

USER MANUAL



Alta

75" x 33" x 29"

vers. 202407

Embrace the Revitalizing Chill

Experience the invigorating benefits of cold therapy through our innovative Alta product. Cold therapy, also known as cryotherapy, involves subjecting the body to cold temperatures for therapeutic purposes. With its age-old roots and modern applications, this practice offers diverse and remarkable benefits for your well-being:

- **Reduced Inflammation:** Cold therapy is a natural anti-inflammatory. It helps to constrict blood vessels, reducing blood flow to inflamed areas and thereby alleviating swelling and pain. Whether you're recovering from an intense workout or seeking relief from sore muscles, our Alta can provide the cool comfort your body craves.
- **Faster Recovery:** Athletes and fitness enthusiasts often turn to cold therapy to accelerate recovery times. The controlled exposure to cold temperatures promotes quicker muscle repair, reduces muscle soreness, and aids in preventing overexertion.
- **Increased Circulation:** Paradoxically, cold therapy can lead to improved circulation. As the body responds to cold, it works to keep vital organs warm by increasing blood flow to the core. Once you exit the cold environment, this increased blood flow returns to the extremities, promoting better overall circulation.
- **Enhanced Mental Well-being:** Cold therapy is not just about physical benefits; it can positively impact your mental state too. The shock of cold triggers the release of endorphins, which are natural mood lifters. Many people find that cold therapy leaves them feeling refreshed, invigorated, and more mentally focused.
- **Boosted Immune System:** Regular exposure to cold temperatures has been associated with improvements in the immune system. It stimulates the production of immune cells and activates the body's natural defense mechanisms, helping you stay resilient against illness.

With a Alta, you can integrate the power of cold therapy seamlessly into your routine. Whether you're looking to enhance your recovery, reduce inflammation, or simply invigorate your senses, the Alta offers a convenient and effective solution.

Embrace the chill and unlock a new realm of well-being today.



Premium Materials

Embrace the chill and rejuvenate your body and mind with our product, showcasing an Acrylic Surface for aesthetics, and an insulated pipe sleeve to prevent condensation. Perfect for year-round outdoor use, energy-efficient, and reliable. Enjoy hassle-free cooling without water-related concerns.

1

Acrylic Surface



2

ABS



3

Insulation Sleeve



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Installation & User Manual



Warning! Risk of fire, electric shock and and water leakage.



Your Alta includes a detailed Installation & User Manual. Follow all instructions in the Installation & User Manual closely.



Warning! Improper installation, usage or maintenance can lead to loss of warranty, injury or property damage. Spa tub should be installed in accordance with BCA and local regulatory standards by qualified persons only. An isolation switch is recommended. Electrical installation must comply with AS:3000-Electrical Wiring Rules.



Warning! A minimum clearance of 0.5 feet must be maintained around the air inlet and outlet.



Warning! Suitable for operation in ambient temperatures ranging from 23°F to 109°F.



Warning! During installation and transportation, the unit must not be placed on its side or upside down.



Special Note:

To ensure optimal performance of the equipment after each refilling, please follow these steps:

- Connect the power supply and activate the control panel to start the equipment.
- Allow the equipment to operate for 20-30 seconds. Then, bleed the filter for 20-40 seconds by opening the bleeder valve on one side of the filter cover (refer to the figure). When water flows out from the filter vent, tighten the filter approximately 5-10 seconds after water appears.
- Completing these steps will ensure the circulation pump operates at its peak performance.
- If the control panel indicates that the circulation pump is functioning normally but there is no water circulation in the pipeline, please repeat steps 1 and 2. (This is a rare occurrence)

How To Set Up

If you're excited to reap the benefits of your Alta, start by following these simple guidelines to embark on your journey.

We understand your enthusiasm, but we strongly recommend reading the entire instruction manual, paying special attention to the safety information, before beginning your cold therapy sessions with the Alta. Your safety and maximum enjoyment are our top priorities.

1

Place your Alta in a suitable location and fill it with water to tub until the water level reaches the recommended mark as specified.

2

Open the air bleed screw to exhaust air from the filter and pump housing. See page 9 for more details.

