



WALRUS

User Manual

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The intelligently engineered walrus one™ is the pinnacle of cold-water immersion technology.

The walrus one User Manual contains important information regarding the operation and maintenance of your walrus one. Prior to use, please review the safety information in this Manual and the Terms & Conditions found on <https://www.walruswellness.com>

Installation Information and Precautions

The walrus one can be installed just about anywhere that can withstand the weight, as long as you have sufficient clearance (36") for air flow and to access the chiller, access to an AC outlet, access to a hose for filling and draining the tub, and a place to drain the tub.

We advise you to place a guard or fence around the unit. The guard helps to keep children and pets from the chiller and the entire appliance.

If you are putting your walrus one inside, please ensure there is enough clearance around the tub as well as ample fresh airflow. This is because the chiller utilizes airflow and the air is warmer when it exits the chiller.

What's Included

- **walrus one**
- **Integrated ice generator (chiller)**
- **Filtration system**
- **Ozone injection sanitization**
- **Ultraviolet disinfection system**
- **Headrest**
- **Insulated lid**
- **Oak Step**

Operating Warnings

This is a high-power electrical appliance. Use common sense and ask for professional assistance with any questions. It also carries substantial water weight when full and requires structurally sound support for over 4000 lbs. Follow all cautions in this manual. Use at your own risk. Please review warranty information carefully.

- Please go through this manual in detail before installing our products. Failure to understand the instructions could lead to injuries, financial losses, or damages to the chiller.
- Please contact **walrus** Customer Service when seeking further technical information

- Always use the protective cover provided when not in use. Damage occurred from weather or the elements is not warranted.
- If the GCD continues to trip, please reach out to a local, licensed electrician.
- Always consider the local regulations when fitting the electrical protection appliances.
- Ensure that you ground the chiller to earth ground by connecting the third prong in the outlet. Grounding/earthing the device helps to prevent or avoid electric shocks resulting from the unit's unexpected short circuit.
- For safety purposes, you should NEVER repair the chiller yourself. Contact **Walrus** for assistance if your chiller has a fault and requires repairs.
- DO NOT place objects in the chiller while it's working. These objects could come into contact with the appliance's fan, resulting in damage. In addition, these objects might cause accidents. Keep children and pets away from the chiller.
- NEVER use this chiller without the plaque or grille as it could cause accidents or system malfunctions.
- DO NOT allow unqualified service engineers to adjust the switchboards, controllers, or valves.
- Those with reduced mental, physical, or sensory capabilities, and those without experience or knowledge, can only use the appliance under proper supervision. Children under 18 years old should not use the chiller. NEVER allow children to play around with the chiller.
- Children should NEVER clean or perform user maintenance without supervision. This is a high-power electrical appliance. Use common sense and ask for professional assistance with any questions. It also carries substantial water weight when full and requires structurally sound support for over 4000 lbs. Follow all cautions in this manual. Use at your own risk.
- Liability Disclaimer: **walrus** expressly disclaims any responsibility for any damage, injury, harm, cost, expense, or liability arising out of or related to your use or misuse of this product. This product is provided on an as-is basis and without other than the specified warranty, whether express, implied, or statutory, including, fitness for a particular purpose. Some jurisdictions do not allow an exclusion of implied warranties. If you are located in such a jurisdiction, you are advised to seek legal advice to determine if this exclusion applies to you.

- **Never put this machine into the water. and don't spray the machine with water. do not get the chiller mechanism wet. keep in a covered dry space.**
- **To pre-chill, fill the bath water from the cold tap for a cold plunge.**
- **Keep children away from the chiller and plunge bath.**
- **Don't cover or block the air inlet and/or air outlet in use.**
- **Make sure there is more than 30 cm (12 inches) free space around the machine. don't extend the water hose which may affect the water flow, and which would reduce the cooling efficiency or make it hard to reach the target temperature.**
- **We recommend emptying the water in the tub twice a week. during cold months, the water can ice up and must be changed so it doesn't damage the chiller. keep the screen intake clear. keep the environment ventilated. the max allowable temperature of the ambient air is 45 degrees celsius (113 degrees fahrenheit).**
- **keep your hair, fingers, towel, etc. away from the fan of the ice-bath machine and water flow holes.**
- **Only a professional mechanic with the right qualifications can repair the system. the tub filled with water can weigh over 4000 lbs. be sure the floor can support such a load. do not fill at the edge of a cantilever deck.**
- **Do not block the fan outlet. Otherwise, it will reduce the heating and cooling effect and waste power.**
- **The equipment must be kept clean. Regularly check and clean the surfaces and DO NOT touch the fan during the operation of the equipment to avoid hurting fingers**
- **Pay attention to whether the rated voltage of the product is consistent with the AC supply voltage of the home - DO NOT touch the switch with hands, nor any of the electrical components.**
- **Do not use while under the influence of alcohol or recreational drugs. consult your doctor before use if you're currently taking any pharmaceutical drugs, including over the counter drugs.**
- **Walrus saunas is not responsible for any problem or injury that results from poor installation and abnormal use.**
- **If using our cold plunges as hot tubs, you must use standard hot tub sanitizing chemicals such as Chlorine, like you would use in a normal spa. Bacteria easily grows in warm water if not treated with chemicals. We recommend keeping the plunge below 10°C for best performance.**

