COLD WATER TUB — USER AND INSTALLATION MANUAL

Owner's record

Model	
Order number	
Date of purchase	
Bought from	

Manufacturer
Plastprofiil OÜ (brand: Nordic Wellness Craft)
Töökoja tee 11, Riisipere, Saue vald, Harju maakond 76202, Estonia
Registry code 12296827
Phone: +372 56 202 878 · Email: info@nordicwellnesscraft.com · www.nordicwellnesscraft.com

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Read this manual before you install or use the tub, and keep it for as long as you own the product. If you bought the tub from a reseller, contact them first with any question or claim.

If you bought a shell on its own, without our enclosure and equipment, this manual still applies to you. These sections apply to you as written:

- 5 to 9: safety, residual risks, receiving the delivery, storage, lifting;
- 10.1: the base;
- 13 and 15: water and surface care, and what is not a fault;
- 10.3, the part "Did you fit the drain yourself?".

The other sections about the enclosure, the drain and the chiller apply when you add them.

1. Symbols used in this manual

Symbol	Meaning
⚠ **WARNING**	Risk of serious injury or death if the instruction is not followed
(!) CAUTION	Risk of damage to the product. The warranty does not cover that damage
i NOTE	Useful information, no risk

2. Words used in this manual

- **Shell** — the fiberglass tub itself, without the enclosure and without the drain.
- **Gelcoat** — the smooth colored surface layer on the inside of the shell. It is what you see and touch, and it is the layer that chemicals and abrasive cleaning damage.
- **Enclosure** — the outer cladding around the shell: spruce, thermowood or plastic planks.
- **Set** — shell with its wooden legs (on the Oval, a wooden underframe), enclosure and drain assembly together, as delivered.
- **Chiller** — optional equipment that cools the water. It can also heat it (section 11.7). It is not part of the standard set.
- **Residual risk** — a risk that remains even when the product is used correctly and everything works.
- **Owner** — the person responsible for the tub, for its maintenance, and for the people using

it.

3. What this product is for

This is an **outdoor cold water tub**. You use it for cold immersion, and for contrast bathing: going between a sauna or hot tub and cold water.

Normal use means private use by one household. **Business use** is allowed too: in a hotel, a rental, a gym or other sports service, a wellness or therapy service, or any place open to the public. Business use has a different warranty period (section 20).

The set has three parts: a **fiberglass shell** with wooden legs under it (on the Oval, a wooden underframe), an **enclosure**, and a **drain assembly** (trap, pipe and tap). The enclosure is spruce, thermowood or plastic planks, depending on what you ordered.

The tub is not heated and has no filtration or circulation in its standard form. You fill it with cold water and drain it yourself. A chiller and a filter are available as separate options. The chiller is covered in section 11. For the filter, follow its maker's manual.

It is not a swimming pool, not a whirlpool spa and not a medical device. Do not use it for anything other than bathing.

4. Owner's responsibility

As the owner you are responsible for:

- the safety of everyone who uses the tub, including guests and children;
- a base that carries the weight of the tub, the water and the bathers (section 10);
- keeping the tub maintained and its water clean;
- passing this manual on to anyone else who uses or takes over the tub.

5. Safety

Cold water affects the body immediately and strongly. Read this section even if you have used cold tubs before.

⚠ Before you enter

- **Talk to a doctor first** if any of these is true for you:
- a heart condition, high or low blood pressure, or circulation problems;
- epilepsy, diabetes or asthma;
- you are pregnant, or you may be;
- you take medication that affects your heart rate or your blood pressure.
- **Do not use the tub after alcohol or drugs**, or medication that makes you sleepy. They hide the warning signs your body gives you and increase the risk of fatal hypothermia.
- **Do not bathe alone** if you are new to cold immersion. Have someone nearby who can help you.
- **Do not breathe rapidly and deeply before entering** in order to "prepare". It can make you lose consciousness in the water without any warning.

⚠ Entering the water

- **The first seconds are the dangerous ones.** Cold water makes you gasp and breathe fast, and you cannot stop that reaction by willpower.
- **Enter slowly and gradually.** Keep your face, shoulders and hands out of the water until your breathing has settled. Never jump or dive in.
- If you come straight from a sauna or hot tub, **wet your skin first** over as large an area as possible, then enter gradually.