3

Plug the cold tub into a 120V/60Hz power source and set the desired temperature using the control panel.

4

Within a few hours, you can enjoy the refreshing experience of cold water therapy.

5

We highly recommend regularly cleaning and sanitizing.

Important Safety Instructions

READ AND FOLLOW ALL INSTRUCTIONS

Taking the plunge is a significant step, and we disclaim all liability for damages due to failure to follow the provided guidelines.

- **Health Disclaimer**

If unsure, consult your doctor before using the Alta. While generally suitable for most individuals, those with reduced mobility or sensory/cognitive abilities should use the Alta under supervision and only if knowledgeable about safe usage and potential risks.

- **Temperature Awareness**

Start with a higher temperature (59°F / 15°C) and a shorter duration(1-2 minutes).

- **Gradual Adaptation**

Tolerance to cold water varies. Gradually increase Alta usage time. Sudden immersion can shock the body; enter slowly, keeping face, shoulders, and hands above water until breathing is steady.

- **Cold Exposure Risks**

Cold shock response decreases with exposure experience. Hypothermia is a risk - it leads to loss of consciousness and heart failure. Duration in cold water depends on factors like temperature, body size, and experience. Consult your doctor. Start with brief dips to find limits. Exit if uncomfortable.

- **Safety Precautions**

- Supervise children around the Alta.
- Pregnant women, children, and those with medical conditions must consult a doctor before using.
- Avoid alcohol or drugs before use.
- Do not use in extreme weather or flood conditions.
- Ensure proper drainage to avoid water accumulation.

- **Maintenance**

- Be cautious when entering and exiting the Alta.
- Keep the inlet clean to protect the pump.
- Avoid using electrical appliances nearby when empty.
- Use only approved cleaning agents; rinse thoroughly.
- Do not pressure wash the Alta.
- Keep the cover on to prevent injuries and water ingress.
- For repairs, consult Alta's approved engineers.

- **Power Supply Safety**

Ensure the power supply is on an GFCI protected circuit for safety.

Important Safety Instructions

WARNING:

- People with infectious diseases should not use a spa or hot tub.
- To avoid injury, exercise care when entering or exiting the spa or hot tub.
- Do not use drugs or alcohol before or during the use of a spa or hot tub to avoid unconsciousness and possible drowning.
- Do not use a spa or hot tub immediately following strenuous exercise.
- Prolonged immersion in a spa or hot tub may be injurious to your health.

CAUTION:

- Maintain water chemistry in accordance with manufacturer's instructions.
 - * Please read the instructions carefully and use according to the instructions. Children should use this product under the close supervision of adults.

WARNING:

- After transporting or installing the cold plunge, let the tub rest for 24 hours before turning on the chiller. Note: Failing to do so may result in chiller malfunction.
- To remove the back cover, wrap the cap with a cloth or use cloth gloves. Then, use pliers to grip the cap and pull it outward to remove it.
- The wind baffle inside the back cover of the Alta's ventilation system is a consumable item. It has a magnetic strip on the back that adheres to the chiller. If it breaks, it does not affect its functionality.
- If the control panel displays the ER03 code, it indicates there is air in the pipes. The air should be released through the exhaust port on the filter.

Package List



Aqua-Shield Lid



HydroPur Filter



HeatArmor Cover



Draining Line

Specification

Power Supply
Rated: 120V, 60 Hz, 7.5A
Water Flow: 20gal/Min
68L/Min

Materials
Acrylic
ABS
High-density PU

Dry Weight
225 lbs
102 kg

Water Capacity
61 gallons
230 liters

Temperature Control
37-104°F (3-40°C)



Draining
Standard drain Groove

Antifreeze function
With the auto freeze-proof function, heating will initiate when the water temperature drops below 37°F (3°C) and will automatically turn off when the temperature reaches 48°F(9°C)

Filtration
HydroPur Filter within arm's reach for easy configuration and maintenance

Cover
An aesthetic Aqua-shield Lid that optimizes space, and gives an interior-grade look

