

THERAFROST

THE ULTIMATE COLD PLUNGE



- Inflatable and portable
 - Chills down to 37 degrees F & holds
 - 2 Filtration systems
 - Ozonates for water purity
 - Re-Structures water
 - Almost maintenance-free
 - Integrates with IOS + Android App
- All weather

 **Therasage**®

**BEST
PRACTICES**

Portable cold plunge system
that ozonates and restructures
your water for purity.



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Clean Manufacture

Our materials have been specially selected and tested to assure they are free of any toxins and 3rd-party tested to meet the highest international standards for bio-compatibility.

Very Low EMFs/ELF/RF

You've got enough EMFs to worry about. All of our technology is developed with as low EMF rating as possible.

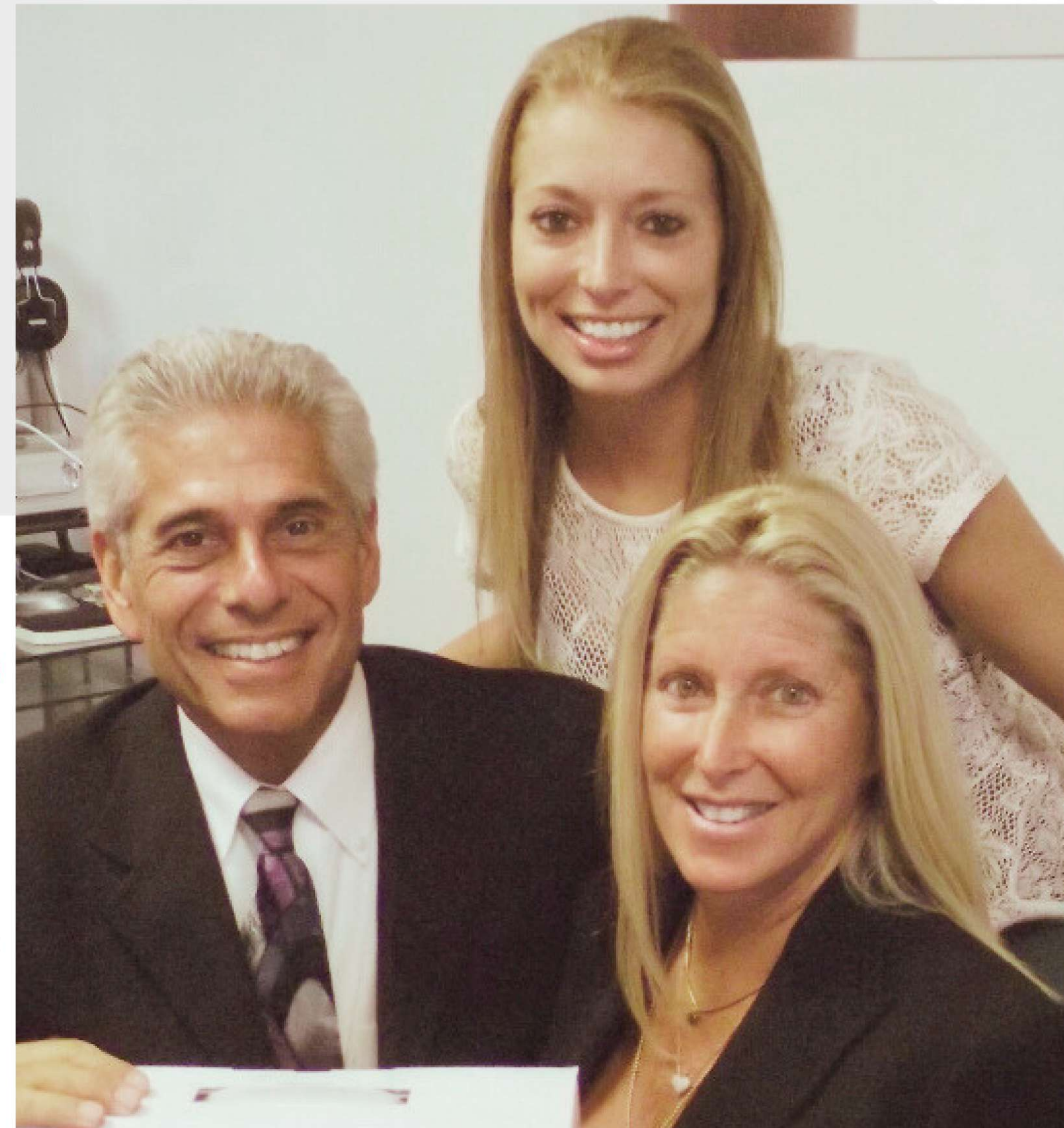


Thank you & Welcome!

- Whether this is your first Therasage product or the next addition to your health collection, thank you for choosing us in your journey to better health and well-being!

