

RelaxWell **POD**™

★★★★★ Multi-Sensory Wellness System



Owner's Manual

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SECTION 1: INTRODUCTION

1.1 Purpose of the Manual

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

1.2 Customer Service

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

1.3 Disclaimer

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

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SECTION 2: SAFETY AND QUALITY ASSURANCE

2.1 Precautionary Safeguards

Strictly observe the following instructions for safety:

- Do not touch the Ambient lights while the RelaxWell Pod Deluxe is on.
- Wear protective eyewear during the entire session in the RelaxWell Pod Deluxe.
- Do not modify RelaxWell Pod Deluxe.
- Prevent flammables, water, and metallic objects from entering it.
- Do not use it 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 any liquid falls into the display CONTROL PANEL or the MAIN POWER BOX, unplug it and have it checked by qualified personnel before operating it.
- If RelaxWell Pod Deluxe unit will not be used for an extended period of time (two weeks or more), it should be disconnected from the wall outlet AFTER the heating unit cools down and the main breaker switch (under the bed) is turned to OFF.

NOTE: Always turn the main breaker switch (under the bed) to OFF prior to disconnecting plug from wall plug.

Avoid using RelaxWell Pod Deluxe under the following conditions:

- Excessive humidity, dust, heat or mechanical vibration.
- Near appliances generating strong magnetic or electric fields, such as speakers and broadcasting antennas.
- Near a television set.

Important Safety Instructions

(Save These Instructions)

Prior to using an electrical appliance, basic precautions need to always be followed, including **reading all instructions before using this appliance.**

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

1. Allow for a three-minute cooling period before unplugging RelaxWell Pod Deluxe

after every session end. An appliance may not be left unattended when plugged in accordance with ETL safety standards. Additionally, unplug it when not in use, before putting on or taking off parts and performing preventative maintenance, or cleaning. If it is continuously left ON, the Welcome Screen is displayed. If it will not be used for more than two weeks, turn the OFF switch on the electrical box cover under the bed to OFF by pressing the "0" side of the switch. Then unplug it from the electrical wall outlet.

2. Close supervision is necessary when this appliance is used by or near vulnerable persons, such as those who are physically handicapped, children and elderly.
3. Use this appliance only for its intended use as described in this manual. Do not use attachments and accessories not recommended by the manufacturer.
4. Never operate this appliance if it has a damaged cord or plug, if it is not working properly, or if it has been damaged.
5. Keep the cord away from heated surfaces.
6. Do not use outdoors.
7. Do not operate where aerosol products are being used.
8. To disconnect, turn power control to the OFF position, then remove plug from outlet.
9. **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.
10. **WARNING:** Temperatures high enough to cause burns may occur regardless of the control setting. Do not use on an infant or unconscious person. Do not use on sensitive skin or on a person with poor blood circulation. Frequently check the skin in contact with the heated area of the appliance.
11. **WARNING:** Only connect this appliance to a properly grounded outlet. Please refer to "Grounding Instructions" in SETUP.

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

12. **CAUTION:** To reduce the risk of electric shock, do not remove power box or control panel cover. There are no user-serviceable parts inside. Refer to qualified personnel only for service.

SECTION 3: ELECTRICAL REQUIREMENTS

3.1 Electrical Power Requirements

- Electrical Requirements: 220-240 Volt, 15 Amps, 50/60 Hz.
- Because of the nature of this capsule, each individual RelaxWell Pod Deluxe machine needs an entire dedicated circuit breaker for operation.

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

3.2 Grounding Standards:

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 RelaxWell Pod Deluxe 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 RelaxWell Pod Deluxe under the following conditions:

- Do not install near heat sources, such as radiators, or in places subject to excessive dust, mechanical vibration, shock, and 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 178°F (15°C to 81°C).

SECTION 4: PRODUCT INTRODUCTION

4.1 RelaxWell Pod Deluxe System Introduction:

The world's first dual mode system that combines dry heat and Ambient Light.

- Dry Heat Spa Capsule Features
 - Thermal dry heat
 - Vibration massage bed
 - Aromas
 - Cooling face air

RelaxWell Pod Deluxe has ambient lights that provide a rainbow hue of different shades of red, yellow, blue and green.

The RelaxWell Pod Deluxe has pre-set programs activated by a touch of the control panel.

4.2 RelaxWell Pod Deluxe System Features:

Liquid Crystal Display (LCD)

All functions of the RelaxWell Pod Deluxe can be controlled by the touch screen located on the hood of the capsule just over the head opening or by the toggles on the side of the unit.

PreSet Programs

RelaxWell Pod Deluxe provides preset programs to offer a variety of service options.

Aroma System

The RelaxWell Pod Deluxe's unique aroma system allows a choice of four *Pure Essential Oils*.

FitBed H.I.I.T. Exercise System

A built-in exercise fitness system featuring dynamic resistance bands of two different resistance levels with cushioned grips. Users can perform high intensity interval exercises while enjoying their sessions.

Guided Relaxation eScapes

The visual eScapes feature utilizes a beautiful array of hypnotic and engaging images which facilitates all users in quickly entering the all-important relaxation zone. Relaxation categories include: beach, desert, floral, humming birds, mist and sunbeams, sealife, night sky and snow.

Cool Face Air

Light, cool airflow upon the face refreshes and relaxes. A continuous stream of adjustable cool air movement from levels of zero to seven enhances the personal comfort of each session.

Dry Heat Sauna

Dry heat warms the surface of the skin. The temperature ranges from 110°F to 194°F (30°C to 90°C) within the preset programs. The heat is controlled and completely adjustable to allow for even distribution.

Ergonomic Contour Bed

The massage bed is contoured to the most comfortable fit for the body. Evenly distributed cushioned support allows for the feeling of relaxed air suspension. The contoured shape allows for the even delivery of vibration to all parts of the body.

Sound System

High quality stereo speakers have been installed in the RelaxWell Pod Deluxe to enable use with IPODs or portable MP3 players so users can listen to relaxing music or motivational programs while enjoying a RelaxWell Pod Deluxe session.

Vibratory Bed

Individualized variable massage motors utilizing two controls allow for customized massage vibration settings. The adjustable pulsating harmonic rhythms range from rapid strokes to long, deep waves.

Sanitary Lamp

In the base of the RelaxWell Pod Deluxe, the dry air is exposed to a sanitary lamp that is located under the bed. The lamp acts to deodorize, disinfect and purify the air in the capsule.

Ambient Lights

Red, yellow, blue and green ambient lights that illuminate and soothe to create a comfortable and relaxing chamber.

4.3 Beauty Services

RelaxWell Pod Deluxe offers many enhanced and beneficial programs. The following spa services may be offered to personalize any session.

Table 2.4.1 Spa Services

Body Care
Body Wraps and Masks: Clay/Mud Herbal Bandage Wrap Mineral Paraffin Thalasso Services (Seaweed, Algae) Aroma

4.4 RelaxWell Pod Deluxe System Contraindications:

Knowledge of your client’s contraindications requires a thorough client analysis. Being unaware of their medical history may cause problems. If you have any medical condition, consult a physician before use of the POD.

Active cancer	Recommend no use
Epilepsy	Recommend no use
Broken bones/slipped disk	Recommend no use
Infectious or contagious skin conditions	Recommend no use
Low blood pressure	Recommend no use
Severe open abrasions	Recommend no use
Pregnant or Breast Feeding	Recommend no use during pregnancy
Heart disease	Obtain written consent from client’s physician
Diabetes	Obtain written consent from client’s physician
Cardio-vascular conditions	Obtain written consent from client’s physician
Inflamed areas	Avoid area(s)
Varicose veins	Recommend no use
Allergies to clay products, aroma oils or ingredients listed on products (see product labels)	If in doubt, perform a patch test at the back of knee and wait for 24 hours.