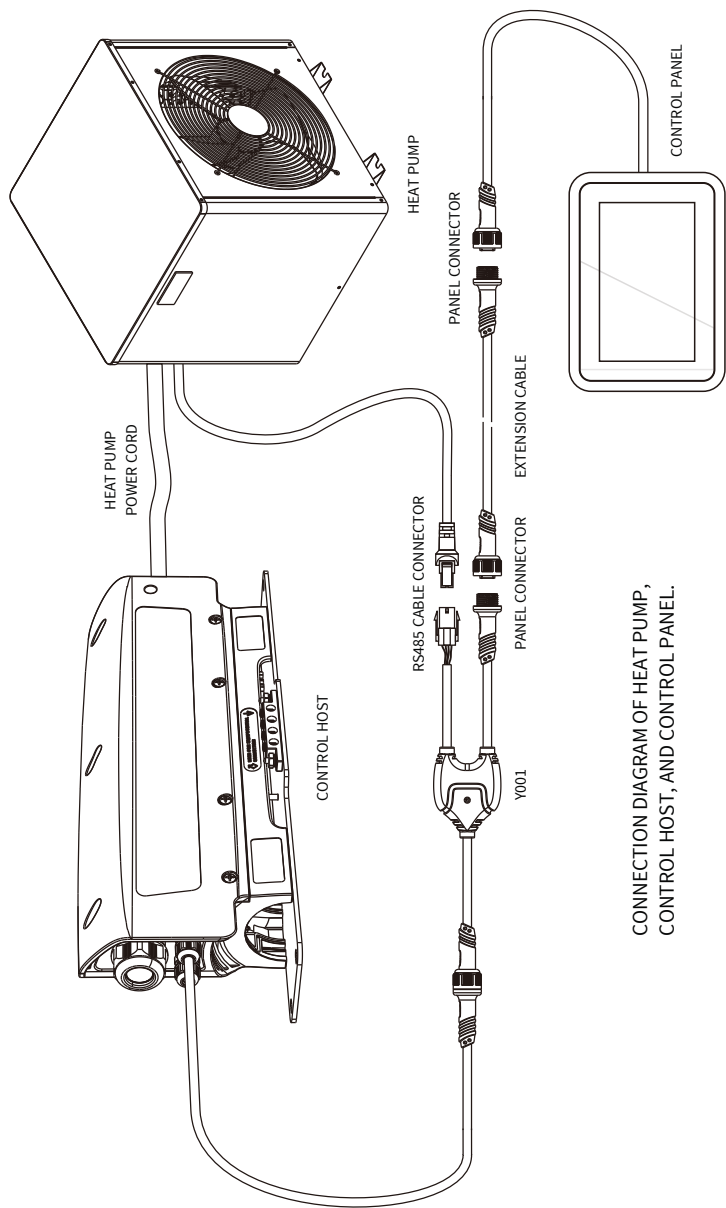
By default the product is equipped with the following features as indicated in the illustration above:



- 1. Circulation Pump
- 2. Ozone Sterilizer
- 3. Chiller
- 4. Insulation Sleeves
- 5. Control box

Touchscreen Control Panel

Control Panel Installation Instructions



CONNECTION DIAGRAM OF HEAT PUMP,
CONTROL HOST, AND CONTROL PANEL.

Touchscreen Control Panel - Setting

Panel Function Diagram



Slide to power on

Power on - After power on the SPA, turn on the system automatically. Or while the screen is off, touch to wake up the screen and follow the prompts to slide the icon and then power on. After power on the SPA, wait for 1 minute before operating the panel.



Power Off - Touch this button to power off.

When the system is power off, all loads will be turned off. When the system is power on, the screen will light up, the thermostat function will start, and the heat pump will run automatically to control the water temperature to the set temperature degree. The circulation pump is on. The sanitizing functions is turn on manually. In the following icons, only the underwater disinfection icon and light icon can be operated by touch.