- **Get out if you feel unwell**, if shivering will not stop, if your breathing will not settle, if you feel confused or sleepy, or if your hands and feet go numb. Those are signs that your body temperature is falling too far.
- **Warm up afterwards.** Dry off and get dressed straight away, then move around. You may feel colder 10 minutes after you get out than at first. Do not go straight into a hot sauna or hot tub if you feel dizzy.

⚠ Children and other people

- **Children must never use the tub or be near it without an adult watching them.** Drowning happens quickly and silently, and shallow water is enough.
- **When the tub is not in use, stop children from getting into it.** Put a fence around it, or drain it. **If you have a lid:** it keeps dirt out, but it is not a tested child safety cover. If it has fasteners, use them. They make the lid harder for a child to open. ⚠ **A light cover such as a plastic sheet or a cloth is not a safety barrier.** It hides the water, it will not hold a child's weight, and a child can end up underneath it.
- **Ice on the water is not safe to stand on.** Keep children off it.

⚠ Around the tub

- **We recommend a step for getting in and out.** We can supply one.
- Wet surfaces and the tub edge are **slippery**. Step, don't jump.
- **In freezing weather,** wet feet slip easily on icy ground. Step out of the tub carefully.
- Do not stand on the rim, and do not let anyone climb on the enclosure or stand on a covered tub.
- If you sit on the rim, watch yourself. It is easy to lose your balance and fall backwards.
- Keep glass, sharp objects and electrical things you bring to the tub, such as a radio, a speaker or a hairdryer, away from it.

6. Residual risks

Even when the tub is installed correctly, used as intended and in perfect condition, these risks remain:

Risk	Where it comes from	How to keep it small
Drowning	Any tub holding water, especially with children or an unconscious bather	Supervise children at all times, stop access when the tub is not in use (fence or drain it), do not bathe alone when new to it
Hypothermia and loss of consciousness	Cold water lowers body temperature faster than people expect	Short immersions, get out at the first warning sign, never after alcohol
Slipping and falling	Wet surfaces, and ice on the ground and steps in winter	Non-slip route, a step to get in and out, a handrail if needed, no jumping
Bruises	The tub is hard. You can bang yourself against it	Move slowly. No rough play in or around the tub
Electric shock (if your tub has anything you plug in, such as a chiller or a filter)	Electricity close to water	Use a grounded, sheltered socket with a safety switch (a residual current device). The chiller's plug has one built in. Never cut off a plug or change it. Unplug the device before you take off a hose or clean it (section 11)

7. Receiving the delivery

Check the product **before you sign anything.**

1. Look at the packaging and the tub while the driver is there.
2. **If you see any damage, write it down before you sign.** The driver may ask you to sign on paper or on a screen. Write the damage there before you sign. Take photos. Ask the driver to sign it too. Between countries this delivery note is called a consignment note, or CMR note.
3. If you sign and write nothing, the carrier can use that as proof that the tub arrived undamaged.
4. If you find damage later that you could not see at delivery, tell the carrier and the company you bought the tub from in writing within 7 days of getting the tub. Sundays and public holidays do not count.
5. Do not throw away the packaging, do not repair the tub and do not send it back before the company you bought the tub from confirms in writing what to do.

Transport damage is not a warranty claim. Report it to the company you bought the tub from: the reseller, or us.

8. Storage before installation

If you do not install the tub straight away, store it correctly. **(!) Bad storage may damage the surface. The warranty does not cover that damage.**

Take the transport film off no later than 14 days after delivery. That includes the factory

packaging. A new shell needs air on its surface. Tight film keeps the air out, and the gelcoat can then fade and go patchy. **That is a storage fault, not a manufacturing fault.**

While it is still in the film, keep it out of water and damp places. Water trapped under the film cannot dry out.

After that, store the shell or the set:

- **under a roof**, or under a cover that lets air through;
- **out of constant sun** if you can. Direct sunlight over a long period of time can dull even a UV-resistant gelcoat surface;
- where **air moves** freely.

It can stand upside down or the right way up.

If water is left in the tub or its equipment, drain it before it freezes. The warranty does not cover frost damage, even before the tub is installed.

9. Lifting and moving

The shell is not fixed to the enclosure. It stands on its wooden legs and rests on the enclosure.

The Oval set is the exception. Its shell is fixed to a wooden underframe: two beams that run its whole length. The underframe rests on the lower ring of the enclosure and is fixed to it from below. So on the Oval, the shell is fixed to the enclosure through the underframe.

