage motors in your unit are powerful and can be adjusted to low, mild, strong, intense and maximum vibration. When the motors are run continuously on the two highest settings (intense/maximum) for 40+ minutes, we recommend a short cool down period between sessions.

Our motors have a temperature sensor that will automatically temporarily shut down the motors for 5 – 7 minutes when they are used continuously at highest settings (for approximately 45 – 60 minutes straight) to avoid overheating. As a general rule, we recommend allowing a 5 – 7 minute rest and cool down period every hour of use.



CHAPTER 4 - SETUP

4.1 Opening Shipping Container

Strictly observe the following instructions for safety:

- Do not stand the **Cocoon Wellness Pro System** on end.
- Do not drop or tip it on its side.

It is recommended that at least two people lift the system. Each person must be able to lift 120 pounds (56 kilograms). Once assembled, the system does not fit through a standard doorway. The hood may be removed to for ease in transporting and/or moving through narrow doorways. Please refer to the exterior packing materials instruction sheet to assemble or disassemble.

Instructional steps for opening shipping container are as follows:

1. Cut straps restraining the carton with utility tool.
2. Save exterior packing materials instruction sheet.
3. Lift top off carton.
4. Remove pieces of cardboard support bridge.
5. Remove triangle packing from corners.
6. Lift large middle sleeve with one person at each end.
7. Stand at each end of the system and locate hand holds at the base.
8. Lift the system from the pallet.
9. Position in location of operation on a carpeted or padded surface.
10. Remove plastic wrapping from bed assembly & release accessories box.
11. Remove power cord from accessories box.
12. Plug cord into the **Cocoon Wellness Pro System** at foot base and into wall outlet after verification of power requirements.
13. Unwrap head pillow from plastic material on the **Cocoon Wellness Pro System** hood and position inside the cabinet.

4.2 Contents Checklist

In the manufactured sealed box is the Contents Checklist for Supplied Accessories as shown in Table 4.2.1 as follows:

Table 4.2.1 Contents Checklist for Supplied Accessories.

One (1) head pillow
One (1) ea. 1/3 ounce bottles of Pure Essential Oil Blends: Cleanse, Health, Relaxation and Vigor
One package of 50 disposable neck drapes
One Main Power Cord
One Owner's Manual (included on CD-Rom)
One 6" x 6" Himalayan salt block



One (1) Aromatherapy dish and wire basket/bracket
FitBed resistance tubes:
Two (2) Yellow tubes (2 to 4 lbs resistance)
Two (2) Blue tubes (4 to 6 lbs resistance)
FitBed Handles (2)

4.3 Installing Bed

It is recommended that at least two people perform this task.

Instructional steps for installing the bed:

1. Open hood.
2. Remove bed.
3. Carefully remove the protective plastic from the bed.
4. Locate the electrical cords for the bed vibration motors.
5. Set six (6) balls in ball holes.
6. Stand at the opposite side of the bed facing each other.
7. Set bed gently on the six supporting balls.
8. Lift the head area of the bed and locate the bed prop. Lift the bed prop into position and lower bed onto it.
9. Plug the cords into the outlet according to the label while the bed prop is holding the bed up.
10. Make sure the vibration motors are not touching the electrical cords.
11. Lower bed back onto the six supporting balls.
12. Make sure all six balls remain in place for support.





Vibration power cord plug and receptacle



Vibration motor controller connections

4.4 Supplied Accessories

Instructional steps for installing Supplied Accessories:

1. Installing Neck Drape:

1. Locate the velcro strip inside the hood of the Cocoon Wellness Pro System above the neck opening
2. Take neck drape out of bag.
3. Place the Velcro end of the neck drape over the Velcro strip inside the unit.
4. Apply pressure to the Velcro strip.
5. Repeat Step 3 and Step 4 stated above if adjustments are required.



2. Installing Pillow:

1. Take pillow out of its plastic bag.
2. Set pillow at the head end of the unit in the head area.

4.5 Electrical Power Requirement

Electrical Requirements:

Power required for proper operation of Cocoon Wellness Pro should meet the following specifications:

110/120 Volt, 20 Amp or 220/240 Volt, 15 Amp

Because of the nature of this device, each individual Cocoon Wellness Pro System needs its own dedicated circuit breaker for operation.

CAUTION: To prevent electric shock and fire hazard do NOT use any other power source.

ETL Grounding Standards:

According to ETL standards for Motor Operated Massage and Exercise Machines, in category 89, the **Grounding Instructions** are:

Grounding Instructions (Save These Instructions)

This product must be grounded. If it malfunctions or breaks down, grounding provides a path of least resistance for electric current to reduce the risk of electrical shock. This product is equipped with a cord having an equipment-grounding conductor and grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances. **Make absolutely sure that the product is connected to an outlet having the same configuration as the plug.** No adapter should be used with this product. If the product must be reconnected for use on a different type of electric circuit, qualified service personnel must make the reconnection.

CAUTION: Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product – if it will not fit the outlet; have a proper outlet installed by a qualified electrician.

CAUTION: To prevent electric shock, do not use the polarized plug with an extension cord, receptacle or other outlet unless the blades can be fully inserted to prevent blade exposure.



For installation, strictly observe the following instructions:

- Place the Cocoon Wellness Pro on a level surface, preferably on soft carpet.
- Make sure the cover can be opened without hitting anything. Please refer to the **SPECIFICATIONS** for details on the actual dimensions.

Avoid using the Cocoon Wellness Pro under the following conditions:

- Do not install near radiators or in places subject to excessive dust, mechanical vibration, shock and/or excessive heat.
- Do not block the air inlet of the face fan located at the base.
- If it is located in a cold location, the supporting hood struts may decrease pressure in the strut chambers, which may cause the hood to drop sharply. For the struts, the operating temperature range is from 50°F to 194°F (15 °C to 90 °C).

4.6 Connecting the Power Cord

For safety, please check the operating voltage before proceeding to install the power. It must be identical with that of your local power outlet. The voltage tag is located on the vertical wall between the bed and the pillow area.



Figure 4.7.1 Connection of Power Cord.

Instructions for Connection of Power Cord as shown in Figure 4.7.1 *Connection of Power Cord*.

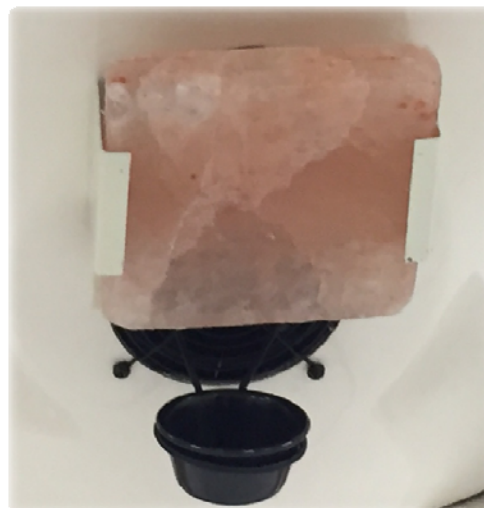
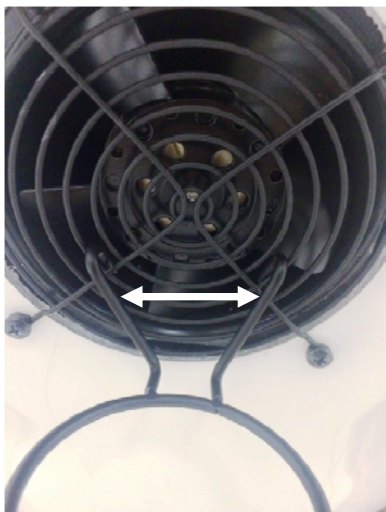
1. Locate the power cord in the component box and plug the square connector into the base. Tighten the screw in the plug-retaining ring to hold plug firmly in place.
2. Plug the power cord into wall outlet.
3. Turn on the ON/OFF switch located on the control (face) panel to operate the unit.
3. Please refer to the **TROUBLESHOOTING** section if any problems arise.

4.7 Installing the Aroma Cup and Himalayan Salt Block

CAUTION: To be done when unit is turned off!!!

Install salt block as shown below. Next, hook the black metal cup holder/ring to the bottom of the face fan grill as shown. NOTE: you may have to manually (and carefully) spread the hook bars slightly to fit properly.





4.8 Using Cocoon Wellness Pro with T-Max System (DOMESTIC USE ONLY)

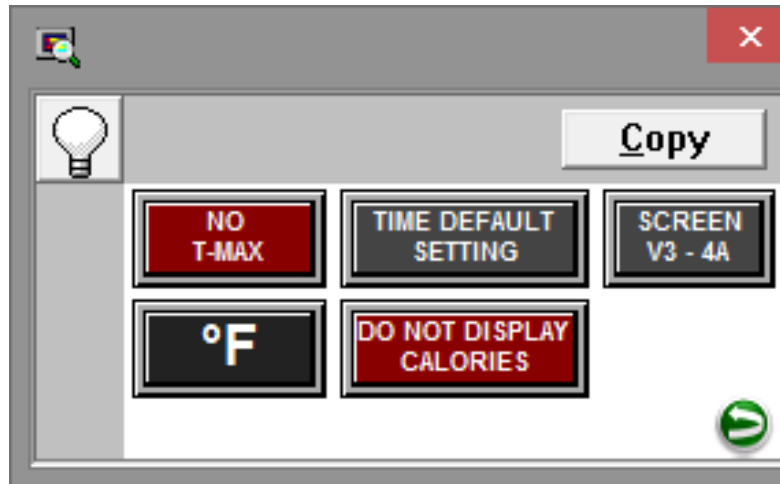
This unit is compatible with the T-Max system. The Cocoon Wellness Pro software has been designed for use with or without the T-Max system. If your business uses T-Max series timers or front desk operation, you can easily connect your unit to your T-Max system by following these instructional steps:

1. Connect cable 630094 (shown below) to the T-max receptacle located near the power plug receptacle on the bottom side of the base of the Cocoon POD.
2. Connect your T-Max timer per the instructions supplied with the T-Max System.



3. Follow the instructions on pages 23 through 24 of this manual to access the engineering screen which allows you to choose T-Max or No-T-Max operation. By pressing (and holding) the SETTINGS key (shown on page 23), you will be taken to a screen (shown below) which allows you select either T-Max or No T-Max operation.





CHAPTER 5 - OPERATION

5.1 Operational Safety and Use

CAUTION:

- To avoid high temperature contact, use wooden handle above hand ports to open and close device.
- Please remove any items, such as rings and jewelry, before beginning a session.
- Please read "Owner's Manual" before using.
- Never remove hood unless it is being disassembled.
- If you have any questions, concerns and/or problems, please contact your nearest dealer immediately.