Getting to know your plunge

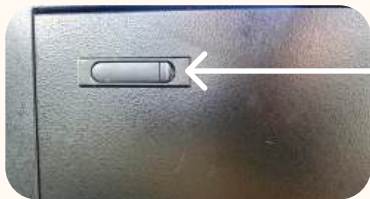


Control Panel



The unit will switch off on its own once the set temperature is reached. It will restart automatically if the water temperature Rises by 5 degrees from the set temperature. This Eco Mode saves energy and lengthens the life Of the machine by eliminating excessive cooling cycles. It's important to note that depending on the water's initial temperature and the ambient air temperature, it may take several hours for the water to reach the desired temperature if the water is uncovered. Using the insulated cover will significantly reduce this time period. It may take 6-8 hours to initially reach the optimal cold therapy temperatures (0-10 C).

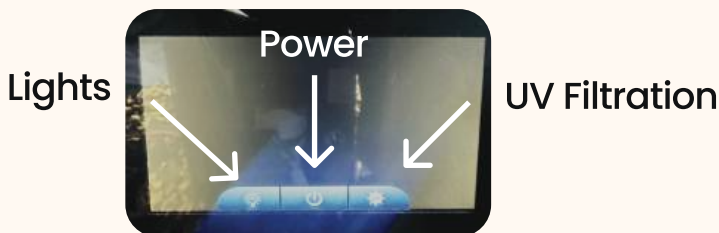
1. Remove the filter access panel by pressing in the two switches near the top and lifting out and up.
2. Ensure that the breaker switch for the unit is flipped up to the ON position.
3. Replace the filter access panel.
4. Ensure that the drain valve is in the closed position.
5. Fill the tub with water.
4. Plug in the power cord, and the unit will display will light up.
5. If the plunge displays the standby screen, press the power button to turn it on.



Push here



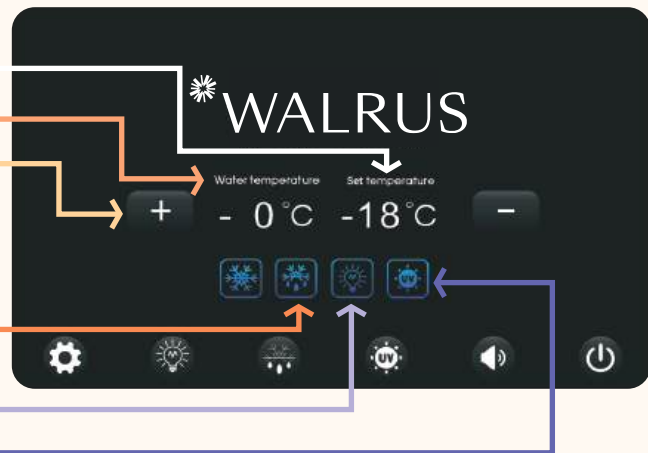
Up Position



Using the Control Panel


This Cold Plunge is effortless to operate. You need to start by switching it ON and setting the desired water temperature. The Control Panel allows you to set all the functions easily:

- Set Temperature
- Current Temperature
- Temperature control
- Manual Defrost
- Lighting control
- Disinfection





Press  for three seconds to switch between standby and cooling mode.


Temperature adjustment – Press  or  to adjust the temperature


Cooling – During the Cooling process, the Blue snowflake icon  is ON. When the plunge has reached the set temperature, the light is OFF. When the cooling process is in between modes, the light will blink.

Auto Defrost – Defrosting is the process of removing the ice that forms on the tub walls so it floats in the water. When set to an ice making temperature (30 or less) the defrost cycle is automatic. The unit will cool to generate ice, defrost automatically, and then begin the process again. During the defrost process, the indicator light is ON. When defrost stops, the indicator light is OFF. During lock, the indicator light FLASHES.