- You can lift an **empty shell** by its rim.
- **(!) Do not lift an assembled set by the rim, the Oval included.** On the Faceted set, the shell comes out of the enclosure.
- **First unplug and disconnect the equipment outside the tub**, such as a chiller or a filter.
- **Then lift the set by the enclosure, or on its pallet.** The Oval set moves as one piece.
- **Never lift the tub by the drain, the pipework or the tap.**
- **Use enough people, or a lifting device.**
- **Never move a tub with water in it.** One liter of water weighs about one kilogram.
- Do not roll the tub or drag it on its side.
- **Only the Oval set:** to reach the bottom, for example the drain, empty the tub and turn it on its side, enclosure and all. The shell stays in place, because it is fixed to the underframe. Unplug and disconnect the equipment outside the tub first.

10. Installation

10.1 Base. The tub needs a **firm, level base** that carries the full weight of the tub, the water and the bathers: concrete, paving, a strong wooden deck or packed gravel. **Never put the tub straight onto soft soil or grass.**

On a ready-built Faceted set, wooden legs are fixed under the tub. The tub stands on these legs and also rests on the enclosure. That is why the base must be level. Then the legs and the enclosure share the weight of the full tub.

On the Oval set, the wooden underframe runs under the shell from end to end and carries it from below.

The tub needs support under its bottom and under its top rim. **The shell must not hang by its top rim alone,** for example in a hole cut into a deck.

Putting the tub on a wooden deck, a balcony or a roof terrace? Have someone qualified check that it can carry the tub full of water and bathers before you fill it.

(!) Preparing the base is the owner's job. The warranty does not cover damage from a

base that is not good enough.

10.2 Place. Choose a spot where:

- water can drain away from the tub and away from the building;
- you can reach the tub later for service, best from all sides. If you build it into a deck, the warranty does not pay for taking the deck apart;
- the route from the door is safe to walk on when wet.

10.3 Drain. On a set, we fit the drain (trap, pipe and tap) at our factory and check it for leaks there. Part of it sits inside the enclosure. You only need to check that the tap is closed.

Did you fit the drain yourself? That is the case with a kit where the drain is not fitted, or with a shell bought on its own. Fit the drain before you fill the tub. Then put about 10 cm of water in the tub and wait 10 minutes. Check the drain for leaks before you fill it further.

In both cases, make sure the water from the drain has somewhere to go.

10.4 Enclosure (kit only). If you bought the set as a kit, you assemble the enclosure. The planks screw onto rings that follow the shell's shape. If the wooden legs or the underframe come loose in the package, fix them under the tub before you place it. Ask us for step-by-step instructions.

11. Chiller (optional equipment)

A chiller is **not part of the standard set**. If you have ordered one, this section applies to you.

11.1 What we do and what you do. We connect the chiller to the tub and test it at our factory. Then we disconnect it from the tub for delivery. The chiller stands on its own, next to the tub. It comes with its own plug. You do not wire anything: you plug it in.

- Connect the chiller to the tub again before you fill the tub.
- Fill the tub before you switch the chiller on.

11.2 Where it stands.

- Stand the chiller on firm, level ground next to the tub. A concrete slab is best.
- It works best with free space around it: at least **1.5 m in front**, and at least **50 cm at the sides and back**.
- Keep snow, leaves and other things off the chiller. Keep the space in front of it free, so air can flow.
- ⚠ **Do not stand on the chiller, and do not use it as a step into the tub.**
- Keep children away from it.
- Where children or other people can reach the chiller, for example in a home garden, its maker asks for a protective guard around it.

11.3 Power.

- The chiller has its own plug on a **5 m cable**. The plug has a **residual current device** built in. That is the safety switch that cuts the power the moment electricity leaks where it should not. It has a Test button and a Reset button.
- You need an **outdoor socket within 5 m** of the chiller. The socket must be **grounded** and **sheltered from rain and splashing water**.
- The chiller works with a separate pump. That pump has its own plug, so you need **two sockets**, or a double socket. The pump's socket needs a safety switch too (section 6).
- No suitable socket? Have a **qualified electrician** fit one, by the rules of your country.
- Press the Test button regularly to check that the switch works. If it keeps switching off, unplug the chiller and contact us.
- Unplug the chiller and the pump (and the filter, if you have one) before you take off a hose or clean them.
- **(!) Never take out or bypass the safety switch in the plug. If you do, the warranty does not cover the electrical parts, or any damage that follows.**

11.4 Water must flow. The chiller must never run without water flowing through it.

- Switch the pump on first. Keep it running the whole time the chiller is on.
- Every month, check that the water flows well. If your set has a filter, clean it when needed.