For operational safety, strictly observe the following instructions:

- Do not sit or place heavy objects on top of the hood.
- Do not sit on the contour bed when hood is not fully opened.
- Close supervision is necessary when this appliance is used by or near vulnerable persons, such as children, invalids and elderly (children under the age of 16 must have adult guidance).
- If you have health concerns, such as asthma, problems with breathing, heart disease, high blood pressure or if you are pregnant, please consult your physician prior to using this machine.
- Recommended session duration is from 10 to 90 minutes.
- Infants, invalids, sleeping or unconscious persons should not use the machine.
- Individuals who may be at risk from hyperthermia should seek medical advice before use of the infrared feature.
- When persistent erythema (reddening of the skin lasting more than a day) and netlike color changes persist after regular exposure to infrared radiation, exposure should not be repeated and medical advice should be sought to prevent development of erythema ab igne.
- If you are a person with compromised heat pain sensation or under the influence of alcohol or tranquilizers you should not use the infrared heating system.

5.2 Contraindications for Use of the Cocoon Wellness Pro System

5.2.1 Use of the Cocoon Wellness Pro System is **not recommended** for individuals with the following conditions:

- | | |
|--|---|
| • Epilepsy | • Outfitted with pacemakers or defibrillators |
| • Active cancer | • Insensitivity to heat (i.e. erythema ab igne) |
| • Broken bones or slipped disc | |
| • Intoxication | |
| • Infectious or contagious skin conditions; skin lesions, open abrasions and/or areas of inflammation or persistent erythema | |



5.2.2 Individuals with the following conditions are advised to obtain **written physician consent** before using the Cocoon Wellness Pro System:

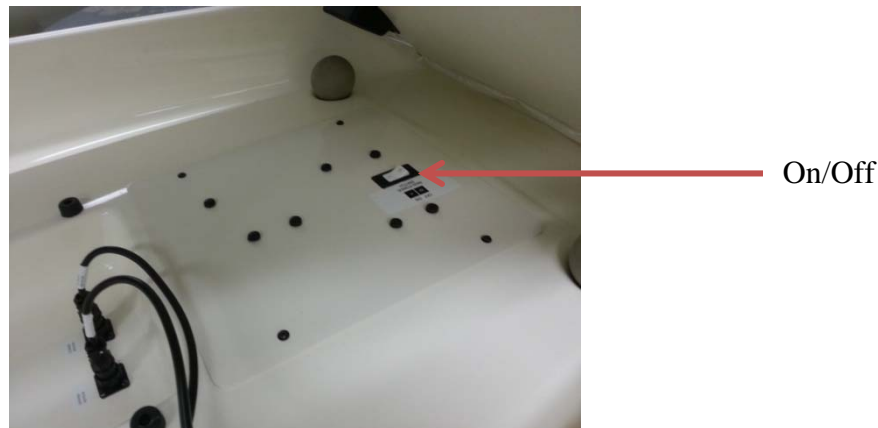
- Pregnancy or lactating
- Heart disease and/or other cardiovascular conditions
- Diabetes
- Using medications such as diuretics, barbiturates, anticholinergics, and/or beta blockers
- Hemophiliacs/Individuals prone to bleeding
- Individuals with implants
- Individuals with sensitive skin or poor blood circulation

5.3 Water Intake: It is important to hydrate before and after heat sessions to insure against dehydration.

5.4 Acclimation to Heat: When taking high heat sessions, users should initially use a moderate heat level and gradually increase the heat level over the next several weeks as the body acclimates or adjusts to the higher cabinet temperatures.

5.5 Preparation of the Cocoon Wellness Pro System

1. Check to see if the power cord plug is plugged into the appropriate electrical wall outlet. Please refer to **Installing Bed** in **SETUP** for further details.
2. Open the hood fully. Next, partially raise the contour bed. The on/off switch is located underneath the bed as shown below.



3. Turn the Cocoon "ON" by pressing the minus ("-") side of the ON/OFF switch mounted on the cover of the electrical panel shown above.
4. Next, sit on the contour bed. Then move back slowly to reclining position.
5. Grasp handle inside the hood and pull it slowly downward.
6. Adjust the Velcro closure of the neck drape to cover opening completely.
7. Push your hands through the hand ports beneath the display screen (shown below) to operate the "touch screen" face panel controls as instructed in this manual.





5.6 Operating the Cocoon Wellness PRO System

The Cocoon Wellness PRO System incorporates an industrial micro-logic programmable controller featuring 4" HMI color touch screen user interface. The operation of the Cocoon Wellness PRO is now at your fingertips! The following tutorial takes you through the steps for the operation of your Cocoon Wellness PRO System:

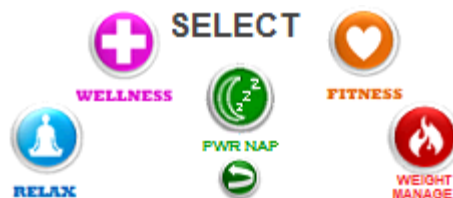
1. Turning on the Cocoon Wellness Pro System. Raise the ergonomic bed slightly to access the ON/OFF switch located underneath the bed shown below:



2. Press the "ENTER" key at the bottom of the "Welcome Screen" (shown below) to enter the Cocoon Wellness PRO "Category Selection Screen". Note: For all display screens to follow, press the "Backup Arrow Key" shown at the bottom of each screen to return to previous screen.



3. Select the program from the choices shown below that most accurately describes the primary objective for your Cocoon session (i.e., Relaxation, Wellness, Fitness, Weight Management or Power Nap):



4. Based on the program you select, the temperature and other settings for your session will be pre-set as shown in the "Session Status" screens for each category



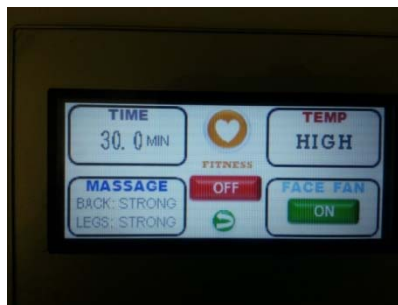
shown below:



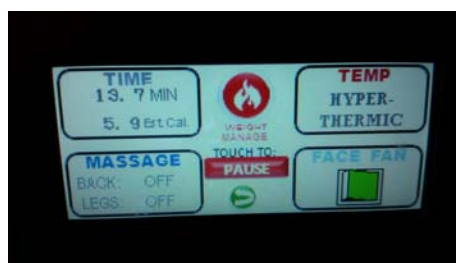
Relax (low heat)



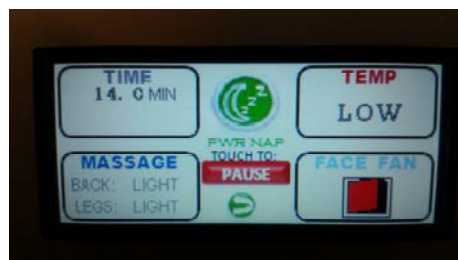
Wellness (medium heat)



Fitness (high heat)

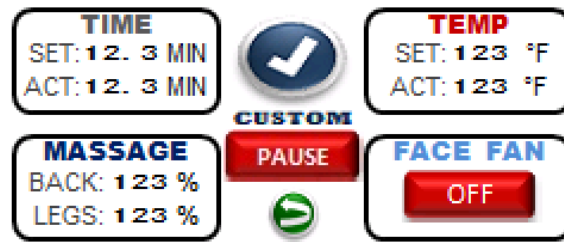


Weight Management
(very high heat)



Power Nap (low heat)





5. Calorie (Kcal) Display: Your Cocoon Wellness Pro software can be set up to display the approximate Calories you “burn” during your session based on your weight, the duration of your session and the cabinet temperature you have selected (i.e., low, medium, high, etc.):
 - a. Instructions for making the selection of DISPLAY CALORIES or DO NOT DISPLAY CALORIES in the engineering screen field are found on pages 24 – 25 of this manual;
 - b. If you make the DISPLAY CALORIES selection, you will be prompted to ENTER YOUR WEIGHT IN LBS (or KG) as soon as you select your program (Relax, Wellness, Fitness, Weight Management, Power Nap or Custom) as instructed below.
6. Cocoon Wellness Pro Pre-Sets: Your Cocoon Wellness Pro software has been installed at the factory to display five (5) programs (Relax, Wellness, Fitness, Weight Management and Power Nap) with NO DISPLAY OF CALORIES, session durations of 15 minutes and the following cabinet temperature levels:
 - a. Relax: LOW
 - b. Wellness: MEDIUM
 - c. Fitness: HIGH
 - d. Weight Management: VERY HIGH
 - e. Power Nap: LOW
7. Changing Cabinet Temperature: You can change the settings for cabinet temperature and turn IR “on” or “off” any time during your session by simply pressing the TEMP key (shown below) which will bring you to the change temperature screen as shown:

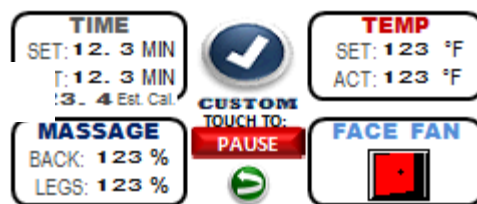




8. Message Vibration Intensity: Select the desired intensity of both upper (back) and lower (legs) message vibration using the “up” or “down” arrows (shown below) to set the intensity of message vibration at the following levels: “Maximum”, “Intense”, “Strong”, “Mild”, “Light” and “Off”.



9. Message/Face Fan: You can change the settings for the back and leg MESSAGE or turn the FACE FAN “on” or “off” any time during your session by simply pressing the appropriate key (“Face Fan” shown below):



10. Session Time: The time for each session can be governed by a T-Max Timer or—in non-T-Max environments— the center operator can modify the pre-set program durations by accessing the “engineering screens” as explained below. In the engineering screen for “TIME DEFAULT SETTING”, the “Up” or “Down” arrows (shown below) can be used to set the session time for the following increments: 15, 20, 25, 30, 35, 40, 45, 50, 55 or 60

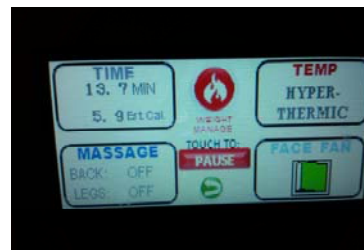
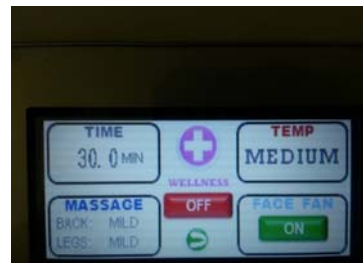


minutes. Note: The DEFAULT SETTING SCREEN for the pre-setting the times of sessions can only be accessed when you are in the NON-T-MAX mode.



11. To Access The Engineering Screen:

- a. Press and hold the symbol key for each program (shown below) for ten (10) seconds. This will take you to the "LOG IN" screen (also shown below):



Software: WindO/I-NV3 5.50
 Program: Wellness2016V6
 Version: V6.2 ON/Off Fan

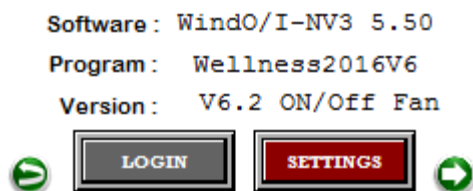


- b. Press the "LOG IN" key (shown above). This will bring you to the graphical keyboard shown below.

