VIKING SPAS

CHILL THERAPY

OWNER'S MANUAL

Premium Materials

The Viking Chill Therapy unit has several premium features. The acrylic shell provides a beautiful and durable seating area, the tri-layered cabinet provides efficient cooling combined with an aluminum frame for durability, and an insulated pipe sleeve to prevent condensation. Perfect for year-round outdoor use, energy-efficient, and reliable.

1 Acrylic Surface

2 Aluminum Frame

3 Tri-layered Side Cabinet

4 Insulation Sleeve

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Installation & User Manual

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

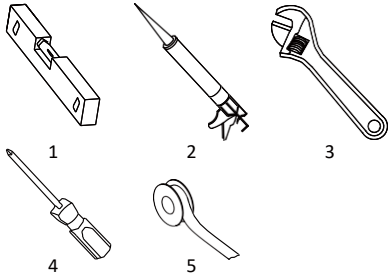
Your Viking Chill Therapy unit includes a detailed Installation & User Manual. Follow all instructions in the Installation and User Manual closely.

Warning! Unit must be installed in a climate controlled area. 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.

Suggested Tools For Installation

The following tools are required to install your Chill Therapy unit. Additional tools may be required depending on the installation circumstances.

1. Bubble level
2. Sealant
3. Adjustable spanner or spanner in required sizes
4. Screw driver
5. PTFE sealing tape or suitable substitute



Package List

Aqua-Shield Lid

HydroPur Filter

Easy-Access Stair

Cover

How To Set Up

Before plunging into your new Viking Chill Therapy unit, please take a few moments to review the owner's manual and take note of the setup, safety and precaution information.

1. Place the cold tub in a suitable location and fill it with water through the filter until the water level reaches the recommended mark as specified by the manufacturer.

2. Open the air bleed screw to exhaust air from the filter and pump housing. See page 10 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 strongly suggest regularly cleaning, sanitizing, and repeating these steps.

Important Safety Instructions

READ AND FOLLOW ALL INSTRUCTIONS

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

Health Disclaimer

If unsure, consult your doctor before using the Chill Therapy unit. While generally suitable for most individuals, those with reduced mobility or sensory/cognitive abilities should use the Chill Therapy unit 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 Chill Therapy unit 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 Chill Therapy unit
- 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 Chill Therapy unit
- 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 Chill Therapy unit
- Keep the cover on to prevent injuries and water ingress.
- For repairs, contact Viking Spas Customer Service

Power Supply Safety

- Ensure the power supply is on an RCD protected circuit for safety

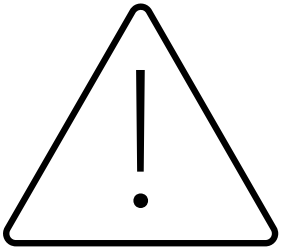
Important Safety Instructions

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.



Specifications

Power Supply

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

Materials

Acrylic
Aluminum
High-density PU

Dry Weight

294 lbs
133 kg

Water Capaciy

79 gallons
300 liters

Temperature Control

40-104°F (4-40°C)

Draining

2-way draining: normal drain Groove and heat pump condensate drain outlets

Antifreeze function

With the auto freeze-proof function, heating will initiate when the water temperature drops below 40°F (4°C) and will automatically turn off when the temperature reaches 48°F(9°C)