Therasage began from our personal journey to help our daughter manage, and eventually overcome her symptoms from Chronic Lyme Disease. With all of the challenges of our current healthcare system, it is our vision that each of us takes more responsibility for our health needs through the use of a positive, natural, healthful regimen. Using healing technology, each of us can make a positive statement toward better health.

It is Therasage's mission to deliver the best and the most advanced devices and applications in the natural personal health space. We hope that our FDA-listed rating, coupled with our commitment to corporate responsibility, integrity and the environment makes us a worthy partner in your journey towards health. Welcome!



THERAFROST

Congratulations on your purchase of the TheraFrost, a personal and completely portable cold plunge system.

At Therasage we hold the reputation as the world's leader in Full Spectrum InfraRed health devices. As such, we are always searching for the best combinations of complementary health modalities to enhance the natural healing experience.

Our cold plunge offers a wide range of potential benefits, from improved circulation and immune system function to reduced inflammation and enhanced recovery after exercise.

Regular use can also boost energy levels, improve mental clarity, and promote better sleep.

Cold plunging helps me face my fear--I realize that I was limiting myself, because whenever I use the Frost I feel unstoppable!

–Meredith S.

"Yet another incredible product from Therasage! I'm always blown away by how they combine healing tech.

They are always thinking about the customer first.

– Ken M.

This reference guide is meant as a starting point to enhance your TheraFrost experience. Our approach is conservative to allow your body to gently acclimate and create a healthy natural platform for long-term good health and well-being.

****We are NOT offering medical advice**--these are merely guidelines. There are more manicured approaches based on special needs. For more specific guidance, scan this QR code to make an appointment with our Thera Optimal Health advisory team.

THERAFROST

The Ultimate Plunge

TheraFrost is the most advanced inflatable, portable cold plunge system with a unique cooling system that ozonates your water for purity. Choose your temp, choose the amount and timing to ozonate your plunges, and start implementing the latest health trend in hot/cold therapy into your life!

Focus on the Chiller:

- All Weather (can be left outside), Digitally Programmable
- Chills water down and holds constant to 37 degrees for a few hours.
- Includes hoses for In-flow and Out-flow
- Double filtration and skimmer included in Chiller, filters are replaceable.

Notes on Ozone Integration:

- ThereFrost Ozone application is not about skin absorption, or for ozonating your blood--it is about purifying the water.
- Because Ozone is integrated in the Chiller, you can calibrate it to how often you want to spurt the ozone into the water.
- Use ozone to keep the water clean and prevent overgrowth of algae and bacteria.

Features include:

- Materials – High-Grade Industrial Airplane latex and sealants
- Capacity – Holds 101 gallons when 90% filled.
- Accessory included – Electric and manual hand Pump for Inflation and Deflation.
- Inflatable Lid has straps and snap-closure buckles.
- Take it with you! Includes Knapsack Travel Case for Portable Tank.
- Comes with extra filter, skimmer, washers, a patch kit, and tools for tightening the exterior water filter
- Apple IOS and Android Apps for full-function programming and remote access across all functions including time and temperature control.



Why Cold Plunge?

Cold plunging, or cold water immersion, is a powerful tool to include in your wellness routine. Whether you're an athlete looking for a boost in performance and recovery time, want more energy and mental clarity to take on your day, or are looking for another tool to support all layers of health, cold plunging has been shown to have many positive effects on both the mind and body.

With cold plunging, you harness the energy of knowing that you can do more than you thought possible. You face your fear and come out stronger, more focused, and feeling like you can do anything.

Potential Benefits (just the tip of the iceberg):

- Enhanced immune function
- Improved circulation
- Lowered inflammation
- Faster recovery
- Reduced muscle soreness
- Improved sports performance
- Better focus and alertness
- Enhanced detoxification
- Improved skin health
- Improved mitochondrial function
- Stress reduction
- Increased energy
- More endorphins
- Improved mood
- Reduced symptoms of anxiety & depression
- Building mental resilience
- Increased metabolic rate
- Activation of brown fat cells that generate heat and help with weight management
- Better sleep



Heat and Cold Therapy

Using cold plunges in conjunction with heat therapy has been found to have many benefits. These can include pain relief, reduced inflammation, muscle recovery and relaxation, a stronger immune system, and much more. It's even been shown that cycling between hot and cold water in the shower can have many positive effects. To enjoy these additional benefits, utilize your TheraFrost plunge after a session in the Thera360 Infrared Sauna. Information at www.therasage.com.

Athletes use this technique to improve performance, enhance recovery, prevent injuries, and manage pain.

Precautions: MUST READ



Before using the Chiller

Please ensure that the local electricity is compatible. This Chiller must be operated in a socket that is grounded.

Test RCD

Make sure to test the residual current circuit breaker (RCD) at least once a week, and do not use if there are any issues with the RCD.

Do not Over-tighten connections during assembly

Over-tightening can displace washers and cause air leaks.

Never Submerge the Chiller

Never submerge the Chiller in water or spray it with high-pressure water.

