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USER MANUAL



Solitude
76.5" x 32" x 30"

Scan with your smart phone for help,
support, and useful product videos :



vers. 202507

Embrace the Revitalizing Chill

Experience the invigorating benefits of cold therapy through our innovative Solitude 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 Solitude 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 Solitude, 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 Solitude 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



* Slight color variation between 1 and 2 is normal.

3

Insulation Sleeve



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Installation & User Manual



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



Your Solitude 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)

Quick Start Guide

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

We appreciate your enthusiasm, but we highly encourage you to read the entire instruction manual, especially the safety guidelines, before starting your cold therapy sessions with the Solitude. Your safety and overall experience are our highest priorities.

1 Select a Suitable Location: Ensure that your Solitude is positioned on a stable, mostly level, and hard surface, such as concrete or a reinforced deck. Avoid placing it on soft or uneven ground like grass or dirt, as this may cause instability. Be sure to allow for adequate airflow from the heat exchanger on the cold plunge side.

2 Fill the Tub: Once the tub is in its proper location, open the filter house to insert filter, then close the filter house tightly. Refer to page 10 of changing filter. Fill the tub with water until the water reaches the recommended Minimum Water Level. See page 13 for more details. Please don't open the air bleed screw of filter house while filling the water. Always refer to the instruction manual for specific details on water levels and placement requirements.

3 Plug the cold tub into a 120V/60Hz power source and set the desired temperature using the control panel. See page 8 for details.

4 Please refer to the packing list on page 5 to ensure all necessary items are included and follow the setup instructions.

5 please read and follow all safety instructions.

6 Wait a few hours and enjoy!

* If you have any questions, please contact us at Email cs@scsources.com and phone number 657-341-0362.

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 Solitude. While generally suitable for most individuals, those with reduced mobility or sensory/cognitive abilities should use the Solitude 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 Solitude 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 Solitude.
- 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 Solitude.
- 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 Solitude.
- Keep the cover on to prevent injuries and water ingress.
- For repairs, consult Solitude'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 Solitude'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. See page 10 for details.

Package List



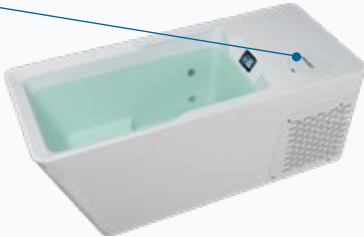
Aqua-Shield Lid



HydroPur Filter



Filter Cartridge




Easy-Access Stair



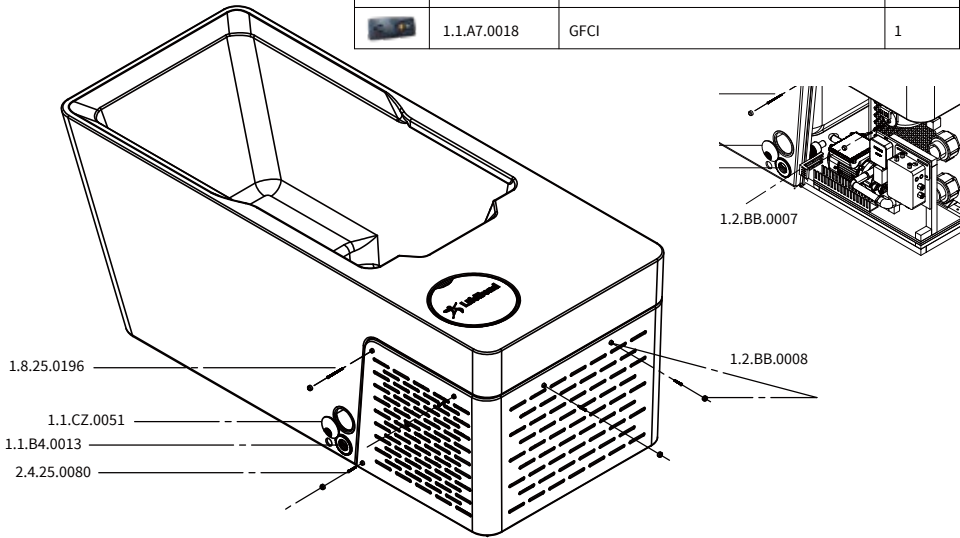
HeatArmor Cover



Accessories Package

Accessories Package

Picture	Article Number	Item	Quantity
	1.1.B4.0013	Drain connector of extending hose	1
	2.4.25.0080	Screw 4x38mm, extra spare parts.	2
	1.8.25.0196	Screw 4.8x70mm, extra spare parts	2
	1.1.B0.0008	Condensation drain hose	1
	1.2.BB.0008	Decorative cover, extra spare parts	2
	1.2.BB.0007	Back cover fixing piece, extra spare parts	2
	1.1.CZ.0051	Power line cover	1
	1.1.A7.0018	GFCI	1



Specification

Power Supply

Rated: 120V, 60 Hz, 12A
Water Flow: 20gal/Min
68L/Min

Materials

Acrylic
ABS
High-density PU

Dry Weight

287 lbs
130 kg

Water Capacity

93 gallons
350 liters

Temperature Control

42-104°F (5.5-40°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

Temperature Monitoring and Freeze Protection

Your cold plunge thermostat reads temperatures down to 37°F to monitor for freeze protection, automatically activating heat if needed. However, the system is not designed to cool to 37°F, as this could damage internal components. The cooling function maintains water between 42-50°F, the optimal range for cold therapy.

