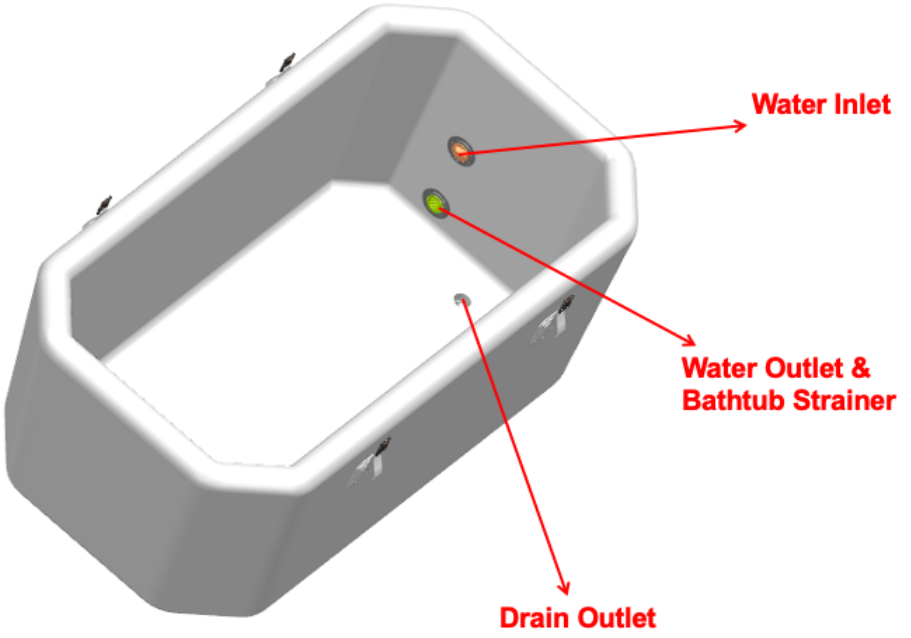
AllRecovery ICE BOX PRO/MAX Product Maintenance



RESIDENTIAL USE:

Preface

This manual provides simple and clear instructions for maintaining your Cold Plunge.
Following these steps will help you keep your equipment in good shape, avoid minor problems, and extend its life.

Cleaning and regular check-up are very important. If maintenance is neglected, the Cold Plunge can cool less, generate more noise, consume more energy and the warranty will be voided.

This guide is based on three principles:

- Easy daily care
- Light periodic maintenance
- Safe operation

All steps can be done with basic household tools — no technical expertise is needed.

Important Safety Notes:

- Always disconnect power (unplug equipment) before performing any maintenance. Do not touch electrical parts with wet hands.
- Do not open or repair internal components such as compressor, electronic board, or refrigerant gas lines. If any of these require servicing, contact your dealer or an authorized technician.
- If you encounter a problem not covered in this manual, please contact our after-sales support for assistance.

With proper care, your Cold Plunge will perform reliably and allow you to enjoy a safer and more enjoyable cold plunge experience.

The customer must never touch or attempt to manipulate the internal or electrical components of the tub or chiller. Any attempt to open, adjust, or interfere with the electrical system will immediately **void the warranty**.

The warranty will also be **voided under the following conditions**:

- If the chiller is installed or left outdoors, exposed to rain, humidity, or intense sunlight, as this can damage the electrical components and compressor.
- If the chiller does not have adequate ventilation. A minimum clearance of 30 cm (12 inches) on each side must be maintained to ensure proper airflow and efficient compressor operation.