Prior to taking a plunge

Remove the plug or turn off the main switch. While this machine has undergone several safety tests, we do not recommend keeping it on while taking a bath due to the possibility of issues with the socket grounding.

Caution with small children

Ensure that children are kept away from the Chiller.

To prevent drowning, never leave children unattended around the tub, and keep the lid on with straps secured and clips fastened.

Do not obstruct outlet or inlet

Do not obstruct or cover the air inlet or outlet while using the Chiller.

Space Around the Chiller

Please leave at least 2 feet of space around the Chiller.

Extra safety Precautions

Keep your hair, fingers, towels, and other objects (especially sharp ones) away from the Chiller's fan and tub.

Prior to using the cold plunge, it is important to consult with your doctor to ensure that it is safe for you to do so. Cold plunges can have adverse effects on certain medical conditions such as heart disease, hypertension, and respiratory issues.

****Stop using TheraFrost and speak with your health care team if you experience dizziness, nausea or headache.****

Precautions

Please consult a medical professional to ensure that you are physically suitable to use the Therafrost. It is crucial that you fully comprehend the associated risks, their severity, and the potential consequences of using the Therafrost, whether with cold or hot water. Like any water receptacle, there is a risk of drowning, which can be fatal. It is your responsibility to ensure that minors are constantly supervised in the Therafrost, and that anyone entering can safely remain above water. The Therafrost should never be used while under the influence of any substances that could impair your ability to stay awake, conscious, and alert. When using cold water, there is a risk of hypothermia, and caution must be exercised to exit the Therafrost before any such complications arise. Take extreme caution since your body's movements and circulation may slow down as it becomes colder. Using the Therafrost with hot water can lead to nausea, dizziness, and lightheadedness. Exercise caution and sensible judgment to prevent any such side effects and always leave the tub if you experience any of these symptoms. Additionally, by using the Therafrost, you accept full responsibility for its hygiene, sanitation, and maintenance. The Therafrost is strictly intended for recreational use as a cold tub and should not be used for any other purposes. The best way to avoid any risks associated with the Therafrost is to stay aware of how you are feeling and prioritize caution.

DROWNING

To minimize the possibility of harm, ensure that children do not use this product without close and constant supervision, and after seeking advice from a physician.

There is a significant danger of accidental drowning, so it is essential to take extreme caution to prevent children from accessing the tub without authorization.

Please note that the tub cover is not intended for safety purposes.

ELECTRICAL

This product comes equipped with a ground-fault circuit-interrupter (GFCI) integrated into the power plug at the end of the cord. It is crucial to test the GFCI before each use. To perform the test, make sure the Power Switch on the back of the Chiller is in the "on" position, and then press the orange "T" Test Button located above the Power Switch. The Power Switch should immediately flip to the "off" position. Next, flip the Power Switch back up to the "on" position.

If this test does not cause the Power Switch to turn off, **do not proceed and contact support for assistance. It is essential not to use the product if this test fails.**

Avoid handling electrical outlets with wet hands and ensure that no electric appliances are within a 5-foot radius of this product. Only utilize this product with a 120V/60Hz electrical circuit, and make sure the outlet is appropriately grounded.

Never submerge the machine or expose it to direct water spray.

HEALTH

Before using this product, it is advisable for elderly individuals, pregnant women, infants, and those with medical conditions, particularly cardiovascular and neurological conditions, to consult with a physician.

Engaging in cold water immersion while under the influence of alcohol, narcotics, drugs, or medications can lead to severe injuries and is strongly discouraged. **It is important not to use the product alone.**

Prolonged exposure may result in hyperthermia or hypothermia, as well as symptoms such as nausea, dizziness, or fainting. It is recommended to limit cold water immersion to 5 minutes to avoid potential harm to health.

Always enter and exit the tub slowly and cautiously, as wet surfaces can be slippery.

ADVISORY

Therafrost owners must adhere to local or state regulations concerning childproof fencing, safety barriers, lighting, and other safety measures. To obtain detailed information, customers should reach out to their local building code enforcement office. It is important to keep hair, fingers, towels, and any other items away from the fan to ensure safety.

Only professional technicians should handle any maintenance or repairs on the system.



Boxes

What will arrive at your door.



Electric
Air Pump



Hand Pump



Accessories

- 2x hoses In- and Out-flow hose
- 2x Filters
- Filter Housing Wrench
- 2x Skimmers
- Extra O-rings



Chiller

Digital Display, all-weather



Inflatable Tub and Lid

Lid keeps water clean and
maintains temperature



Getting Started :

It takes about 15 minutes to inflate and hook up all the hoses

- Step 1:** Read these pages:
- Precautions: MUST READ
 - Special Populations: MUST READ
-
- Step 2:** Assemble and inflate the tub
-
- Step 3:** Assemble the chiller & connect chiller to the tub
-
- Step 4:** Fill the tub – Takes about 30 minutes to fill to the maximum line
-
- Step 5:** Orient yourself with how to operate the chiller either on the LED panel or through the TUYA  APP
-
- Step 6:** Turn on the chiller (takes 1.5–2 hours to go from room temperature down to 37 degrees)
-
- Step 7:** Enjoy your plunge!