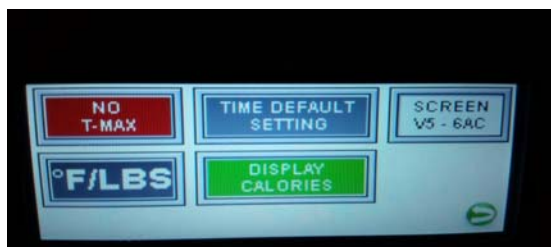




- c. Use the arrows on the graphical keyboard (shown above) to toggle through and type in the password 2792 (note: Press "enter" each time you select a number; locate and press "OK" when you have entered the entire password).
- d. Once the password has been properly entered, you will be taken to the SETTINGS screen. Press the "SETTINGS" key shown below:

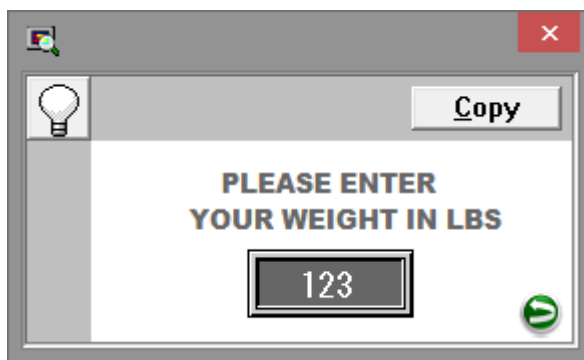


- e. Pressing the "SETTINGS" key will bring you to the ENGINEERING OPTIONS SCREEN (shown below). With this screen you will be able to make the following selections:



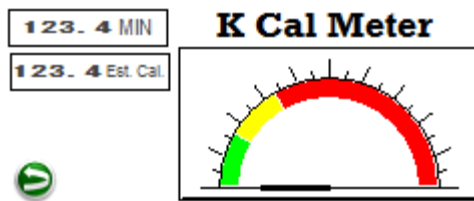
- 1) Time Default Setting: You can select the duration of your session in minutes;
- 2) T-MAX or NO T-MAX;
- 3) CUSTOM SCREEN OPTION: If you select the "Screen V5-5A" option shown above, users will not have the option of using the CUSTOM program feature. If you select the "Screen V5-6AC" option also shown above, users will have the option of using the CUSTOM program feature.
- 4) Temperature and Weight Display: Press either F/LBS or C/KG (also shown above) to display temperature and weight in preferred units.
- 5) Calories: Select your choice of either DISPLAY CALORIES or DO NOT DISPLAY CALORIES.

NOTE 1: If DISPLAY CALORIES is selected, you will be prompted to ENTER YOUR WEIGHT IN LBS (or KG) as soon as you select your program (Relax, Wellness, Fitness, Weight Management, Power Nap or Custom).



NOTE 2: If "display Calories" is selected, the estimated number of Calories consumed during Cocoon POD sessions is always displayed beneath the TIME expended as shown below. If the key is touched in the area of "Est. Cal." you will brought to the "K Cal Meter" screen also shown below.





NOTE 3: Once you have entered your weight, you will need to press "ENTER" and the return arrow key to be brought to the program operating screen for the program you selected (shown below for the example of the RELAX program):



12. PAUSE: Press the "PAUSE" key (shown above) to temporarily halt your session. Note: If you press the return arrow key while you are in a session, your session will automatically END and the SESSION ENDED screen will appear as shown below:

**YOUR COCOON SESSION
HAS ENDED.
THANK YOU!**



13. CUSTOM PROGRAM: When you select the CUSTOM program (shown below), there are no pre-set parameters for the session. You can select your own settings for the duration (time), cabinet temperature, massage and face fan settings for your session.



14. ADDITIONAL ENGINEERING SCREENS:


- a. You can scroll through additional engineering screens (shown below) using the → arrow at the bottom of each screen to display system, heater and infrared run hours as shown below.

System Run Hours : 1234567890
Heater Run Hours : 1234567890
Infrared Run Hours : 1234567890



 

- b. You can scroll through additional engineering screens (shown below) using the → arrow at the bottom of each screen to display fan and vibration run hours as shown below.

Fan Run Hours : 1234567890
Vibe 1 Run Hours : 1234567890
Vibe 2 Run Hours : 1234567890

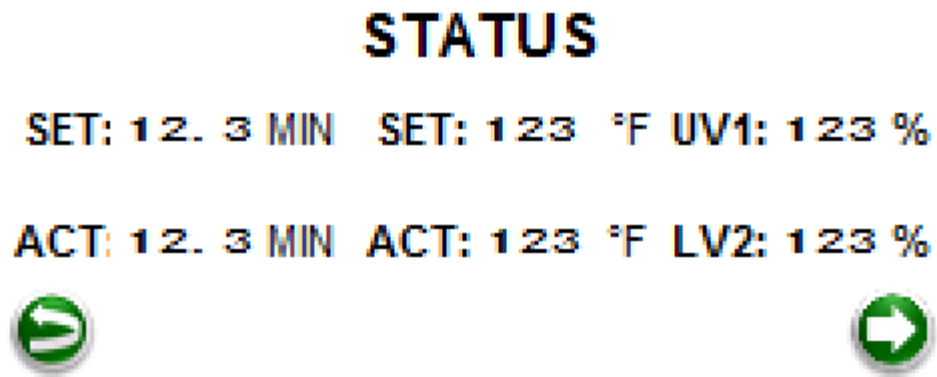
 

- c. You can scroll through additional engineering screens (shown below) using the → arrow at the bottom of each screen to display voltages for outputs as shown below.

DIGITAL OUT 1 24V HEATER RLY	DIGITAL OUT 2 24V INFRARED RLY	DIGITAL OUT 3 24V FAN RELAY
OFF	OFF	OFF
ANALOG OUT 1 0-10V VIBE BACK	ANALOG OUT 2 0-10V VIBE LEGS	
 123.45 v	123.45 v 	



- d. The following screen (shown below) shows the STATUS of each setting.



- e. The following screen (shown below) will allow you to download program revisions from a flash drive.



CHAPTER 6 TROUBLESHOOTING

6.1 Troubleshooting Guide

The following 'Quick Reference' Troubleshooting Guide may assist in discovering and eliminating the cause of possible trouble in your Cocoon Wellness Pro unit. Before using the following checklist, please review **SETUP** and/or **OPERATION** procedures for resolving problems. If problems continue after going through the following 'check points', please refer to **SERVICE, electrical schematics and diagrams**, or contact your supplier for additional technical assistance.

Table 6.1.1. Troubleshooting Guide.

Problem	Possible Cause	Remedy	Cross Reference
No Electrical Power	Bad power connection. Incorrect power source. Blown fuse or circuit breaker. Machine not turned ON.	<ul style="list-style-type: none">Secure power connections to wall receptacle and unit.<u>Check connection of Data Harness from Hood to Base (located to the right of the Main Hinge. This is a common problem after installation re-assembly)</u>Check for proper source voltage(110 Volts)Check amperage of breaker controlling power outlet (must be 20- amp)Turn ON using main switch on top of Main Power Box, under contour bed.	Please refer to Section I, No Power to the unit.



Problem	Possible Cause	Remedy	Cross Reference
Noise from Vibration	<p>Uneven Surface</p> <p>Missing or mis-aligned balls</p> <p>Loose motor</p> <p>Motor cam hitting motor guard</p> <p>Hood/base offset</p>	<ul style="list-style-type: none"> • Move the unit to a level padded or carpeted surface. • Make sure all balls are in place. • Tighten loose bolts on the base of the motor assembly clockwise with an adjustable wrench. • Loosen and adjust guard to eliminate cam contact. Retighten guard. • Procedure: <ol style="list-style-type: none"> 1. Raise hood 2. Slightly loosen black bolt in center of main hinge plate 3. Lower hood and center on base 4. Slowly raise hood, maintaining centering 5. Tighten black bolt in hinge plate 	
No Heat	Loose power connector.	Secure the heater connector to the left of main hinge. Make sure your connection is tight. Screw down to point of resistance, then make one last quarter turn until you feel it "click" and lock in place. (NOTE: if it does not lock in place it can cause internal arching or failure of heater operation).	Please refer to Section II, Inoperative Heater



Problem	Possible Cause	Remedy	Cross Reference
Heater Remains On	<p>Won't reset</p> <p>Damaged temperature sensor</p> <p>Relay</p>	<ul style="list-style-type: none"> Reset by lifting up the bed, press ON/OFF switch to OFF and wait for 20 seconds before turning ON again. Replace temperature sensor. Replace relay. 	Please refer to Section II. Inoperative Heater
Inaccurate Temperature Reading (Red LED)	Mis-aligned or damaged temperature sensor	<ul style="list-style-type: none"> Re-position or replace temperature sensor. 	

1. No Power to the System

- A. Check plug connection into the electrical wall outlet.
- B. Check plug connection into receptacle at base of the unit.
- C. Check proper power (110 V) at wall receptacle and amperage of circuit (must be 20 amp).
- D. Check connection of the upper chassis data harness between hood and base to the right of main hinge/strut assembly. This is a common problem in re-assembly of the unit after installation.
- E. Check Circuit Breaker Fuse to wall receptacle.
- F. Use voltmeter to check for proper voltage at wall receptacle.

2. Inoperative Heater

NOTE: If all other systems are OK.

- A. Verify that the temperature indicated on the display panel approximates the actual room temperature. The heater will not activate unless the temperature setting of program is greater than actual temperature reading. If temperature reading is grossly inaccurate, heat sensor may require adjustment or replacement. If OK, move to next step.
- B. With power shut off, check connection of the heater harness from hood to base, located to the **left** of main hinge/strut assembly. Verify 7 pins in hood harness



connector and 7 pins in base connector. **Make sure your connection is tight. Screw down to point of resistance, then make one last quarter turn until you feel it “click” and lock in place. (NOTE: if it does not lock in place it can cause internal arching or failure of heater operation).**

- C. If connection is correct, turn power ON, select and start program. If heat does not come on in 1-2 minutes, go to next step.
- D. Verify power and viability of heater and circuit using volt/ohm meter.
 - 1. Disconnect heater harness from base.

CAUTION: High Voltage in this area.

- 2. Check across male pins (numbers 1, 2, 5 and 6) of connector for reading of 10 to 13 ohms to validate circuitry of heater core. If no Ohms reading, heater core may be bad. Replace main heater assembly. If ohms OK, go to next step.
 - 3. With heater still disconnected, select and start a program.

CAUTION: High Voltage in this area.

Carefully check for voltage across female pins of heater connector as follows:

- a. Pins 1 & 2 110/120 Volts
- b. Pins 3 & 4 110/120 Volts
- c. Pins 5 & 6 110/120 Volts

6.2 Bed Vibration Massage Motors

The vibration massage motors in your unit are powerful and can be adjusted to low, mild, strong, intense and maximum vibration. When the motors are run continuously on the two highest settings (intense/maximum) for 40+ minutes, we recommend a short cool down period between sessions.