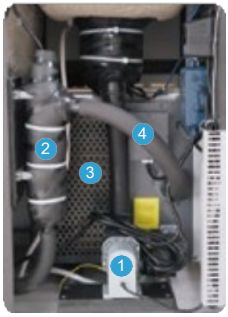
Filtration

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

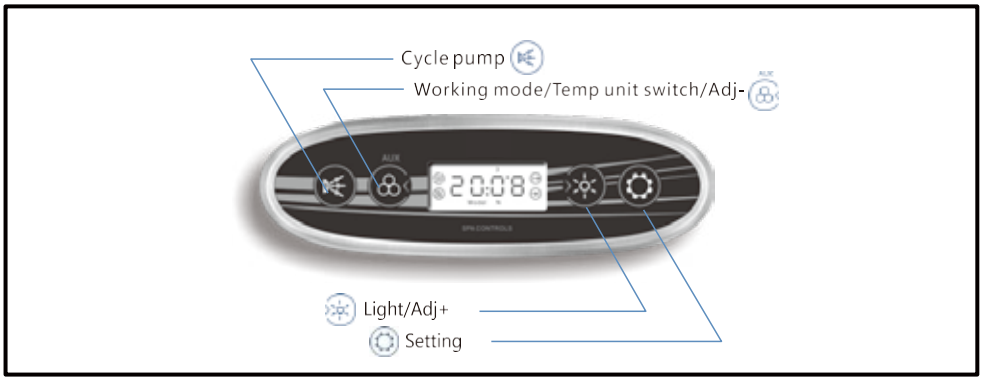
The product is equipped with the following features as indicated in the image below:



1. Water Pump
2. Ozone
3. Balboa® Mini Inverter Chiller
4. Insulation Sleeves

Using Control Panel 1

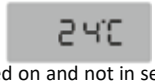
Panel Function Diagram



IMPORTANT: If your control panel is different than the one picture here, proceed to page 10

Touch Pad Usage Instructions

1. Temperature setting



When the system is powered on and not in setting mode, press " "to switch the temperature unit (°F or °C) . The system will automatically save the selected unit.
To set the temperature, press the" " key until you enter the temperature setting interface. The LCD will display the temperature unit, which will flash. Then use the " " and " " keys to adjust the temperature value between the setting range 46-104°F (8-40°C). The system will store the temperature value you set.

2. Clock setting

When the system is powered on, press " " button to enter the clock setting mode. The LCD will display either the hour or minute values, which will flash. Then, press the " " and " " buttons to adjust the hour and minute values.

3. Working Mode

When the system is powered on and not in the setting mode, press the " " key for 2 seconds to switch to the desired working mode.

The system offers three default working modes (when the system is powered on, it is in the standard mode):

- *Standard mode (LCD displaying Model N):* Heat & cool function will be valid in 24 hours. If system time falls within the water cycle set time period, filtering water cycle function will be valid.
- *Economy mode (LCD displaying Model E):* If the system time falls within the water cycle set time period, the filtering water cycle function is valid. If it falls within the heating set time period, the heat & cool function will be valid. If it is outside the set time period, the freezing proof function will be started.
- *Sleeping mode (LCD displaying Model D):* Freezing proof will be started and other loads will be turned off and can not be controlled by keys.

4. Constant Temperature Function

The constant temperature function automatically activates in standard mode. In economic mode, it starts within the designated time frame. In sleep mode, the anti-freeze function runs automatically.

Once the constant temperature function is initiated, the circulation pump starts first, and the heat pump activates shortly after. If the constant temperature function is turned off, the heat pump shuts down first, followed by the circulation pump.

When the constant temperature function is enabled, the system regulates the heat pump's operation based on water temperature and the set temperature, ensuring automatic temperature control.

The temperature control setting (standard model and economy mode) are as follows:

- If the water temperature is ≥ the set temperature + 34°F (1°C), the cooling function of the heat pump is activated;
- If the water temperature is ≤ the set temperature - 34°F (1°C), the heating function of the heat pump is activated;
- If water temperature = set temperature, the heat pump stops.

To set the heat & cool time period (Economy mode and sleeping mode only):

- When system is powered on, press " " till entering timing heating time period setting interface. The correspondent time value will flash. Press " " and " " to adjust the time.
- "1" and "2" in LCD stand for time period 1 and time period 2. " " and " " in LCD stand for starting and ending time of time period.
- The system will automatically store the value after timing heating setting.

5. Timing water cycle

The control system offers two time periods for setting water circulation. Before using the Chill Therapy unit, please configure these two time periods.

When the system operates in standard and economy mode, you can set the water cycle time periods. In sleeping mode, the timing of the water cycle is not applicable.