Tub Assembly :

Do not over-tighten connections during assembly

- Step 1:** Prior to placing the tub, ensure that the area is clean and free of any sharp objects that may puncture the tub.
-
- Step 2:** Take the tub out of the bag and unroll it to gain access to the air valve.
-
- Step 3:** Remove the air valve cover and press the valve to ensure it is in the up position. If the valve is in the down position, the tub will not hold air, so double-check its position.
-
- Step 4:** Attach the hose to the electrical pump's inflation side, then lock it into the tub by turning it clockwise.
-
- Step 5:** Inflate the tub and cover until it reaches 10 PSI, the electric pump will get to 85% full in 4-6 minutes. Top it off with manual pump.
-
- Step 6:** Once the tub is inflated, remove the pump hose and screw the valve cover back in place. If air comes out after removing the hose, the valve may be in the incorrect position.
-
- Step 7:** Follow instructions on next pages to fill and operate, then ENJOY!





Chiller Assembly :

Do not over-tighten connections during assembly

Step 1: Start by rotating the Chiller Fitting Caps counterclockwise to remove the protective covering. Next, install the Inner Water Strainer by turning it clockwise onto the red "Inlet" fitting located on the Chiller. Confirm that the O-ring near the Chiller body is properly positioned. Place the silver Water Strainer Cover over the Inner Water Strainer and tighten it by hand until it is snug, ensuring that the enclosure is flush with the Chiller body.



Step 2: Prior to connecting the hoses, verify that each end of the Hose Connection Fittings contains a Hose O-Ring. If any o-ring is missing, retrieve one from the spare parts bag to prevent leakage. Connect the green "Water In" fitting on the Tub to the green "Outlet" on the Chiller. Likewise, connect the red "Water Out" fitting on the Tub to the red "Inlet" on the Chiller. To secure the connection, thread on the Hose Connection Fittings and rotate them clockwise. The threads should tighten smoothly and effortlessly. If you encounter immediate resistance, attempt attaching the hose again. Hand tighten the fittings until you feel resistance. Please remember that the Hose Connection Fittings should only be tightened by hand, without the use of tools. Over-tightening may lead to leaks or damage.



Step 3: Ensure hoses are properly in place. Remove the plastic covering and insert a filter into the Water Filter Housing. Fill the Water Filter Housing with water. Confirm that the Filter Housing O-Ring is securely positioned in the Upper Water Filter Housing. Attach the Lower Water Filter Housing by turning it to the right, facing the back of the Chiller, until it is hand tight. It is important not to use the filter wrench to tighten the water filter housing, as the wrench is only meant for loosening. Now, you can proceed to fill the Tub with water up to the designated "MIN/MAX" line.

Note that overfilling may cause water to overflow from the Tub for certain users. However, you have the flexibility to fill the Tub according to your personal preference.



Filling the Tub

1. Make sure your tub is in the desired location before starting to fill, as it cannot be moved once full of water (it will be VERY heavy).
2. Fill the tub with water using a garden hose if available, or use a garden hose faucet adaptor to connect to a bathroom sink (not included).
3. While filling the tub, monitor for any leaks. If you have a leak please stop filling and contact us immediately. You can contact our product advisory team by emailing us at support@therasage.com or call 888.416.4441
4. **Fill the tub to 80-90% based on your weight.** For commercial use, consider filling on the lower side to accommodate different body sizes. You want the water up to at least neck level to experience all the benefits.
5. Once the water level reaches the above minimum mark, you can proceed with turning on the Chiller.
6. Do not fill over the water max line.



Operating the Chiller

Use the LED Panel (detailed on next page) or TUYA App

1. When operating the Chiller, press and hold the power button on the LED panel for 3 seconds to turn the device on or off.
2. Set the mode to Ice Bath and ensure it remains on this setting.

3. Use the "F" button to adjust the temperature. Press the button once and then use the up or down arrows to adjust the temperature.
4. Once temperature is set, lock the screen by pressing both the up and down arrows at the same time.