Our motors have a temperature sensor that will automatically temporarily shut down the motors for 5 – 7 minutes when they are used continuously at highest settings (for approximately 45 – 60 minutes straight) to avoid overheating. As a general rule, we recommend allowing a 5 – 7 minute rest and cool down period every hour of use.



CHAPTER 7 - SERVICE

7.1 Removing the Hood

Precautions:

1. Disconnect the unit from the power source before beginning this procedure.
2. Two people are needed to perform this procedure.

Tools Required: Adjustable or ½ inch wrench

Preliminary procedures:

1. **Release Electrical Connectors:** Raise the hood fully. Rotate the threaded rings **counterclockwise** at the bottom of each of the electrical connectors, located on either side of the main hinge/strut assembly. Next, pull the connectors **up** and **away from** fixed receptacles of base chassis as shown in Figure 7.1.1 *Releasing Electrical Connectors*.
2. **Removal of Flange Bolt:** By using wrench at ½" setting, remove the center bolt from hood hinge plate and set aside as shown in Figure 7.1.2 *Removing Flange Bolt*.



Figure 7.1.1 Releasing Electrical Connectors.



Figure 7.1.2 Removing Flange Bolt.

Hood Removal Steps:

1. With a person on opposite sides, grasp the bottom edge of the hood to lift as shown in Figure 7.1.3 *Removing the Hood*. To evenly distribute the weight of the hood, place hands approximately 15 - 20 inches from each end of the hood.



2. The hood should be gently lifted upward and forward until the hinge slide pins are free as shown in Figure 7.2.1 *Hood Alignment of Pins and Hinge Assembly*. If the slide pins resist movement, gently rock the hood side-to-side while lifting upward.
3. When slide pins are disengaged, carefully tilt hood forward and lift off the hinge. Move hood to a safe area.
4. Carefully place edge of the hood on a carpeted or padded floor as shown in Figure 7.1.4 *The Hood*. If service is to be performed inside the hood, place exterior shell curved side down on a foam-cushioned surface.



Figure 7.1.3 Removing the Hood.



Figure 7.1.4 The Hood.

7.2 Replacing the Hood onto Base Chassis

Precautions:

1. Disconnect from power source before beginning this procedure.
2. Two people are needed to perform this procedure.

Tools Required: Adjustable or ½ inch wrench.



Hood Replacement:

1. With person on opposite sides of the hood, grasp the lower edge to lift as shown in Figure 7.1.3 *Removing the Hood*. To evenly distribute the weight of the hood, place hands approximately 15 - 20 inches from each end of the hood.
2. Carefully lift hood over base chassis and align hinge plate with hinge assembly as shown in Figure 7.1.3 *Removing the Hood*.
3. Align hinge plate pins with slots on hinge assembly. Gently allow hood to slide down onto hinge assembly until the hood pins are fully seated in slots as shown in Figure 7.2.1 *Hood Alignment of Pins and Hinge Assembly*. Hole in hinge assembly above struts should align with hole in hinge plate. Insert black flange bolt, but do not tighten completely (95%).
4. Slowly lower the hood down to meet the base and verify proper alignment and seating of the hood/base contact area.
5. Slowly raise hood to full open position, maintaining alignment. Tighten flange bolt.
6. Re-connect harnesses from hood to base as shown in Figure 7.1.1 *Releasing Electrical Connectors*.
 1. Align grooves/slots on each half of the electrical connector, so they fit together.
 2. When electrical connector halves are seated, tighten threaded rings at bottom of the **connectors in a clockwise rotation until locked. Make sure your connection is tight. Screw down to point of resistance, then make one last quarter turn until you feel it "click" and lock in place. (NOTE: if it does not lock in place it can cause internal arcing or failure of heater operation).**



Figure 7.2.1 Hood Alignment of Pins and Hinge Assembly.



7.3 Replacing the Heater Assembly

Precautions:

1. Turn OFF main power switch located under contour bed on top of power box, or disconnect from main power source.
2. Two people are needed to perform parts of this procedure (hood removal). One person can perform heater exchange.

Tools Required: Adjustable wrench, ½ inch wrench, medium/large Phillips head screwdriver.

Preliminary Procedures:

1. **Prepare work area:** Place a large soft cushioned pad on the floor or an elevated platform next to the Cocoon Pod for easier work access.
2. **Remove hood:** (See Section 7.1) Place exterior shell of the hood curved side down **on a cushioned pad** to prevent damage as shown in Figure 7.1.4 *The Hood*.



Figure 7.3.1 Upside Down Hood Position.

Removing the Heater Assembly:

1. **To release heater assembly from hinge plate**
Use a Phillips head screwdriver or screw gun to release the heater assembly bracket by removing the center screws and nuts positioned on each side of the strut opening. Place hand inside opening, beneath bolt position, to catch nut as it releases.

CAUTION: Do not drop screws or nuts into heater channel of hood.



2. Removal of hinge plate

Remove the five screws and nuts which attach the hinge plate to the hood as shown in 7.3.2 *Removing Hinge Plate*. Account for all five screws and nuts. Remove hinge plate and set aside.

CAUTION: Do not drop any parts into the heat duct or the heater.

3. Removal of heater air intake screen

On the side through which the heater harness cable protrudes, straighten black tabs on the screen inside heater cavity, and remove screen as shown in Figure 7.3.3 *Removing Heater Intake Screens*.

4. Removal of Heater Harness

Loosen strain relief bushing by turning plastic nut from the outside of the duct with a wrench as shown in Figure 7.3.4 *Removing Heater Harness*. **NOTE: It may be necessary to use a second wrench to hold nut inside the heater cavity, as well.** Grasp the harness and slide out of notch in screen opening. Push harness and connector through the vacant screen opening and into the heat duct. Next, pull the harness up through the hinge plate opening.

5. Removal of heater

Grasp heater brackets and pull heater assembly straight up toward you, tilting slightly to prevent any damage to the wires, connectors or terminals which are located on either side of heater as shown in Figure 7.3.5 *Removing Heater*.

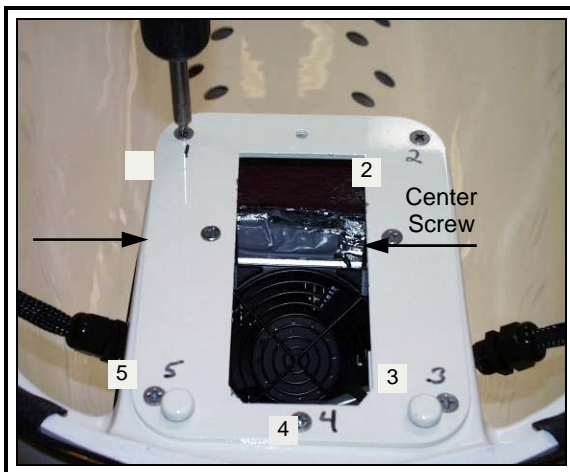


Figure 7.3.2 Removing Hinge Plate.



Figure 7.3.3
Removing Heater Intake Screens.



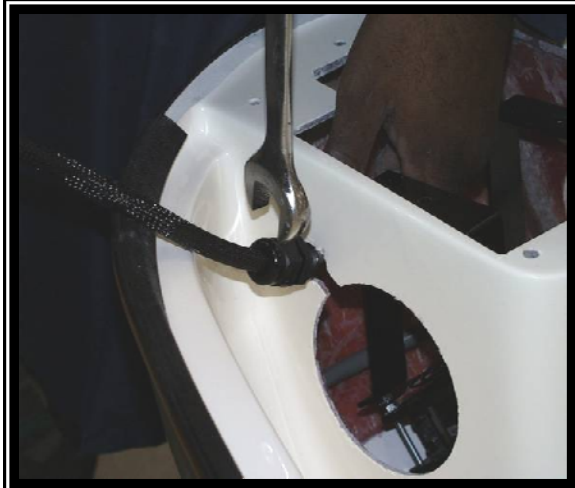


Figure 7.3.4 Removing Heater Harness.

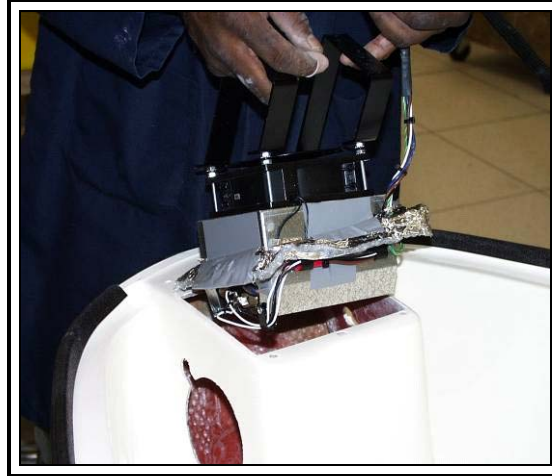


Figure 7.3.5 Removing Heater.

Heater Replacement Steps:

1. Grasp the replacement heater by the heater brackets as shown in Figure 7.3.5 *Removing Heater*.
2. Carefully lower the heater into the hood duct by tilting slightly to the side when inserting as shown in Figure 7.3.5 *Removing Heater*. As heater is inserted into hood duct, use caution to prevent pinched or chafed heater wires. Position insulating tape surrounding heater assembly appropriately to cover the duct opening.
3. Pull harness and connector through screen opening. Reconnect strain relief bushing nut and heater screen reversing Step 4 in **Removing the Heater Assembly** immediately above.
4. Replace the hinge plate and secure with five screws and nuts.
5. Re-attach heater assembly bracket to center holes of hinge plate using appropriate screws and nuts.
6. Re-attach hood to base chassis (See Section 7.2).
7. Re-attach heater connection to base. Confirm proper alignment of connector holes and twist lock in place.

7.4 Adjusting Counter-Balance Cylinders Struts

Precautions:

1. Turn OFF main power switch located underneath the bed and/or disconnect the Cocoon from power source before beginning this procedure.
2. Two people are needed to perform portions of this procedure (hood removal and attachment).

Tools Required: Two wrenches with ½ inch capability



Preliminary procedures:

Remove hood (See Section 7.1) per instructions above and carefully set aside by placing edge of the hood on a carpeted or padded floor as shown in Figure 7.3.1 *Upside Down Hood Position*.

Strut Adjustment:

1. The upper hinge assembly (shown below) has nine (9) pin holes which allow the strut mounting position to be adjusted. The manufacturer generally does not recommend adjusting the mounting position of the struts because each Cocoon Wellness Pod is custom made. The hoods may vary in weight by several ounces. This slight variance may require an adjustment in the position of the strut in order to make the hood drop faster or slower (thereby creating more resistance to pull the hood closed).