Manual defrost – If at any time you would like to stop the ice making process and release the ice from the walls manually, press and hold  for six seconds to enter or exit the defrost mode. The defrost function will only activate when the temperature is set to 32 F / 0C or lower.

UV Disinfection – Although the plunge has an automatic filtration cycle that runs continuously, UV sanitization/ozone is initiated manually through the UV button. If you would like to run the UV disinfection cycle, press  to start UV water sanitization so the disinfection indicator light turns ON. Press  again to stop disinfection; the disinfection indicator light will switch OFF.

Lighting – Press  to turn the lighting ON or OFF.

Parameters – Press  to select or modify a specific parameter.

Use the  and  buttons to adjust the values.

After making the changes, press the **Confirm** button to save the parameters and exit. Your plunge comes to you properly set up and Tuned to perform at maximum capacity. We highly recommend that you NOT change any of the parameters in Detailed Settings unless environmental factors necessitate that you do so. Please contact customer support before making changes to these settings.



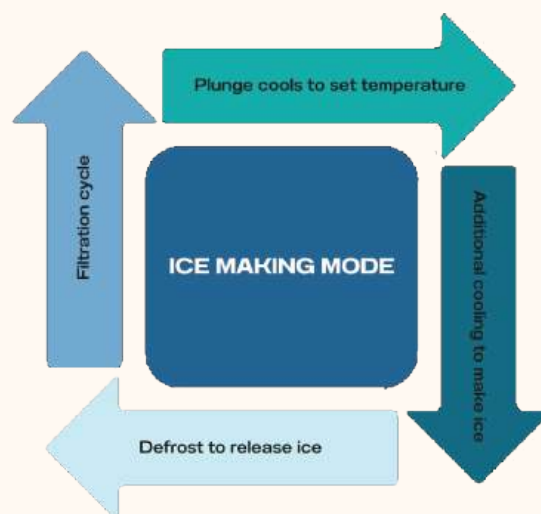
NOTE - For the ice-making function, please pre-set the temperature to -1 C. Customers can adjust the temperature according to personal preference. We recommend setting it at -2 C, which will achieve the ideal thickness of ice. If ice-making is not needed, set the temperature to 3 C or higher.

After making the changes, press the **Confirm** button to save the parameters and exit. Your Walrus comes to you properly set up and tuned to perform at maximum capacity.

We highly recommend that you do NOT change any of the parameters in Detailed Settings unless environmental factors necessitate that you do so. Please contact customer service before making changes to these settings.

Ice Making Mode

Any set temperature 2° C and below will activate Ice Making Mode. This is a special mode designed to give you the most intense cold plunge experience. Here is how the process works:



Due to variations in ambient temperature, water chemistry, and elevation, the ideal set temperature to generate ice can vary. We recommend starting with a temperature of -1° C and then adjusting from there for your preference.

Replacing the Filter

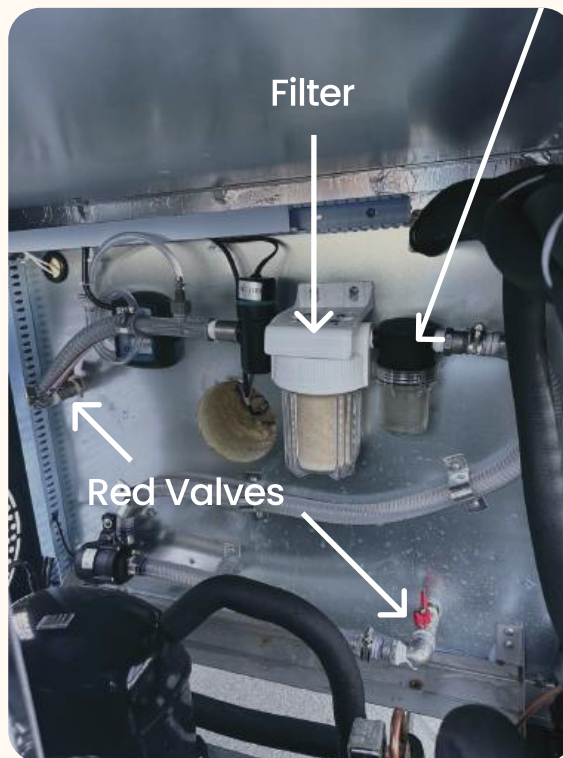
Replace the filter once a month. If using daily, consider replacing the filter every 2 weeks.