Control Panel:

Now that your TheraFrost is set up, get to know your Chiller controls.
Note that WiFi and app use are optional



1. **ON/OFF Button:** Press and hold for 2 seconds to start or stop the cooling system
2. **MODE Button:** press and hold for 5 seconds to toggle between C & F
3. **SETTING Button:** Single click to enter Temperature setting—single click again to confirm and return after parameters setting
4. **W Button:** Press and hold 5–10 seconds to cancel and setup the APP connection

5. **UP Button:** Click or press and hold this touch button for increasing the setting values in setting mode
6. **DOWN button:** Click or press and hold this touch button to reduce the setting values in setting mode
7. **SYSTEM:** Indicates the current working status of Chiller
8. **DEFROST:** Indicates the current working status of defrosting
9. **MODEL:** Indicates the mode of whole system under ICE BATH, AUTO, or CONSTANT
10. **WATER FLOW :** Indicates the water flow
11. **WiFi :** Indicates the connection status of WiFi
12. **WATER TEMP:** Indicates the current/real temperature of water from outlet of machine
13. **SETTING TARGET TEMPERATURE :** Indicates the temperature setting
14. **CHILD LOCK:** Indicates control panel lock status
15. **SETTING OZONE:** Click "S" key Then press and hold "W" key for 10 seconds. Use the up and down arrow to set ozone time between 1–3 min then Press "S" key.



APP + Wifi Connection :

Can use timer function to save energy

Step 1: Download the  TUYA SMART App from your app store or scan QR code.

Step 2: Ensure that your smartphone is connected to WiFi-2.4G, as the chiller only works under WiFi-2.4G network. Make sure both your smartphone and the chiller are connected to the same WiFi-2.4 G network. Some networks provide a range from 2.4G to higher G, though they may only show the higher G--test your system.

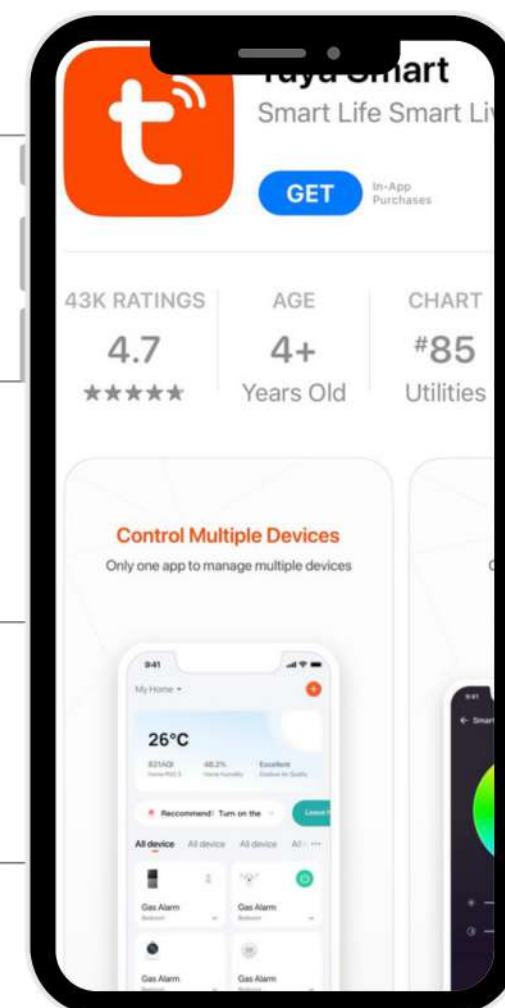
Step 3: **A.** Open the TUYA App and Click Add Device. **B.** Choose "Thermostat" (WiFi). **C.** Select "Small Home App."

Step 4: Hold the "Clock" button for 10 seconds until the WiFi light starts blinking

Step 5: Set up the WiFi connection on the app by selecting 2.4GHz network and providing the password.

Step 6: Choose "EZ" Mode" and follow the instructions on the app.

Step 7: Once the device is added, it can be controlled through the app



**Ensure the chiller is turned off, and direct water to the nearest drain, or use it to water your garden!
Drain down to 2 inches above the bottom. Once at this level, you can tip to drain the rest.**

Option 1: Unhook Hose (faster option)

Unhook hose and let it drain.

Option 2: Using the chiller

1. Switch off the Chiller and disconnect the 3/4 fitting
2. Connect the hose end to the Chiller's 3/4's fitting
3. Turn on the Chiller and keep an eye on the water level to prevent it from going below the "water out" level
4. Switch off the Chiller once the water level has reached the "water out" level
5. After disconnecting the hose connected to the tub's inlet, put it inside the tub to remove any remaining water

Using the chiller cont.

6. When the hose is inside and under the water, switch on the Chiller and monitor it to ensure that the pump is not running dry

Option 3: Sump Pump (not Included)

1. Remove water from tub using submersible pump, 1/3 HP or stronger
2. Plug pump into power outlet and attach garden hose to water pump, per pump instructions. Ensure that the pump remains submersed as long as possible.

Tub Disassembly

Once emptied, cleaned and dried...

1. Remove the air valve cap and press the valve down until it is in the down position. Be cautious as high-pressure air may make a loud noise.
2. Fold the side with the logo inward so that the edge of the tub aligns with the bottom inside edge.
3. Fold the opposite side over the top, making sure that the edge lines up with the bottom of the other side.
4. Use your body weight to press out the air while folding the sides down.
5. Press the air valve once again to lock it in the up position.
6. Connect the hose to the deflate side of the pump, then connect it to the tub and deflate any remaining air from the tub.
7. Roll the tub from the short side, ensuring that the connections are protected inside the fold.
8. Use the straps to secure the rolled-up tub.
9. Finally, place the tub in the bag and you're all set.