In any time periods, the water cycle will be started, otherwise, it will turn off.

To set the water cycle time period:

- When system is powered on, press " " to set the timer for water circulation. The correspondent time value will flash. Press " " and " " to adjust the time.
- "1" and "2" in LCD stand for time period 1 and time period 2. ' " and " " in LCD stand for the starting and ending time.
- The system will automatically store the value after setting the time of water circulation.

6. Freezing Proof

The freezing proof function will automatically work. When water temperture is lower than 40 °F (4 °C), heating will be started. When the temperature reaches 48 °F (9 °C), heating will be turned off.

7. Circulation Pump

When the control system is powered on and operates neither in sleeping mode nor setting mode, press the key " " to control the circulation pump.

Circulation pump will turn off automatically after running for 30 minutes.

8. Water Care

Ozone unit will automatically start when system is powered on.

9. Children lock protection setting

When the system is powered on, press constantly " " until it goes to children lock setting interface. Then press " " to set the children lock function. When the setting is done, the system will save it.

Children lock protector disabled

Children lock protector enabled

If no button is touched within 3 minutes, then all the buttons will be locked, and no operation can be done. At the same time, the LCD displays "LOC"; press and hold any button for 3 seconds to unlock the panel. All the buttons work and "LOC" disappears from the screen.

10. Light

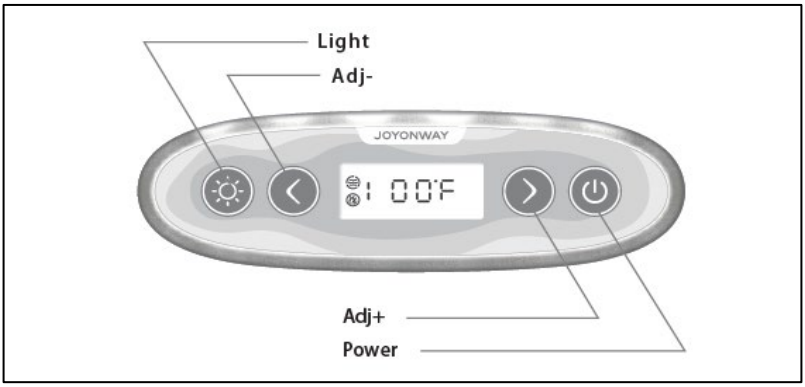
When the control system is powered on and operates neither in sleeping mode nor setting mode, press the key " " to control light. Press the key " " for 2 seconds to turn off the underwater light.

Light has two modes. In on / off mode, light turning on and off are controlled. In RGB mode,the control regulation is as below:

- state 1 auto color change (color changing among state 2 to state 8 in cycle)
- state 2 red
- state 3 green
- state 4 yellow
- state 5 blue
- state 6 purple
- state 7 cyan
- state 8 white
- state 9 turning off

Using Control Panel 2

Panel Function Diagram



IMPORTANT: If your control panel is different than the one picture here, go back to page 6

1. Power

When the control system is powered on, press " " for one second to turn on or off the system.

2. Temp Unit

When the control system is turned on, press " " and " ' at the same time to change the temp unit (°C or °F). The system will store the setting.

3. Temp adjustment

When the control system is turned on, press " " to increase the setting temp and press " to decrease the setting temp.
Setting temp range: 3-40°C (40-104°F)

4. Light

4.1 When the control system is turned on, press " ' to control the light. Press and hold " " for 2 seconds to turn off the light directly.

4.2 Within 5 minutes after the system is powered on and not in setting operation, press and hold " " for 8 seconds to change the working mode of the light. (on/off mode and RGB mode) (this function is only valid for configuring in factory.)

4.3 In on/off mode, only on and off options for the light can be controlled.

4.4 In RGB mode, the working pattern is as follows :

State 1: automatic color change (cycle through state 2-8)
State 2 : red
State 3 : green
State 4 : yellow (green+red)
State 5 : blue
State 6 : purple (blue+red)
State 7 : cyan (blue+green)
State 8 : white

Using Control Panel 2

5. Circ Pump

When the control system is turned on, the circ pump will run automatically.