Figure 7.4.1 Pin Bolt on Upper Hinge Assembly

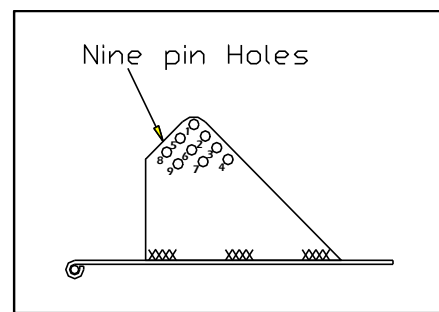
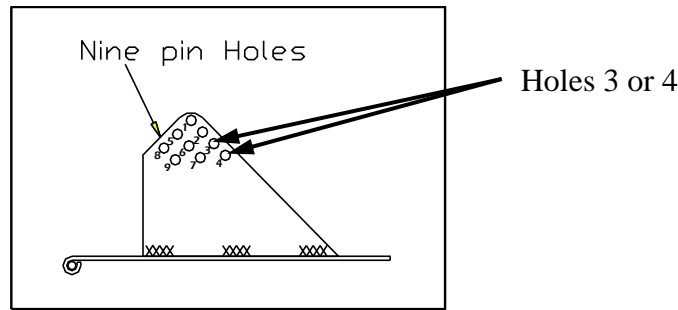


Figure 7.4.2 Nine Holes on Pin Bolt of Upper Hinge Assembly

2. If the hood seems to be closing hard or dropping fast – or the opposite – the hydro-lift struts can be adjusted by repositioning the pin bolt on the upper hinge assembly as instructed below.
3. Use the wrench (1/2 inch) to loosen the nut on the pin bolt, as shown in Figure 7.6.1 *Removing Strut Pin Bolt and Nylon Spacers on Upper Hinge Assembly*. Remove the bolt, grasping the spacers and washers so they do not fall through lower hinge opening into base of the unit. **NOTE: Carefully note the position of the spacers and washers surrounding the struts, for use in re-installation.**
4. **If hood closes hard or drops too fast:** Relocate the pin bolt on the **upper hinge assembly** to adjust speed of movement of the hood. The placement of the pin bolt into **holes number three or four** (shown below) **slows** the downward movement of the hood slightly. Note that hole number two is maximum adjustment location to reduce drop speed as shown in Figure 7.4.2 *Nine Holes on Pin Bolt of Upper Hinge Assembly* for placement of the holes.





CAUTION: Allowing the hood to drop too fast may damage equipment or injure users.

5. Select the numbered hole for the pin bolt position to create the desired effect, and re-attach struts and pin bolt to upper hinge assembly, being careful to position the spacers and washers correctly as shown in Figure 7.6.1 *Removing Strut Pin Bolt and Nylon Spacers on Upper Hinge Assembly*. **NOTE: It is important to note the struts should only be installed with the cylinder attached to upper hinge assembly and piston to lower hinge assembly.**
6. Note: Struts are expected to lose from three to five percent of their original pressure annually. Adjustments may be required periodically to ensure that hood opens and closes smoothly. **NOTE: When the strut adjustments fail to control hood movement effectively, replace struts immediately.**
7. **CAUTION:** Do not overtighten the bolts attaching the struts to the hinge assemblies. Overtightening may cause the struts to bend.

NOTE: There is only one correct hole to be used for attachment of struts to the lower hinge assembly (shown below).



7.5 Replacing Counter-Balance Cylinders Struts

Precautions:

1. Turn OFF main power switch located under contour bed on top of power box, or disconnect the unit from power source before beginning this procedure.
2. Two people are needed to perform portions of this procedure (hood removal and attachment).

Tools Required: Two wrenches with ½ inch capability, medium/large Phillips screwdriver.



Preliminary Procedures:

1. Remove hood (See Section 7.1) and carefully set aside by placing edge of the hood on a carpeted or padded floor as shown in 7.3.1 *Upside down Hood Position*.
2. Use wrenches for the pin bolt, washer and nylon spacer removal as shown in Figure 7.6.1 *Removing Strut Pin Bolt and Nylon Spacers on Upper Hinge Assembly*.
3. Remove five screws from the hinge plate attached to the base chassis as shown in Figure 7.6.2 *Removing Hinge Plate Screws on Base Chassis*.
4. Carefully lift the hinge assembly **up** and **out** of the base chassis and set on prepared work surface.

Strut Removal Steps:

1. Use wrenches to remove pin bolt and nylon spacers from lower hinge area.
NOTE: Position of the spacers and washers for proper replacement.
2. Remove the struts.

Strut Replacement Steps:

1. Replacement struts are connected to the lower hinge mount by using pin bolt and nylon spacers as shown in Figure 7.5.1 *Lower End Hinge Location*. Pin bolt should be firm, but not too tight, to allow struts to pivot on bolt.
NOTE: It is important to note the struts should only be installed with the cylinder attached to upper hinge mount and piston to lower hinge mount.
2. Reposition hinge assembly on base chassis. Affix to surface using the five screws and nuts previously removed as shown in Figure 7.6.2 *Removing Hinge Plate Screws on Base Chassis*.
3. Struts are reconnected to the upper hinge mount by using the pin bolt, nylon spacers and washer from removal procedure as shown in Figures 7.6.1 *Removing Strut Pin Bolt and Nylon Spacers on Upper Hinge Assembly* and Figure 7.6.3 *Pin Bolt Position on Hinge Assembly*.
4. Re-assembly unit (See Section 7.2).



Figure 7.5.1 Lower End Hinge Location.



7.6 Replacing Hinge Assembly

Precautions:

1. Turn OFF main power switch located under contour bed on top of power box or disconnect the unit from power source before beginning this procedure.
2. Two people are needed to perform portions of this procedure (hood removal and attachment).

Tools Required: Two wrenches with ½ inch capability, medium/large Phillips screwdriver.

Preliminary Procedures:

Remove hood (See Section 7.1) and carefully set aside by placing edge of the hood on a carpeted or padded floor as shown in 7.3.1 *Upside down Hood Position*.

Hinge Removal Steps:

1. Use the wrenches to loosen the nut on the pin bolt as shown in Figure 7.6.1 *Removing Strut Pin Bolt and Nylon Spacers on Upper Hinge Assembly* and remove the bolt, grasping the spacers and washers so they do not fall through lower hinge opening into base of Alpha™. **NOTE: Position of the washers and spacers, as well as mounting hole of pin bolt, for re-installation.**
2. Open hinge and remove five screws from the hinge plate attached to the base chassis as shown in Figure 7.6.2 *Removing Hinge Plate Screws on Base Chassis*. Grasp each nut as it releases from the screw to avoid dropping into cavity of base.
3. Carefully lift the hinge assembly **up** and **out** of the base chassis and set on prepared work surface.
4. Use the wrenches to remove pin bolt and nylon spacers from the lower hinge mount. Remove the Struts. **NOTE: The hole in which the pin bolt is originally mounted.**



Figure 7.6.1 Removing Strut Pin Bolt and Nylon Spacers on Upper Hinge Assembly.





Figure 7.6.2 Removing Hinge Plate Screws on Base Chassis.

Hinge Replacement Steps:

(Keep Cylinder up, Piston down as shown in Figure 7.6.2 *Removing Hinge Plate Screws on Base Chassis*)

1. Connect the struts to new lower hinge mount (See Section 7.5). **NOTE: It is important to use the same mounting hole as the previous hinge.**
2. Position new hinge assembly on base chassis and affix to surface using the five screws and nuts previously removed as shown in Figure 7.6.1 *Removing Strut Pin Bolt and Nylon Spacers on Upper Hinge Assembly*.
3. Reconnect the struts to the upper hinge mount with the pin bolt, spacers and washer (See Section 7.5). **NOTE: It is important use the same mounting hole as the previous hinge.**

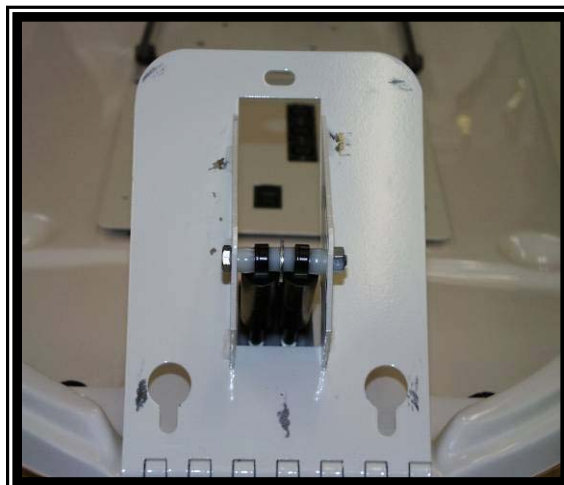


Figure 7.6.3 Pin Bolt Position on Hinge Assembly.



7.7 Removing Bed Assembly from Base Chassis

Precautions:

1. Turn OFF main power switch located on the control panel or disconnect the unit from power source before beginning this procedure.
2. Two people may be needed to perform this procedure, as bed may be awkward to handle alone.

Bed Assembly Removal Steps:

1. Raise hood to a fully opened position.
2. Raise shoulder end of the contour bed. Locate black bed prop stand in base of the Cocoon under contour bed. Raise bed enough to allow bed prop stand to be lifted and inserted into brackets attached to under side of contour bed, near upper vibration motor as shown in Figure 7.7.1 *Bed Stand Bracket*. Lower the bed onto bed prop stand as shown in Figure 7.7.2 *Bed Assembly from Base Chassis*.

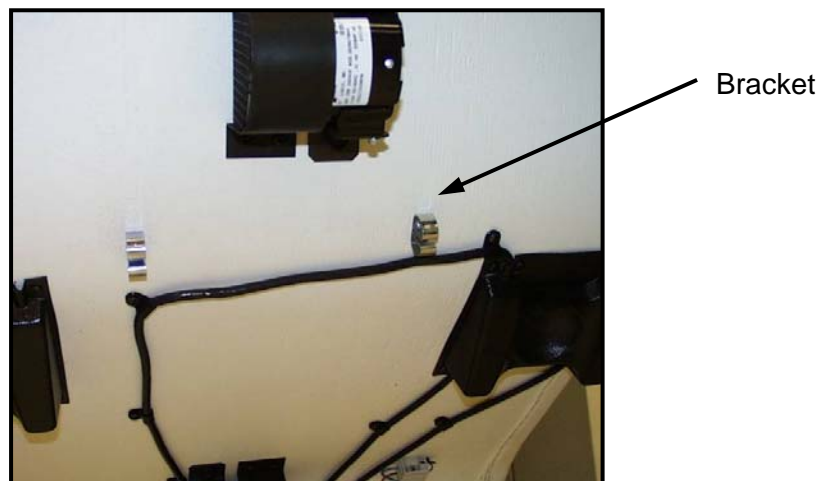


Figure 7.7.1 Bed Stand Bracket.

3. Disconnect the electrical cords from the two receptacles as shown in Figure 7.7.3 *Disconnect Electrical Cords from Power Box Cover*.