4.5 Water Intake:

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

SECTION 5: INSTALLATION

5.1 Opening Shipping Container

Strictly observe the following instructions for safety:

- Do not stand the RelaxWell Pod Deluxe on end.
- Do not drop or tip it on its side.

It is recommended that at least two people lift the RelaxWell Pod Deluxe. Each person must be able to lift 120 Pounds or 56 Kilograms. Once assembled, it does not fit through a standard doorway. The hood may be removed to transport it. 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 RelaxWell Pod Deluxe 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 RelaxWell Pod Deluxe and locate hand holds at the base.
8. Lift the RelaxWell Pod Deluxe from pallet.
9. Position in location of operation on a carpeted or padded surface.
10. Remove plastic wrapping from bed assembly and release accessories box.
11. Remove power cord from accessories box.
12. Plug cord into the RelaxWell Pod Deluxe at foot base and into wall outlet after verification of power requirements.
13. Unwrap head pillow from plastic material on the RelaxWell Pod Deluxe hood and position in the Capsule.

5.2 Installing Aroma System

For safety, please make absolutely sure the RelaxWell Pod Deluxe is turned OFF (“0”) at main switch on power box cover before proceeding.

As shown in Figure 4.3.1 *Preliminary Installation of Aroma System* and Figure 4.3.2 *Installation of Aroma System*, the instructional steps are:

1. Raise hood to fully open position.
2. Raise head area of contour bed to lift and prop stand into position.

NOTE: The brass nebulizers and plastic drawtubes have been preinstalled at factory.



Figure 4.3.1 Preliminary Installation of Aroma System.

3. Carefully remove the four O-rings, glass expansion chambers, and 1/3 oz. aroma bottles from their packaging.
4. Remove brass nebulizer from mounting clip and turn over to view bottom (tube and filter are attached to bottom).
5. Install one O-ring inside bottom of nebulizer by sliding it over the draw tube and filter. Seat O-ring securely around brass protrusion. (This is not a snug fit.)

6. Remove lid from appropriate aroma bottle and place under brass nebulizer. Turn nebulizer over bottle slowly (so O-ring doesn't fall off) and screw bottle in snugly.
NOTE: Tube and filter are now inside aroma oil bottle.
7. Return nebulizer to appropriate mounting clip.
8. Position one expansion chamber over top of nebulizer and tighten by gently turning clockwise. Do not force into place. Glass chamber should position effortlessly.
9. Repeat for three remaining oils.
10. Lower the contour bed into position.

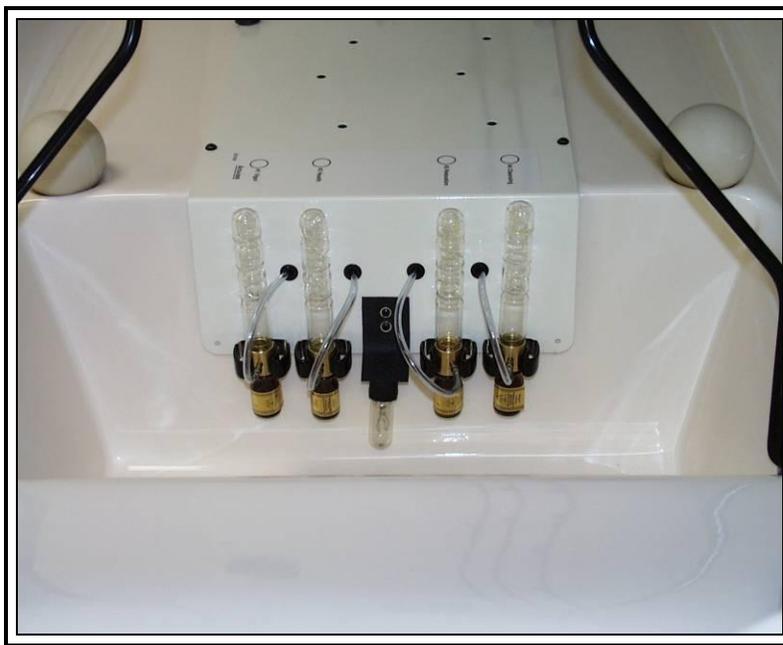


Figure 4.3.2 Installation of Aroma System.

WARNING: The glass expansion chambers should always be screwed in before you start using the RelaxWell Pod Deluxe System. Failure to do so will cause spillage of essential oils. Only use *Pure Essential Oils and Blends* in your diffuser. Low-grade oils or “perfume essences” may clog the jets of the nebulizers and invalidate your warranty.

5.3 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 motors and heat pad.
5. Read the label on the electrical box cover for the location of the motors and heat pad outlets.
6. Set six (6) balls in ball holes.
7. Stand at the opposite side of the bed facing each other.
8. Set bed gently on the six supporting balls.
9. Lift the head area of the bed and locate the bed prop. Lift the bed prop into position and lower bed onto it.
10. Plug the cords into the outlet according to the label while the bed prop is holding the bed up.
11. Make sure the vibration motors are not touching the aroma hoses or the electrical cords.
12. Lower bed back onto the six supporting balls.
13. Make sure all six balls remain in place for support.

5.4 Installing Supplied Accessories

Installing Pillows:

Note: The pillows are used as part of the protective packaging materials.

1. Take pillows out of plastic bags.
2. Set pillows at the end of RelaxWell Pod Deluxe in the head area. Please note that the pillows are used for different purposes, as follows:
 - The higher portion of the Low Profile Pillow may support the neck.
 - The Adjustable Profile Pillow may be used under the contour head pillow as a height adjustment to enhance the view of the display screen.
 - The Therapy Pillow is designed for shorter persons to support hips and buttocks. Place this cushion at the curvature of the contour bed to prevent body movement.

5.5 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.

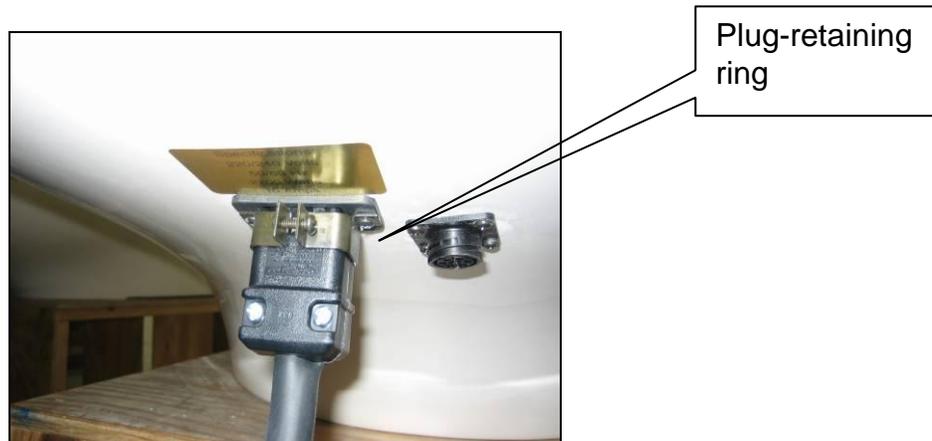
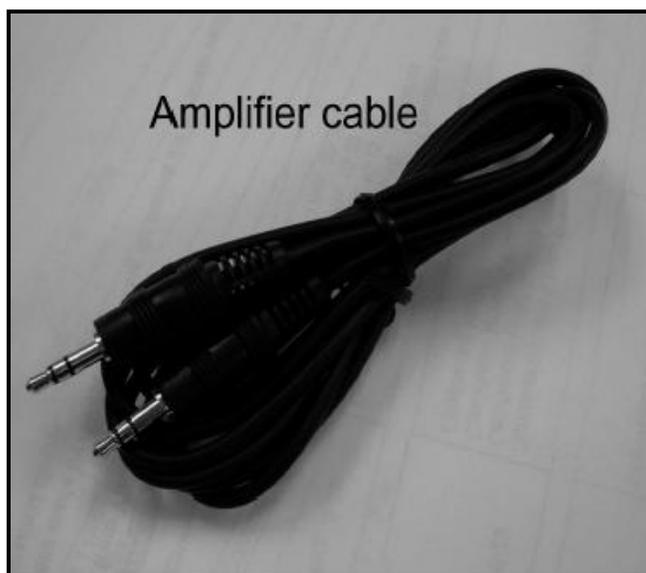