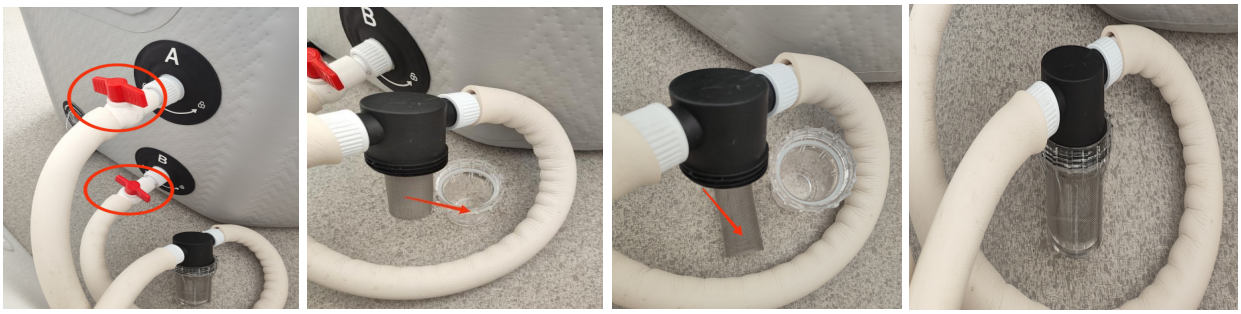
I. Core Principles of Commercial Maintenance

Safety first: Before any operation, you must turn off the power and unplug it!
Record tracking: We recommend that all maintenance activities be recorded in a Daily/Weekly/Monthly Maintenance Log. This ensures that every cleaning step and routine check is properly tracked and completed.
Prevention first: under high-intensity use, preventive maintenance is far more important than repair.
Hygiene first: disinfection is mandatory and cannot be compromised.

Routine maintenance (Weekly, takes 5minutes)

Depends on how dirty the metal filter looks and if it is starting to get clogged with hairs

Maintenance Items	Operation steps	Tools	Precautions
Inspection of metal filter screen	1. Turn off the host power and close the hose inlet and outlet valves. 2. Remove the pre-filter housing 3. Remove the prefilter screen and clean it. Use a water hose to clean the filter screen with clean water. 4. Reinstall the filter after cleaning and screw the filter end cap	Hose clear water and tweezers (for impurities)	Do not use a hard brush to clean the filter screen (to avoid larger aperture)



1.1 Routine maintenance (Monthly or every 2 months, takes 10minutes)

In residential use, there is no fixed schedule for draining the water or changing the paper filter. The frequency will depend on the use of the tub in each home: how many people use it, how often, and how clean or dirty the water is.

General recommendations:

As a guideline, the water should not remain without changing for more than a month, although this may vary depending on usage.

It is essential to regularly check the filter to ensure it is clean. A dirty filter can affect the cooling efficiency and water flow of the tub.

If the filter appears dirty or has been used intensively, it should be changed immediately. To check or change the filter, the tub must be completely turned off for safety reasons.

How to determine whether it needs to be replaced?
Even if the replacement cycle is not reached, if the following phenomena occur, it means that you may need to check or replace the filter:

- Cools very slowly or water pressure is too low: It is likely that the filter has been completely blocked by hair and needs to be cleaned or replaced immediately.
- Water quality is easy to become dirty: even if the water is changed soon, the water body will soon be turbid, which may be the failure of the filter element.
- Filter looks super dirty and compromised. Example below.

Example:

Maintenance Items	Operation steps	Tools	Precautions
Drainage Flushing	1. Turn off the host power completely. (Press test button on the plug) 2. Open the drain valve and drain the water completely. 3. Use clean water to rinse the inner wall of the tub, the pre-filter and the white filter barrel, and wipe with a soft cloth to remove the residue. 4. Close the drain valve.	Soft cloth, bucket	⚠ Be sure to power off the operation to prevent the water pump from idling. ⚠Focus on Flushing near the water line, where grease is easy to accumulate.
Appearance cleaning	1. After power off, wipe the body shell of the tub and control panel of the chiller with a slightly damp microfiber cloth and then a dry one.	Microfiber cloth, soft bristle brush	1. It is forbidden to wash the inside electrical components of the chiller with water. 2. Do not use alcohol, bleach, strong acid alkali or grinding powder cleaning, will damage the surface of the equipment.
Initial inspection of filter screen	1. (Filter Bucket) Unscrew the filter plastic protection with the special tool. 2. Remove the filter. If there are hairs and impurities on the surface of the filter, rinse with clean water and put the filter back. If it is very dirty, change to a new filter. 3. Insert same or new filter and close the filter plastic protection with the special tool until the thread is fully tightened.	Clear water and tweezers (for impurities)	1. Do not use a hard brush to clean the filter screen (to avoid larger aperture)