Circulating pump icon



Heat pump icon



Disinfection icon



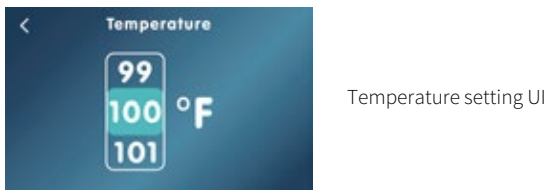
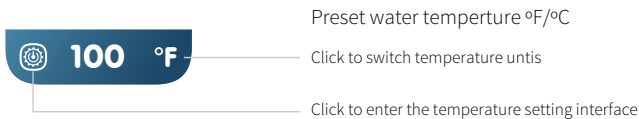
Light icon

Details are as follows



Current water temperature °F/°C

Touchscreen Control Panel - Function



Set the circulating pump mode (only for installers):



Within 2 minutes after powering on, when the main interface is displayed, touch the "⚙️" icon 5s to enter the setting menu, touch the "CPump" icon to change the circulating pump mode, you can set the circulating pump mode to Always On or Auto, at this time touch the "⬅️" icon to return to the main interface. Circulating pump mode will remain when power is down.



Always On mode



Auto mode

Always On mode: When system is on, the circulating pump is always on.

Auto mode: When system is on, the circulating pump is only turned on after the heat pump starts, when the heat pump is turned off, the circulating pump will be closed for a delay of 2 minutes, if the circulating pump has not been run within 1 hour, the circulating pump will run automatically for 1 minute.

Set the light mode (only for installers):

Within 2 minutes after powering on, when the main interface is displayed, touch the "🌈" icon 5s to switch light mode. The light mode will remain when power is down.

RGB mode: light work on RGB mode

ON/OFF mode: light work on ON/OFF switch mode

Preparation for Your Alta

Change Your Alta's Filter

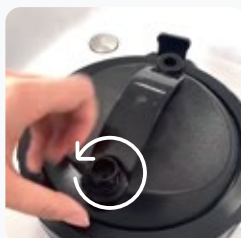
Exhaust Air and Replace Filter.

1 EXHAUST AIR

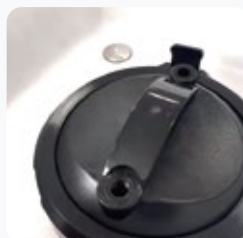
Loosen the filter exhaust valve counterclockwise, then let the air exhaust from the filter.



Filter exhaust valve.



Loosen valve counterclockwise.



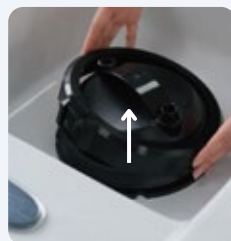
Air exhaust.

2 CHANGE FILTER

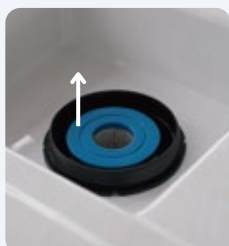
Regularly cleaning your filter is the simplest and most effective way to maintain clear water. A dirty filter can cause power and system issues. Here are some steps about how to change the filter.



Loosen the locking ring.



Remove the filter cover and the whole filter.



Remove the old filter and insert the replacement. Repeat the previous steps.

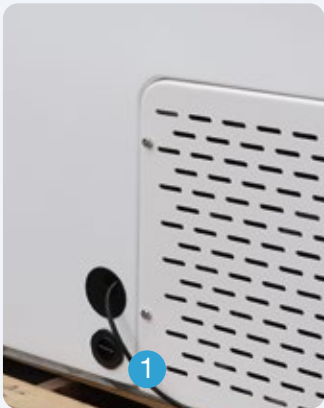


Preparation for Your Alta

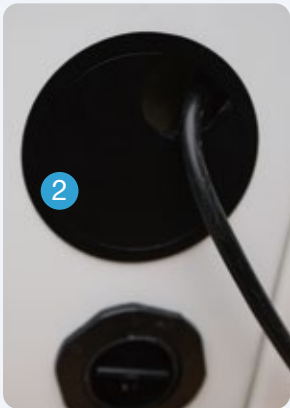
Efficiently draining your Alta.

Power Supply and Drainage.

