

# Product Handbook

A comprehensive resource for product knowledge, operations, training, marketing, and ongoing support.

# Table of Contents

|                                |       |
|--------------------------------|-------|
| Product Overview               | 3-8   |
| Training Resources             | 9-12  |
| Cleaning & Maintenance         | 13-15 |
| Support & Contact<br>Resources | 16-19 |



# Meet PolarWave DryPlunge





# Cold Plunge Experience Without Getting Wet



## Dry Cold Experience

Enjoy the effects of a cold plunge without water, towels, or cleanup.



## No Maintenance Hassle

No plumbing, draining, or daily upkeep - simply plug in and go.



## Fast On-Demand Sessions

PolarWave offers the invigorating, quick sessions make it easy to cool down and reset between workouts or during busy schedules.



## Key Features



### Immersive Cold

Head to toe cooling without water or mess



### Compact Footprint

Standalone design fits easily into recovery rooms or smaller spaces



### Optional Compression

Boost the impact of cold in the legs by adding additional pressure



### Self-Guided Operation

Simple controls make every session easy - no staff required



### Quick Sessions

3-7 minute sessions fit easily between workouts or busy schedules

# Benefits of Using PolarWave Dry Plunge

- Helps the body feel recharged and revitalized
- Supports post-workout recovery
- May help soothe sore, stiff muscles after exercise
- Feels great on sore, tired muscles



## Technical Specifications

- **Dimensions:** 82" L (208cm) x 43" W (109cm) x 53" H (135cm)
- **Weight:** 540 lbs (245kg) without fluid, 648 lbs (294 kg) with fluids
- **Tested and Approved:** UL/CSA/CE safety standards
- **Electrical Requirements:** 60Hz: 208-240V / 20A or 50Hz: 230V / 16A
- **Water Requirements:** 8 gallons (30 liters) distilled water; combined with 5 gallons PolarWave Coolant (included), for 13 gallons total fluid
- **Temperature:** 28-34 F (-2 to 1°C); a colder-than-traditional cold plunge experience without the need to be submerged in water

### Warranty

- 3-year warranty for the product structure
- 2-year warranty on non-maintenance components
- 90 days of labor coverage

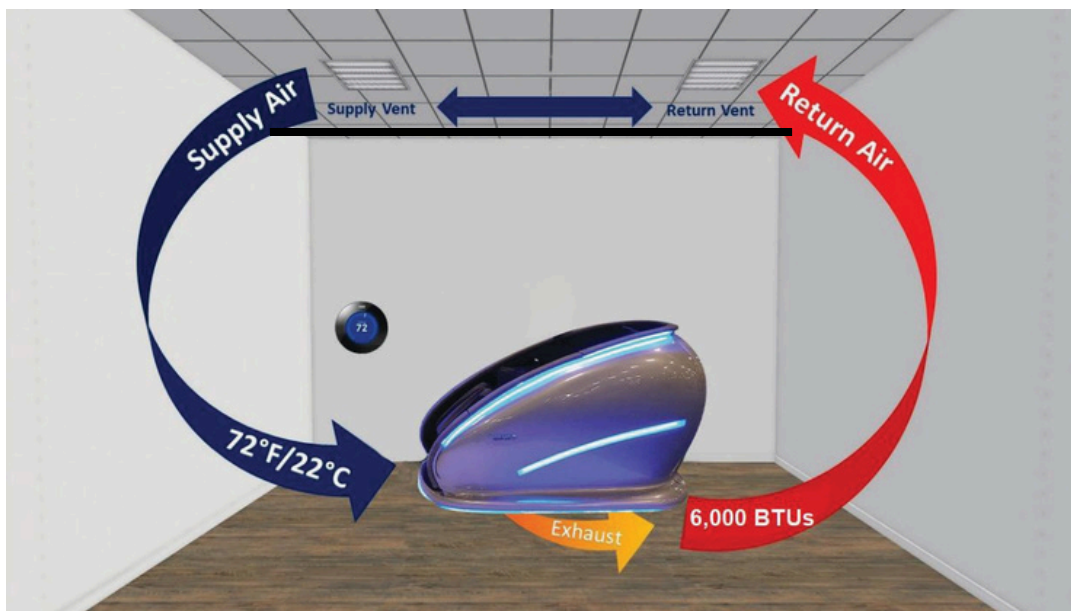
*International warranties may vary*

# PolarWave Zone HVAC Guidelines

**Overview:** Each PolarWave unit produces **6,000 BTUs** of heat. The HVAC system should be designed to maintain a room temperature between [**68°F-72°F/20°C-22°C**] after consideration of the additional heat produced to ensure proper operation and user comfort.

The following guidelines are recommended:

- **Air Supply/Return** – requires **400 Cubic Feet Per Minute (CFM)** HVAC supply and return per unit. Recommend providing ½ ton of A/C per unit. **Important:** This is in addition to original room HVAC specifications.
- **Vent Placement** – place the supply vents near the intake side (foot end), and the return vents near the exhaust side (head end), as shown as a guideline for optimal performance.
- **Thermostat** – place a thermostat or sensor at the center of each room approximately [4ft./1.22m] above floor to regulate the air temperature in the room.
- **Open Entryways** – room should not have a closed door to allow for cool airflow.



When the above HVAC requirements can't be met, it is recommended to install a temperature controlled exhaust fan above or at rear of unit. Refer to the **Recommended Temperature Controlled Exhaust Fans** document for details.

If any additional questions please contact Technical Support at +1 727-536-5566, opt 1 or email [Support@WellnessSpace.com](mailto:Support@WellnessSpace.com).

# Electrical & Room Requirements

## 220V / 60Hz-USA, Mexico & Canada

### Technical Specifications

| MODEL                |                                                                                   | DIMENSIONS                                         | WEIGHT                                                 | VOLTAGE                 | PHASE  | AMPS    |
|----------------------|-----------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------|-------------------------|--------|---------|
| PolarWave Dry Plunge |  | W- 43" (109cm)<br>D- 82" (208cm)<br>H- 53" (135cm) | 540 lbs.<br>(245kg.)<br>With Fluid: 648 lbs. (294 kg.) | 208-240 Volts,<br>60 Hz | Single | 13 Amps |

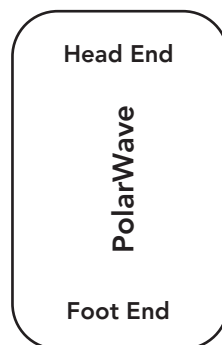
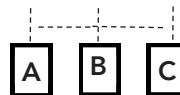
### Electrical Requirements **\*\*IMPORTANT: All items are required for EACH unit\*\***

- **A:** 208-240 Volt, single-phase, dedicated line with **20 Amp** dedicated breaker and 12-gauge wire, 2 hot legs and a ground. 10-gauge wire required if over 125 ft.(38m) run. **A** on diagram. 20 Amp, 250 Volt NEMA L6-20R Receptacle (three prong plug) required.
- **B:** For use with external timer (ex. T-Max, etc.) and maintenance: 110 Volt outlet required. **B** on diagram.
- **C:** CAT-5 or CAT-6 terminated network jack (able to connect to network room). **C** on diagram.
  - \*Required for software updates, technical support, and proactive monitoring.

6" 6"

### Electrical Wiring Diagrams

NEMA L6-20R  
Locking Receptacle



Top-down  
view of unit  
(Not to scale)

\*Unique set of items A, B & C required **FOR EACH** unit. Outlets should be centered behind unit and spaced 6" (15cm) apart. Call +1727-536-5566, Opt. 1 or email [Support@WellnessSpace.com](mailto:Support@WellnessSpace.com) for further information.

### HVAC Requirements (per Unit)

- 400 CFM of HVAC supply / return needed per unit to offset 6,000 BTU of heat (½ ton HVAC system) in addition to original room HVAC requirements.
- If unable to meet HVAC specs, it is recommended to add a temperature-controlled exhaust fan above each unit.

### Room Dimensions

- The PolarWave does not require a private room. If installing in a room, it is recommended to be 8'W x 10'D (2.4m x 3m) with open entryway. Check ADA guidelines for compliance.
- For lower freight & installation expense, a 4' W (1.2m) space entryway is recommended (allows unit to ship fully assembled).



# Cold Immersion Competitors Chart

| Feature               | Ice Bath                                                                                                                                                                                  | Cryotherapy                                                                                                                                                     | Cold Plunge / Bath                                                                                                                                                                                 | PolarWave Dry Plunge                                                                                                                                                                    |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Medium                | Water (with ice)                                                                                                                                                                          | Air (or localized gas)                                                                                                                                          | Water                                                                                                                                                                                              | Dry/Enivornment                                                                                                                                                                         |
| Tempterature          | 0-15°C (32-59°F)                                                                                                                                                                          | -129°C to -184°C<br>(-200°F to -300°F)                                                                                                                          | 10-15°C (50-60°F)                                                                                                                                                                                  | Cold Water Bags<br>(simulating plunge<br>effects of ~50° F)                                                                                                                             |
| Duration              | 5-15 minutes                                                                                                                                                                              | 2-5 minutes                                                                                                                                                     | 5-15 minutes                                                                                                                                                                                       | 3-7 minutes                                                                                                                                                                             |
| Mechanism             | Vasoconstriction/vasodilation &<br>hormone release                                                                                                                                        | Extreme<br>vasoconstriction &<br>hormone release                                                                                                                | Vasoconstriction/vas<br>odilation & hormone<br>release                                                                                                                                             | Full-body cold exposure<br>& zero gravity sensation                                                                                                                                     |
| Primary<br>Benefits   | Muscle soreness,<br>inflammation, mental<br>boost                                                                                                                                         | Rapid inflammation,<br>pain relief, mood,<br>performance                                                                                                        | Muscle soreness,<br>inflammation, mood,<br>focus, immune,<br>metabolic                                                                                                                             | Cold plunge benefits<br>without getting wet,<br>muscle recovery, mental<br>invigoration                                                                                                 |
| Key<br>Differentiator | Direct, intense water<br>immersion; highly<br>accessible                                                                                                                                  | Extreme dry cold;<br>very short duration;<br>specialized<br>equipment                                                                                           | Consistent cold water<br>immersion; balance of<br>benefits and comfort;<br>dedicated<br>home/commercial units                                                                                      | Completely dry<br>experience, no mess,<br>no changing clothes,<br>minimal operational<br>needs                                                                                          |
| Operational<br>Needs  | High (water, ice, cleanup)                                                                                                                                                                | High (specialized<br>equipment, staff often<br>needed)                                                                                                          | Medium (water, chilling,<br>cleaning and sanitation)                                                                                                                                               | Very Low (plug-and-play, no<br>plumbing, no daily upkeep,<br>self-guided)                                                                                                               |
| Accessibility         | High (DIY) to Medium (dedicated<br>tubs)                                                                                                                                                  | Low (specialized<br>centers)                                                                                                                                    | Medium to High<br>(dedicated tubs,<br>chillers)                                                                                                                                                    | High (compact, no<br>infrastructure, self-<br>guided)                                                                                                                                   |
| Safety&<br>insurance  | Risk of hypothermia, cold shock,<br>cardiac stress, slips/falls, water<br>contamination.<br><br>Higher potential for claims<br>related to slips/falls, cold-<br>related health incidents. | Risk of frostbite, cold<br>burns, asphyxiation (if<br>nitrogen-based),<br>cardiac stress,<br>claustrophobia.<br><br>High potential for<br>severe injury claims. | Risk of hypothermia,<br>cold shock, cardiac<br>stress, slips/falls,<br>water contamination.<br><br>Higher potential for<br>claims related to<br>slips/falls, cold-<br>related health<br>incidents. | Minimal risk of cold-<br>related injury (no<br>direct skin contact<br>with extreme cold), no<br>water-related hazards<br>(drowning, slips,<br>contamination).<br><br>Limited liability. |
| Hygiene               | Requires regular cleaning                                                                                                                                                                 | Generally high (dry<br>environment)                                                                                                                             | Requires regular<br>cleaning and water<br>treatment                                                                                                                                                | Very High (dry<br>environment, no<br>water-borne<br>concerns)                                                                                                                           |
| Staffing              | Not typically needed for personal<br>use                                                                                                                                                  | Requires trained staff                                                                                                                                          | Trained staff needed                                                                                                                                                                               | No staff required                                                                                                                                                                       |
| Change of<br>Clothes  | Yes                                                                                                                                                                                       | Sometimes (depending<br>on chamber type)                                                                                                                        | Yes                                                                                                                                                                                                | No                                                                                                                                                                                      |



# User Guides & Training Resources





## Cold Plunge Experience Without Getting Wet



### Benefits

- Helps the body feel recharged and revitalized
- Supports post-workout recovery
- May help soothe sore, stiff muscles after exercise
- Feels great on sore, tired muscles

### How to Use

- Press the Start button and review the health and safety tips on the touchscreen
- Then, gently pull the cold pads over your chest and waist areas and press the Confirm button
- Adjust arm temperature as needed
- Turn optional leg compression on/off
- You can keep your arms inside or outside the arm openings, whatever feels best
- A 3 minute session is recommended for first time users

Scan &  
learn how  
to get  
started



**Session Length:** 7 minutes maximum per day

### Pre- and Post-Session Care

- Before and after your session, please wipe down any frost or moisture from the waterproof surface

### Not Recommended for Use

Anyone with one or more of the following conditions, or with a condition upon which cold temperatures may have an adverse effect, should consult a medical provider prior to use.

- Pregnancy
- Cardiovascular conditions (heart disease, hypertension, or coronary artery disease)
- Peripheral vascular disease or deep vein thrombosis
- Respiratory conditions
- Neurological disorders (seizure disorders or nerve damage)
- Raynaud's disease
- Diabetes
- Cold agglutinin disease
- Cancer
- Poor sensation or hypersensitivity to cold
- Poor skin condition, cold urticaria, open wounds or infections
- History of severe allergies
- Taking any medications that affect the heart rate or blood pressure
- Fever or infection
- Pacemaker or defibrillator
- Elderly individuals or children under the age of 16
- Alcohol or drug intoxication

# Get Started with Your Online Training

Choose from our library of online training courses based on the WellnessSpace Brands products in your facility — whether that's the full suite or individual product tracks. Select the training that best fits your team and needs.

---

## Step 1 Access the Training Portal

Click the link below or scan the QR code to register and access the self-guided online training courses.

**Course Library:** <https://wellnessspace-brands-4711.reach360.com/share/course/2c8c36a0-daac-4177-8bc2-057f29ef6494>



Scan to Get Started

## Step 2 Register or Sign In

Enter your work email address and tap "Send Registration Email".

***Already have an Articulate account?** Select "Sign In" instead — you're all set. Note that registration emails are only sent once, so use the sign-in option if you've registered before.*

## Step 3 Confirm Your Account

Check your inbox for a verification email from Articulate [notifications-no-reply@articulate.com](mailto:notifications-no-reply@articulate.com), then click the link inside to confirm your account and complete registration.

## Step 4 Find and Start Your Course

Once registered or signed in, you'll land on the Learn page. Browse the training library, select the course that best fits your role and needs, then tap "Start Course" to begin learning at your own pace.

# Cleaning & Preventative Maintenance



# Product Cleaning & Disinfecting Guidelines

---

## Instructions

As a best practice, the WellnessSpace Brands seating surface, touchscreen and all other user contact areas should be wiped down after every session using an anti-bacterial disinfectant (a 2-in-1 disinfectant & cleaning product is best).

**IMPORTANT:** The sheet cover and seating surface should be wiped down daily with a wet towel (warm water only) to remove any residual disinfectant spray that will cause unwanted buildup and discoloring on the material.

---

## Cleaning Product Guidelines

Never use a disinfectant that falls under the following categories:

- Phenolic based disinfectant
- Bleach or chlorine-based disinfectant
- Highly acidic disinfectant (pH below 5)
- Highly basic disinfectant (pH above 8)

\*This excludes RedZone Sauna, see user manual for separate cleaning product guidelines. Only use ammonia-free cleaning products on RedZone.

\*Approved disinfectants that are outside the 5-8 pH range are listed below:

- ✓ Ecolab Peroxide Multi Surface Cleaner and Disinfectant
- 

## Neutral Product Recommendation

The following neutral disinfectant is safe to use on the sheet cover, seating surface, touchscreen and all other user contact areas.

**ProductName:** Virex II 256

**IMPORTANT:** Proper dilution ratio **MUST** be used as the concentrated chemical has a basic pH over 9.

---

## Additional Questions

For more information on maintenance and care of your WellnessSpace Brands product, please contact our Technical Support team by phone at +1-727-536-5566, Option 1 or via email at [Support@WellnessSpace.com](mailto:Support@WellnessSpace.com).

---

# Preventative Maintenance Parts Schedule

## PolarWave 800PW Models

|                               | 1 Year<br>1200 Hours | 2 Years<br>2400 Hours | 3 Years<br>3600 Hours | 4 Years<br>4800 Hours | 5 Years<br>6000 Hours |
|-------------------------------|----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Air Filter<br>(Clean monthly) |                      |                       | ●                     |                       |                       |
| Cover Sheets                  |                      |                       | ■                     |                       |                       |
| Leg Platform Lifters          |                      |                       | ●                     |                       |                       |
| Thermal Pads                  |                      |                       |                       | ●                     |                       |
| Compression Bags              |                      |                       |                       | ●                     |                       |
| Air Pump                      |                      |                       |                       |                       | ●                     |
| Liquid Pumps                  |                      |                       |                       |                       | ●                     |
| Air Bag Retractors            |                      |                       |                       |                       | ●                     |



"Required" Preventative Maintenance



"As Needed" Preventative Maintenance

### Preventative MaintenanceParts

| Part Description                | Schedule                           | Price                   |
|---------------------------------|------------------------------------|-------------------------|
| Air Filter                      | Year 3 / 3600 hours                | \$24                    |
| Cover Sheets                    | As Needed (approx.. 2-3 Years)     | \$590 (full set)        |
| Leg Platform Lifters (Set)      | Year 3 / 3600 Hours                | \$289                   |
| Thermal Pad Set (All zones)     | Year 4 / 4800 hours                | \$825(full set)         |
| Compression Bag Set (Arms/Legs) | Year 4 / 4800 hours                | \$575 (full set)        |
| Air Pump                        | Year 5 / 6000 hours                | \$387                   |
| Liquid Pumps (Set of 3)         | Year 5 / 6000 hours                | \$390                   |
| Air Bag Retractors (Set)        | Year 5 / 6000 Hours                | \$289                   |
| PolarWave Coolant (Concentrate) | Change Fluid at Year 5 / 6000 hrs. | \$59 / Gal (5 per unit) |

# Support & Contact Resources





# YOUR CUSTOMER PORTAL

Your centralized hub for marketing, training, and support. Give access to your entire team as needed, so everyone has the resources and information they need to confidently support your products and members.

## Brand assets

Product images and logos for your own promotion.

## Marketing center

Ready-to-use templates, social, and in-club assets.

## Training & FAQs

Employee scripts, product FAQs, and short training videos.

## Floor plans

Example layouts and planning resources for any space.

Register at [wellnessspace.com/register](https://wellnessspace.com/register)

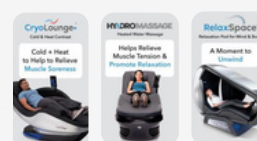
### Pre-launch awareness



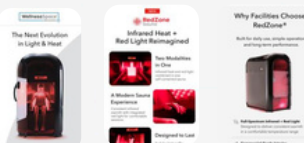
### On-site signage



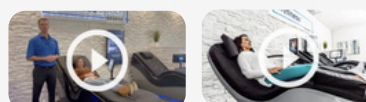
### Social-ready content packs



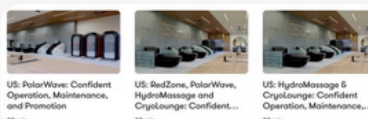
### Email nurture flows



### Staff training & FAQs



### Product Training Courses



# ESSENTIAL RESOURCES

## Knowledge Base Portal

Your comprehensive technical support library with FAQs, maintenance guides, video tutorials, troubleshooting tools, and parts catalogs.

**Registration:** <https://support.wellnessspace.com/kb/login.php>

*Quick View (No Login Required):*

<https://support.wellnessspace.com/kb/quicksupport.php?key=hydro22>

*This condensed version provides an overview of key resources and can be shared with staff who don't need full login access.*

---

## Technical Support Team

Our dedicated support team is here to help with any technical issues or operational questions:

**Phone:** (727) 536-5566 x 1

**Email:** [Support@WellnessSpace.com](mailto:Support@WellnessSpace.com)

**Support Hours (EST):**

- Monday - Thursday: 8 AM - 7 PM
- Friday: 8 AM - 6 PM
- Saturday - Sunday: 9 AM - 5 PM (On-call emergency support - please leave a voicemail)

## Your Customer Success Manager

**Rachel Musselwhite** | Customer Success Manager

**Email:** [RMusselwhite@WellnessSpace.com](mailto:RMusselwhite@WellnessSpace.com)

Rachel is your dedicated point of contact for staff training on WellnessSpace Brands products, including best practices and cleaning recommendations. She can schedule virtual trainings for your team, and we have recordings available for viewing at anytime.

---

## Video Resource Library:

PolarWave

<https://www.youtube.com/shorts/KwFZibagbul>

## Training Library:

PolarWave: <https://wellnessspace-brands-4711.reach360.com/share/course/861ae22c-4121-4419-bbff-dc3c628090d3>

---

## Need Help?

Don't hesitate to reach out! We're here to support your success:

- **Technical Issues:** Call (727) 536-5566 x 1 or email [Support@WellnessSpace.com](mailto:Support@WellnessSpace.com)
- **Training Questions:** Contact Rachel at [RMusselwhite@WellnessSpace.com](mailto:RMusselwhite@WellnessSpace.com)
- **Resources & Materials:** Access the portals listed above



Made in  
the USA