1. Unplug the plunge to cut the power to the unit.
2. Remove the filter access door by pressing the 2 switches and lifting up and out on the door.
3. Remove the 4 black thumb screws that hold the electrical panel in place.
4. Swing the electrical panel out to give yourself working room.
5. Close the two red valves near the tub wall to stop the flow of water coming from the tub.
6. Place a towel below the filter to help catch any water that may drain from the filter and water lines.
7. Using the provided filter wrench turn the filter cup counter clockwise (By sliding the wrench up over the filter with the handle on the right and pulling it to the left) to loosen it from the filter housing.
8. Remove the filter cup and replace the filter.
9. Screw the filter cup back into the filter housing and tighten it with the filter wrench.
10. To the right of the filter cup is the hair filter. Repeat the procedure to remove the hair filter. However, the hair filter only needs to be rinsed out. It can be reused.
11. Open the red valves to restore water flow.
12. Swing the electrical panel back into place and replace the thumb screws.
13. Replace the filter access door, and plug the plunge back into power.

Thumb screws



Hair Filter



Draining the Cold Plunge Pro

- 1. Locate the Drain.** At the bottom of the walrus one , there is a drain located at the lowest point. The position of the Drain may vary depending on the ice plunges design, typically situated near the wheels on one side of the Plunge bottom.
- 2. Connect** a hose or pipe to the Drain connection. You have the option to let water directly flow out from the drain or connect to a water hose or pipe for drainage. If using a hose or pipe, ensure it is correctly attached to the drain, with the other end placed at a suitable drainage location.
- 3. Open the Drain Valve.** The Drain Valve controls the drainage. Start draining by turning the Valve clockwise.
- 4. Wait** until the Ice Plunge Pro is completely empty. This may take some time depending on the volume of water. You can expedite the drainage process by using a floor drain or other drainage devices near the Drain.



Safety Precautions

Incorrect installation can be dangerous and may cause electric shock, injury, or damage to the chiller. DO NOT try to change the internal setup of the chiller.

Follow the advice below when troubleshooting your appliance:

- Always use the protective cover provided when not in use. Damage occurred from weather or the elements is not warrantied.
- Keep your body (especially the hands and hair) away from the fan blades.
- If you're not familiar with the chiller and water filtration system, DO NOT make any adjustments or repairs prior to consulting a licensed electrician, air conditioning contractor, or pool professional.
- Read the full installation manual or guidelines before using, servicing, or making changes to the chiller.
- Wait for 24 hours after the installation before starting the chiller to prevent compressor damage. If the chiller was transported with the feet down, it may be started right away.
- Remember to turn off the power before doing any repairs or maintenance.

Troubleshooting

Problem & Observation	Items to Check	Solution
<p>The chiller doesn't work. The Controller does not light up and the fan/compressor doesn't make a sound.</p>	<ol style="list-style-type: none">1. No electrical power.	<ol style="list-style-type: none">1. Check power supply (wiring, fuses, ...)
<p>The chiller works normally but there is no or insufficient cooling. The Controller displays the temperature but no error codes.</p>	<ol style="list-style-type: none">1. Insufficient capacity of the chiller in proportion to the size of the pool.2. The compressor works but the fan doesn't.3. The fan works but the compressor doesn't.4. The chiller has not been placed on an optimal location.5. Faulty temperature setting.6. Bypass not adjusted7. Not enough refrigerant	<ol style="list-style-type: none">1. Install a larger sized model or an extra chiller to cover the pool.2. Check the electrical wiring of the fan. Replace the condenser or the fan motor if necessary.3. Check the electrical wiring of the compressor. Replace the condenser, or the compressor if necessary.4. Make for sufficient air circulation (see manual for details).5. Set the correct temperature.6. Have the by-pass readjusted by the installer.7. Have the chiller checked by a refrigeration technician.
<p>The chiller doesn't stop. The Controller displays the temperature, but there are no error codes.</p>	<ol style="list-style-type: none">1. Wrong set-up of parameters2. Pressure switch is out of order3. Electrical failure	<ol style="list-style-type: none">1. Inspect the given parameters and adjust or correct them if necessary (these settings should be just above the chiller's capacity).2. Check the pressure switch's operation by turning off the unit's filter pump and restarting it. If the chiller doesn't react to this, then the pressure switch must be adjusted or replaced.3. Contact your local licensed professional.