POWER SUPPLY

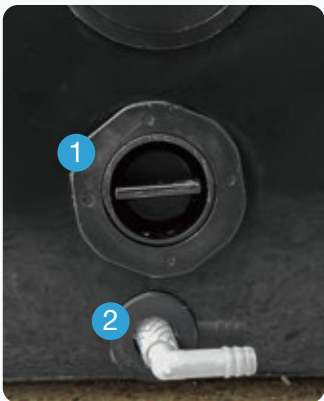


1. Power Supply



2. Install the thread hole cover

DRAINAGE



1. Normal drain outlet

2. Groove and heat pump condensate drain outlet
- Prepare a 3.3 ft (1m) Drain Hose

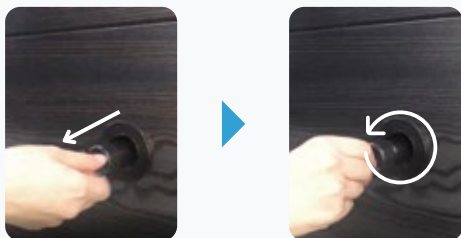
 **CAUTION:** The two drain outlets on the cabinet are designed for water drainage purposes only, **DO NOT** fill water from this point.

Preparation for Your Alta

Efficiently draining your Alta.

Normal Drainage.

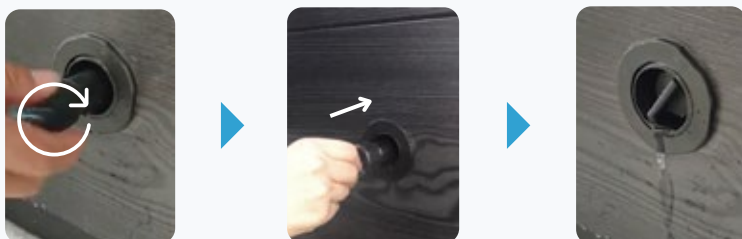
- 1 To drain water, pull out the drainage valve and rotate the cap counterclockwise.



- 2 Water will begin to drain. Pushing the valve inwards increases the water flow, while pulling it out reduces the water flow.



- 3 To stop the drainage, rotate the cap clockwise and push the valve inwards.



Preparation for Your Alta

Efficiently draining your Alta.

Condensate Drainage.

The condensation drain is a crucial component of your unit's maintenance. During the cooling process, condensation occurs, producing excess water that needs to be properly managed. This water is directed into the drain, which either leads to an area away from the unit or into a container for later removal.

1 LOCATE THE CONDENSATION DRAIN HOOKUP

Find the condensation drain hookup near the bottom of the unit. Refer to the provided picture for exact placement.



Drain Hookup

2 PREPARE THE DRAINING LINE

Remove the provided draining line from your unit's packaging.



Draining Line

Preparation for Your Alta

Efficiently draining your Alta.

Condensate Drainage.

3 CONNECT THE DRAINING LINE

Attach the draining line to the nozzle on the condensation drain hookup. Ensure a secure connection by following the visual guide in the picture.



Connect

4 DIRECT THE DRAIN LINE

You have two options for directing the drain line:

- **To an Area with Proper Draining:** Ensure that the water is directed to a suitable drainage area to prevent any water accumulation near the unit.
- **To a Container:** Position a container to catch the water. Ensure that this container is emptied regularly or as needed to avoid overflow.



SAFETY PRECAUTIONS: Be aware that surfaces around the unit may become slippery when wet. Take appropriate measures to ensure safety by keeping the area dry and using non-slip mats if necessary.

- By following these steps, you will effectively manage the condensation produced by your unit, ensuring optimal performance and maintenance.

Preparation for Your Alta

Important Notice

Thermo Protection Activation

Your cold plunge unit is equipped with an advanced thermo protection feature designed to safeguard the equipment and ensure its longevity.

- **Activation Threshold:**

The thermo protection mode is activated when the unit is exposed to temperatures exceeding 110°F (43°C).

- **Thermo Protection Mode (ER 20):**

- When activated, the unit will display the error code ER 20, indicating that the thermo protection mode is engaged.
- This mode is a protective measure to prevent potential damage to the unit caused by excessive temperatures.