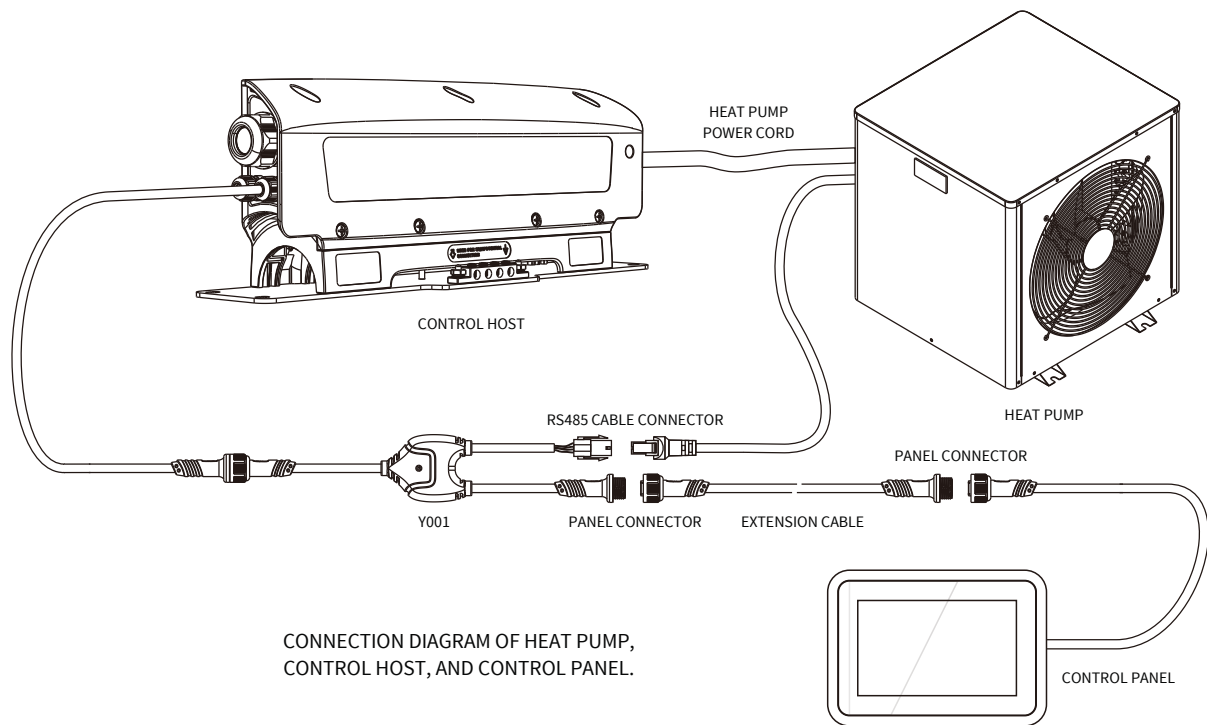
By default the product is equipped with the following features as indicated in the illustration above:



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

Touchscreen Control Panel

Control Panel Installation Instructions



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.

Details are as follows



Current water temperature °F/°C

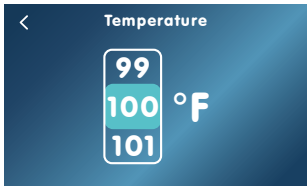


Preset water temperture °F/°C

Click to switch temperature untis

Click to enter the temperature setting interface

Touchscreen Control Panel - Function



Temperature setting UI

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 Auto" 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 Solitude

Change Your Solitude's Filter

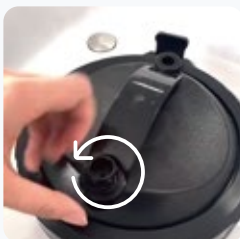
Exhaust Air and Replace Filter.

1 EXHAUST AIR

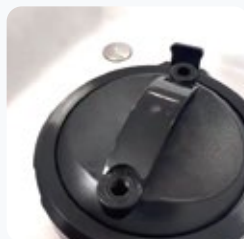
Loosen the filter exhaust valve counterclockwise, then let the air exhaust from the filter. When water enters the filter system, air can become trapped, creating pockets that inhibit proper filtration and flow. The bleeder screw allows you to release this air, ensuring that the filter operates efficiently. During startup remove the screw, when water begins to flow from the opening replace the screw.



Filter exhaust valve.



Loosen valve counterclockwise.



Air exhaust.

2 CHANGE FILTER

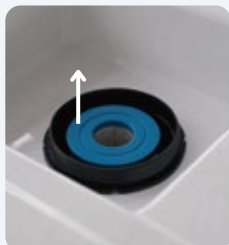
Regularly cleaning your filter is the simplest and most effective way to maintain clear water. A dirty filter can cause power and system issues. Here are some steps about how to change the filter.



Loosen the locking ring.



Remove the filter cover and the whole filter.