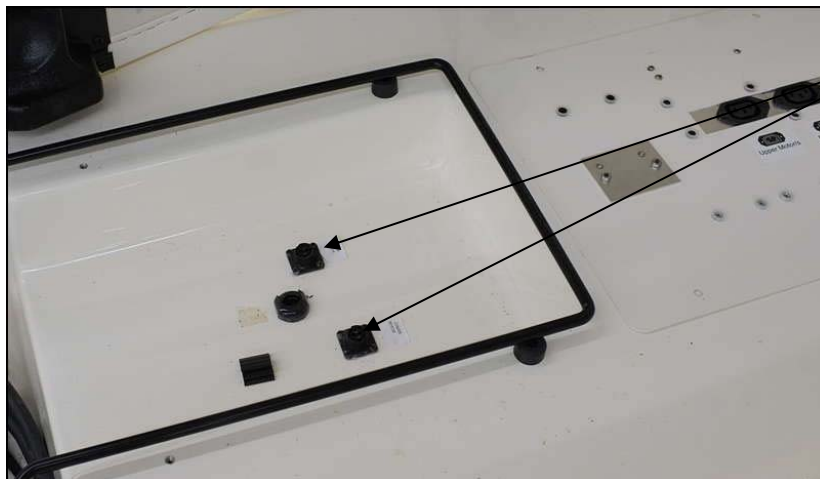
Figure 7.7.2 Bed Assembly from Base Chassis.



4. Carefully lift contour bed to disengage bed prop stand from brackets, lower bed prop stand and continue to lift bed until it is free of the base chassis. The contour bed weighs approximately 33 pounds or 15 kilograms. **NOTE: It is suggested to have two people lift the contour bed from the base chassis, as it may be awkward to handle alone.**



Figure 7.7.3 Disconnect Electrical Cords from Electrical Panel Cover.



Disconnect the
motors controller.

7.8 Replacing Bed Assembly Onto Base Chassis

Precautions:

1. Turn OFF main power switch located on the control panel or disconnect the unit from power source before beginning this procedure.
2. Two people may be needed to perform this procedure. Bed is not heavy (Approx. 60 lb./ 27 kg.) but it may be awkward to handle alone.

Bed Assembly Replacement Steps:

1. Raise hood until it reaches fully-open position.
2. Set six (6) bed support balls in recesses in base chassis.



3. Gently set contour bed onto the six (6) bed support balls (balls should fit into bed support cups on underside of bed).
4. Raise the head area of the bed. Locate black bed prop stand. Raise bed to allow bed prop stand to be raised up and inserted into brackets (near upper vibration motor) underneath bed as shown in Figure 7.7.1 *Bed Stand Bracket*.
5. Lower contour bed onto bed prop stand as shown in Figure 7.7.2 *Bed Assembly from Base Chassis*.
6. Plug electrical cords into electrical outlets in accordance with the label on the electrical box cover as shown in Figure 7.7.3 *Disconnect Electrical Cords from Power Box Cover* while the bed prop stand is holding the bed up.
7. Carefully lift head end of contoured bed to disengage prop stand. While continuing to hold the head end of the bed up, remove bed prop stand from brackets and lower to base.
8. Slowly lower the contour bed back onto the six (6) bed support balls making sure the balls remain in place for support.

7.9 Replacing Vibration Motor(s)

Precautions:

Turn OFF main power switch located under contour bed on top of power box or disconnect the unit from power source before beginning this procedure.

Tools/Supplies Required:

1. Phillips screwdriver
2. ½ inch socket wrench
3. Heat gun (or other heat source)
4. Loctite Removable Threadlocker (service removable)

Preliminary Steps:

1. Remove bed assembly from lower chassis (See Section 7.7).
2. Place bed upside down on soft, clean work surface.
3. Remove screws from motor guard. Set screws and guard aside.

Vibration Motor Removal Steps:

1. Remove screws from wire supports connected to cord of vibration motor(s) being replaced as shown in Figure 7.9.1 *Screws on Wire Connected to Vibration Motor*.
2. Release bed support cup(s) housing the vibration control rheostats by removing mounting screws as shown in Figure 7.9.2 *Bed Support Cup*.
3. Use wrench to remove mounting bolts of vibration motor as shown in Figure 7.9.4 *Removing Flange Bolt Attaching Motors*. **NOTE: Motor mounting bolts have been secured with Loctite thread locking compound.** Slight heating of these bolts may aid in loosening them for removal.
4. Remove all strain reliefs from the vibration assembly power cord for use in new assembly installation.



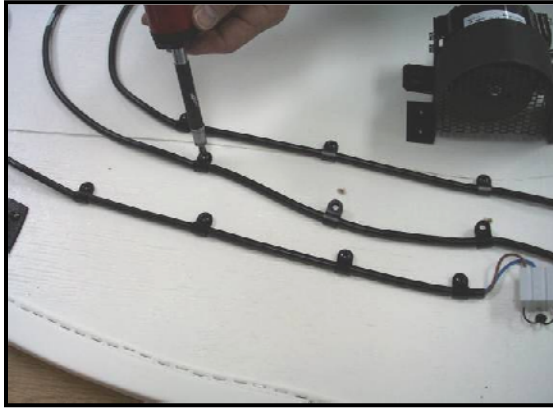


Figure 7.9.1 Screws on Wire Connected to Vibration Motors.



Figure 7.9.2 Bed Support Cup.

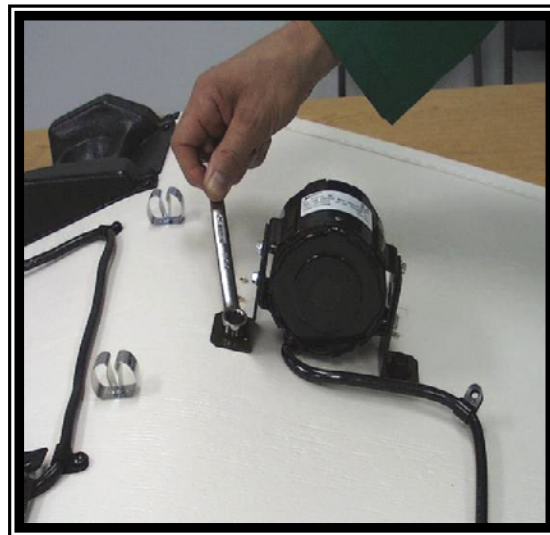


Figure 7.9.4
Removing Flange Bolt Attaching Motors.

Vibration Motor Replacement Steps:

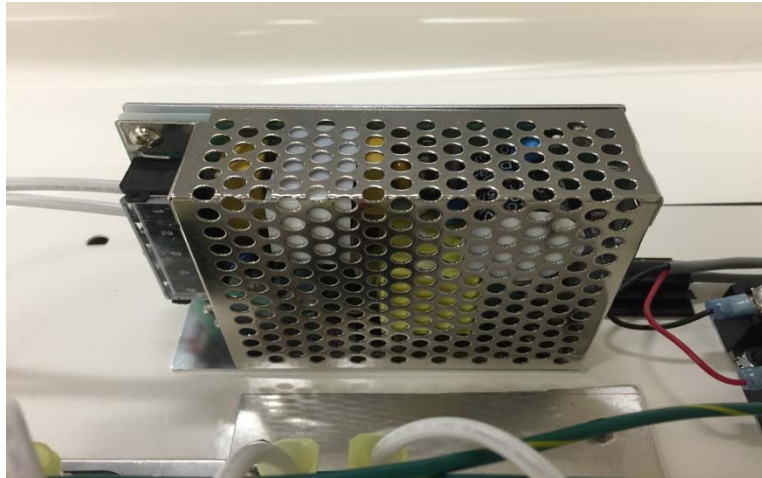
1. Install replacement vibration motor(s) using two (2) flange bolts. Apply Loctite threadlocker or similar product to threads prior to insertion.
2. Affix bed support cup to bottom of bed with four Phillips screws.
3. Reinstall strain relief on vibrator motor power cord and affix to bottom of bed in appropriate pattern with screws.
4. Re-install motor guards. Check to be sure motor can spin freely within motor guard

7.10 Replacing the 12VDC Power Supply

1. Unplug the vibration bed cords and remove the vibration bed.
2. Remove four screws on the electrical panel.



3. Lifted the electrical panel to get access to the power supply.
4. Disconnect the connectors/lugs on the power supply to remove it from the cavity.
5. Place the replacement Power Supply at the same location of the old one, reconnect the connectors/lugs
6. Close the electrical panel and tighten the screws to secure the panel.



12VDC Power Supply

7.11 Replacing Face Air Vent(s)

Tools Required:

1. Small Flat Blade Screwdriver
2. Small Phillips Screwdriver

Face Air Vent(s) Replacement Steps:

Note: The louver insert of the face air vent is generally the only part which needs to be replaced. To replace the louver insert, follow these steps:

1. Using screwdriver, carefully pry louver insert away from the mounting ring as shown in Figure 7.16.1 *Removing Face Air Vent(s)*.
2. Replace louver insert with new part and snap into place.

Note: If mounting ring appears to be damaged, follow these steps:

1. Remove louver insert as described above.
2. Remove two (2) screws from face of mounting ring.
3. Remove mounting ring.
4. Replace with new part and reverse above steps to install.





Figure 7.16.1 Removing Face Air Vent(s).

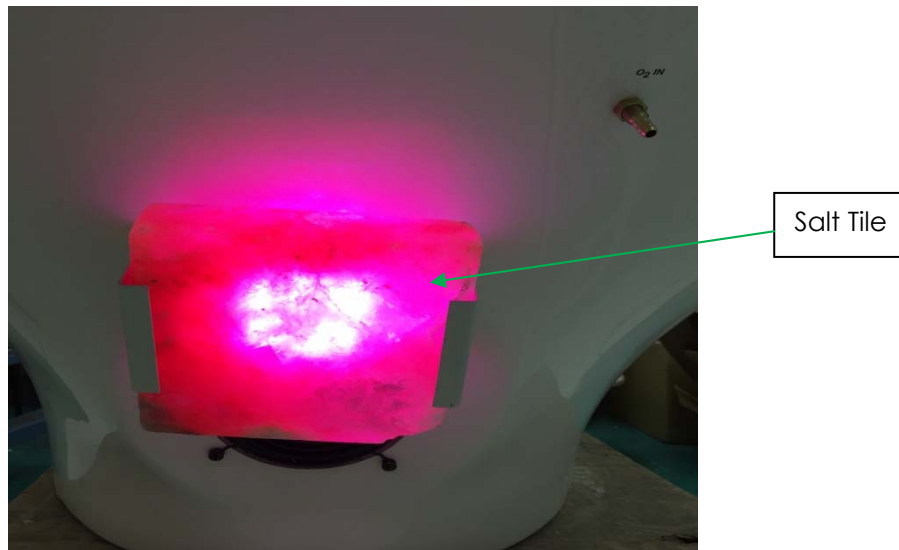
7.12 Replacing Face Fan Assembly

Precautions: Be sure to turn unit OFF at main switch AND disconnect from power source before going any further with this procedure.

Tools Required: Phillips screwdriver

Face Fan Assembly Removal Steps:

1. Remove the salt brick from its bracket.
2. Remove four (4) screws affixing grill and face fan assembly to unit as shown in Figure 7.17.2 *Face Fan Grill*.
3. Carefully pull face fan assembly out of unit as shown in Figure 7.17.4 *Inserting/Removing Face Fan Assembly*.