11.5 Keep the cold in. For the best results, we recommend an insulated tub and a cover on it between uses. A fiberglass lid is sold for the Faceted tub.

11.6 The gas inside.

- The chiller contains **fluorinated greenhouse gases**. Its cooling gas, called the refrigerant, is **R32** (also called HFC-32).
- R32 has a **global warming potential (GWP) of 675**. GWP shows how strongly a gas warms the climate, compared with the same weight of carbon dioxide (CO_2).
- The amount of gas in your chiller is on the label on the chiller, in kilograms and in tonnes of CO_2 equivalent. Its own manual also gives the amount (section 11.7).
- ⚠ **R32 can burn.** Never open the chiller or its gas pipes. Only a technician certified to handle this gas may work on them.

11.7 Its own manual. ⚠ The chiller can also heat the water, up to 40 °C. Its maker sets it to heating mode by default. Set it to cooling, as its own manual says. Check the water temperature before you get in. If it is above 40 °C, do not get in.

The chiller has **its own manual from the company that made it**. Follow that manual for use, water care, cleaning, servicing and winter storage. If the two manuals differ, follow the chiller's own manual for the chiller.

- Its maker asks you to keep the water's pH between 6.9 and 8.0.

11.8 Winter. Water runs through the chiller, its hoses and its pump. If you stop using the tub for the winter, drain all of them and store the chiller in a dry place (section 14).

12. Using the tub

12.1 Filling. Fill with clean cold water, for example from a garden hose. Fill it to about **10 cm below the top rim.** Then the water does not overflow when someone gets in.

12.2 During use. Keep an eye on each other. Get out of the water at the first warning sign (section 5).

12.3 After use. Cover the tub if you have a cover, to keep debris out.

12.4 Emptying. Open the tap and let the tub drain. Rinse the shell with clean water. The bottom is flat, so a little water stays on it. That is normal. Wipe it dry if you want to avoid water marks.

Leave the tap open when the tub is out of use in freezing weather (section 14).

13. Water, chemicals and cleaning

Cleaning. Rinse the shell with clean water each time you empty the tub. Clean it gently, with a soft cloth, water and a mild soap. **(!) Rough sponges, steel wool, cleaning powders and sharp tools scratch the gelcoat. Solvents and acid cleaners can damage it too.** Limescale at the waterline is easier to remove early than as a thick layer.

Water and chemicals are your choice and your responsibility. We do not prescribe or recommend any specific pool chemical product. If you decide to treat the water chemically, both the choice of product and its use are your responsibility. **(!) The warranty does not cover damage caused by pool chemicals.** This applies to every pool chemical, including oxygen-based ones.

Chlorine: about **1.5 mg/l** of free chlorine has worked for our customers for years. We have not

tested higher levels.

If you use pool chemicals, these rules apply:

- Pick a product whose **own maker says it suits fiberglass and gelcoat.** If you are not sure, ask that maker.
- **Never put tablets, granules or powder directly on the bottom of the tub or against its wall.** Use a floating dispenser, or dissolve the product in a separate container first.
- **Do not use more than the dose its maker gives.** Too much harms the surface even when the product itself is suitable.
- Do not let undissolved product rest against the surface.
- If you test the water, follow the instructions that come with the test kit.

Bath salts, essential oils and scents. Use only products whose label says they are safe for a fiberglass tub. If you are not sure, ask the company that makes the salt, oil or scent.

Changing the water. Cold water still collects leaves, dust and skin oils. **Without a chiller and without any sanitizer, plan on changing the water often.**

Change the water when:

- it is no longer clear, or it smells;
- leaves, needles or other debris have collected in it;
- the walls feel slimy to the touch.

Change it more often in warm weather, when several people bathe, or when you do not treat the water. To change it, empty the tub, rinse the shell with clean water, and refill.

Sunlight and debris. Direct sunlight over a long period of time can dull even a UV-resistant gelcoat surface. That is normal aging, not a fault.

A cover keeps leaves and dirt out. But a cover is not a child safety barrier (section 5).