If you need any assistance, don't hesitate to email us at support@therasage.com



Maintenance & Cleaning :

Cleaning the Tub

There is very little cleaning required, YAY!

INSIDE: Once you have drained the tub, wipe it down with a soft cloth and liquid soap.

OUTSIDE: Can be wiped down more often depending if the tub is located outside or inside. Again, wipe down with a soft cloth and liquid soap.

Commercial users, see page 19



Filter Maintenance

Clean filter as needed, at minimum every 3 months

Close the water valve before the filter at the tub's base.

Open the filter cartridge housing and remove the water and dirty water. Take the filter to an area with high pressure nozzle to rinse it thoroughly up and down, clearing the debris from the pleats.

Place the filter back in the housing and screw it tightly in place, ensuring all rubber seals are in place.

Open the valve again when finished.

Remember to replace the filter element every 2-3 months or as per use and water quality. If there is low water flow and/or flashing filter signal on the Chiller, clean the filter. Buy replacement filters at www.therasage.com

FAQs :

 FAQ's	
How often can you use it?	Up to 4 times per week
How long should you stay in?	3-5 minutes is optimal
When do you change the filter?	**When you change the water, at least every 3 months, depending on use.
How often do you need to clean it?	**Every 3 months when you drain the water
How often should you drain the water?	**Every 3 months or if you need to break it down

**Depends on usage, Commercial users, see page 19

FAQ's	
What if the chiller isn't working?	First thing to do is check the small skimmer filter right inside the hose. Then visit our troubleshooting guide on the next page. If you are still having issues, contact support@therasage.com .
Do you have a European model that's 220-240 volt?	Coming soon, call more more info! 888.416.4441
Can I sit on the edge to plunge just my legs?	Yes! You can sit on the top whether the lid is on or off within a reasonable weight.

Troubleshooting Center

Water Circulation Error Code: E3/FU – Water flow is low.

If you are experiencing issues with water circulation in your Chiller please follow these steps to diagnose and resolve the problem:

The code displayed during Chiller startup and priming is typically normal to see. It indicates that the system is establishing water circulation. This process may take up to 3 minutes, especially if the Chiller or Chiller Hoses were recently drained of water.

If after 3 minutes the Chiller still hasn't established water circulation, please proceed with the following checks. You can test the Chiller in between each step:

1. **Ensure that the Chiller Hoses are properly connected and securely attached.**
2. **Verify that the water level in the Tub is adequate. Add water if necessary.**
3. **Confirm that the Chiller is plugged into a functioning power outlet with the appropriate voltage.**
4. **By performing these checks and testing the Chiller in between each step, you can identify and resolve any issues related to water circulation.**



Troubleshooting Center

Water Circulation Error Code: E3/FU – Water flow is low.

A. Make sure that the Tub Fitting Valves are in the open (parallel) position and ensure that the hoses are securely connected without any leaks.

B. Check the cleanliness of the Water Filter and Inner Water Strainer, ensuring they are free from debris. Refer to our Maintenance Page for instructions on how to clean and replace these parts. It is recommended to proactively replace the Water Filter, even if it appears clean, as mineral buildup can obstruct the filter without visible discoloration.

C. Verify the position of the Hose O-Rings on both ends of the Hose Connection Fittings. Ensure they are fully seated at the bottom of the threaded fitting. When attaching the hoses, tighten the connection until you feel slight resistance and the hose no longer wiggles at the connection point. Make sure not to over-tighten the green Chiller "Water In" fitting, as it is particularly sensitive. Avoid using tools for tightening.

D. Remove the Lower Water Filter Housing and inspect the presence and condition of the Filter Housing O-Ring in the Upper Water Filter Housing (white part). If you have a purple-tinted Lower Water Filter Housing, also check for the presence of the lower O-ring. When reinstalling the Lower Water Filter Housing, fill it with water up to the top and tighten it until you encounter slight resistance. Avoid over-tightening, as it can deform the gasket and potentially damage the O-Rings.

E. Verify the presence and condition of the Strainer O-Ring on the External Water Strainer. If the O-Ring is damaged or missing, replace it with a new one from the spare parts kit. When securing the Water Strainer Cover, hand tighten it until it comes to a stop.



Troubleshooting Center

Water Circulation Error Code: E3/FU – Water flow is low.

Inside the outlet port of the Chiller, there is a Check Valve that can sometimes get stuck in the closed position, causing a blockage in water flow. If you observe that the Chiller is attempting to prime but no bubbles are coming out from the Tub Water-In Fitting, this issue may be the cause. To resolve it, follow these steps:

- Remove the Outlet Chiller Hose and inspect the Check Valve. Check if the small pin in the valve is stuck outward (toward you).
- If the pin is stuck outward, gently press on it with a small screwdriver. You should feel or hear a slight click, indicating that the Check Valve has returned to its correct position.
- Reinstall the Chiller Hose, and try running the Chiller again.
- By performing these steps, you can address a potential issue with the Check Valve and restore proper water flow through the Chiller.