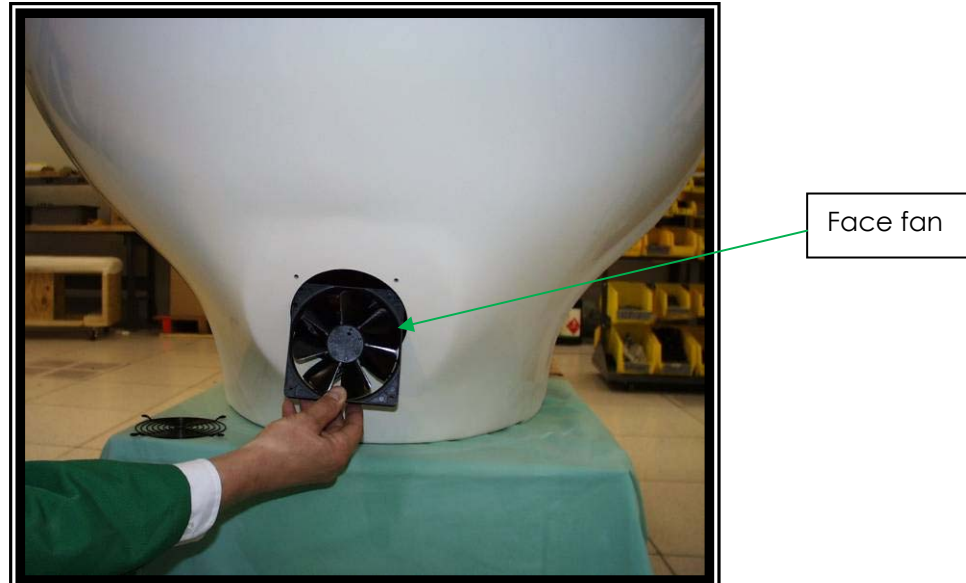


Figure 7.17.1 Inserting/Removing Face Fan Assembly.

Face Fan Replacement Steps:

Install replacement face fan reversing the steps set forth above. **NOTE: Use flat blade screwdriver to hold grill and fan in place while inserting mounting screws.**

7.13 Replacing the Heat Sensor Assembly

Precautions: Be sure to turn unit OFF at main switch or disconnect from power source before going any further with this procedure.

Tools/Supplies Required:

1. Phillips screwdriver
2. Two adjustable pliers or wrenches
3. Ruler or tape measure

Heat Sensor connector is attached to rear of display panel. Sensing unit is located inside sauna chamber (above wooden handle, near air shower holes), as shown in Figure 7.19.3 *Harness Location from Display/Control Panel* and Figure 7.22.1 *Heat Sensor Location Inside the Hood*. Carefully measure and write down length sensing unit extends through mounting nut into the sauna chamber. When replacement sensor is installed, sensor should initially extend the same distance into sauna chamber. Sensor may be moved further into chamber or closer to strain relief nut as determined by temperature test.





Figure 7.22.1 Heat Sensor Location inside the Hood.

Preliminary Procedures: Remove display/control panel (See Section 7.19)

Heat Sensor Removal Steps:

1. Disconnect heat sensor assembly cable from time/temp controller.
2. Carefully loosen Strain Relief Collar as shown in Figure 7.22.1 *Heat sensor Location inside the Hood* by hand or with wrench, if necessary, until Sensor can be removed from Strain Relief nut by pulling back into display panel area.

Heat Sensor Assembly Replacement Steps:

1. Carefully insert replacement heat sensor cable through hole in hood into sauna chamber and adjust location of sensor so it extends the same distance into the chamber as sensor assembly just removed (refer to earlier measurement) (Approx. $\frac{1}{2}$ - $\frac{3}{4}$ inch or 1.25 - 1.90 cm).
2. Tighten strain relief nut by hand until snug.



CHAPTER 8 - MAINTENANCE

8.1 Preventative Maintenance

CAUTION: Unplug from the electrical wall outlet before cleaning. DO NOT CLEAN WITH STEAM CLEANERS, HIGH PRESSURE CLEANERS OR BY SPRAYING WATER.

Face Fan Cleaning

Deposits of dust and dirt are accumulated on the fan blades and grill from the airflow of the face fan. As needed or at least every 60 days, clean this area with a medium soft bristle brush and/or vacuum cleaner.

Heater Intake Screens Cleaning

The screens located on each side of the airflow channel above the main hinge remove dust and dirt from the air that flows through the heat chamber. The screens become clogged and the efficient use of the sound chamber is reduced, along with life expectancy of the heater. The accumulated dirt on the screens may be oily from the aromatic oils. As needed or at least every 60 days, clean the screens to remove the accumulated soil by the use of a medium soft bristle brush and/or vacuum cleaner.

8.2 General Cleaning & Mandatory Use of Pre-Approved Solution

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 Cocoon Wellness Pro must be cleaned and disinfected using a pre-tested, pre-approved cleaning solution sold by Wellness USA 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 Wellness USA Consultant. **Just call 1-877-818-8877 and ask to place your order.**

Cleaning Instructions: Use Accel Solution 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.

Note: Rinsing is not allowed on the exterior hood or on the side panels of the Cocoon Wellness Pro.

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: CUSTOMER'S RESPONSIBILITIES: The Customer is responsible to use ONLY the 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.

8.3 Cleaning the Shell

Your Cocoon Wellness Pro is shipped to you wrapped carefully in clear plastic wrap. The plastic wrap will keep your Cocoon Wellness Pro 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.

8.4 Cleaning the Underbed Area

The following should be **done after every Cocoon Wellness Pro 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.
- c. Spray desired surface/area with Accel .05% TB Disinfectant.
- d. Let solution sit for 30 seconds.
- e. Wipe surface dry and clean with a soft cloth or paper towel.



8.5 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.

CAUTION: Do not spray cleaning solvent on the electrical box cover or power connectors as it could cause a short circuit.



CHAPTER 9 – SPECIFICATIONS AND INCLUSIONS

9.1 Precautionary Safeguards

The Cocoon Wellness Pro is an appliance. Avoid rough handling, direct sunlight and high temperature or humidity. Mishandling will result in damage to the unit. Wipe it with a damp clean cloth moistened with water or mild detergent.

9.2 Cocoon Wellness Pro Specifications

9.2.1 Model 110V, Color of Shell: Soft White.

Measure Method and Measurement Range:

Degree of Temperature: Room temperature to 194° F/90°C (+/- 5°F)

Electrical Power Requirements of Regional Setting in United States and Canada:
110/120 VAC, 20A

Power Source Requirement of Regional Setting in United States and Canada:
2200/2400 WATTS, 20 Amps, 110/120 VAC

Operating Environment: Plus 10 C~ plus 40, less than 85%RH.

Storage Environment: Negative 20 C~ plus 55 C, less than 95% RH.

Dimension:

Opened: 35 inches (W) 84 inches (H) and 89 inches (L)

Closed: 35 inches (W) 39 inches (H) and 89 inches (L)

Specifications are subject to change without notice.

9.2.2 Model 220V, Color of Shell: Soft White.

Measure Method and Measurement Range:

Degree of Temperature: Room temperature to 194° F/90°C (+/- 5°F)

Electrical Power Requirements of Regional Setting in United States and Canada:
220/240 VAC, 15A, 50/60 Hz

Power Source Requirement of Regional Setting in United States and Canada:
2200/2400 WATTS, 15 Amps, 220/240 VAC.

Operating Environment: Plus 10 C~ plus 40, less than 85%RH.

Storage Environment: Negative 20 C~ plus 55 C, less than 95% RH.

Dimension:

Opened: 35 inches (W) 84 inches (H) and 89 inches (L)

Closed: 35 inches (W) 39 inches (H) and 89 inches (L)

Specifications are subject to change without notice.

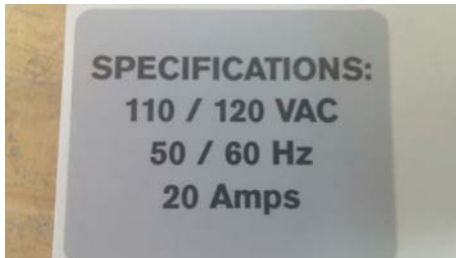


CHAPTER 10 Labels and Location

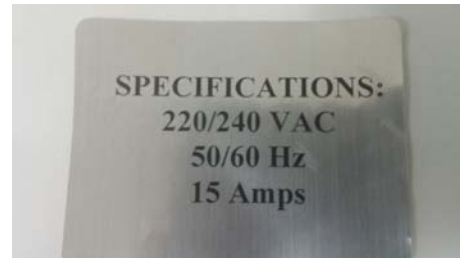


Serial Number label. Located inside the machine near the head.

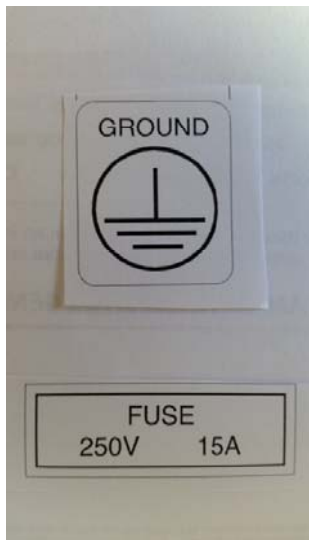
110V Model



220V Model



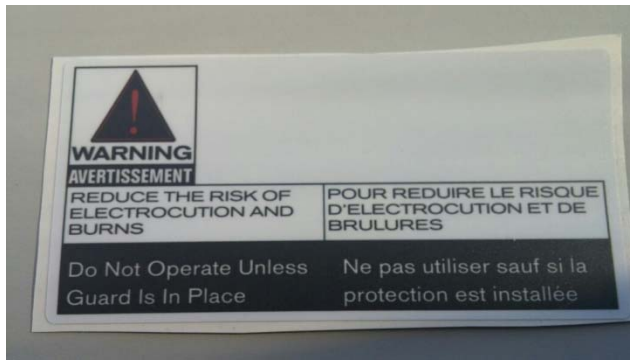
Specifications label. Located under the machine at the foot end, where the power cord is inserted.



Ground Label. Located in cavity of base unit near ground bar.

Fuse Label. Located near fuse on electrical panel.

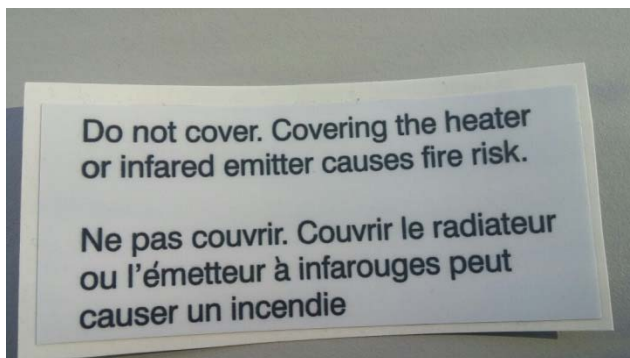




Warning Label. Located near heater (hood/near foot area).



Warning label underneath bed on top of electrical panel.



Located near IR heating elements.