- **Functionality During Thermo Protection:**

- While in thermo protection mode, the unit will temporarily halt its normal functions to protect internal components.
- This pause in operation helps to prolong the lifespan of your cold plunge unit and reduce the need for maintenance.

- **Restoration of Normal Operation:**

- The unit will automatically return to normal functioning once the temperature drops below the activation threshold of 110°F (43°C).
- No additional user action is required for the unit to resume normal operation.

Maintenance Tips:

- Ensure that your cold plunge unit is placed in an environment where temperatures are regularly monitored to prevent frequent activation of the thermo protection mode.
- Regularly inspect and maintain the unit as per the guidelines in the maintenance section of this manual to enhance its durability and performance.

- By following these guidelines, you can ensure optimal performance and a longer lifespan for your cold plunge unit.

Preparation for Your Alta

Important Notice

Water on or Around the Control Screen

Presence of Standing Water:

- Occasional standing water around the control screen does not pose an immediate risk of damage to the unit.

Recommended Action:

- It is advised to remove any standing water from around the control screen as soon as possible to maintain optimal performance and appearance.
- Use a towel to gently wipe away standing water after each use of the unit.

Maintenance Tips:

- Regularly check for and promptly remove any water around the control screen to prevent potential long-term issues.
 - Ensure that the control screen remains dry during periods of non-use to enhance the durability and functionality of your cold plunge unit.
- By following these water management guidelines, you can help maintain the integrity and longevity of your cold plunge unit.

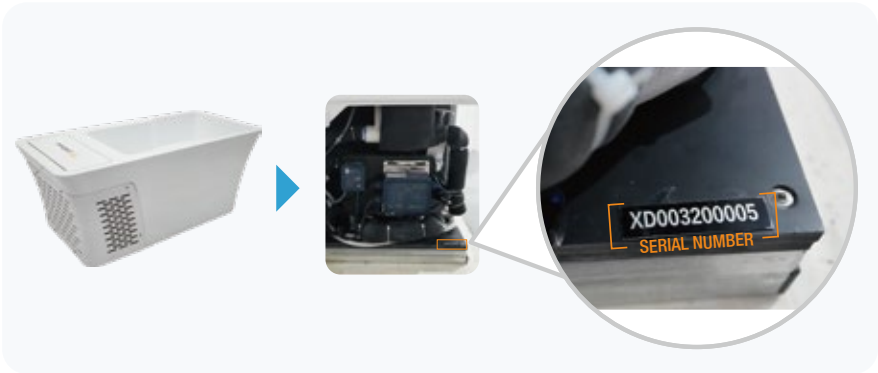
Troubleshooting

- Where to find Serial Number on Alta?
- If any after-sales service needs arise regarding the product, please provide this serial number.

1



2



*** If you have any questions, please contact us at +1 (423) 333-9782.**

Symptom	Possible Solutions
Start-up problem	
Pump won't prime	<p>Sometimes air may get trapped in the pump during spa filling. You may notice that after filling and starting the spa, the pump appears to be non-functional. You can hear the pump running, but there's no water movement.</p> <ul style="list-style-type: none">• The pump will not work properly while air is trapped in it.• Continuing to operate the pump in this way will cause damage.
Power and system problems	
System won't start up or breaker keeps shutting off	Power may be shut off. If this continues, contact your dealer or a qualified spa technician.
Communication problem between the control mainframe and the circulation pump.	Please check the connecting wire between the control main unit and the heat pump and replace it if necessary. Or please check if the heat pump is powered.
The control panel cannot communicate with the control mainframe	Check the connecting wire between the control panel and the control main unit. Replace if necessary.