6. Ozone

When the circ pump is running, ozone will turn on. When the circ pump is turned off, the ozone will turn off automatically.

7. Heating

7.1 When the control system is turned on, heating will be on automatically.

7.2 When heating is turned on, circ pump will be started in advance. Then, heat pump will run. When heating is turned off, heat pump turns off in advance and then circ pump.

7.3 When heating is turned on, the control system will automatically control the water temp by starting and stopping the heat pump according to water temp and setting temp

7.4 Temp control regulation (when the system is turned on):

When water temp > set temp + 1°C, then cooling function of the heat pump will be started.

When water temp > set temp - 1°C, then heating function of the heat pump will be started.

When water temp > set temp, then heat pump stops working.

8. Errors

III System malfunction table

malfunction code	malfunction description	solution
F10	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.
F11	The control mainframe cannot communicate with the cycle 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.

IMPORTANT: Error codes continued in “Troubleshooting: Topside Indicators”

Maintenance for Your New Chill Therapy Unit

Change Your Chill Therapy Filter

Exhaust Air and Replace Filter.

1 EXHAUST AIR

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

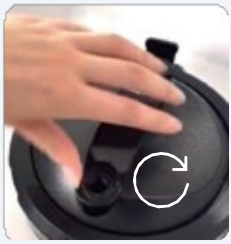
Filter exhaust valve.

Loosen valve counterclockwise.

Air exhaust.

2 EXCHANGE 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 exchage 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.

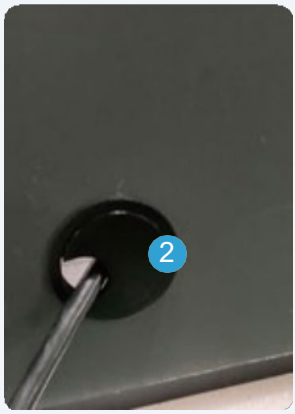
Maintenance for Your New Chill Therapy Unit

Efficiently draining your Chill Therapy

Power Supply and Drainage

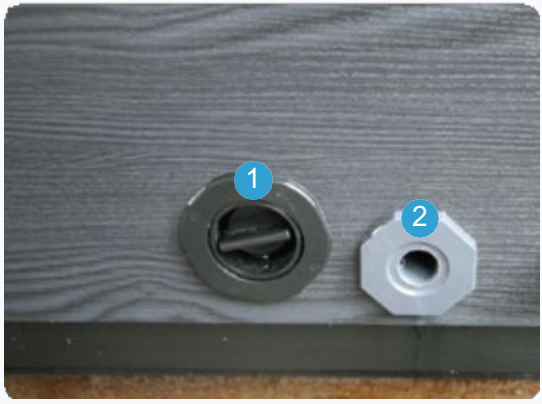
POWER SUPPLY

1. Power Supply



2. Install the thread hole cover

DRAINAGE



1. Normal drain outlet

2. Groove and heat pump condensate drain outlet

* Self-prepare an external drainage pipe

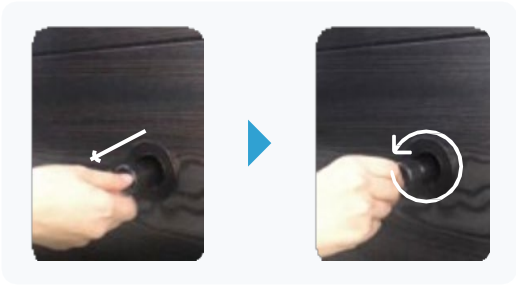
CAUTION: the two drain outlets on the cabinet are designed for water drainage purposes only, **DO NOT** fill water from this point.

Maintenance for Your New Chill Therapy Unit

Efficiently draining your Chill Therapy Unit

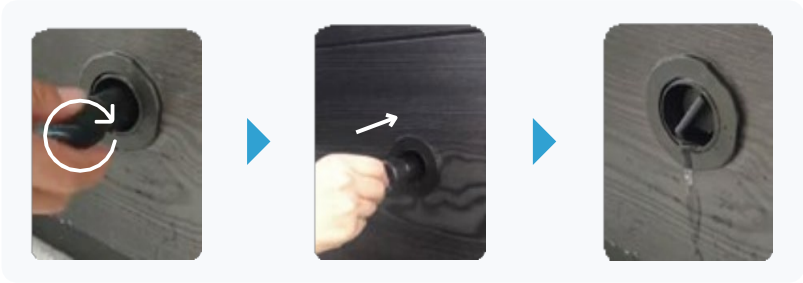
Normal Drainage

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.



Maintenance for Your New Chill Therapy Unit

Efficiently draining your Chill Therapy

Condensate Drainage

Self-prepare
the accessories

Install the connector

Connect the hose and it
is ready to use

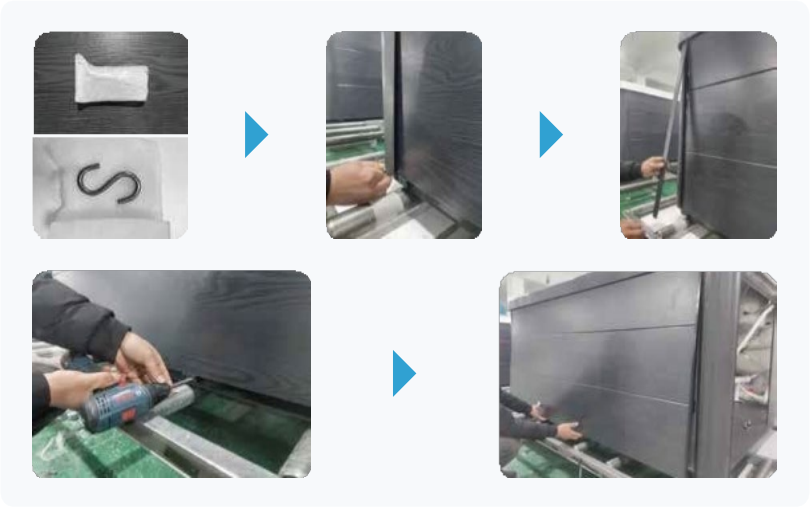
Preparing for Your New Chill Therapy Unit

Opening the Front Door Panel for Electrical Hookup

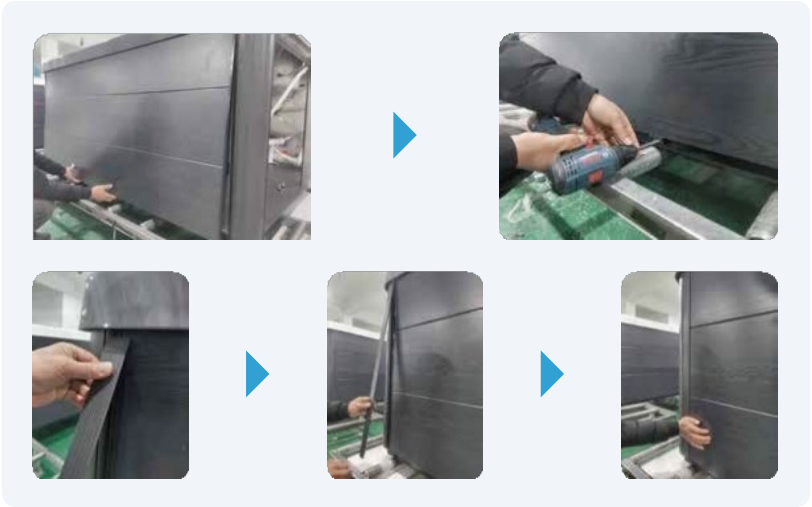
The following electrical connections must be performed by a licensed electrical contractor. Unscrew and remove the two corner panels on each side of the spa's front door.

Remove and install the skirt

1 REMOVE

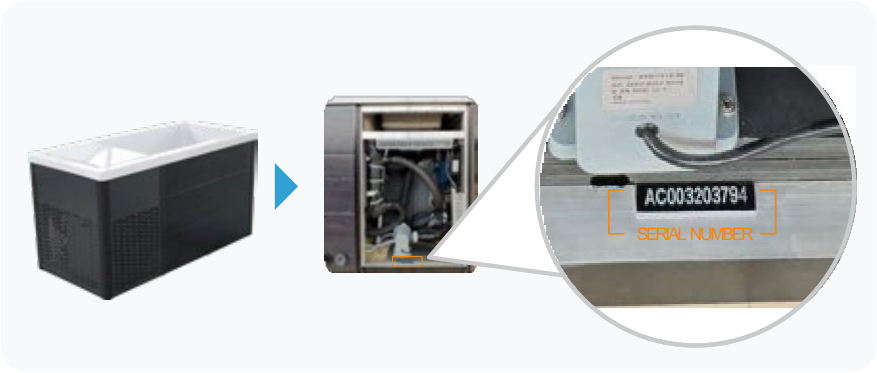


2 INSTALL



Troubleshooting

- Where do I find the serial number on my Chill Therapy unit?
- If any service needs arise regarding the product, please provide this serial number.



Troubleshooting

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. Whenever you fill your spa, fill it through the filter canister and make sure all jets are open.
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.
Does not turn off	Spa may be trying to heat up. Check if spa is in Ready or Rest mode. In cold climates, if spa is not equipped with full foam or any kind of insulation, it will try to maintain the set temperature. Set the spa to low temperature range and set the temperature to 80°F (27°C). Maintaining your water quality helps the enjoyment of your spa and extends your spa's life by preventing damage from neglect and chemical abuse. Spa may be in filter cycle.If it is, this is normal and no adjustment is necessary.

Troubleshooting

Symptom	Possible Solutions
Chiller problems	
	• Spa may be in high-temperature range. Set the spa to low-temperature range. • Jet valves may be partially or fully closed. Open the jet valves. • The filter may be dirty or may need to be replaced. Clean or replace the filter. • Pump may have airlock. Remove 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.
Water does not get cold	• The temperature is not turned down low enough. Lower the temperature on 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 termometer shows	The internal temperature probe is calibrated to within 0.3o +/- There could be an issue with the temperature sensor or PCB board.

Troubleshooting

Topside Indicators

Malfunction Code	Malfunction Description	Solution
ER03	Water Flow Failure	Cause 1. The water flow switch fault 2. Low water flow 3. The inlet and outlet water are reversed 4. There is air in the pipe 5. The pipe blocked Action 1. Check the water flow switch and replace it if it is faulty 2. Check the water valve and the temperature difference between inlet and outlet water 3. Whether the inlet and outlet water pipes are correctly connected 4. Emptying water system 5. Pipe cleaning
ER04	Winter anti-freezing	Cause The ambient temperature is lower than the antifreeze setting value Action Normal protection procedure
ER09	Communication with upper computer failed	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
ER05	High pressure protection	Cause 1. Low water flow 2. Pressure switch fault 3. The fan motor do not work, or the speed is 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 f an 4. Refill the refrigerant
ER06	Heat pump	Low Pressure Failure
ER10	Communication fault of frequency conversion module	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
ER12	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
ER15	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)
ER16	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)

Troubleshooting

Topside Indicators

Malfunction Code	Malfunction Description	Solution
ER19	Heat pump	DC Fan Motor Failure
ER18	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)
ER20	Abnormal protection of frequency conversion module	Cause IPM module internal fault, check related problems according to the attached table
ER21	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)
ER23	Heat pump	Cooling outlet water temperature low protection
ER27	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)
ER29	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)
ER32	Heating outlet water high temperature protection	-
ER33	Outer door coil high temperature protection	-
ER35	Compressor current protection	-
ER42	Internal coil temperature failure	-
ER44	Ambient temperature too low protection	-
ER46	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