Enclosure care. Spruce and thermowood are natural materials. They change color, swell and shrink with moisture, and small cracks appear. That is not a defect. Oiling the wood keeps it looking good and lasting longer. That is something we recommend, not a warranty condition. Clean plastic planks with water and a mild soap.

14. Winter

- If the tub is not in use and the temperature falls below zero, **drain the water completely and leave the drain tap open.**
- **(!) Water left in the drain, the pipe or the tap can freeze and crack them.** Freezing damage is not covered by the warranty.
- If a chiller, pump or filter is fitted, **drain them as well and store them in a dry place**, following that device's own manual.
- **Do not break ice inside the tub with tools.** Sharp tools damage the gelcoat.
- If your tub has a lid, brush heavy snow off it.

15. What is not a fault

- **A little water left on the bottom after draining.** The bottom is flat, so some water stays on it. That follows from the design.
- **Color changes, swelling, shrinking and small cracks in the wooden enclosure.** Wood is a natural material.
- **Small differences in shade** between the shell and photographs, and between production batches.

16. Troubleshooting

What you see	Likely cause	What to do
Water leaks at the drain, on a set	A joint is not tight. Part of the drain sits inside the enclosure	Empty the tub and contact us with photos
Water leaks at the drain you fitted yourself	A fitting is not tight, or a seal is not seated	Empty the tub, check and retighten, refill slowly and watch the joint
Water gets cloudy or smells	Dirt and skin oils in the water	Empty the tub, rinse the shell and fill it with clean water
Dull or patchy spot on the gelcoat	Chemical left against the surface, or abrasive cleaning	Stop using that product or cloth. Contact us with photographs
White deposit at the waterline	Limescale from hard water	Remove it early with a soft cloth, do not let it build up
Wood turns gray	Normal weathering of wood	It only affects the look. Oil it if you want the original color back
Tub does not sit level	Base has settled	Empty the tub and correct the base. Do not push wedges under a full tub

17. Technical specification

	Oval cold water tub set	**Faceted 500 L cold water tub set**
Capacity (to the rim)	—	up to 500 L
Shell material	Fiberglass	Fiberglass
External dimensions	1832 × 1532 mm (per drawing) × approx. 910 mm	approx. 1115 × 1115 × 1060 mm
Empty weight	approx. 77 kg	approx. 77 kg
Enclosure options	Spruce, thermowood, plastic planks	Spruce, thermowood, plastic planks
Included	Shell with a wooden underframe (2 full-length beams), enclosure, drain (trap + pipe + tap)	Shell with wooden legs, enclosure, drain (trap + pipe + tap)
Heating	None	None
Filtration	None	None

18. Spare parts and wearing parts

The tap is the part that wears with use. It can be replaced. Contact us or your reseller for replacement parts, and give the model and order number from the owner's record on the first page.

19. End of life

- **Anything you plug in** (a chiller, a pump, a filter) is electrical waste. Do not put it in household waste. Take it to an electrical waste collection point. A chiller also holds refrigerant gas, so never open it or its gas pipes yourself.
- For everything else, follow the rules of your own country; they differ across the EU and the UK.

20. Warranty

Your tub has the **Nordic Wellness Craft warranty**.

Standard warranty: 24 months from the day the product is delivered, for normal use. 12 months for business use (hotels, rentals, sports, wellness or therapy services, places open to the public).

In short:

- Store, install, use and look after the product as this manual says. Damage from ignoring it is not covered.
- Transport damage is not a warranty claim (section 7).
- If you bought from a reseller, contact the reseller first.

If you are a consumer, the law also gives you rights against the seller: the reseller if you bought from one, or us if you bought from us. When the product has a fault, these rights are free of charge: repair, replacement, a lower price or your money back, as the law sets out. This warranty does not change those rights.

To make a claim, send us:

- your proof of purchase;
- the model and the order number;
- photos or a video of the fault;
- a short note: when it appeared, and what was done before.

If you have a question about the warranty, contact us (section 21).

Do not send the product or any part back without our written OK.

21. Contact and complaints

Plastprofiil OÜ · Töökoja tee 11, Riisipere, Saue vald, Harju maakond 76202, Estonia
Phone +372 56 202 878 · info@nordicwellnesscraft.com

If you bought the tub from a reseller, contact them first. If you cannot reach them, contact us.

Tell us at once if the product has caused an accident or an injury, or if you think it is unsafe.