Figure 4.7.1 Connection of Power Cord

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 electrical box cover, under the bed, by pressing minus ("-") side of switch.
4. Confirm that the power is turned ON by checking that the LCD (Liquid Crystal Display) screen is on and the colored lights on the CONTROL PANEL are working.
5. Please refer to the **TROUBLESHOOTING** section if any problems arise.

5.6 Installing MP3 Players



SECTION 6: OPERATION

6.1 Operational Safety

CAUTION:

- Eye protection must be worn throughout entire session in RelaxWell Pod Deluxe.
- 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.
- Children under the age of 16 must have adult guidance.
- Recommended session duration is 60 minutes or less.
- To avoid high temperature contact, use wooden handle above hand ports to open and close capsule.
- Remove any metal items, such as rings and jewelry, before beginning a session.
- Read the “Owner’s and Service Manual” before using.
- Heating Pad burns will result from improper use. Do not submerge bed in water. Do not use sharp objects, which will penetrate the bed.
- Never remove hood unless it is being disassembled.
- If you have any questions, concerns and/or problems, please contact the manufacturer at podsupport@sybaritic.com or 1- 877-818-8877.

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 opened half way.

6.2 Preparation for Operation

- Check to see if the power cord plug is plugged into the appropriate electrical wall outlet. Please refer to **Connecting the Power Cord** in Section 5.5 or **Installing Bed** in Section 5.3 for further details.
- Open the hood fully, and then partially raise the contour bed to locate the ON/OFF switch under the contour bed.
- Turn ON by pressing minus (“-“) side of the ON/OFF switch on the electrical box cover. Please refer to **Installing Bed** in Section 5.3 for further details.
- Sit on the contour bed. Then move slowly to recline.
- Grasp handle inside the hood and gradually pull it downward.
- Adjust the Velcro closure of the neck drape to cover opening completely.
- Push hands through the hand ports to operate the LCD touch screen control system.

6.3 Initialization

After you have turned on the RelaxWell Pod Deluxe, the Welcome Screen appears on the 8" inch LCD touch screen control system.



There are three basic methods for operating the RelaxWell Pod Deluxe after choosing either a Preprogrammed Session or Customized Session:

- The **Pre-programmed Session** is already preset for a session. There are twenty one (21) different programs to choose from including a Customized Session. For specific instructions see below.
- To program **Customized Session**, select from the following adjustable features. For specific instructions see below.
- Any program may become a **Personalized Session**. The Preprogrammed Session and a Customized Session may be modified with the Feature keys.

For additional information on a program, please refer to an explanation of the adjustable features selection in the Pre-programmed Session and the Feature keys in the Personalized Session.

6.4 Preprogrammed Sessions

The RelaxWell Pod Deluxe has 21 preprogrammed sessions. The programs are shown on the LCD touch screen control system as follows:

- | | |
|----------------------|----------------------|
| 1. Energy | 12. Power Nap |
| 2. Meditation | 13. Body Wrap |
| 3. High Hyperthermic | 14. Stone Massage |
| 4. Relief | 15. Condition |
| 5. Weight Management | 16. Massage |
| 6. Brighten | 17. Wellness |
| 7. Sunshine | 18. Fitness |
| 8. Core | 19. Relaxation |
| 9. Beauty Care | 20. Pre/Post Massage |
| 10. Cleanse | 21. Pre-Heat |
| 11. Celiminate | 22. Customized |



PLEASE SELECT PROGRAM:



PLEASE SELECT PROGRAM:



The **Preprogrammed Sessions** from the above list are shown on the LCD touch screen. Each preprogram is unique in its pre-settings. Below each preprogram is described as follows:

Energy

Time: 30 minutes	Vibration Back: HIGH
Temp: 150F/66C	Vibration Legs: HIGH
Heat Bed: ON	Lights: RED
Face Fan: 5	Aroma: VIGOR
Turbo Fan: 5	

Meditation

Time: 30 minutes	Vibration Back: LOW
Temp: 100F/38C	Vibration Legs: LOW
Heat Bed: OFF	Lights: BLUE, GREEN, YELLOW
Face Fan: 1	Aroma: RELAXATION
Turbo Fan: 1	No K CAL screen

High Hyperthermic

Time: 30 minutes	Vibration Back: MAX
Temp: 192F/89C	Vibration Legs: LOW
Heat Bed: OFF	Lights: BLUE, RED, YELLOW
Face Fan: 7	Aroma: VIGOR
Turbo Fan: 7	

Relief

Time: 30 minutes	Vibration Back: HIGH
Temp: 165F/74C	Vibration Legs: HIGH
Heat Bed: ON	Lights: RED, YELLOW
Face Fan: 5	Aroma: RELAXATION
Turbo Fan: 5	

Weight Management

Time: 30 minutes	Vibration Back: MAX
Temp: 180F/82C	Vibration Legs: MAX
Heat Bed: ON	Lights: RED, YELLOW
Face Fan: 7	Aroma: CLEANSE
Turbo Fan: 7	

Brighten

Time: 30 minutes	Vibration Back: INTENSE
Temp: 150F/66C	Vibration Legs: INTENSE
Heat Bed: ON	Lights: GREEN, YELLOW
Face Fan: 5	Aroma: CLEANSE
Turbo Fan: 5	

Sunshine

Time: 30 minutes	Vibration Back: LOW
Temp: 115F/46C	Vibration Legs: LOW
Heat Bed: ON	Lights: BLUE, GREEN, RED, YELLOW
Face Fan: 3	Aroma: HEALTH
Turbo Fan: 3	No K CAL screen

Core

Time: 30 minutes	Vibration Back: HIGH
Temp: 160F/71C	Vibration Legs: HIGH
Heat Bed: ON	Lights: RED, GREEN
Face Fan: 5	Aroma: VIGOR
Turbo Fan: 5	

Beauty Care

Time: 30 minutes	Vibration Back: MED
Temp: 125F/52C	Vibration Legs: MED
Heat Bed: ON	Lights: BLUE, RED
Face Fan: 3	Aroma: RELAXATION
Turbo Fan: 3	

Cleanse

Time: 30 minutes	Vibration Back: HIGH
Temp: 155F/68C	Vibration Legs: HIGH
Heat Bed: ON	Lights: GREEN, YELLOW
Face Fan: 5	Aroma: CLEANSE
Turbo Fan: 5	