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

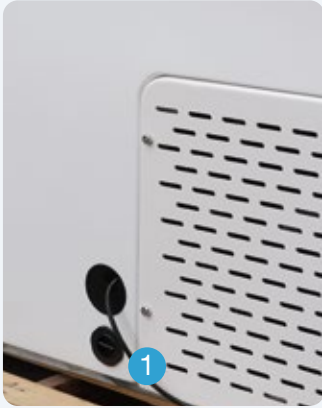


Preparation for Your Solitude

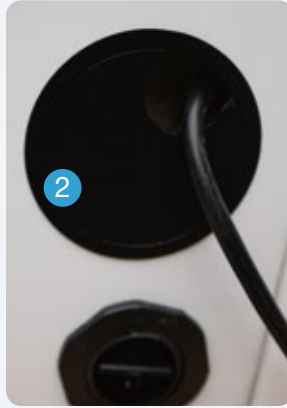
Efficiently draining your Solitude.

Power Supply and Drainage.

1 POWER SUPPLY



1. Power Supply



2. Install the thread hole cover

2 GFCI REQUIREMENTS

Your cold plunge is equipped with a standard plug and a GFCI adapter for safety. The unit must be connected to either a GFCI-equipped outlet or the provided GFCI adapter. If your outlet lacks built-in GFCI protection, use the included adapter. Do not use the GFCI adapter if the outlet is already GFCI-equipped, as this may cause the breaker to trip.

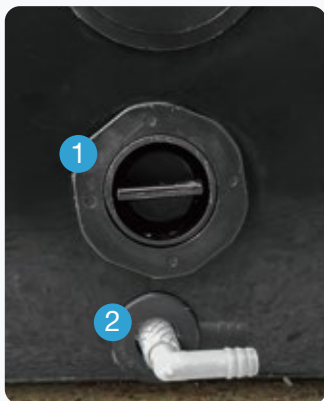


Preparation for Your Solitude

Efficiently draining your Solitude.

Power Supply and Drainage.

3 DRAINAGE



1. Normal drain outlet

2. Groove and heat pump
condensate drain outlet

* Prepare a 3.3 ft (1m) Drain
Hose



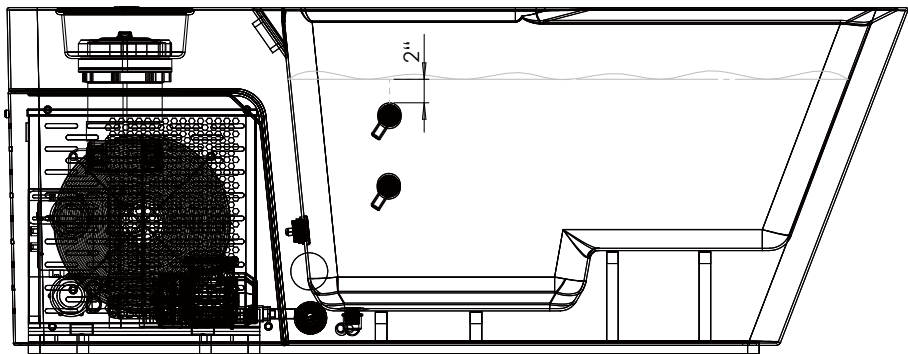
CAUTION: The two drain outlets on the cabinet are designed for water drainage purposes only, **DO NOT** fill water from this point.

Preparation for Your Solitude

Efficiently draining your Solitude.

Minimum water level.

Up to 2 inches above the ozone jet

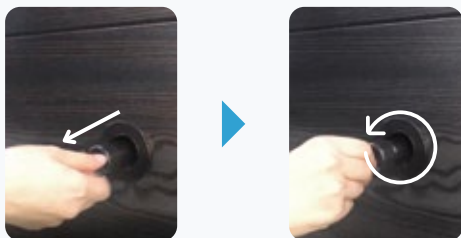


Preparation for Your Solitude

Efficiently draining your Solitude.

Normal Drainage.

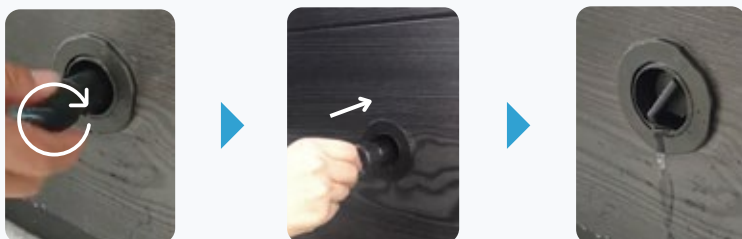
- 1 To drain water, pull out the drainage valve and rotate the cap counterclockwise.



- 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 Solitude

Efficiently draining your Solitude.

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 Solitude

Efficiently draining your Solitude.

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 Solitude

Important Notice

Freeze Protection / Thermo Protection Activation

Freeze Protection:

- To protect your cold plunge unit when outside temperatures are expected to drop below 28°F, you must fully drain all water from the unit, including water lines, pumps, filter and all equipment, to prevent freeze damage. Failure to do so will void the warranty.
- The unit's freeze protection mode activates at 32°F but is not sufficient below 28°F.