Troubleshooting

Problem & Observation	Items to Check	Solution
Water leak. There's a puddle of water under the unit's heat pump.	<ol style="list-style-type: none">1. Condensation resulting from high atmospheric humidity2. Leaking water	<ol style="list-style-type: none">1. Don't perform any action.2. Localize the leak and check chlorine presence in the water. If that's the case, you must3. repair the chiller.
Abnormal amount of ice formed on the evaporator. The evaporator is, for the most part, covered in ice.	<ol style="list-style-type: none">1. Insufficient air inflow2. High water temperature3. Not enough refrigerant	<ol style="list-style-type: none">1. Check the location of the heat pump and remove any dirt that could be present on the evaporator.2. The ice formation increases when the pool water is quite hot (above 29 degrees). Getting the set temperature down is a possible option.3. Have a refrigeration technician check the heat pump

If you can't fix a problem right away, customer service will need specific information to help. Note the error code on the display controller, the setting values, and the chiller's status (initial temperature, water outlet/ inlet temperature, cold air, or ice). Provide this information when contacting customer service.

Please also take a video with your phone and send it to the customer service representative

Warnings

This is a high-power electrical appliance. Use common sense and ask for professional assistance with any questions. It also carries substantial water weight when full and requires structurally sound support for over 4000 lbs. Follow all cautions in this manual. Use at your own risk. Please review warranty information carefully.

RISK OF ACCIDENTAL DROWNING -- Extreme caution must be exercised to prevent accidental drowning.

PROLONGED IMMERSION IN WALRUS ONE MAY BE INJURIOUS --
Prolonged immersion may result in health issues, including but not limited to hypothermia.

NOT SUITABLE FOR CHILDREN UNDER 18 -- The walrus one is not designed for children under 18. Parents/guardians should consult a physician before allowing children to use the cold plunge. Any child under 18 deemed safe to use the plunge should be closely supervised at all times.

DROWNING RISK FOR CHILDREN UNDER 4 -- According to the CDC, drowning is the leading cause of injury-related death in children 1-4 years old. Keep unsupervised children away from the walrus one and ensure close adult supervision at all times. Check state or local laws for requirements such as fences or barriers around the walrus one.

DO NOT USE IF SICK OR INFECTIOUS -- Do not use the tank if you are sick, vomiting, have diarrhea, or any contagious conditions where germs can spread in water.

RISK OF SLIPPING AND FALLING -- Exercise care when entering or exiting the walrus one tank to avoid injury.

Warnings

NO DRUGS OR ALCOHOL -- Do not use drugs or alcohol before or during the use of the walrus one tank to avoid unconsciousness and possible drowning.

PREGNANT WOMEN SHOULD CONSULT A PHYSICIAN -- Pregnant or possibly pregnant women should consult a physician before using the walrus one tank.

MEASURE WATER TEMPERATURE BEFORE USE -- Before entering the walrus one tank, measure the water temperature with an accurate thermometer.

RISK OF ELECTRIC SHOCK -- Install the tank at least 15 meters (5 feet) away from all metal surfaces. Do not permit electric appliances within 15 meters (5 feet) of the walrus one tank.

MAINTAIN WATER CHEMISTRY -- Maintain water chemistry in accordance with the manufacturer's instructions. Do not ingest or swallow tank water.

RISK OF HYPOTHERMIA -- Extended use can lead to hypothermia. If body temperature drops below normal levels, call 911 immediately.

ALCOHOL OR DRUGS INCREASE RISK -- The use of alcohol or drugs greatly increases the risk of fatal hypothermia in the walrus one tank.

RISK OF FLOODING -- Be aware of the risk of flooding to the area surrounding the walrus one tank.

SINGLE OCCUPANCY ADVISED -- The tank is designed to accommodate one person. Avoid multiple occupancy, and for individuals exceeding average height and weight, pre-measure the tank for safety.

NOT FOR ANIMALS -- The walrus one tank is not designed for animals. Keep pets and other creatures out of the tank. Ensure the tank cover is secure and closed before and after use to avoid accidental entry, injury, or drowning.

Electrical Specifications

Power (volts)
50-60 Hz (dedicated circuit) **120 V**

Current (amps) **12 A**

If a dedicated electrical outlet is required, it should be installed with a GFCI by a licensed electrician. Failure to do this will void the warranty.