Celminate

Time: 30 minutes	Vibration Back: HIGH
Temp: 155F/68C	Vibration Legs: HIGH
Heat Bed: ON	Lights: RED, YELLOW
Face Fan: 5	Aroma: HEALTH, CLEANSE
Turbo Fan: 5	

Power Nap

Time: 15 minutes	Vibration Back: LOW
Temp: 100F/38C	Vibration Legs: LOW
Heat Bed: ON	Lights: BLUE
Face Fan: 1	Aroma: RELAXATION
Turbo Fan: 1	No K CAL screen

Body Wrap

Time: 30 minutes	Vibration Back: HIGH
Temp: 140F/60C	Vibration Legs: HIGH
Heat Bed: ON	Lights: BLUE, RED
Face Fan: 3	Aroma: CLEANSE
Turbo Fan: 3	

Stone Massage

Time: 30 minutes	Vibration Back: LOW
Temp: 115F/46C	Vibration Legs: LOW
Heat Bed: ON	Lights: BLUE, RED
Face Fan: 3	Aroma: VIGOR
Turbo Fan: 3	No K CAL screen

Condition

Time: 30 minutes	Vibration Back: HIGH
Temp: 155F/68C	Vibration Legs: HIGH
Heat Bed: ON	Lights: RED, GREEN
Face Fan: 3	Aroma: RELAXATION
Turbo Fan: 3	

Massage

Time: 30 minutes	Vibration Back: MED
Temp: 130F/54C	Vibration Legs: MED
Heat Bed: ON	Lights: BLUE, RED, YELLOW
Face Fan: 3	Aroma: CLEANSE
Turbo Fan: 3	

Wellness

Time: 30 minutes	Vibration Back: MED
Temp: 140F/60C	Vibration Legs: MED
Heat Bed: ON	Lights: BLUE, RED, GREEN
Face Fan: 3	Aroma: HEALTH
Turbo Fan: 3	

Fitness

Time: 30 minutes	Vibration Back: HIGH
Temp: 155F/68C	Vibration Legs: HIGH
Heat Bed: ON	Lights: BLUE, GREEN, YELLOW
Face Fan: 5	Aroma: HEALTH, CLEANSE
Turbo Fan: 5	

Relaxation

Time: 30 minutes	Vibration Back: LOW
Temp: 110F/43C	Vibration Legs: LOW
Heat Bed: ON	Lights: GREEN
Face Fan: 3	Aroma: RELAXATION
Turbo Fan: 3	No K CAL screen

Pre/Post Massage

Time: 30 minutes	Vibration Back: MED
Temp: 130F/54C	Vibration Legs: MED
Heat Bed: ON	Lights: BLUE, RED
Face Fan: 3	Aroma: CLEANSE
Turbo Fan: 3	

Pre-Heat

Time: 10 minutes	Vibration Back: OFF
Temp: 135F/57C	Vibration Legs: OFF
Heat Bed: ON	Lights: RED
Face Fan: 1	Aroma: CLEANSE
Turbo Fan: 1	

Custom

Time:	Vibration Back:
Temp:	Vibration Legs:
Heat Bed:	Lights:
Face Fan:	Aroma:
Turbo Fan:	

The user can select the desired program by touching the box on the screen. Once a program is selected, the enter weight screen will be activated. The user will need to enter their weight. To adjust the weight shown on the screen, toggle the up/down arrow keys to the desired weight. The left most up/down keys toggle 100s, the middle up/down 10s and far right up/down 1s. Then press enter. The software includes an option for tracking and displaying the approximate calories burned during a session by the user entering their body weight and calculating the duration of the session and temperature levels utilized during the session.

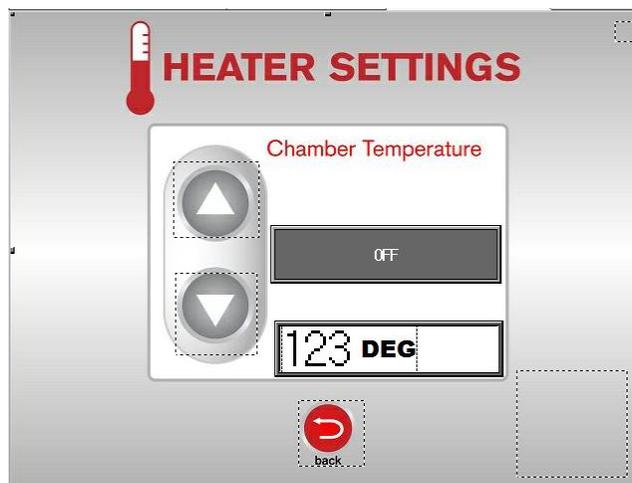


6.5 Changing Parameters

After pressing enter on the above screen, the following control screen will appear. This screen allows user to customize a Preprogrammed Session or to customize a program.



Cabinet Temperature: The user can change the settings for the cabinet temperature at any time during the session by simply pressing the Temperature box which will bring you to the change temperature screen as shown:



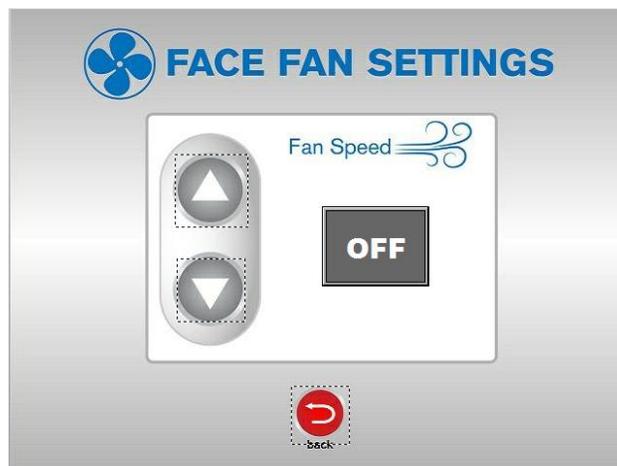
Below are the levels based on the temperatures listed:

- Low 110 F/44 C
- Medium 145 F/65 C
- High 165 F/74 C
- Hyperthermic 182 F/83 C
- High Hyperthermic 194 F/90 C

Massage Vibration Intensity: The user can select the desired intensity of both upper (Back) and lower (legs) massage vibration using the “up” and “down” arrows (shown below) to change the intensity of massage vibration.



Face Fan: The user can select the desired fan speed using the “up” and “down” arrows (shown below) to change the intensity of the fan speed.

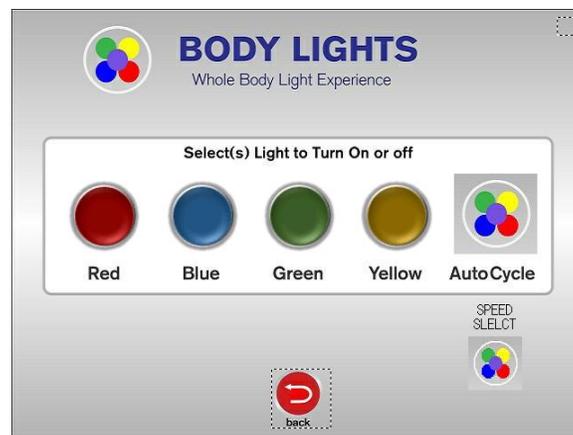


The levels are 0 (off) to 7 (maximum).