Symptom	Possible Solutions
Chiller problems	
Water does not get cold	<ul style="list-style-type: none">• Spa may be in high-temperature range. Set the spa to low-temperature range.• The filter may be dirty or need to be replaced. Clean or replace the filter.• The pump may have an airlock. Remove the airlock by priming the spa.• The water level may be too low. Fill the spa until the water level is 4 to 6 inches from the top.• The suction fittings may be blocked. Remove any debris that may be blocking them.• The temperature may not be set low enough. Lower the temperature on the topside control.• The filter skimmer may be blocked. Remove the blockage.• Cover the spa to retain its warmth and prevent cold from penetrating. Ensure the cover is in place whenever the spa is not in use.• Gate valves may be closed. Open gate valves. Note: Never operate your spa with closed gate valves.• The cooling element may be old, defective, or coated with scale. For further assistance, please contact your dealer.• Spa may be running in heating mode.
Other problems	
The water is murky	<ul style="list-style-type: none">• Ensure the filter is clean. This should be rinsed every month and changed every 3 months.• Check if there is a green light on the ozonator. Change the water if it has become too dirty.
Bad smell	<p>If the water looks clean and clear there should be no adverse smells. Run a clean cycle several times.</p> <p>If the water looks murky, drain and change it.</p>
The temperature differs from what the thermometer shows	<p>The internal temperature probe is calibrated to within 0.3o +/-</p> <p>There could be an issue with the temperature sensor or PCB board.</p>

One-Year Limited Warranty

1. The manufacturer warrants this product against defects in materials and workmanship on functional parts, for a period of 1 year from the original date of purchase. Your sales receipt showing the date of purchase of the product is your proof of purchase. Keep it in a safe place for future reference. This warranty is subject to personal use only, commercial or rental applications will not be covered.
2. This product is made with the highest quality materials and is warranted to be free from defects in materials and workmanship at the time of purchase. This limited warranty applies to products manufactured or distributed by the manufacturer, are delivered in the continental United States or Canada and extends to the original purchaser, or gift recipient. This warranty becomes valid at the time of purchase and terminates either by the specified time frame listed above and/or owner transfer. Any refunds or monetary compensations must be claimed through the place of purchase (retailer), and not through the manufacturer. Any extended warranties (warranties that cover above and beyond this manufacturer warranty) that are sold through a retailer or third party, are not directly correlated with this products' limited warranty, and may be redirected to said retailer or third party for coverage.
3. This warranty extends through the manufacturer of the product and covers functional parts only. Cosmetics are not covered, unless unequivocally determined it is a workmanship defect. Shipping damage should be addressed with the shipping company, retailer, or place of purchase, not the manufacturer unless the manufacturer was the direct shipper.
4. The manufacturer's sole obligation under this warranty shall be limited to furnishing the original purchaser replacement parts for units deemed repairable by the supplier's warranty department. The purchaser is responsible for ensuring any parts shipped or returned, if desired. The purchaser is responsible to prepay any shipping charges (both ways) including, but not limited to taxes and duties. All exchanged parts and products replaced under this warranty will become the property of manufacturer. The manufacturer reserves the right to change manufacturers of replacement parts or products for use, in order to cover any existing warranty.
5. The purchaser may be asked to provide the supplier with proof of purchase documents (including the date of purchase) if requested. Any evidence of alteration, erasing, or forgery of proof of purchase documents will be just cause to VOID this limited warranty. Products, in which the serial number has been defaced or removed are not eligible for warranty coverage.

One-Year Limited Warranty

6. This warranty does not apply if the unit has been subject to negligence, fabrication, misuse, abuse, or repairs, alteration by non-manufacturer authorized personnel, inappropriate installations, or any case beyond the control of the manufacturer. Examples of warranty invalidation may also include, but are not limited to:
 - Use of lacquer or paints in (and around) the product
 - Product placed on non-approved surfaces
 - Electrical requirement deficiencies
 - Outdoor applications
 - Normal wear/tear/weathering
 - Pet/consumer accidents
 - Purchases from dealers unauthorized by the manufacturer (Authorization in writing)
7. The manufacturer shall not be liable for any loss due to use (or misuse) of the product or other incidental or consequential costs, expense or damages without irrefutable foundations. Under no circumstances shall the manufacturer or any of its representatives be held liable for injury to any person or damage to any property, however arising. Any implied warranty shall have duration equal of the applicable warranty stated above. Specifications are subject to change without notice or obligation.
8. This limited warranty gives the original purchaser specific legal rights. Other rights may vary from state to state.