 Therasage®

Troubleshooting Center

Air trapped within chiller system

If you have recently disconnected a Chiller Hose from either the Chiller or Tub, such as when cleaning the Inner Water Strainer, it is possible for an air lock to form within the Chiller system. To address this issue, follow these steps:

- Loosen the Lower Water Filter Housing by completely removing it from the Chiller.
- Fill the housing with water until it reaches the top.
- Reinstall the Lower Water Filter Housing back onto the Chiller, ensuring it is securely tightened.
- By performing these steps, you will release any trapped air within the Chiller system and allow for proper water circulation.

If the problem persists, please schedule a video support call and we will assist you in resolving the issue in real time. Contact us via email at support@therasage.com



TheraFrost Specs :

Category	TheraFrost
Dimensions	54" x 35" x 31" for the tub. 27"x13"x17" for the chiller.
Shipping Weights	Tub 40 lbs. Chiller 86 lbs.
Input power	110v & 220v available
Capacity	Holds 101 gallons when 90% filled
Durability	All Weather
Ozone Infusion	Yes
Chiller	1 HP Motor (super quiet)
Manufactured	China
Inflation	Power & Manual Inflation
Connection	Quick Release Connections

Warranty

1. WHAT THIS LIMITED WARRANTY COVERS AND HOW LONG

This Product includes the product itself, and, unless specifically excluded below, all material, parts, and components related to functionality. This Limited Warranty applies only when all of these parts are genuine Therasage™ components. Cosmetic components are not covered by this Limited Warranty.

a) **COVERAGE**

Subject to the limitations and exclusions below, and for the duration of the applicable Warranty Period, Therasage™, and any of its affiliates, ("Seller") warrants that the Product's components will be free from material and functional non-conformities in material and workmanship under normal and reasonable consumer conditions.

b) **WARRANTY PERIOD**

For the one year period of this Warranty, Therasage™, at its discretion, will repair or replace any defective part, component, mechanism, or material. This warranty coverage shall include all defective parts, but shall exclude all labor charges. The Warranty Period shall commence upon purchase of the product by the end-user consumer from an authorized dealer. Each consumer is urged to register the Product through the Warranty Registration Form attached hereto. This Limited Warranty is not transferable. This Warranty can only commence once proof of purchase (or gift) is provided.

2. WHAT THIS LIMITED WARRANTY DOES NOT COVER

a) **GENERALLY** This Limited Warranty does not include non-conformities or damages attributable to or arising from: • Minor scratches or minor visual imperfections • Negligence; improper use, installation, finishing, maintenance operation inconsistent with Seller's recommendations and written instructions that are generally available in Seller's Product Manual as updated by bulletins or other written communications or on Seller's Worldwide website www.therasage.com • Improper storage, including inadequate shelter or inadequate venting of shipping wrap in humid locations • Misapplication of, commercial use, or use other than generally intended • Normal wear and tear • extraordinary force majeure.

b) **CERTAIN CONDITIONS** This Limited Warranty does not guarantee health claims. Further, this Limited Warranty does not cover damage attributable to or caused by acts of God that include, but are not limited to, power surges, stresses, fire and other conditions that exceed Product designs. Seller is not responsible for claims or damages caused by water or condensation infiltration.

3. THIS LIMITED WARRANTY'S EXCLUSIVE REMEDY

If The Product or any components fail to meet this Limited Warranty, Seller's sole obligation is to either (as Seller elects): a) repair the component (color matching not guaranteed); or b) provide replacement components to the Warranty Holder or the Seller's dealer designated (color matching not guaranteed); or c) refund the Warranty Holder's purchase price (the lesser of the original Product/ component purchase price or the original catalog list price). Repaired or replaced components are warranted only on the same terms and for the remainder of the Warranty Period. Seller reserves the right to discontinue or change any Product. If the Product or component is not available, Seller may select and provide a replacement Product or component of equal quality and price. This is the Warranty Holder 's sole and exclusive remedy for the Product under this Limited Warranty. By example but not limitation, this Limited Warranty does not cover the following costs and expenses: (i) labor; (ii)shipping/ freight expenses to return the Product to Seller, or Seller's designated service center; (iii) normal maintenance; or (iv) consequential, special, or indirect losses or damages of any kind.

4. DISCLAIMER OF WARRANTIES

THIS LIMITED WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES NOT EXPRESSLY SET FORTH HEREIN, EXPRESSED OR IMPLIED BY OPERATION OF LAW OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY IMPLIED WARRANTIES MAY NONETHELESS EXIST BY OPERATION OF LAW, SUCH WARRANTIES ARE LIMITED TO THE DURATION PROVIDED BY LAW. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY. SELLER DOES NOT AUTHORIZE ANYONE TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH PRODUCTS.