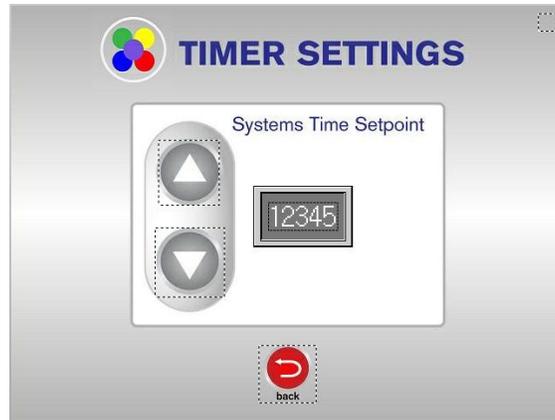
Aroma: The user can select their aroma experience from cleansing, health, relaxation or vigor. Only one aroma can be selected at a time.



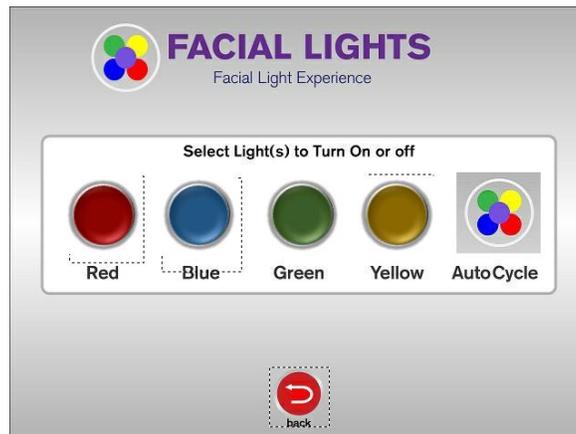
Body Lights: The body lights control screen allows users to choose colors from red, blue, green and yellow. Press AutoCycle to rotate colors.



The AutoColor cycle speed can be modified by pressing the speed select key. The up/down will add or subtract 5 seconds. The AutoColor cycle is 5 second minimum to a 60 second maximum.



Face Lights: The face lights control screen allows users to choose colors from red, blue, green and yellow. Press AutoCycle to rotate colors.



Timer Settings: The custom time screen allows users to change base time. This is only enabled if Custom program has been chosen.



The time setting can be increased/decreased in 1 minute intervals, with a maximum of 60 minutes.

Heat Pad: The heat pad can be turned on/off by pressing the heat pad key.

Infrared: If your pod is equipped with infrared, the IR can be turned on /off by pressing the IR key.

6.6 Guided eScapes Relaxation

The visual eScapes utilizes a beautiful array of hypnotic and engaging images to bring the user excitement, motivation and interest in every session and enables the user in entering the relaxation zone. There are 8 guided eScape Relaxation categories:

1. Beach Scape
2. Desert Scape
3. Floral Scape
4. Humming Birds
5. Mist and Sunbeams
6. Sealife
7. Night Sky
8. Snow Scape.



The user can choose what category by pressing the selection.

6.7 Ending the Session

To pause a session, press the yellow pause button and/or the back button located at the bottom of the screen. To resume the session, press the yellow pause button again. To return to the program selection menu, press the back/end button. Otherwise, the session ends automatically when the TIMER SETTING has expired. When the time expires from the session end, the End Screen is displayed.



6.8 Turning Off Your RelaxWell Pod Deluxe System

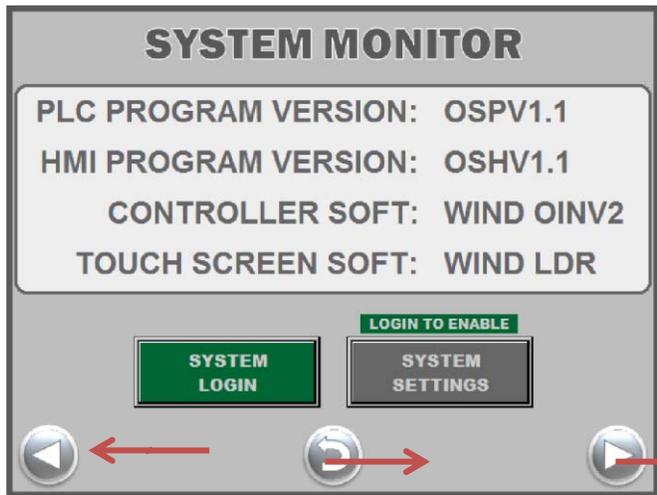
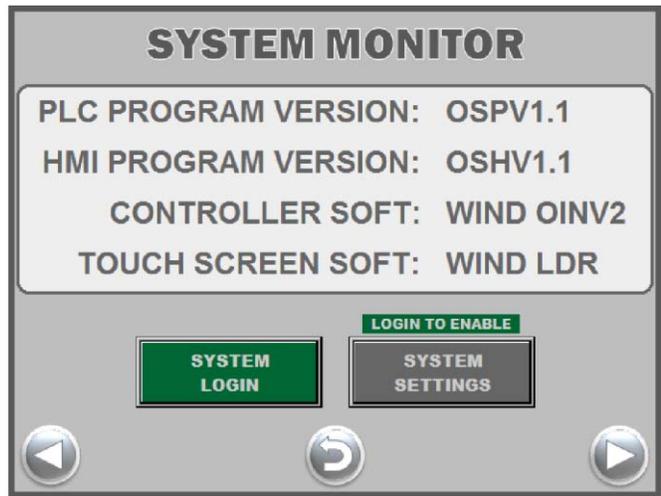
The RelaxWell Pod Deluxe may be left ON ('-') after a session and the 'WELCOME' screen will be constantly displayed. If desired, the RelaxWell Pod Deluxe may be turned OFF ('0'), using the main breaker switch, which is located on the deck of the unit, under the bed, near the bed power receptacles.

If the RelaxWell Pod Deluxe unit will not be used for an extended period (two weeks or more), it is recommended that the unit be disconnected from the wall outlet AFTER the heating unit cools down and the main breaker switch (under the bed) is turned to OFF. *Likewise, unplug the unit before performing maintenance or repairs.*

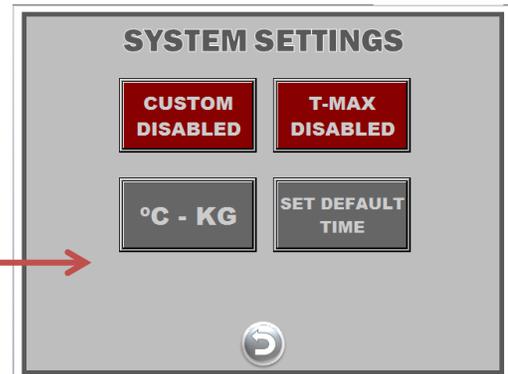
NOTE: Always turn the main breaker switch (under the bed) to OFF prior to disconnecting plug from wall power.

6.9 Additional Engineering Screens

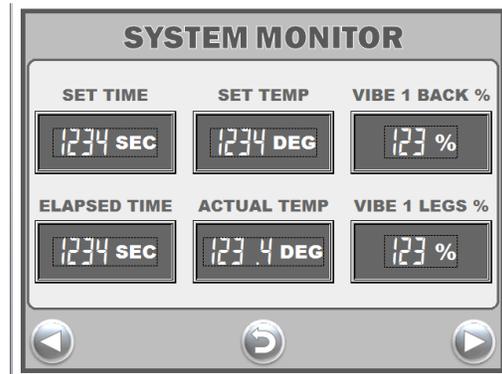
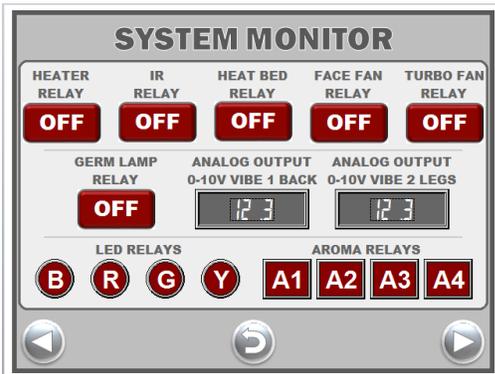
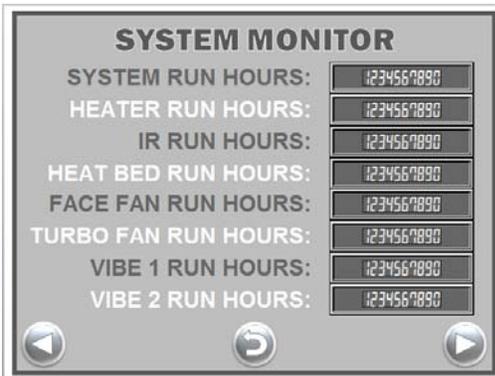
The below System Monitor screen can be accessed from the Welcome screen by touching the upper right hand corner on the Welcome screen for 3-5 second, accessing a hidden key. This allows the owner to check or modify the settings. To access the System Monitor screens, touch the top right hand corner. From there, you can either adjust the system settings or toggle the system monitor screens. To log in, use the Admin Account and press 1, 2, 3, 4 and press enter. This will reveal the system setting key.



This screen can be accessed from the main screen. This allows the owner to check or modify settings.



Use the up/down arrows on the sides to choose security level. Use owner and access code 1234 to enable the systems setting screen.



SECTION 7: TROUBLESHOOTING

7.1 Troubleshooting

The following 'Quick Reference' Troubleshooting Guide may assist in discovering and eliminating the cause of possible trouble in your RelaxWell Pod Deluxe. 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 7.1.1. Troubleshooting Guide

Problem	Possible Cause	Remedy	Cross Reference
No Electrical Power	Bad power connection	<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(220-240Volts). Check amperage of breaker controlling power outlet. Turn ON using main switch on top of Main Power Box, under contour bed. 	Please refer to Section I, No Power to the RelaxWell Pod Deluxe
	Incorrect power source		
	Blown fuse or circuit breaker		
	Machine not turned ON		
Display Screen Lockup	Electrical Noise / Interference	<ul style="list-style-type: none"> Reset by lifting up the bed, then press ON/OFF switch to OFF, then ON. 	Please refer to Section III, No Power to Display Screen / Control Panel.

Problem	Possible Cause	Remedy	Cross Reference
No power to Display Panel)	F1 fuse blown 3 pin connector loose in main power box Loose voltage regulator screw	<ul style="list-style-type: none"> • Replace fuse. • Examine and tighten connector. • Tighten screw on top of power box. 	Refer to Section III.
Noise from Vibration	Uneven surface Missing or mis-aligned balls Loose motor Motor cam hitting motor guard Loose face panel Hood/base offset	<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. • Fasten the face panel down with a screwdriver. DO NOT OVERTIGHTEN. <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.	Refer to Section II, Inoperative Heater.

Problem	Possible Cause	Remedy	Cross Reference
Heater Remains On	Won't reset Damaged temperature sensor Power box relay	<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 main power box. 	Refer to Section II. Inoperative Heater.
Inaccurate Temperature Reading	Mis-aligned or damaged temperature sensor	<ul style="list-style-type: none"> • Re-position or replace temperature sensor. 	

I. No Power to the RelaxWell Pod Deluxe

- A. Check plug connection into the electrical wall outlet.
- B. Check plug connection into receptacle at base of the RelaxWell Pod Deluxe.
- C. Check proper power (220-240V) at wall receptacle.
- 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.
- G. **Disconnect the unit from power.** Remove Main Power Box (See Section 7.10). Check all Wiring Harness connections. Reinstall Power Box, reconnect power and check operation.
- H. Replace Main Power Box.
- I. Replace Control Panel.

II. Inoperative Heater

Note if all other systems are OK.

- A. Verify that the temperature indicated by red Oxy on left side of display panel approximates room temperature. Heater will not activate unless temperature setting of program (LCD display) is greater than actual temperature reading (red light emitting diode). 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 5 pins in hood harness connector and 5 receptacles in base connector.
- 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 number 9 & 14 of connector for reading of 26-27 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 9 & 14	220/240 Volts

If either of these voltages is not present, go to next step.
- E. Disconnect unit from power and carefully remove main power box (See Section 7.10).
1. Check connector plugs (5) from main box to extension harness from main heater for good connection. **NOTE: Verify good connection of all other connectors into main box, as well.** Re-install main power box, being careful not pinch any wires. Re-power unit.
 2. Select program and start, waiting 1-2 minutes for heater to initiate, or repeat voltage check (Step D-3 above). If heat or voltage still not present, consult supplier for additional technical assistance.

III. No Power to Display Screen / Control Panel.

- A. Check plug connection into wall receptacle
- B. Check plug connection into receptacle in base of the RelaxWell Pod Deluxe.
- C. Verify proper incoming power (220-240 Volts) from wall.
- D. Check breaker switch on main power box on deck of base, under the contour bed. Switch should be in ON position.
- E. Display panel out, but stereo still has power. Possible blown fuse in F4 position of Main Power Box:
 - **WITH POWER DISCONNECTED**, unplug and remove bed assembly from the unit.
 - Remove the four screws holding down the Main Power Box and cover plate (see service Chapter 7.10).
 - In the fuse block on the bottom of the power box, observe the fuse in the F1 position, which is on the end nearest the terminal block, next to the empty fuse space. (See diagram A-1 in this manual). If this fuse is blown, replace with a **4 Amp 250v Slow-blow type fuse**.

- If this does not resolve the problem, check additional items below.
- F. Check for low voltage power loss as follows:
1. Check data harness connection between hood and base to **right** of Main Hinge/Strut Assembly as shown in Figure 7.10.5 *Connector Diagram*. Must be aligned correctly and twist-locked in place.
 2. Check the low voltage regulator screw. This screw is near the main breaker switch on top of the main power box as shown in Appendix A Figure A–1 *Power Supply Box*, and is accessible by unplugging and removing the contour bed and the four screws holding the main box protective cover in place. When exposed, tighten screw firmly using small Phillips screwdriver. **Do not over-tighten.**
 3. Low voltage power connector inside Main Box as shown in Appendix A Figure A–2 *Power Supply Box PCB Layout*. **DANGER-High Voltage in this area.**
 - a. **WITH POWER DISCONNECTED**, check for firm contact of 3-pin connector to printed circuit board of main box. (This connection supplies all low voltage to the unit. Only two wires are in this connector.) Re-install main power box and re-assemble. Turn power ON. If display panel still will not light, re-check DATA HARNESS connection to right of main hinge. This connection is a common problem area, especially re-assembly following installation.
- G. If display is still inoperative:
1. Carefully remove three screws, holding display panel in place.
 2. Carefully remove display assembly from hood.
 3. Verify firm connection of five-pin power connector to PC board from upper harness.
 4. Re-install display panel assembly. *Take care to tighten screws partially, in a rotational pattern*, until all are snug. **Do not over-tighten.**
- H. If display is still inoperative, consult supplier for additional technical assistance.

IV. Intermittent Operation (runs a few minutes and quits, then resets)

- A. Check and tighten the small screw next to the main switch on top of the main power box.
1. Remove the 4 screws from the power box cover and use a small Phillips Head screwdriver to check this screw, which attaches to the 12V regulator underneath.
 2. Tighten as needed, but DO NOT OVERTIGHTEN.