WARNING-BURNS MAY RESULT FROM IMPROPER USE
READ INTRUCTIONS BEFORE USING
DO NOT IMMERSE IN THE WATER - DO NOT PUNCTURE
NEVER REMOVE COVER

ATTENTION-RISQUE DE BRULURE EN CAS
D'UTILISATION NON-CONFORME
LIRE LES INSTRUCTIONS AVANT UTILIZATION
NE PAS IMMERGER DANS L'EAU-NE PAR PERFORER
NE JAMAIS ENLEVER LE COUVERCLE.

201046

Warning Label. Located inside the machine at the foot end.

WARNING

AVERTISSEMENT

- Recommended session duration is 90 minutes or less.
- To avoid high temperature contact, use wooden handle above handports to open and close device.
- Please remove items such as rings and jewelry before beginning a session.
- Do not wear clothing with zippers or other metallic materials.
- Please read "Owner's Manual" before using.

- La durée des séances ne doit pas excéder 90 minutes.
- Pour éviter tout contact avec une température élevée, utilisez la poignée en bois, située au-dessus des fenêtres pour les mains, pour ouvrir et fermer la capsule.
- Veuillez enlever tout accessoire, bagues et bijoux, avant de commencer une séance.
- Ne portez pas de vêtements à fermeture éclair ou tout autres matériaux métalliques.
- Veuillez lire le manuel d'opération avant utilisation.

Warning Label. Located in the hood, near the wooden handle.



Owner Record

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

Model No.: COCOON WELLNESS PRO

Serial No.: _____

MANUFACTURED BY:

DISTRIBUTED BY:

RELAXWELL USA

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:

RELAXWELL USA
Minneapolis, MN 55431
952-888-8282
info@wellness-usa.com



Registration Form

Please FAX or SEND this Registration Form to Relaxwell USA.

Fax: (952) 888-8887
Email: info@wellness-usa.com

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: _____



STANDARD WARRANTY FOR COCOON WELLNESS PRO SYSTEM

A. Manufacturer and Product Covered

Relaxwell USA (d/b/a Wellness-USA and collectively known hereinafter as "RW") is the manufacturer of the Cocoon Wellness PRO ("Cocoon") and the provider of the Cocoon standard warranty ("warranty" as governed by the terms and conditions set forth in this document. RW warrants the Cocoon against defects in materials and workmanship when the Cocoon is used normally in accordance with RW's Cocoon Wellness Pro Owner's Manual. Except where prohibited by law, this warranty applies only to the original purchaser of a new product who buys the Cocoon from an authorized Cocoon retailer. The "Owner" or "Customer" means the party who purchased the Cocoon and who submits a Cocoon warranty assistance, repair or replacement claim.

B. Standard Product Warranty Term

The warranty term period (detailed below) shall govern the Cocoon submitted for warranty coverage and will begin on the date of the installation of the Cocoon at the final owner/purchaser location, or beginning on the date of the Original Cocoon Invoice Shipping Date from manufacturer to distributor, whichever time period is less.

General Terms and Conditions

The standard warranty for Cocoon is governed by the terms and conditions set forth in this document.

1. PRODUCT WARRANTY COVERAGE DETAIL:

- a. Telephone support from RW Technical Service Team between the hours of 7:30 A.M. through 5:30 P.M. CST Monday through Friday. Warranty coverage claims by Owner to RW must include the following: 1) Cocoon serial number and model number; 2) date Cocoon was installed; 3) Location address and name of business; 4) description of problem; and other information requested by RW (i.e., photos, video, etc.).
- b. Product warranty covers the repair or replacement (at RW election) of a defective system or standard Cocoon components—but does not include the cost of labor for removing or installing said components.
- c. The Product warranty term time period for the Cocoon shall be as follows:
 - 1.) Twenty-four (24) months: Fiberglass shell;
 - 2.) Twelve (12) months: Standard Cocoon parts and components;
 - 3.) Four (4) months: Struts, LED modules and vinyl bed;
 - 4.) No Coverage: Consumables and Accessories are not covered by warranty, and include neck drapes, aroma oils, salt brick, resistance tubes and handles
- d. Any defect, failure of part or system, damage to the unit, parts and/or components which are caused by or incurred as a direct or indirect result of owner or customer abuse, misuse, negligence, failure of maintenance and/or reckless use will not be covered under this product warranty agreement.
- e. The Cocoon owner must provide RW with reasonable time and opportunity (as determined by a RW Technical Representative) for verbal troubleshooting with the Owner or Owner's Representative prior to replacement or shipment of any parts. It is the discretion of RW to make the determination to for replacement of parts, or intake of the equipment to be returned to RW for evaluation, replacement and/or repair.



- f. **Replacement parts to be provided on an exchange basis.** All warranty claims of Cocoon problems and defective parts require the Owner to return and ship the defective part(s) to RW at Owner's expense. Prior to Owner's shipment of parts and acceptance by RW, Owner shall provide notice and description information to RW and RW Technical Service shall authorize the return of the parts and will provide Owner with a Return Goods Authorization ("RGA") Number. The reimbursement of shipping costs shall be determined by RW Technical Management. If the parts are determined to be defective and covered by the warranty, RW will reimburse the Owner's freight charges as further detailed in #9 below. *Return parts not received by RW within 30 Days of original notification and RGA date, from Owner to RW, shall constitute cause for invoicing of the replacement parts to the Owner at list price. Owner hereby agrees to pay these costs, as assessed.*
2. **EXCLUSIONS FROM THE PRODUCT WARRANTY SHALL INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:**
- a) Labor.
 - b) Consumables and/or accessories.
 - c) Defects resulting from operator misuse, abuse, unreasonable wear and tear, negligence or recklessness, and/or problems resulting from the customer's failure to perform routine maintenance or refusal to perform a recommended repair.
 - d) Defects resulting from modifications made by the customer that were not approved by RW.
 - e) Defects resulting from facility caused malfunctions including incorrect power voltage and/or environmental conditions.
 - f) Defects resulting from any acts of war, terrorism, natural disaster or other force majeure.
 - g) If it is determined that a component is not covered by this product warranty, customer agrees to sign an Authorization Repair Work Order of the evaluated findings and estimation of required work to repair or replace the component to meet manufacturer specifications.
3. **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 not covered by the standard warranty and/or performed outside of the normal service hours at Owners request will be billable at the RW published Time and Materials Rates when the service is rendered.
4. **RESPONSIBILITY:** RW 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. RW agrees to respond in a timely manner, but cannot be held responsible for transportation delays for any reason. RW is not responsible for any interruption of Owner's business at any time and for any reason, including but not limited to Cocoon defects. The standard Cocoon warranty does not cover any business interruption or claims related to any use of Cocoon whatsoever in business and/or as related or due to any other causes beyond RW's control or for damages or revenue lost for any downtime of Cocoon equipment.
5. **CUSTOMER'S RESPONSIBILITIES:** The Customer is responsible for:
- a. Maintaining the equipment in an environment suitable for the operation of the Cocoon as instructed in the Cocoon Wellness Pro Owner's Manual.
 - b. Maintaining proper electrical power requirements as recommended by RW.



- c. Following all operating and maintenance instructions for the Cocoon as set forth in the Cocoon Wellness Pro Owner's Manual supplied by RW.
 - d. Making the equipment available for service within 1 hour after the arrival of any Technical Service Representative.
 - e. Paying all charges incurred for labor for work done or 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.
 - f. Maintaining a safe and accessible environment for the Service Personnel to service the equipment.
 - g. Allowing RW to implement any recommended engineering change deemed necessary by RW.
 - h. Refraining from making any modifications to the equipment that are not approved by RW.
 - i. Using ONLY Accel TB Cleaning Solution (or equivalent) for cleaning the equipment. Use of any and all other cleaning products for cleaning and disinfecting your unit will immediately void your product warranty coverage.
6. USE OF SUB-CONTRACTORS: Service provided under this Product Warranty may occur from time to time at RW's sole choice and option, and can be performed by either RW or its authorized Technical Representatives or Sub-Contractors at the direction of RW. RW shall be responsible for the cost of furnishing replacements for defective components only, and the Customer shall be solely responsible for all labor costs related thereto.
7. PARTS REPLACEMENT: Repair materials and parts used to perform service pursuant to this Product Warranty will be replaced only as deemed necessary by RW. RW may repair or replace the defective warranty parts at its choice, and/or may use repaired, rebuilt or refurbished parts as necessary in making repairs under this Product Warranty. All parts to be furnished on an exchange basis, with the replaced parts becoming the property of RW. The **warranty coverage term** period for all parts repaired or replaced for parts deemed to be defective and covered by this warranty will be for the remaining term period of this standard warranty or the period of 90 days from date of shipment, whichever time period is greater.
8. FREIGHT COSTS: In-bound freight costs for all authorized RGA for warranty repairs, parts or system, are incurred by the Customer. All freight costs on out-bound warranty replacement components shall be paid by RW and will be shipped via UPS Ground Services only. Any freight upgrades to a faster delivery, such as Express Overnight, are the responsibility of the Customer. Under this Product Warranty Policy any and all Customs Clearance, Duties or Taxes are not part of the freight expense cost and shall be paid by Owner. This standard warranty policy considers freight costs as transportation expense only, and does not cover any administrative or government fees as mandated by any local governments. ***If it is determined the returned part or component is not covered under warranty, due to misuse, out of warranty time period or any failure of any other condition of warranty coverage, the customer shall incur all freight charges.***
9. LIMITATION OF LIABILITY: The liability of RW 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 RW harmless and indemnified from any and all such claims by Customer and its agents, servants, employees and its successors and assigns.



10. **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.
11. **ENTIRE AGREEMENT:** This agreement contains the whole agreement between the parties in regards to the standard Cocoon Product Warranty. There are no other terms, obligations, covenants, representations, statements, or conditions, oral or otherwise, of any kind whatsoever regarding this Product Warranty unless signed by both parties subsequent to the commencement date of this Cocoon Warranty policy.
12. **JURISDICTION AND GOVERNING LAW:** All parties to the transaction shall be subject to the jurisdiction and laws of the federal courts of the United States, District of Minnesota and/or the state courts of the County of Hennepin, State of Minnesota and jurisdiction shall rest solely and exclusively only in the State of Minnesota, without regard whatsoever to any principles of conflicts of law that would require or permit the application of the substantive law of any other jurisdiction, question of law, interpretation and/or dispute arising under the sales agreement or interpretation of this standard Cocoon Warranty.
13. **ASSIGNMENT OF BINDING AGREEMENT:** This warranty only applies to the original purchaser of a new product who buys the Cocoon from an authorized Cocoon retailer. The purchaser cannot assign or transfer its rights under this warranty without the prior written consent of RW. The provisions of this warranty are binding upon all successors, administrators, trustees and permitted assigns of purchaser. This warranty may be amended, altered or changed at any time only if in writing signed by RW, which may be refused by RW at any time for any reason.

How to Obtain Product Warranty Service:

Tel: 1-877-818-8877 or 952-703-5371 or E-mail: info@wellness-usa.com