5. LIMITATION OF LIABILITY

SELLER'S SOLE LIABILITY UNDER THIS LIMITED WARRANTY IS REPLACEMENT, REPAIR, OR REFUND OF THE PURCHASE PRICE AS SET FORTH ABOVE. IN NO EVENT WILL SELLER BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGE OF ANY KIND TO A PREMISES, LOSS OF PRODUCT USE, LABOR, LOST PROFITS/REVENUE, INTEREST, LOST GOODWILL, WORK STOPPAGE, IMPAIRMENT OF OTHER GOODS OR WORK, INCREASED OPERATING EXPENSES, EMOTIONAL DISTRESS CLAIMS, LOSS OF CONSORT CLAIMS, OR CLAIMS OF THIRD PARTIES FOR SUCH DAMAGES, WHETHER BASED ON CONTRACT, WARRANTY, TORT (INCLUDING, BUT NOT LIMITED TO, STRICT LIABILITY OR NEGLIGENCE) OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY. THIS LIMITED WARRANTY PROVIDES SPECIFIC LEGAL RIGHTS BUT WARRANTY HOLDER MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. IF THIS LIMITED WARRANTY IS DEEMED TO HAVE FAILED OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL SELLER'S ENTIRE LIABILITY EXCEED THE LESSER OF THE PRODUCT'S OR THE NON-CONFORMING COMPONENT'S PURCHASE PRICE.

Warranty Registration

Did you purchase from us?

If you ordered your products through the Therasage Online store, your products are *automagically* registered for warranty. We all thank you for your patronage!

Did you purchase from a third party?

If purchased from a third party, in order to maximize and benefit from our Limited Warranty, don't worry we still have you covered.

Claims

Claims must be initiated during the Warranty Period. To initiate a claim, please contact Therasage™

Attn: Customer Service
7050 West Palmetto Park Road, Suite 15-632
Boca Raton, Florida, 33433-1551,
or by writing technicalsupport@therasage.com.

Claimant will be required to provide proof of purchase and the date of Product purchase (unless the Product was registered at the time of purchase) and may be required to return the Product or component to Seller (at Claimant's expense).

Commercial Use :

Congratulations on adding cold plunging to your facility offerings! Here are a few things you'll want to keep in mind as you start offering this service.

-  **Disclaimer:** *You'll want to have members sign a disclaimer to release you from liability. Scan this QR code to see the disclaimer we use.*
-  **Post Warnings:** Use your discretion to post warnings about time limits. Position the tub in a public space, where your staff can come to the assistance of the customer if needed.
-  **Filling the tub:** Most will fill to 80–90%. You may want to consider filling it less to accommodate all body sizes that will be using the tub.
-  **Water purity in commercial settings:** The filters, skimmer and ozone do a great job of keeping the water clean, though you can't control what your customers are bringing in on their skin--lotions, deodorant, etc. Encourage your customers to shower prior to cold plunging.
-  **Water and Filter changes:** Depending on use--drain and clean tub as needed, change filters once a month. See FAQs to gauge use and cleaning rotation compared to personal use.





CONTACT

Product Related Support Email: support@therasage.com

For Health Related Questions, Email: support@theraoptimalhealth.com

Phone: 888.416.4441

Website  www.therasage.com

YouTube  Therasage

Instagram  Therasageinfrared

Facebook  Therasage

TikTok  Therasage

Special Populations

The TheraFrost can be used by almost anyone, however please be aware that Special Populations will have specific precautions and limitations.

Make sure to follow acclimation guidelines on the How To Get Started Page.

Fragile Persons of any age

If you are very symptomatic, or have chronic challenges such as fatigue, Lyme, long COVID, etc., please always contact your primary healthcare provider before using any new technology. Also, contact our Thera Optimal Health experts to explore further how you can benefit from this product.

Anyone Under 18 Years Of Age

We cannot decide what is best for your child. We can provide basic guidelines, but ultimately it is up to you and your healthcare provider to decide.

Infants and Children 0–6 years

Kids 6–18 years

- Generally, you can treat with half the time as an adult (15–30 minutes). For more specific use contact Thera Optimal Health team at (support@theraoptimalhealth.com).

Pregnant People

- Red and Infrared Light have proven to be effective--there is no science suggesting that biophoton modulation is contraindicated for pregnancy--but it is still not recommended.

This reference guide is meant as a starting point to enhance your TheraD-Lite experience. Our approach is conservative to allow your body to gently acclimate and create a healthy natural platform for long-term good health and well-being.

We are NOT offering medical advice--these are merely guidelines. There are more manicured approaches based on special needs. For more specific guidance, contact us to make an appointment with our Thera Optimal Health advisory team and always check with your healthcare provider.