V. Face Fan Inoperative

- A. Select and start a program and adjust face fan setting to level five. If no response, then refer to the following:
1. If fan frame is binding, *slightly* loosen screws in mounting of face fan. If no improvement, go to next step.
 2. Disconnect the RelaxWell Pod Deluxe from power source.

3. Remove main power box (See Section 7.10).
4. Check for appropriate contact of two-pin connector from face fan harness to rear side of power box, as shown in Figure 7.10.5 *Connector Diagram*. At this time, verify all other connectors into main box are firmly connected, as well.
5. Re-install main box, re-power, initiate program and re-test fan. If no response, go to next step.
6. Allow heater fan to shut down, if applicable, and turn main power to OFF. Remove face fan assembly (See Section 7.17).
7. Check for appropriate connection of face fan to two-pin connector of wiring harness.
8. Set fan on floor, and re-power RelaxWell Pod Deluxe. Initiate a program and check for fan operation. If no function, go to next step.
9. Disconnect fan unit from harness and, using the voltmeter, check for 12-18 Volt power to face fan at the end of face fan harness. If power is present, replace face fan assembly. If power is not present, then use the voltmeter to carefully check for 12-18 Volts at two-pin receptacle in rear of power box. If power is present, replace face fan harness.

NOTE: If power is not present, consult your supplier for further troubleshooting advice or replacement of main power box.

VI. Aroma Pump(s) Inoperative

- A. Check aroma switches to verify appropriate aromatic pump is activated.
- B. With aroma pump(s) activated, disconnect direct air line to brass nebulizer to determine if air is being pumped. If no air is being pumped, then continue, as follows:
 1. **Disconnect RelaxWell Pod Deluxe from Power Source.**
 2. Remove main power box (See Section 7.10).

CAUTION: High Voltage in this area.
 3. Check aroma pump power cord connections to power box.
 4. Re-power RelaxWell Pod Deluxe , then:
 - a. Select and start a program.
 - b. Manually activate ALL aroma pumps at display panel.
 - c. Use voltmeter to check for 110 - 120 Volts at each aroma pump receptacle.
 5. If power is present and connection is firm, but pump does not operate, replace aroma pump.
- B. If all aroma pumps fail to operate (cord connections to power box are firm, but no power to receptacles), check data harness connection to right of main hinge assembly again.

NOTE: If still no power, consult your supplier for further troubleshooting advice or replacement of main power box.

VII. Aroma Oil Not Being Dispersed

- A. Check LCD indicator on display screen CONTROL PANEL to verify if aroma is ON.
- B. Check corresponding aroma nebulizer for actual amount of oils. Please keep aroma oil bottles completely full with *Sybaritic Pure Essential Oils and Blends* for optimal performance.
- C. Properly functioning nebulizer assembly should evidence mist of oil spraying from small orifice in top of brass nebulizer into glass chamber. If this is not present, go to next step.
- D. Check small plastic capillary tube connected to under-side (bottom) of brass nebulizer. If loose, clogged or collapsed, replace.
- E. Verify appropriate connection of air hose to nebulizer and aroma pump.
- F. Verify airflow through hose to brass nebulizer.
- G. Verify O-ring present between oil bottle and brass nebulizer.
- H. Nebulizer orifice may be clogged. Clean as follows:
 1. Remove nebulizer from system.
 2. Rinse/soak in alcohol or hot soapy water to loosen clog.
 3. Re-install nebulizer in system.
 4. Activate pump, blocking small orifice on top with finger, using air to 'back-flush' the nebulizer.
 5. If air or oil still does not flow through orifice of nebulizer, insert a very, very fine wire into the orifice to penetrate the clog and clear a pathway.
 6. If air and oil still do not flow through orifice into glass chamber when system is activated, replace brass nebulizer.

VIII. Ultraviolet Sanitary Lamp Inoperative

- A. Select a program from display screen CONTROL PANEL. Set ultraviolet lamp to ON position.
- B. Check lamp under the contour bed for operation. If bulb is not operating, then check the following:
 1. Signs of burnout, such as filament inside lamp and discoloration of bulb glass. If lamp appears to be burned out, replace. If lamp appears undamaged or replacement does not resolve the problem, go to next step.
 2. **Disconnect the RelaxWell Pod Deluxe from power source.** Remove main power box (See Section 7.10) and check for firm plug connection of lamp assembly cord into outlet on side of power box and firm terminal connection to ballast attached to side of power box. If connections are firm, go to next step.
 3. Re-power the RelaxWell Pod Deluxe. Select and start a program. Manually check display panel LCD to ensure the UV lamp is in the ON position.

CAUTION: High Voltage in this area.

Use a voltmeter to check the receptacle of lamp plug for 110-120 Volts. If correct voltage is present, move to next step. **NOTE: If no voltage is present, verify that the display board indicates this apparatus is ON.**

Then consult your supplier for additional troubleshooting assistance or replacement parts, or go to next step.

4. Use an Ohmmeter to check resistance across output terminals of ballast as shown in Figure 7.14.1 *Male & Female Terminals of Sanitary Lamp Ballast*. If 26-28 Ohms are not present, replace ballast.
5. If appropriate Ohms resistance is present, replace Lamp Assembly.

IX. Vibration Bed Inoperative

- A. Select and start a preprogrammed session and adjust vibration to level three.
- B. Raise contour bed onto prop stand. Verify motor cords are plugged into appropriate receptacles of main power source.
- C. Check rheostat motor control on right side of bed to ensure ON position of both motors. Turn rheostat through full range of motion to verify operation.
- D. If motors do not respond, use a voltmeter to test for 110-120 Volts power at power box vibration motor receptacle.
- E. If no power is present at the power box receptacles, check wall receptacle, base cord connections and data harness connector to right of main hinge. If connections are firm, replace main power box.
- F. If power is available at all power box receptacles, and only one motor fails to operate, unplug all plugs from top of power box and remove contour bed assembly (See Section 7.7).
- G. Place contour bed upside down on floor. Use a Phillips Head screwdriver to remove the center ball socket and rheostat control for inoperative motor. Check for firmness of the wire crimps and connections. If the wire crimps are loose, this component should be re-installed by a technician. If all connections are firm, replace vibrator motor (See Section 7.9).

NOTE: If vibration problems persist, consult your supplier for additional troubleshooting assistance or replacement parts.

SECTION 8: MAINTENANCE

8.1 Preventative Maintenance

CAUTION: Unplug from the electrical wall outlet before cleaning.

- **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 with a medium-soft bristle brush and/or vacuum cleaner.

8.2 Cleaning the RelaxWell Pod Deluxe

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

All plastics and poly carbonate surfaces including the inside and outside of system hood, underbed area and poly carbonate shell, as well as accessories in your RelaxWell Pod Deluxe 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 1-800-445-8418 and ask for your Wellness USA Territory Manager to place your order.**

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

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

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

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 NB 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 RelaxWell Pod Deluxe is shipped to you wrapped carefully in clear plastic wrap. The plastic wrap will keep your RelaxWell Pod Deluxe 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** RelaxWell Pod Deluxe **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.

SECTION 9: SPECIFICATIONS AND SUPPLIED ACCESSORIES

9.1 Precautionary Safeguards

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

9.2 Relax Well Pod Deluxe Specifications

Model Number _____ **Color of Shell:** Soft White.

Ambient Lights:

Mini (low) power (2mW LEDs), non-thermal, indirect and wide angle for colorful illumination.

Measure Method and Measurement Range:

Degree of Temperature: 80°F to 194°F (26°C to 90°C).