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 Solitude

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.

Preparation for Your Solitude

Important Notice

Power Button

1 Function:

The Power Button initiates a controlled shutdown of all system functions, including the heat exchanger. This feature ensures a safe power-down process and helps prevent potential damage to the unit.

2 Operation:

Press the Power Button to begin a 2-minute shutdown cycle.

During this cycle:

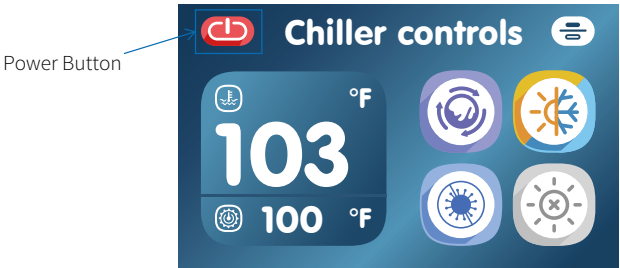
All functions will be suspended, including the power to the topside control panel.

The heat exchanger will be properly powered down as part of this process.

3 Important Note:

Failure to use the Power Button when powering down the unit for cleaning, moving, or any other reason may result in damage to the unit and will void the warranty.

* Ensure you follow these steps for proper power-down and protection of your equipment.



1

Water Treatment Plan

- **Initial Treatment:** When filling your cold plunge for the first time, add chlorine granules or tablets according to the manufacturer's dosing instructions. Typically, you should aim for a chlorine concentration of 3-5 ppm (parts per million).
 - **Daily Maintenance:** Test the water daily using a test strip or kit to ensure chlorine levels stay within the 3-5 ppm range. Add chlorine as needed to maintain this balance.
 - **Shock Treatment:** Perform a chlorine shock treatment once a week or after heavy use to break down contaminants and restore water clarity. Use a non-stabilized chlorine product for best results.
 - **pH Balance:** Regularly check and adjust the pH of your cold plunge water to stay within the recommended range of 7.2-7.8. Proper pH levels help chlorine work more effectively.
-

2

Filter cleaning and changing

- **Weekly Rinse (Every 1-2 Weeks):**
Remove the filter and rinse it thoroughly with a garden hose to remove debris, dirt, and oils. Make sure to spray between the pleats for a deep clean. This helps maintain efficient filtration and water clarity.
- **Monthly Deep Clean (Every Month):**
Soak the filter in a filter cleaning solution (as recommended by the manufacturer) for several hours or overnight. Rinse thoroughly with fresh water before reinstalling. This removes oils, lotions, and other contaminants that a simple rinse cannot eliminate.
- **Replacement (Every 4-6 Months):**
If the filter shows signs of wear or has been in use for a few months, consider replacing it. Even with regular cleaning, filters lose efficiency over time and may need replacement to ensure your cold plunge stays in peak condition.
- **Post-Heavy Use or Cloudy Water:**
After periods of heavy use or if the water becomes cloudy, clean the filter immediately to prevent strain on the filtration system.

3

Draining and Cleaning

- Draining the cold plunge (Every 3-4 Months depending on usage)
- Turn Off Power: Before draining, turn off the power to the cold plunge at the control panel or breaker to avoid damaging the pump or heating elements during the process.
- Attach a Hose to the Drain Valve: Locate the drain valve, and attach a garden hose to direct the water away from your cold plunge area.
- Open the Drain Valve: Open the valve to let the water flow out. This process may take some time.
- Remove Excess Water: Once the majority of the water has drained, use a wet/dry vacuum or towels to remove any remaining water, particularly in hard-to-reach areas like the seats or footwell.
- Wipe Down the Interior: After the tub is fully drained, use a soft sponge or non-abrasive cloth to wipe down the interior surfaces. For tougher grime or scale buildup, use a cold plunge-safe cleaner or a mild soap solution. Pay special attention to the waterline, where residues can accumulate.
- Clean Jets and Fittings: Use a small brush (an old toothbrush works well) to scrub around the jets, fittings, and other tight spaces where debris or oils might collect. Make sure to remove any blockages.
- Rinse Thoroughly: Once the surfaces are clean, rinse the interior thoroughly with clean water to remove any cleaning agents. This prevents soap or cleaner residues from affecting the water chemistry when you refill the tub.

4

Refill

- **Close the Drain Valve:** Ensure the drain valve is tightly closed to prevent leaks before refilling the tub.
- **Fill the cold plung with Fresh Water:** Using a garden hose, refill the cold plung with clean water. For best results, place the hose in the filter area to help prevent air from getting trapped in the system.
- **Secure all filter's and use the bleeder screw to remove any access air.**
- **Turn the Power Back On:** Once the cold plung is filled to the recommended level, turn the power back on at the control panel or breaker.
- **Balance the Water Chemistry:** Test the water and adjust the pH, alkalinity, and chlorine levels as needed to ensure balanced water chemistry.

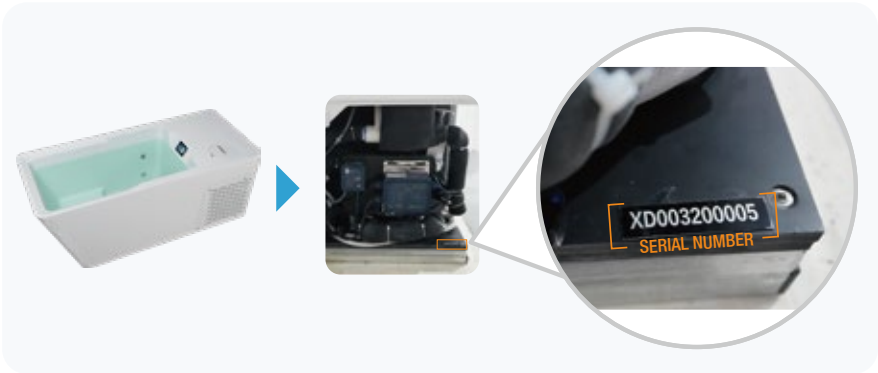
Troubleshooting

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

1



2



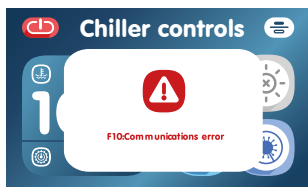
*** If you have any questions, please contact us at Email cs@scsources.com and phone number 657-341-0362.**

Symptom	Possible Solutions
Start-up problem	
Pump won't prime	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. • 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	• 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	• 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	If the water looks clean and clear there should be no adverse smells. Run a clean cycle several times. If the water looks murky, drain and change it.
The temperature differs from what the thermometer shows	The internal temperature probe is calibrated to within 0.3o +/- There could be an issue with the temperature sensor or PCB board.

When the control system experiences some states that require user attention, the control panel will display a warning message on the control panel.

The following is the screen status when this information are displayed, as shown in the figure:



Warning message display location

When the following fault messages appear, first please try to power off the system and then power on again a few minutes later to clear the fault; If the fault occurs again, please follow the instructions below to handle the fault; During the troubleshooting process, please ensure that the power connection to the system is disconnected.

F10: Communication error

Control panel and control pack cannot communicate.

Cause: the control panel cannot exchange information with the control pack.

Action: Please turn off the power, check if the wiring connection between the control panel and the control pack is good, and if the connectors are tightly connected. After confirmation no errors, power on. If this fault cannot be eliminated, please contact the service provider or manufacturer.

F11: No communication with heatpump

Control pack and heat pump cannot communicate.

Cause: the control pack and heat pump cannot exchange information.

Measure: Please turn off the power supply, check if the wire connection between the control pack and the heat pump is good, if the connectors are tightly connected, and if the power supply of the heat pump is correctly connected. After confirming that there are no errors, power on again. If this fault cannot be eliminated, please contact the service provider or manufacturer.

Heat Pump ER03: Water flow failure

Water flow failure

Cause:

1. Air inside the filter and pump housing
2. The water flow switch fault
3. Low water flow
4. The inlet and outlet water are reversed
5. There is air in the pipe
6. The pipe blocked

Action:

1. Open the air bleed screw to exhaust air from the filter and pump housing. See page 10 for more details. Power off, then power on again.
2. Check the water flow switch and replace it if it is faulty
3. Check the water valve and the temperature difference between inlet and outlet water
4. Whether the inlet and outlet water pipes are correctly connected
5. Emptying water system
6. Pipe cleaning

Heat Pump ER04: Winter anti-freezing

Winter anti-freezing

Cause:

The ambient temperature is lower than the antifreeze setting value

Action:

Normal protection procedure

HeatPump ER05: High pressure protection

High pressure protection

Cause:

1. Low water flow
2. Pressure switch fault
3. The fan motor unwork or the speed too low
4. Overcharged the refrigerant

Action:

1. Check whether the temperature difference between inlet and outlet water is too large, and whether the outlet water temperature is too high
2. Use a multimeter to check whether the high voltage protection switch works
3. Check the water flow of the water pump and the speed of the fan
4. Refill the refrigerant

Heat Pump ER06:

Low Pressure Failure

Cause:

Action:

Contact the manufacturer for support.

Heat Pump ER09: Communication with the upper computer failed

Communication with the upper computer failed (Communication with Balboa system failed)

Cause:

Action:

1. Replace the main board
2. Check the communication cables between the main board and Balboa system
3. Check whether the Balboa system software matches

Heat Pump ER10: Communication fault of frequency conversion module

Communication fault of frequency conversion module (alarm when communication is disconnected between external board and drive board)

Cause:

1. The mainboard or driver board damaged
2. The connector of the communication cable between the mainboard and the driver board is in poor contact or falls off
3. The communication cable is damaged

Action:

1. Replace the main board or driver board
2. Check the communication cables between the main board and driver board
3. Replace the communication cable

Heat Pump ER12: Exhaust too high protection

Exhaust too high protection

Cause:

1. Less refrigerant or leakage
2. The system blocked
3. Compressor refrigerant oil is insufficient
4. The resistance value of the exhaust probe is offset, and the inlet temperature probe is dropped

Action:

1. Refill the refrigerant
2. Replace the filter
3. Add refrigerant oil to the compressor
4. Replace the exhaust probe and reconnect the water inlet temperature probe

Heat Pump ER15: Inlet water temp. Error

Inlet water temp. Error

Cause:

The sensor plug is in poor contact or off, or the sensor is damaged

Action:

Check and replace the water inlet temperature sensor (T2 sensor)

Heat Pump ER16: Outer coil pipe temp. Error

Outer coil pipe temp. Error

Cause:

The sensor plug is in poor contact or off, or the sensor is damaged

Action:

Check and replace the coil pipe temperature sensor (T3)

Heat Pump ER18: Exhaust gas temp. Error

Exhaust gas temp. Error

Cause:

The sensor plug is in poor contact or off, or the sensor is damaged

Action:

Check and replace the exhaust gas temperature sensor(T1)

Heat Pump ER19:

DC Fan Motor Failure

Cause:

Action:

Contact the manufacturer for support.

Heat Pump ER20: Abnormal protection of frequency conversion module

Abnormal protection of frequency conversion module

Cause:

IPM module internal fault, check related problems according to the attached table

Action:

Contact the manufacturer for support.

Heat Pump ER21: Ambient temp. Error

Ambient temp. Error

Cause:

The sensor plug is in poor contact or off, or the sensor is damaged

Action:

Check and replace the ambient temperature sensor(T4)

Heat Pump ER23:

Cooling outlet water temperature low protection

Cause:

Action:

Contact the manufacturer for support.

Heat Pump ER27: Outlet temperature fault

Outlet temperature fault

Cause:

The sensor plug is in poor contact or off, or the sensor is damaged

Action:

Check and replace the water outlet temperature sensor(T6)

Heat Pump ER29: Return gas temp. Error

Return gas temp. Error

Cause:

The sensor plug is in poor contact or off, or the sensor is damaged

Action:

Check and replace the suction gas sensor(T5)

**Heat Pump ER32:
Heating outlet water
high temperature
protection**

Heating outlet water high temperature protection
Cause:
Action:
Contact the manufacturer for support.

**Heat Pump ER33:
Outer Door Coil High
Temperature Protection**

Outer Door Coil High Temperature Protection
Cause:
Action:
Contact the manufacturer for support.

**Heat Pump ER35:
Compressor Current
Protection**

Compressor Current Protection
Cause:
Action:
Contact the manufacturer for support.

**Heat Pump ER42:
Internal Coil
Temperature Failure**

Internal Coil Temperature Failure
Cause:
Action:
Contact the manufacturer for support.

**Heat Pump ER44:
Ambient Temperature
Too Low Protection**

Ambient Temperature Too Low Protection
Cause:
Action:
Contact the manufacturer for support.

**Heat Pump ER46:
DC Fan Error**

DC Fan Error
Cause:
1.Dc fan failure
2.Plug is in poor contact or off
Action:
1. Replace the DC fan
2. Reconnect cables to the DC fan



QR code for touch screen

IMPORTANT! Registration of Limited Warranty Rights

In order to protect and preserve Your limited warranty rights, please go to <https://lifesmartproducts.com/warranty-registration/> and register Your new Product. Failure to do so may result in significant service delays when you have a Claim.

PLEASE READ THIS AGREEMENT CAREFULLY. THIS LIMITED WARRANTY ("AGREEMENT") GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

KEY TERMS: Throughout this Agreement, the following capitalized words have the stated meaning:

1. "Warrantor": Supply Chain Sources LLC., 20 Prestige Circle, Allen TX 75002; 657-341-0362
2. "You, Your, Purchaser": the individual that purchased the Product who is to receive any benefit pursuant to the terms and conditions of this Agreement.
3. "Retailer": the seller of the Product that is covered under this Agreement.
4. "Agreement": this document, which describes the terms, conditions, requirements, limitations and exclusions with regard to Your Product.
5. "Product": the eligible Lifesmart Product purchased from the Retailer that is to be covered under this Agreement.
6. "Original Purchase Price": the amount paid by the Purchaser to the Retailer (excluding any taxes and/or fees) for the Product (as evidenced on Purchaser's original sales receipt).
7. "Breakdown": the mechanical or electrical failure of the covered Product to perform its intended function due to defects in materials or workmanship.
8. "Reasonable Precaution": all measures that would be sensible for a person to take in order to protect their Product from circumstances that would cause damage and/or failure of the Product.
9. "Commercial Use": Products that have been specifically manufactured for commercial use as well as any product used for non-residential use; including rental, business, educational, institutional and/or heavy industrial use. COMMERCIAL USE IS NOT COVERED.
10. "Abuse": the intentional treatment of the Product in a harmful, injurious, malicious or offensive manner which results in damage and/or failure. ABUSE IS NOT COVERED.

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11. “Cosmetic Damage”: damages or changes to the physical appearance of the Product that does not impede or hinder its normal operational function, such as scratches, abrasions, or changes in color, texture, or finish. COSMETIC DAMAGE IS NOT COVERED.
12. “Sales Receipt”: the receipt document (paper or email) provided as proof of Your Product purchase that indicates the date in which the Product was purchased along with the Product purchase price and as of its purchase date.

TERM: Coverage under this Agreement is only valid for the period of one (1) year from the date of purchase of the Product as indicated on Your Sales Receipt. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

TERRITORY: This Agreement is only valid for a Product purchased from a Retailer domiciled in the contiguous United States of America, plus Alaska and Hawaii. NOTICE: this Agreement is NOT valid in any other jurisdiction; including any outlying U.S. territories, Puerto Rico, and Canada.

COVERAGE DESCRIPTION: COVERAGE UNDER THIS AGREEMENT IS ONLY APPLICABLE TO THE ORIGINAL PURCHASER AND PRODUCT THAT HAS BEEN PROPERLY REGISTERED WITH THE WARRANTOR. In the event of a covered Breakdown occurring during the valid Term period, Warrantor agrees to repair or replace the Product with a new item (at Warrantor’s sole discretion). This Agreement only covers a repair or replacement that has received prior authorization from the Warrantor or its representative. Purchaser must take every Reasonable Precaution to protect the Product from accidental or deliberate damage. To receive a benefit under this Agreement, Purchaser is obligated to provide the Warrantor or its representative with any/all information relating to the cause and nature of any claim in association with the Product. This information may include a sworn written statement on the Warrantor’s forms affirming: 1) that the damage occurred as Purchaser has represented; 2) that the Product was functioning properly at the time in which the Breakdown occurred; and 3) the Reasonable Precautions that were taken with the Product after Breakdown was suspected. Warrantor reserves the right to perform its own laboratory testing on the Product in order to substantiate any claim made by the Purchaser, using manufacturer laboratory testing procedures.

ANY MISREPRESENTATION OR ATTEMPT TO DEFRAUD THE WARRANTOR AND/OR ITS AUTHORIZED REPRESENTATIVE; INCLUDING COLLUSION BETWEEN THE PURCHASER AND ANY THIRD PARTIES, WILL RESULT IN A DENIAL OF COVERAGE UNDER THIS AGREEMENT AND POSSIBLE LEGAL ACTION AS PERMITTED BY LAW.

PLEASE CAREFULLY REVIEW THE WHAT IS NOT COVERED (GENERAL EXCLUSIONS) SECTION, AS NOT ALL FAILURES, DAMAGES, EVENTS ARE COVERED UNDER THIS AGREEMENT.

SHIPPING: The purchaser is responsible for insuring 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 the manufacturer.

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CLAIMS PROCESS: To submit a claim under this Agreement, Purchaser must:

- A. If you have not already registered Your Product, please first visit <https://lifesmartproducts.com/warranty-registration/>
- B. If you have already registered Your Product, please email cs@scsources.com to initiate Your Claim;

Please have your model and serial number ready. Provide all details concerning the claim and Breakdown of the Product; and follow all further instructions requested for claim processing. The Warrantor will provide authorization for covered repairs as soon as reasonably possible after the request has been made and within normal business hours. Once the Warrantor has confirmed eligibility under your Agreement, a Claim authorization number will be issued to you along with additional information and/or instructions for obtaining service on your Product. Further instructions are based upon each individual situation and information/details provided and can vary on a case-by-case basis.

WHAT IS NOT COVERED (GENERAL EXCLUSIONS): AS RELATED AND APPLICABLE TO THE COVERED PRODUCT, THIS LIMITED WARRANTY AGREEMENT DOES NOT COVER ANY BREAKDOWN, FAILURE, LOSS, REPAIR OR DAMAGE IN CONNECTION WITH OR RESULTING FROM:

1. REPAIR OR REPLACEMENT NOT PRIOR AUTHORIZED BY WARRANTOR OR ITS REPRESENTATIVE;
2. ANY DAMAGE OF ANY KIND TO THE PRODUCT OTHER THAN A BREAKDOWN (AS DEFINED IN KEY TERMS OF THIS AGREEMENT);
3. POWER SURGE;
4. OUTDOOR APPLICATIONS;
5. NORMAL WEAR/TEAR/WEATHERING;
6. PET/CONSUMER ACCIDENTS;
7. A PROBLEM IN WHICH THE CAUSE CANNOT BE CLEARLY IDENTIFIED AS A MECHANICAL OR ELECTRICAL FAILURE CAUSED BY MANUFACTURER DEFECTS IN MATERIALS OR WORKMANSHIP;
8. ATTACHMENTS OR ACCESSORIES, OR ARISING FROM THE USE OF ANY ATTACHMENTS OR ACCESSORIES WITH THE COVERED PRODUCT;
9. ROUTINE INSPECTIONS, SERVICE, ADJUSTMENTS OR CLEANING, OR ANY DAMAGE CAUSED TO THE PRODUCT DURING THESE PROCESSES;
10. ANY COVERED PRODUCT THAT HAS BEEN UTILIZED FOR "COMMERCIAL USE" (AS DEFINED IN SECTION A. OF THIS AGREEMENT);
11. COSMETIC DAMAGE (AS DEFINED IN SECTION A. OF THIS AGREEMENT), IMPERFECTIONS, NOISES, SQUEAKS, VIBRATION, WOBBLING AND ANY ISSUE IN WHICH THE FUNCTIONALITY OF THE PRODUCT AS IT WAS ORIGINALLY DESIGNED IS NOT IMPAIRED;
12. ANY EXPENDABLE OR CONSUMER REPLACEABLE ITEM REQUIRED TO BE USED WITH THE COVERED PRODUCT, SUCH AS BAGS, BASKETS, BATTERIES, BELTS, BOLTS, BULBS, CABLES, CONNECTORS, CORDS, FILTERS, FUSES, OR LINT SCREENS;
13. REPAIR, REPLACEMENT OR SERVICE TO A PERSONALIZED APPLICATION, FUNCTIONALITY OR STORED DATA IN CONJUNCTION WITH YOUR COVERED PRODUCT, INCLUDING BUT NOT LIMITED TO: DOWNLOADED APPS OR SOFTWARE;

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14. REMOVAL OR REINSTALLATION OF INACCESSIBLE FURNITURE OR BUILT-IN FIXTURES (i.e. TRIM, DECORATIVE PANELS, FLOORING, CABINETRY, ISLANDS, COUNTERTOPS, DRYWALL) THAT INTERFERE WITH THE SERVICING, REMOVAL OR REPLACEMENT OF THE PRODUCT.
15. LIQUID, ANIMAL INHABITATION, INSECT INFESTATION, LACK OF ROUTINE CARE, CLEANING AND GENERAL MAINTENANCE;
16. VISIBLE SIGNS OF ABUSE (AS DEFINED IN SECTION A. OF THIS AGREEMENT), NEGLIGENT USE, MISUSE OR USE OF THE PRODUCT IN A RECKLESS MANNER;
17. COVERED PRODUCT WITH REMOVED OR ALTERED SERIAL NUMBERS;
18. RIOT, NUCLEAR RADIATION, WAR / HOSTILE ACTION, RADIOACTIVE CONTAMINATION, VANDALISM, THEFT, OR LOSS (DEFINED AS UNFORESEEN DISAPPEARANCE OF THE COVERED PRODUCT), INADEQUATE PLUMBING, EXPOSURE TO WEATHER CONDITIONS OR EXTERNAL PERILS OF NATURE (INCLUDING BUT NOT LIMITED TO: FIRE, FLOOD, SMOKE, SAND, DIRT, LIGHTNING, HUMIDITY, LIQUID DAMAGE OF ANY KIND, STORMS, WIND, HAIL AND EARTHQUAKE);
19. ANY SUBSEQUENT OR CONSEQUENTIAL EVENTS RESULTING FROM A BREAKDOWN (AS DEFINED IN THE KEY TERMS SECTION OF THIS AGREEMENT), INCLUDING BUT NOT LIMITED TO: PROPERTY DAMAGE, LOST TIME OR LOST DATA RESULTING FROM THE BREAKDOWN OF ANY PRODUCT OR EQUIPMENT OR FROM DELAYS IN SERVICE OR THE INABILITY TO RENDER SERVICE UNDER THIS AGREEMENT (NOTE: SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION MAY NOT APPLY TO YOU);
20. COST OF REMOVAL OR DISPOSAL OF THE COVERED PRODUCT FROM YOUR POSSESSION WHEN A COVERED BREAKDOWN (AS DEFINED) HAS NOT OCCURRED; OR
21. ANYTHING PERFORMED IN CONFLICT OF THE TERRITORY PROVISION OF THIS AGREEMENT.

TRANSFERABILITY: This Agreement, and anything proclaimed hereunder, is not transferrable to any other person or item. This Agreement is only valid to the original Purchaser of the original Product.

CANCELLATION: This Agreement is non-cancellable.

WAIVERS & LIMIT OF LIABILITY: Unlimited number of repairs; until cumulatively, the total cost of repairs the Warrantor has paid equals the Original Purchase Price of the covered Product.

GENERAL PROVISIONS:

1. Waiver; Severability. The failure of any party to require performance by the other party of any provision hereof will not affect the full right to require such performance at any time thereafter; nor will the waiver by either party of a breach of any provision hereof be taken or held to be a waiver of the provision itself. In the event that any provision of these terms and conditions will be unenforceable or invalid under any applicable law or be so held by applicable court decision, such unenforceability or invalidity will not render these terms and conditions unenforceable or invalid as a whole and in such event, such provisions will be changed and interpreted so as to best accomplish the objectives of such unenforceable or invalid provision within the limits of applicable law or applicable court decisions.

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2. Notices. You expressly consent to be contacted, for any and all purposes, at any telephone number, or physical or electronic address You provide Us. All notices or requests pertaining to this Contract will be in writing and may be sent by any reasonable means including by mail, email, facsimile, text message or recognized commercial overnight courier. Notices to You are considered delivered when sent to You by email or fax number that You provided to Us, or three (3) days after mailing to the street address You provided.

APPLICABLE LAW

This Agreement including the terms, conditions, limitations, exceptions and exclusions, and Your sales receipt, constitute the entire agreement between Us and You and no representation, promise or condition not contained herein shall modify these items, except as required by law.

EXCEPT AS OTHERWISE SPECIFICALLY STATED HEREIN, WARRANTOR MAKES NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ABOUT YOUR PRODUCT.