1.2 Regular maintenance (Quarterly or every 4 months, takes 1-2 hours)

Maintenance Items	Operation steps	Tools	Precautions
Waterway system cleaning	1. Power off the tub completely (Test button on the plug), and drain the water from the tub.		
Waterway system cleaning	2. High-pressure water gun Flushing: Use low-pressure mode (to prevent damage to parts) to initially flush the inner wall of the bathtub and the pipe interface to remove loose dirt.	High pressure water gun	⚠ Be sure to power off the operation to prevent the water pump from idling.
Waterway system cleaning	3. Manual scrubbing: Use a soft brush or sponge dipped in a neutral detergent solution (such as diluted detergent) to thoroughly scrub all surfaces on the inner wall of the tub.	Sponge and detergent	⚠Focus on Flushing near the water line, where grease is easy to accumulate.
Waterway system cleaning	4) Injection solution: **Option 1: Chlorine Cleaning (Deep Disinfection)** -Fill the tub with cool or room-temperature water just above the “water outlet” (lower of the 2 holes that connect to the chiller). -Add 10 mL of liquid chlorine (or equivalent pool-grade chlorine	Chlorine Or Vinegar	⚠ Please make sure you follow indicated amounts of Chlorine or white Vinegar (5%)

Waterway system cleaning	granules) **Option 2: Vinegar Cleaning (Natural Descaling & Disinfection) (Eco-Friendly)** - Fill the tub with warm water (35–40 °C) just above the “water outlet” (lower of the 2 holes that connect to the chiller).		
Waterway system cleaning	- Add 2L of white vinegar (5%).		
Waterway system cleaning	5) Cycle Cleaning: Turn on the cold plunge and run the circulation system for 20 minutes, allowing the chlorine/vinegar solution to disinfect the internal plumbing.		
Waterway system cleaning	6) Static Immersion: Turn off the system and let the solution sit for 15–20 minutes.		
Waterway system cleaning	7) Rinse Thoroughly: Drain the water completely. Refill the tub with clean water and run the system again for 2–3 minutes to flush out any chlorine or vinegar residue. Drain again and refill once more for normal use. ⚠️ Important: - Never mix vinegar and chlorine. Use only one cleaning method at a time.		

1.3 Bi-annual maintenance by Allrecovery's certified technician (Every 6 months, dealer on-site maintenance and inspection service)

The importance of maintenance done by a certified technician:

- Deep cleaning: deep dust removal of internal core components such as compressors and condensers to ensure heat dissipation efficiency and save energy.
- Safety warning: professional technicians detect circuit safety, refrigerant pressure, etc., and discover potential failure risks in advance.
- Performance optimization: calibrate the temperature sensor to ensure the cooling accuracy and restore the best performance of the equipment.
- Extend life: professional maintenance can significantly extend the service life of the equipment.

⚠️ Error Codes:

- If any of the following error codes appear, please turn off the tub completely and contact the seller.
- Do not attempt to reset or repair the system yourself.
- The seller will analyze the possible cause of the issue and determine the appropriate solution.

Error Code	Description
E01	Compressor exhaust temperature fault
E05	Condenser temperature malfunction
E09	Compressor suction temperature fault
E19	Inlet water temperature malfunction
E18	Water outlet temperature fault
E13	Evaporator temperature malfunction
E21	Display screen communication malfunction
E22	Environmental temperature malfunction
P01	Water flow switch malfunction
P02	Compressor high pressure protection
P06	Self-suction pump water flow switch malfunction
P11	Compressor exhaust temperature high protection
P15	Protection against excessive temperature difference between inlet and outlet water
P23	Low water temperature protection
P17	Standby antifreeze protection
P25	Environmental temperature protection
P26	Protection against high temperature of heating water outlet
P27	High temperature protection for condenser