Accuracy: Temperature within plus or minus five degrees.

Displays: Liquid Crystal Digital (LCD) Keys

Struts: Please note that struts are a consumable. With average usage, they can last between 8 and 12 months and typically need replacement approximately once a year. However, in locations with heavy continuous usage or with customer misuse, it is not unusual for struts to require replacement more frequently.

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

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

Operating Environment: 50°F to 104°F (10°C to 40°C), less than 85% RH.

Storage Environment: -4°F to 131°F (-20°C to 55°C), less than 95% RH.

Dimension:

Opened: W = 35 inches (88.9 cm), H = 84 inches (214 cm), L = 89 inches (227 cm)

Closed: W = 35 inches (88.9 cm), H = 39 inches (100 cm), L = 89 inches (227 cm)

Specifications are subject to change without notice.

9.3 Supplied Accessories

- 4 Glass Expansion Chambers
- 4 Filter/Pick-up Tubes
- 4 O-Rings
- 2 Cleansing Pure Essential Oil Blend
- 2 Relaxation Pure Essential Oil Blend
- 2 Fitness Pure Essential Oil Blend
- 2 Vigor Pure Essential Oil Blend
- 2 Yellow and 2 Blue Fitness Exercise Resistance Tubes with Handles
- 1 RelaxWell Pod Deluxe Owner's Manual

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

9.4 Labels

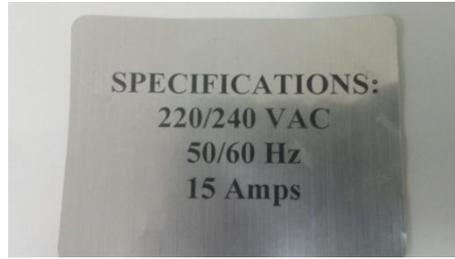
Below are pictures and descriptions of label and where they are located on your pod.

Serial Number

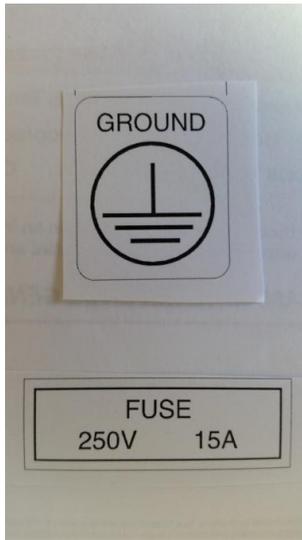


Located inside the machine near the head resting area. Lift Bed to view.

Specification label - 220V Model

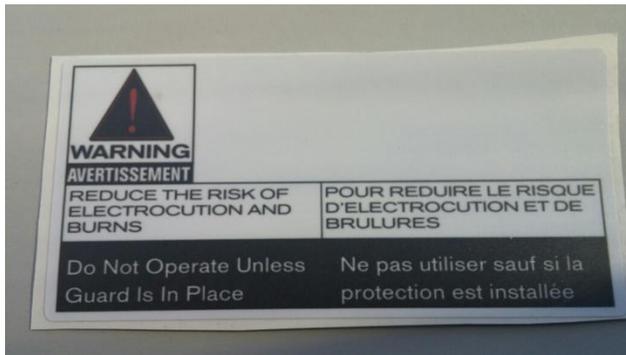


Located under the machine at the foot end, where the power cord is inserted.



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

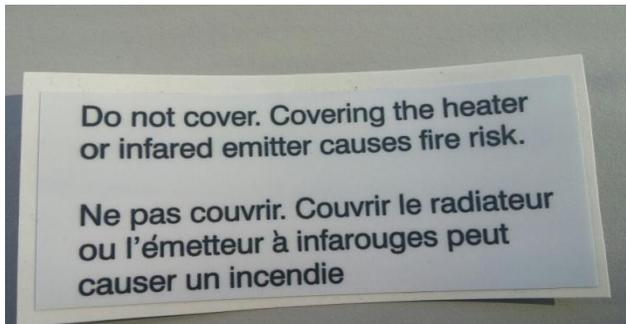
Fuse Label. Located near fuse on electrical panel.



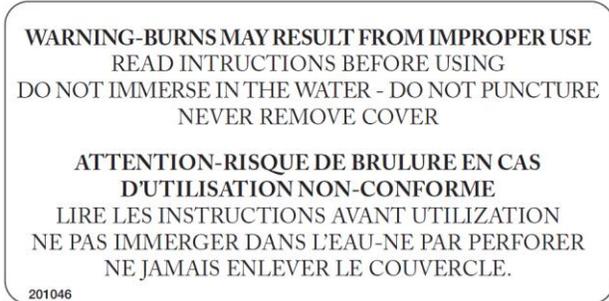
Warning Label. Located near heater (hood/near foot area).



Warning label underneath bed on top of electrical panel.



Located near IR heating elements.



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



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.: RELAXWELL POD DELUXE

Serial No.: _____

Micro Controller Identification 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

Relaxwell Pod Deluxe Owner's 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 RELAXWELL POD DELUXE

A. Manufacturer and Product Covered

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

B. Standard Product Warranty Term

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

General Terms and Conditions

The standard warranty for Relaxwell Pod Deluxe 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) Relaxwell Pod Deluxe serial number and model number; 2) date Relaxwell Pod Deluxe 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 Relaxwell Pod Deluxe components—but does not include the cost of labor for removing or installing said components.
- c. The Product warranty term time period for the Relaxwell Pod Deluxe shall be as follows:
 - 1.) Twenty-four (24) months: Frame/Fiberglass Enclosure – excluding moving parts such as Hand Port Covers;
 - 2.) Twelve (12) months: Standard Relaxwell Pod Deluxe parts and components - excluding moving parts such as Pistons/Struts.

- 3.) Eight (8) months: Pistons/Struts, LED modules and Vinyl Cover on Bed.
- 4.) Out of Box Defects: Defined as less than ten (10) days after delivery. Warranty can cover replacement of components and cost for labor of removing or installing said components on a case by case basis (as determined by a RW Technical Representative).
- 5.) No Coverage: Consumables and Accessories are not covered by warranty, and include neck drapes, aroma oils, salt brick, resistance tubes and handles. Out of Box defects (less than 10 days after delivery) will be replaced under warranty on a case by case basis (as determined by a RW Technical Representative).

- 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 Relaxwell Pod Deluxe 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 at the discretion of RW to make the determination 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 Relaxwell Pod Deluxe 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 Relaxwell Pod Deluxe defects. The standard Relaxwell Pod Deluxe warranty does not cover any business interruption or claims related to any use of Relaxwell Pod Deluxe 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 Relaxwell Pod Deluxe equipment.
5. **CUSTOMER'S RESPONSIBILITIES:** The Customer is responsible for:
- a. Maintaining the equipment in an environment suitable for the operation of the Relaxwell Pod Deluxe as instructed in the Relaxwell Pod Deluxe Owner's Manual.
 - b. Maintaining proper electrical power requirements as recommended by RW.
 - c. Following all operating and maintenance instructions for the Relaxwell Pod Deluxe as set forth in the Relaxwell Pod Deluxe 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.

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- 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 are 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 Relaxwell Pod Deluxe 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 Relaxwell Pod Deluxe 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 Relaxwell Pod Deluxe Warranty.
13. **ASSIGNMENT OF BINDING AGREEMENT:** This warranty only applies to the original purchaser of a new product who buys the Relaxwell Pod Deluxe from an authorized Relaxwell Pod Deluxe 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

E-mail: info@wellness-usa.com