Inspection & Maintenance

Maintenance is crucial to ensure the proper functioning of the unit. Here are some key maintenance reminders:

- Regularly check the water inlet channel and drainage to ensure sufficient water and airflow. This helps maintain the system's performance and reliability. Remember to routinely keep the pool's filter clean, to prevent clogging and damage to the unit.
- Keep the area around the appliance well-ventilated and spacious. Regularly clean the chiller's sides to ensure effective heat exchange and energy efficiency.
- Check all processes in the unit to ensure they're working properly. Pay close attention to the operating refrigerant system's pressure.
- Regularly inspect the cable connections and power supply. If you notice any abnormal functioning or smell from electrical components, turn off the system immediately and contact a licensed electrician.
- If you're not planning to use the appliance for an extended period of time, it's recommended to drain the water. Before turning the unit on again, thoroughly check all parts and ensure the system is completely filled with water.
- The service life of the UV is about 3000 hours.

LIMITED RESIDENTIAL WARRANTY

THIS LIMITED RESIDENTIAL WARRANTY (THE "WARRANTY") IS APPLICABLE ONLY TO THE **WALRUS AND WALRUS ONE** (THE "PRODUCT").

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

THE WARRANTY CAN ALSO BE FOUND ONLINE AT www.walruswellness.com/WARRANTY AND IN THE DOCUMENTATION WE PROVIDE WITH THE PRODUCT.

WE LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

OUR RESPONSIBILITY FOR DEFECTIVE GOODS IS LIMITED TO REPLACEMENT OR REFUND AS DESCRIBED BELOW IN THIS WARRANTY STATEMENT.

WHAT DOES THIS WARRANTY NOT COVER?

This limited warranty does not cover any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance, including failure to maintain the Product on a flat, level, hardtop surface with adequate drainage and to keep the exterior free and clear from plants, trees, grasses, soil, and snow deposits; (e) modifications of any type for any reason (including modification to meet local codes); (f) unauthorized repair; (g) normal wear and tear; (h) cleaning, painting, staining or other use of abrasive or improper chemicals; (i) your or a third party's negligence; (j) animals, including without limitation, termites and other wood-destroying insects or rodents; (k) connections supplied by the installer of the equipment, an electrician or a third party; (l) improper voltage supply; or (m) external causes such as accidents, abuse, or other actions or events beyond our reasonable control, including, but not limited to, acts of God such as lightning, floods, earthquakes, etc.

WHAT IS THE PERIOD OF COVERAGE?

This limited warranty starts on the date of your purchase and lasts for two year (the "Warranty Period"). The Warranty Period is not extended if we replace the product. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive. Your sales receipt showing the date of purchase of the product is your proof of purchase. Any evidence of alteration, erasing or forgery of proof of purchase documents will be cause to void this Warranty. Products on which the serial number has been defaced or removed are not eligible for warranty service.

WHAT ARE YOUR REMEDIES UNDER THIS WARRANTY?

With respect to any defective product during the Warranty Period, we will, in our sole discretion, either: (a) replace such product (or the defective part) free of charge or (b) refund the purchase price of such product. Freight charges to and from you are your responsibility and are not covered under this Warranty. This includes freight charges for parts shipped to enable the services of the Product.

HOW DO YOU OBTAIN WARRANTY SERVICE?

To obtain warranty service, you must call **+441507499107** or email our Customer Service Department at **connect@walrusicebaths.com** during the Warranty Period.

THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

WHAT CAN YOU DO IN CASE OF A DISPUTE WITH US?

The following informal dispute resolution procedure is available to you if you believe that we have not performed our obligations under this limited warranty:

DISPUTE RESOLUTION AND BINDING ARBITRATION.

a. YOU AND SUN HOME ARE AGREEING TO GIVE UP ANY RIGHTS TO LITIGATE CLAIMS IN A COURT OR BEFORE A JURY, OR TO PARTICIPATE IN A CLASS ACTION OR REPRESENTATIVE ACTION WITH RESPECT TO A CLAIM. OTHER RIGHTS THAT YOU WOULD HAVE IF YOU WENT TO COURT MAY ALSO BE UNAVAILABLE OR MAY BE LIMITED IN ARBITRATION.

ANY CLAIM, DISPUTE OR CONTROVERSY (WHETHER IN CONTRACT, TORT OR OTHERWISE, WHETHER PRE-EXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, CONSUMER PROTECTION, COMMON LAW, INTENTIONAL TORT, INJUNCTIVE AND EQUITABLE CLAIMS) BETWEEN YOU AND US ARISING FROM OR RELATING IN ANY WAY TO YOUR PURCHASE OF PRODUCTS THROUGH THE SITE, WILL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION.