



# OWNER'S ..... MANUAL

XPRESS

BEAUTY & WELLNESS

STARTS TODAY!



Dear Owner,

**Congratulations** and **thank you for purchasing the Cocoon IR Wellness Pro!** Enclosed you'll find your Owner's, Installation and Service Manual. In it, you'll find set-up and operating instructions, as well as service and troubleshooting tips.

We look forward to the opportunity of offering additional products and services to you. Please forward all inquiries to the address listed above or visit us at [www.wellness-usa.com](http://www.wellness-usa.com)

In order to offer the highest quality products and services to our customers, we welcome your feedback regarding your new **Cocoon IR Wellness Pro**. Thank you for your business!  
Very truly yours,



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## CHAPTER 1 - INTRODUCTION

### 1.1 Purpose of this Manual

This manual explains how to correctly install, operate and get the best performance from your Cocoon IR Wellness Pro System. It may be used as a guide, suitable for all levels of technical expertise, in determining and servicing mechanical and electrical difficulties. This owner's manual is organized as a quick reference guide. **Any additional updated or supplemental information for this reference guide may be distributed to you as needed.** Please read this owner's manual carefully before installing your POD, and keep it nearby for quick reference.

### 1.2 Customer Service

We welcome and appreciate your comments, questions, and suggestions in order to offer the highest quality products, accessories and services to our customers continually. Our qualified professional teams are ready to assist you with a prompt response to any question communicated to us by telephone, computer and/or facsimile.

### 1.3 Disclaimer

While every attempt is made to ensure the accuracy and completeness of the information in this document, some errors may exist. Wellness USA does not accept responsibility of any kind for a customer's losses due to use of or reliance upon this document.

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### 1.4 Copyright

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## CHAPTER 2 - PRODUCT FEATURES

### 2.1 Product Features

#### Dry Heat Sauna

The temperature is displayed and adjustable to allow for the user's cabinet temperature preferences ranging from 110°F to 170°F (43°C to 76°C). The heat delivered via an array of hood ports ("air shower") to insure even and comfortable distribution of warm air.

**Triple IR™ System:** Breakthrough with 3 different infrared emitters (Near, Mid and Far ranging from 0.8-20 microns), can be combined with Dry Heat for the most complete and enjoyable active thermal fitness system.

#### Ergonomically-Contoured Bed

The massage bed is contoured to the most comfortable fit for your body. The contoured shape evenly delivers vibration to all parts of the body.

#### Vibration Massage

Individualized variable massage motors utilizing dual controls at the control panel for the upper and lower motors allow for customized massage vibration settings. The adjustable pulsating rhythms range from rapid strokes to long and deep waves.

#### Aroma

The Cocoon IR Wellness Pro System's Aroma cup System allows a choice of any or all four aromatic scents for **vigor, health, relaxation and cleansing** to flow over the face.

**Himalayan Pure Ionic Crystal Salt:** 5" x 5" pure salt tile applied to intake fan for clean and refreshing pure salt-air.

#### Cool Face Air

A continuous stream of adjustable cool air flows lightly upon the users face during each session. The user can select from the lowest level (one) to the highest level (seven) based on his/her preference.

### 2.2 Fitness & Wellness Services

Refer to your marketing kit:

- COCOON IR Wellness Pro **Business Opportunity**
- COCOON IR **Product Overview**
- COCOON IR **Marketing Kit/including Social Media kit**
- COCOON IR **Fitness & Wellness Protocol Services**

### 2.3 Cocoon IR Wellness Pro Contraindications

Knowledge of your client's contraindications requires a thorough client analysis. Being unaware of their medical history may cause problems.



<b>Active cancer</b>	Recommend no treatment
<b>Epilepsy</b>	Recommend no treatment
<b>Broken bones/slipped disk</b>	Recommend no treatment
<b>Infectious or contagious skin conditions</b>	Recommend no treatment
<b>Low blood pressure</b>	Recommend no treatment
<b>Pregnancy</b>	Recommend no treatment during pregnancy
<b>Lactation (breast feeding)</b>	Recommend no treatment during lactation
<b>Heart disease</b>	Obtain written consent from client's physician
<b>Diabetes</b>	Obtain written consent from client's physician
<b>Cardio-vascular conditions</b>	Obtain written consent from client's physician
<b>Severe open abrasions/Inflamed areas</b>	Recommend no treatment

#### **2.4 Water Intake:**

Drinking lots of water is integral to our health and well being. It is estimated that the body will lose from 64-80 ounces (1.8-2.3 liters) per day through perspiration, breathing, and elimination. To replace this outflow, the average person should consume a minimum of eight 8-ounce glasses of water per day



## CHAPTER 3 - QUALITY ASSURANCE

### 3.1 Precautionary Safeguards

Strictly observe the following instructions for safety:

- Prevent flammables, water and metallic objects from entering the system.
- Do not use the system when there is lightning in the vicinity. Disconnect the power cable of connected equipment.
- Check the voltage before operation. It must be identical with that of your local power supply.
- **If your unit will not be used for more than a two week period, unplug the system from the electrical wall outlet after at least three minutes of cooling off from the last session. To disconnect the cord, never pull the cord itself, but pull from the plug only.**

Avoid using the **Cocoon IR Wellness Pro System** under the following conditions:

- Excessive humidity or dust.
- Near appliances generating strong magnetic or electric fields, such as speakers and broadcasting antennas.
- Excessive soot or steam, such as near a cooking stove.
- Excessive shock or vibration.
- Near a television set.
- Extremely hot places.

**CAUTION: The appliance has a hot surface. Persons insensitive to heat must be careful when using this appliance.**

Upon testing the System configuration, it was found to meet the radio interference emission requirements of the Federal Communication Commission (FCC) "Rules and Regulation" for Unintentional Radiators Part 15, Subpart B, Sections 15.107a and 15.109a, for Class B digital devices.

The System was found to meet the conducted emissions requirements according to EN55022, Class B and meets Class A for Radiated emissions requirements.

**DANGER: To reduce the risk of electric shock, burns, fire, electric shock or injury:**

1. **Allow for a three-minute cooling off period before unplugging the Cocoon IR Wellness Pro System.** An appliance may not be left unattended when plugged in. Additionally, unplug it when not in use (generally at the end of the day), before putting on or taking off parts and performing preventative maintenance or cleaning. **If it will not be used for more than two weeks, turn the ON/OFF switch on the CONTROL PANEL to OFF by depressing the "0" side of the switch. Then unplug it from the electrical wall outlet.**
2. Close supervision is necessary when this appliance is used by or near vulnerable persons, such as children, invalids and elderly.
3. Use this appliance only for its intended use as described in this manual. Do not use attachments and accessories not recommended by the manufacturer.





4. Never operate this appliance if it has a damaged cord or plug, if it is not working properly or if it has been damaged.
5. Keep the cord away from heated surfaces.
6. Do not use outdoors.
7. Do not operate where aerosol products are being used or where oxygen is being administered.
8. To disconnect, turn power control to the OFF position, then remove plug from outlet.

9. **DANGER:** Never use pins or other metallic fasteners with this appliance. Carefully examine the bed covering before each use. Do not use the appliance if the bed covering shows any sign of deterioration. Keep dry – do not operate in a wet or moist condition.

10. **WARNING:** Temperatures high enough to cause burns may occur regardless of the control setting. Do not use on an infant, invalid, sleeping or unconscious person. Do not use on sensitive skin or on a person with poor blood circulation. Check the skin in contact with the heated area of the appliance frequently.

11. **WARNING:** Connect this appliance to a properly grounded outlet only. Please refer to "Grounding Instructions" in SETUP.

Please note that the rating plate/serial number plate and safety caution are under bed near the head area.

12. **CAUTION:** Risk of electrical shock – do not open main power box or control panel.

13. **CAUTION:** To reduce the risk of electric shock, do not remove power box cover. There are no user-serviceable parts inside. Refer to qualified personnel only for service.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.



## CHAPTER 4 - SETUP

### 4.1 Opening Shipping Container

Strictly observe the following instructions for safety:

- Do not stand the **Cocoon IR Wellness Pro System** on end.
- Do not drop or tip it on its side.

It is recommended that at least two people lift the system. Each person must be able to lift 120 pounds (56 kilograms). Once assembled, the system does not fit through a standard doorway. The hood may be removed to for ease in transporting and/or moving through narrow doorways. Please refer to the exterior packing materials instruction sheet to assemble or disassemble.

Instructional steps for opening shipping container are as follows:

1. Cut straps restraining the carton with utility tool.
2. Save exterior packing materials instruction sheet.
3. Lift top off carton.
4. Remove pieces of cardboard support bridge.
5. Remove triangle packing from corners.
6. Lift large middle sleeve with one person at each end.
7. Stand at each end of the system and locate hand holds at the base.
8. Lift the system from the pallet.
9. Position in location of operation on a carpeted or padded surface.
10. Remove plastic wrapping from bed assembly & release accessories box.
11. Remove power cord from accessories box.
12. Plug cord into the **Cocoon IR Wellness Pro System** at foot base and into wall outlet after verification of power requirements.
13. Unwrap head pillow from plastic material on the **Cocoon IR Wellness Pro System** hood and position inside the cabinet.

### 4.2 Contents Checklist

In the manufactured sealed box is the Contents Checklist for Supplied Accessories as shown in Table 4.2.1 as follows:

**Table 4.2.1 Contents Checklist for Supplied Accessories.**

One pillow
4 x 1/3 ounce bottles of Pure Essential Oils: <b>Cleanse, Health, Relaxation and Vigor</b>
Two White Terry Cloth Neck Drapes
One Main Power Cord
One Owner's and Service Manual



### 4.3 Installing Bed

It is recommended that at least two people perform this task.

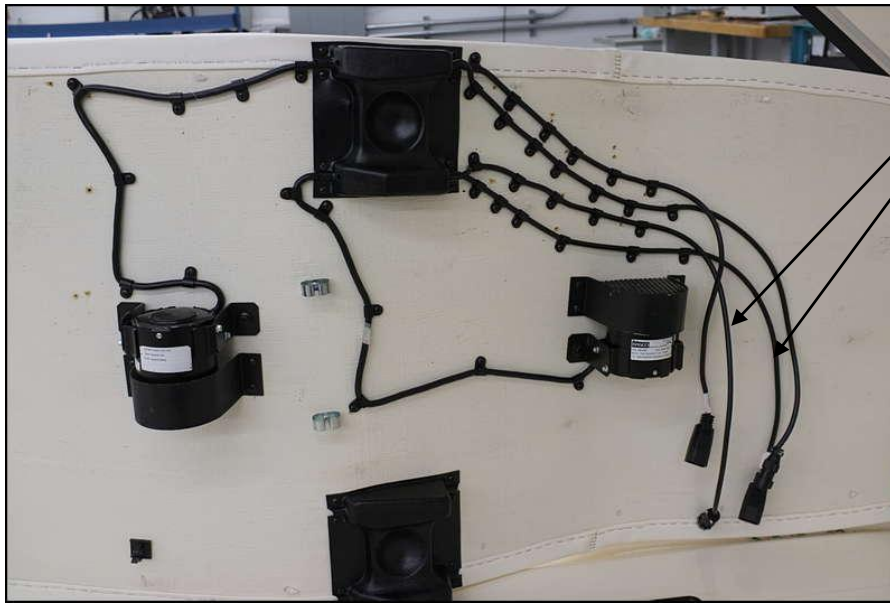
Instructional steps for installing the bed:

1. Open hood.
2. Remove bed.
3. Carefully remove the protective plastic from the bed.
4. Locate the electrical cords for the motors and heat pad.
5. Set six (6) balls in ball holes.
6. Stand at the opposite side of the bed facing each other.
7. Set bed gently on the six supporting balls.
8. Lift the head area of the bed and locate the bed prop. Lift the bed prop into position and lower bed onto it.
9. Plug the cords into the outlet according to the label while the bed prop is holding the bed up.
10. Make sure the vibration motors are not touching the aromatic hoses or the electrical cords.
11. Lower bed back onto the six supporting balls.
12. Make sure all six balls remain in place for support.



Vibration power  
cord plug and  
receptacle





Vibration motor  
controller connections

#### 4.4 Installing Supplied Accessories

Instructional steps for installing Supplied Accessories:

##### 1. Installing Neck Drape:

1. Locate the velcro strip inside the hood of the Cocoon IR Wellness Pro System above the neck opening
2. Take the neck drape out of its bag.
3. Place the Velcro end of the neck drape over the Velcro strip inside the unit.
4. Apply pressure to the Velcro strip.
5. Repeat Step 3 and Step 4 stated above if adjustments are required.

##### 2. Installing Pillow:

1. Take pillow out of its plastic bag.
2. Set pillow at the head end of the unit in the head area.

#### 4.5 Electrical Power Requirement

##### Electrical Requirements:

Power required for proper operation of Cocoon IR Wellness Pro should meet the following specifications:

- 110/120 Volt, 20 Amp

**Because of the nature of this device, each individual Cocoon IR Wellness Pro System needs its own dedicated circuit breaker for operation.**



**CAUTION: To prevent electric shock and fire hazard do NOT use any other power source.**

#### **ETL Grounding Standards:**

According to ETL standards for Motor Operated Massage and Exercise Machines, in category 89, the **Grounding Instructions** are:

#### **Grounding Instructions** (Save These Instructions)

This product must be grounded. If it malfunctions or breaks down, grounding provides a path of least resistance for electric current to reduce the risk of electrical shock. This product is equipped with a cord having an equipment-grounding conductor and grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances. **Make absolutely sure that the product is connected to an outlet having the same configuration as the plug.** No adapter should be used with this product. If the product must be reconnected for use on a different type of electric circuit, qualified service personnel must make the reconnection.

**CAUTION: Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product – if it will not fit the outlet; have a proper outlet installed by a qualified electrician.**

**CAUTION: To prevent electric shock, do not use the polarized plug with an extension cord, receptacle or other outlet unless the blades can be fully inserted to prevent blade exposure.**

#### **For installation, strictly observe the following instructions:**

- Place the Cocoon IR Wellness Pro on a level surface, preferably on soft carpet.
- Make sure the cover can be opened without hitting anything. Please refer to the **SPECIFICATIONS** for details on the actual dimensions.

#### **Avoid using the Cocoon IR Wellness Pro under the following conditions:**

- Do not install near heat sources, such as radiators or in places subject to excessive dust, mechanical vibration, shock and heat.
- Do not block the air inlet of the face fan located at the base.
- If it is located in a cold location, the supporting hood struts may decrease pressure in the strut chambers, which may cause the hood to drop sharply. For the struts, the operating temperature range is from 50°F to 180°F (15 °C to 80 °C).



#### 4.6 Connecting the Power Cord

For safety, please check the operating voltage before proceeding to install the power. It must be identical with that of your local power outlet. The voltage tag is located on the vertical wall between the bed and the pillow area.



**Figure 4.7.1 Connection of Power Cord.**

Instructions for Connection of Power Cord as shown in Figure 4.7.1 *Connection of Power Cord*.

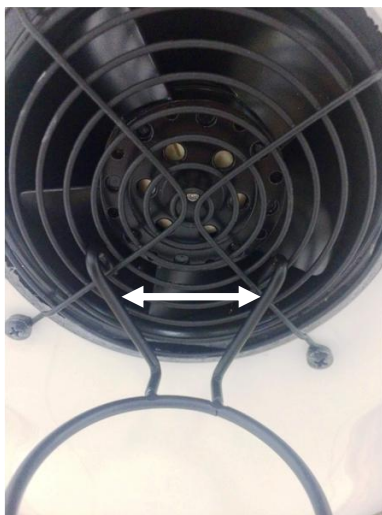
1. Locate the power cord in the component box and plug the square connector into the base. Tighten the screw in the plug-retaining ring to hold plug firmly in place.
2. Plug the power cord into wall outlet.
3. Turn on the ON/OFF switch located on the control (face) panel to operate the unit.
3. Please refer to the **TROUBLESHOOTING** section if any problems arise.

#### 4.7 Installing the Aroma cup

**CAUTION:** To be done when unit is turned off!!!

Hook the black metal cup holder/ring to the bottom of the face fan grill as shown below.

NOTE: you may have to manually (carefully) slightly spread the hook bars.





## CHAPTER 5 - OPERATION

### 5.1 Operational Safety

#### CAUTION:

- If you have health concerns, such as asthma, problems with breathing, heart disease, high blood pressure or if you are pregnant, please consult your physician prior to using this machine.
- Children under the age of 16 must have adult guidance.
- Recommended session duration is 90 minutes or less.
- To avoid high temperature contact, use wooden handle above hand ports to open and close device.
- Please remove any items, such as rings and jewelry, before beginning a session.
- Please read "Owner's Manual" before using.
- Never remove hood unless it is being disassembled.
- If you have any questions, concerns and/or problems, please contact your nearest dealer immediately.

For operational safety, strictly observe the following instructions:

- Do not sit or place heavy objects on top of the hood.
- Do not sit on the contour bed when hood is opened half way.

### 5.2 Preparation

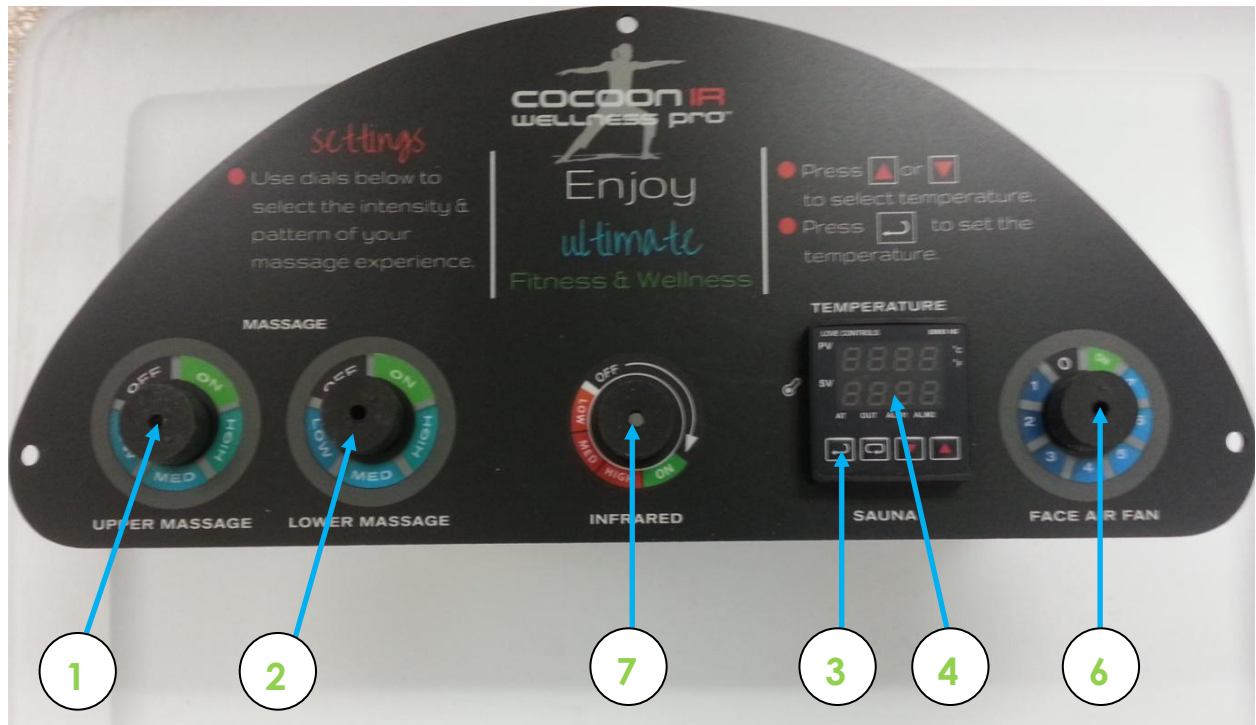
1. Check to see if the power cord plug is plugged into the appropriate electrical wall outlet. Please refer to **Installing Bed** in **SETUP** for further details.
2. Open the hood fully. Next, partially raise the contour bed. The on/off switch is located underneath the bed as shown below.



## 5.2 Preparation (cont.)

3. Turn the Cocoon "ON" by pressing the minus ("-") side of the ON/OFF switch mounted on the cover of the electrical panel shown above.
4. Next, sit on the contour bed. Then move back slowly to reclining position.
5. Grasp handle inside the hood and pull it slowly downward.
6. Adjust the Velcro closure of the neck drape to cover opening completely.
7. Push your hands through the hand ports beneath the face panel to operate the face panel controls as instructed below.

## 5.3 Operation of the Cocoon IR Wellness Pro System



[Explanation of Control/Features](#) (see numbered controls above):

1. **Upper Vibration Frequency:** Use this knob to control the intensity of the vibration of the **upper** portion of the bed (on-off-low- medium or high);
2. **Lower Vibration Frequency:** Use this knob to control the intensity of the vibration of the **lower** portion of the bed (on-off-low- medium or high);
3. **Temperature Setting:** Press the UP or DOWN arrow to raise or lower the desired cabinet temperature. Once you have made your selection, press the key to set the temperature.
4. **Temperature Display:** Once the desired cabinet temperature has been set, this value will be displayed in red here.
5. **Time:** Your session time will be set and displayed on the T Max timer controlling the Cocoon.
6. **Face Fan Settings:** Use this knob to control the intensity of the face fan settings (On/Off – 1 (lowest intensity) through 7 (highest intensity)).
7. **Infrared Heat:** Use this knob to control the heat level of the optional Infrared Heat option (on- off – low- medium- or high).



## CHAPTER 6 TROUBLESHOOTING

### 6.1 Troubleshooting Guide

The following 'Quick Reference' Troubleshooting Guide may assist in discovering and eliminating the cause of possible trouble in your Cocoon IR Wellness Pro unit. Before using the following checklist, please review **SETUP** and/or **OPERATION** procedures for resolving problems. If problems continue after going through the following 'check points', please refer to **SERVICE, electrical schematics and diagrams**, or contact your supplier for additional technical assistance.

**Table 6.1.1. Troubleshooting Guide.**

Problem	Possible Cause	Remedy	Cross Reference
<b>No Electrical Power</b>	Bad power connection.  Incorrect power source.  Blown fuse or circuit breaker. Machine not turned ON.	<ul style="list-style-type: none"><li>• Secure power connections to wall receptacle and unit.</li><li>• <u>Check connection of Data Harness from Hood to Base (located to the right of the Main Hinge. This is a common problem after installation re-assembly)</u></li><li>• Check for proper source voltage(110 Volts)</li><li>• Check amperage of breaker controlling power outlet (must be 20- amp)</li><li>• Turn ON using main switch on top of Main Power Box, under contour bed.</li></ul>	Please refer to Section I, No Power to the unit.



Problem	Possible Cause	Remedy	Cross Reference
Noise from Vibration	<p>Uneven Surface</p> <p>Missing or mis-aligned balls</p> <p>Loose motor</p> <p>Motor cam hitting motor guard</p> <p>Hood/base offset</p>	<ul style="list-style-type: none"> <li>Move the unit to a level padded or carpeted surface.</li> <li>Make sure all balls are in place.</li> <li>Tighten loose bolts on the base of the motor assembly clockwise with an adjustable wrench.</li> <li>Loosen and adjust guard to eliminate cam contact. Retighten guard.</li> </ul> <ul style="list-style-type: none"> <li>Procedure: <ol style="list-style-type: none"> <li>Raise hood</li> <li>Slightly loosen black bolt in center of main hinge plate</li> <li>Lower hood and center on base</li> <li>Slowly raise hood, maintaining centering</li> <li>Tighten black bolt in hinge plate</li> </ol> </li> </ul>	
No Heat	Loose power connector.	Secure the heater connector to the left of main hinge. <b>Make sure your connection is tight. Screw down to point of resistance, then make one last quarter turn until you feel it "click" and lock in place. (NOTE: if it does not lock in place it can cause internal arching or failure of heater operation).</b>	Please refer to Section II, Inoperative Heater



Problem	Possible Cause	Remedy	Cross Reference
<b>Heater Remains On</b>	<p>Won't reset</p> <p>Damaged temperature sensor</p> <p>Relay</p>	<ul style="list-style-type: none"> <li>Reset by lifting up the bed, press ON/OFF switch to OFF and wait for 20 seconds before turning ON again.</li> <li>Replace temperature sensor.</li> <li>Replace relay.</li> </ul>	Please refer to Section II. Inoperative Heater
<b>Inaccurate Temperature Reading (Red LED)</b>	Mis-aligned or damaged temperature sensor	<ul style="list-style-type: none"> <li>Re-position or replace temperature sensor.</li> </ul>	

#### I. No Power to the System

- A. Checks plug connection into the electrical wall outlet.
- B. Checks plug connection into receptacle at base of the unit.
- C. Check proper power (110 V) at wall receptacle and amperage of circuit (must be 20 amp).
- D. Check connection of the upper chassis data harness between hood and base to the right of main hinge/strut assembly. This is a common problem in re-assembly of the unit after installation.
- E. Check Circuit Breaker Fuse to wall receptacle.
- F. Use voltmeter to check for proper voltage at wall receptacle.

#### II. Inoperative Heater

**NOTE: If all other systems are OK.**

- A. Verify that the temperature indicated on the display panel approximates the actual room temperature. The heater will not activate unless the temperature setting of program is greater than actual temperature reading. If temperature reading is grossly inaccurate, heat sensor may require adjustment or replacement. If OK, move to next step.
- B. With power shut off, check connection of the heater harness from hood to base, located to the **left** of main hinge/strut assembly. Verify 7 pins in hood harness connector and 7 pins in base connector. **Make sure your connection is tight. Screw down to point of resistance, then make one last quarter turn until you feel it "click" and lock in place. (NOTE: if it does not lock in place it can cause internal arcing or failure of heater operation).**



- C. If connection is correct, turn power ON, select and start program. If heat does not come on in 1-2 minutes, go to next step.
- D. Verify power and viability of heater and circuit using volt/ohm meter.
1. Disconnect heater harness from base.

**CAUTION: High Voltage in this area.**

2. Check across male pins (numbers 1, 2, 5 and 6) of connector for reading of 10 to 13 ohms to validate circuitry of heater core. If no Ohms reading, heater core may be bad. Replace main heater assembly. If ohms OK, go to next step.
3. With heater still disconnected, select and start a program.

**CAUTION: High Voltage in this area.**

Carefully check for voltage across female pins of heater connector as follows:

- |               |               |
|---------------|---------------|
| a. Pins 1 & 2 | 110/120 Volts |
| b. Pins 3 & 4 | 110/120 Volts |
| c. Pins 5 & 6 | 110/120 Volts |





## CHAPTER 7 - SERVICE

### 7.1 Removing the Hood

#### Precautions:

1. Disconnect the unit from the power source before beginning this procedure.
2. Two people are needed to perform this procedure.

**Tools Required:** Adjustable or ½ inch wrench

#### Preliminary procedures:

1. **Release Electrical Connectors:** Raise the hood fully. Rotate the threaded rings **counterclockwise** at the bottom of each of the electrical connectors, located on either side of the main hinge/strut assembly. Next, pull the connectors **up** and **away from** fixed receptacles of base chassis as shown in Figure 7.1.1 *Releasing Electrical Connectors*.
2. **Removal of Flange Bolt:** By using wrench at ½" setting, remove the center bolt from hood hinge plate and set aside as shown in Figure 7.1.2 *Removing Flange Bolt*.



Figure 7.1.1 Releasing Electrical Connectors.



Figure 7.1.2 Removing Flange Bolt.

#### Hood Removal Steps:

1. With a person on opposite sides, grasp the bottom edge of the hood to lift as shown in Figure 7.1.3 *Removing the Hood*. To evenly distribute the weight of the hood, place hands approximately 15 - 20 inches from each end of the hood.



2. The hood should be gently lifted upward and forward until the hinge slide pins are free as shown in Figure 7.2.1 *Hood Alignment of Pins and Hinge Assembly*. If the slide pins resist movement, gently rock the hood side-to-side while lifting upward.
3. When slide pins are disengaged, carefully tilt hood forward and lift off the hinge. Move hood to a safe area.
4. Carefully place edge of the hood on a carpeted or padded floor as shown in Figure 7.1.4 *The Hood*. If service is to be performed inside the hood, place exterior shell curved side down on a foam-cushioned surface.



**Figure 7.1.3 Removing the Hood.**



**Figure 7.1.4 The Hood.**

## **7.2 Replacing the Hood onto Base Chassis**

### **Precautions:**

1. Disconnect from power source before beginning this procedure.
2. Two people are needed to perform this procedure.

**Tools Required:** Adjustable or ½ inch wrench.



## Hood Replacement:

1. With person on opposite sides of the hood, grasp the lower edge to lift as shown in Figure 7.1.3 *Removing the Hood*. To evenly distribute the weight of the hood, place hands approximately 15 - 20 inches from each end of the hood.
2. Carefully lift hood over base chassis and align hinge plate with hinge assembly as shown in Figure 7.1.3 *Removing the Hood*.
3. Align hinge plate pins with slots on hinge assembly. Gently allow hood to slide down onto hinge assembly until the hood pins are fully seated in slots as shown in Figure 7.2.1 *Hood Alignment of Pins and Hinge Assembly*. Hole in hinge assembly above struts should align with hole in hinge plate. Insert black flange bolt, but do not tighten completely (95%).
4. Slowly lower the hood down to meet the base and verify proper alignment and seating of the hood/base contact area.
5. Slowly raise hood to full open position, maintaining alignment. Tighten flange bolt.
6. Re-connect harnesses from hood to base as shown in Figure 7.1.1 *Releasing Electrical Connectors*.
  1. Align grooves/slots on each half of the electrical connector, so they fit together.
  2. When electrical connector halves are seated, tighten threaded rings at bottom of the **connectors in a clockwise rotation until locked. Make sure your connection is tight. Screw down to point of resistance, then make one last quarter turn until you feel it "click" and lock in place. (NOTE: if it does not lock in place it can cause internal arching or failure of heater operation).**
  - 3.

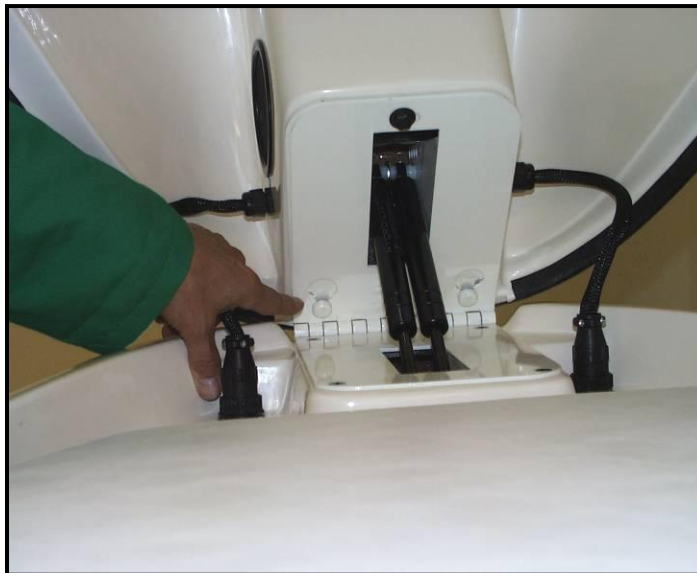


Figure 7.2.1 Hood Alignment of Pins and Hinge Assembly.



### 7.3 Replacing the Heater Assembly

#### Precautions:

1. Turn OFF main power switch located under contour bed on top of power box, or disconnect from main power source.
2. Two people are needed to perform parts of this procedure (hood removal). One person can perform heater exchange.

**Tools Required:** Adjustable wrench, ½ inch wrench, medium/large Phillips head screwdriver.

#### Preliminary Procedures:

1. **Prepare work area:** Place a large soft cushioned pad on the floor or an elevated platform next to the Alpha™ for easier work access.
2. **Remove hood:** (See Section 7.1) Place exterior shell of the hood curved side down **on a cushioned pad** to prevent damage as shown in Figure 7.1.4 *The Hood*.



Figure 7.3.1 Upside Down Hood Position.

#### Removing the Heater Assembly:

##### 1. To release heater assembly from hinge plate

Use a Phillips head screwdriver or screw gun to release the heater assembly bracket by removing the center screws and nuts positioned on each side of the strut opening. Place hand inside opening, beneath bolt position, to catch nut as it releases.

**CAUTION: Do not drop screws or nuts into heater channel of hood.**

##### 2. Removal of hinge plate

Remove the five screws and nuts which attach the hinge plate to the hood as shown in 7.3.2 *Removing Hinge Plate*. Account for all five screws and nuts.

**CAUTION: Do not drop any parts into the heat duct or the heater.**

Remove hinge plate and set aside.

##### 3. Removal of heater air intake screen



On the side through which the heater harness cable protrudes, straighten black tabs on the screen inside heater cavity, and remove screen as shown in Figure 7.3.3 *Removing Heater Intake Screens*.

#### 4. Removal of Heater Harness

Loosen strain relief bushing by turning plastic nut from the outside of the duct with a wrench as shown in Figure 7.3.4 *Removing Heater Harness*. **NOTE: It may be necessary to use a second wrench to hold nut inside the heater cavity, as well.** Grasp the harness and slide out of notch in screen opening. Push harness and connector through the vacant screen opening and into the heat duct. Next, pull the harness up through the hinge plate opening.

#### 5. Removal of heater

Grasp heater brackets and pull heater assembly straight up toward you, tilting slightly to prevent any damage to the wires, connectors or terminals which are located on either side of heater as shown in Figure 7.3.5 *Removing Heater*.

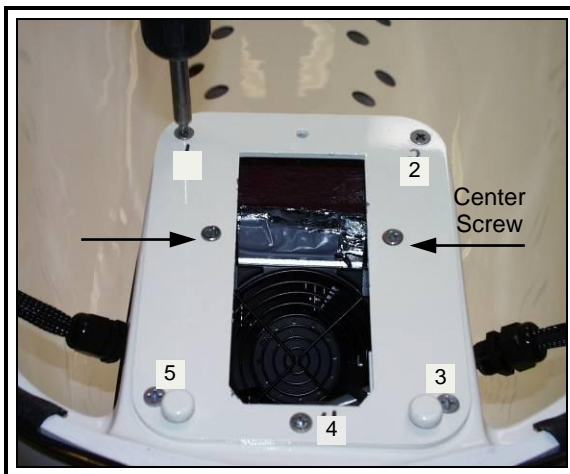


Figure 7.3.2 Removing Hinge Plate.



Figure 7.3.3  
Removing Heater Intake Screens.



Figure 7.3.4 Removing Heater Harness.

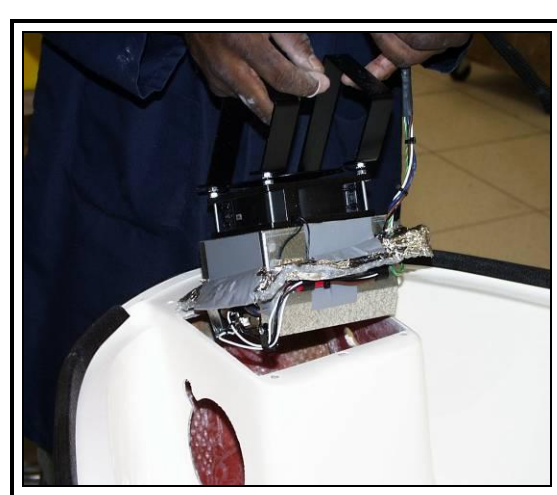


Figure 7.3.5 Removing Heater.



### Heater Replacement Steps:

1. Grasp the replacement heater by the heater brackets as shown in Figure 7.3.5 *Removing Heater*.
2. Carefully lower the heater into the hood duct by tilting slightly to the side when inserting as shown in Figure 7.3.5 *Removing Heater*. As heater is inserted into hood duct, use caution to prevent pinched or chafed heater wires. Position insulating tape surrounding heater assembly appropriately to cover the duct opening.
3. Pull harness and connector through screen opening. Reconnect strain relief bushing nut and heater screen reversing Step 4 in **Removing the Heater Assembly** immediately above.
4. Replace the hinge plate and secure with five screws and nuts.
5. Re-attach heater assembly bracket to center holes of hinge plate using appropriate screws and nuts.
6. Re-attach hood to base chassis (See Section 7.2).
7. Re-attach heater connection to base. Confirm proper alignment of connector holes and twist lock in place.

### 7.4 Adjusting Counter-Balance Cylinders Struts

#### Precautions:

1. Turn OFF main power switch located on Face Control Panel and or disconnect the Cocoon from power source before beginning this procedure.
2. Two people are needed to perform portions of this procedure (hood removal and attachment).

**Tools Required:** Two wrenches with ½ inch capability

#### Preliminary procedures:

Remove hood (See Section 7.1) per instructions above and carefully set aside by placing edge of the hood on a carpeted or padded floor as shown in Figure 7.3.1 *Upside Down Hood Position*.

#### Strut Adjustment:

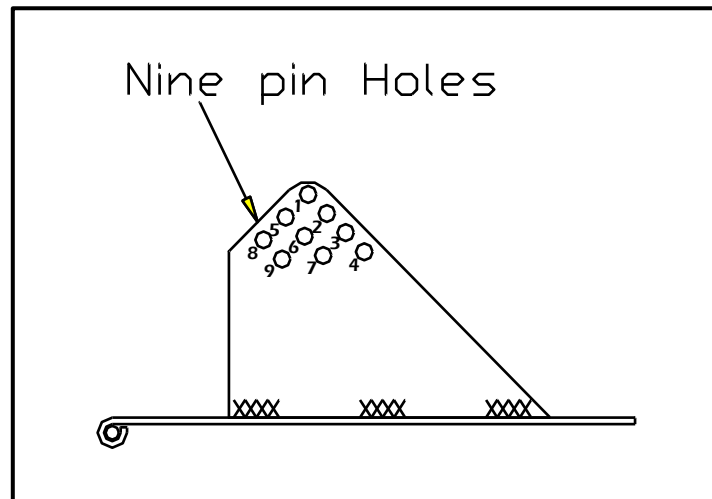
1. Due to a variety of factors, it may be necessary to adjust the position of the struts to make the hood drop faster or more slowly.
2. The struts are adjusted by **repositioning** the pin bolt on the **upper hinge assembly**. As shown in Figure 7.4.1 *Pin Bolt on Upper Hinge Assembly* the factory generally sets the position of the pin bolt at hole number six.
3. Use the wrenches to loosen the nut on the pin bolt, as shown in Figure 7.6.1 *Removing Strut Pin Bolt and Nylon Spacers on Upper Hinge Assembly*, and remove the bolt, grasping the spacers and washers so they do not fall through lower hinge opening into base of the unit. **NOTE: The position of the spacers and washers surrounding the struts, for use in re-installation.**







**Figure 7.4.1 Pin Bolt on Upper Hinge Assembly.**



**Figure 7.4.2 Nine Holes on Pin Bolt of Upper Hinge Assembly.**

4. **If hood closes hard or drops fast:** Relocate the pin bolt on the **upper hinge assembly** to adjust speed of movement of the hood. The placement of the pin bolt into holes number three or four slows the downward movement of the hood slightly. Hole number two is maximum adjustment location to reduce drop speed as shown in Figure 7.4.2 *Nine Holes on Pin Bolt of Upper Hinge Assembly* for placement of the holes.
5. **If hood drops slowly or rises when in operation:** Adjust the pin bolt on the **upper hinge assembly** to hole number eight or nine for the hood to drop faster. The holes numbered five and nine may be used to increase the lowering speed to maximum.

**CAUTION: Hood dropping too fast may damage equipment or injure users.**

6. Select the numbered hole for the pin bolt position to create desired effect, and re-attach struts and pin bolt to upper hinge assembly, being careful to position the spacers and washers correctly as shown in Figure 7.6.1 *Removing Strut Pin Bolt and Nylon Spacers*



on Upper Hinge Assembly. **NOTE: It is important to note the struts should only be installed with the cylinder attached to upper hinge assembly and piston to lower hinge assembly.**

7. Struts are expected to lose from three to five percent of their original pressure annually. Adjustments may be required periodically to ensure that hood opens and closes smoothly. **NOTE: When the strut adjustments fail to control hood movement effectively, replace struts immediately.**

## 7.5 Replacing Counter-Balance Cylinders Struts

### Precautions:

1. Turn OFF main power switch located under contour bed on top of power box, or disconnect the unit from power source before beginning this procedure.
2. Two people are needed to perform portions of this procedure (hood removal and attachment).

**Tools Required:** Two wrenches with ½ inch capability, medium/large Phillips screwdriver.

### Preliminary procedures:

1. Remove hood (See Section 7.1) and carefully set aside by placing edge of the hood on a carpeted or padded floor as shown in 7.3.1 *Upside down Hood Position*.
2. Use wrenches for the pin bolt, washer and nylon spacer removal as shown in Figure 7.6.1 *Removing Strut Pin Bolt and Nylon Spacers on Upper Hinge Assembly*.
3. Remove five screws from the hinge plate attached to the base chassis as shown in Figure 7.6.2 *Removing Hinge Plate Screws on Base Chassis*.
4. Carefully lift the hinge assembly **up** and **out** of the base chassis and set on prepared work surface.

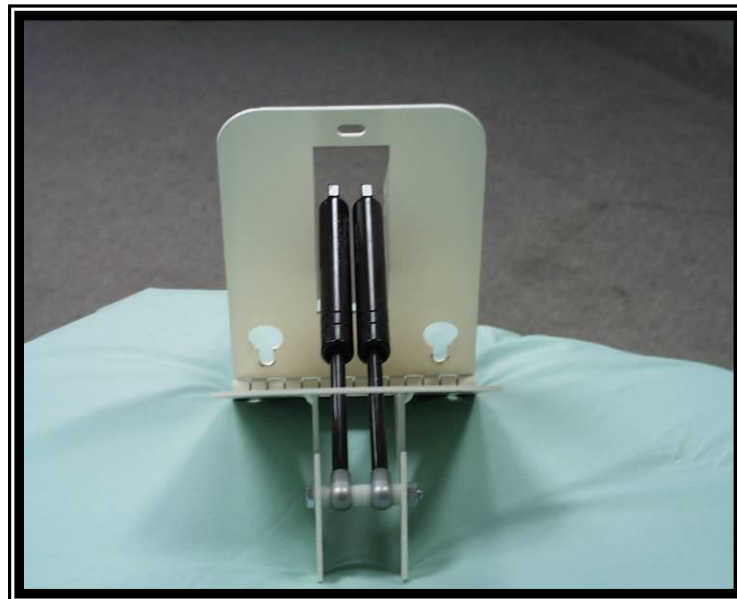
### Strut Removal Steps:

1. Use wrenches to remove pin bolt and nylon spacers from lower hinge area.  
**NOTE: Position of the spacers and washers for proper replacement.**
2. Remove the struts.

### Strut Replacement Steps:

1. Replacement struts are connected to the lower hinge mount by using pin bolt and nylon spacers as shown in Figure 7.5.1 *Lower End Hinge Location*. Pin bolt should be firm, but not too tight, to allow struts to pivot on bolt.  
**NOTE: It is important to note the struts should only be installed with the cylinder attached to upper hinge mount and piston to lower hinge mount.**
2. Reposition hinge assembly on base chassis. Affix to surface using the five screws and nuts previously removed as shown in Figure 7.6.2 *Removing Hinge Plate Screws on Base Chassis*.
3. Struts are reconnected to the upper hinge mount by using the pin bolt, nylon spacers and washer from removal procedure as shown in Figures 7.6.1 *Removing Strut Pin Bolt and Nylon Spacers on Upper Hinge Assembly* and Figure 7.6.3 *Pin Bolt Position on Hinge Assembly*.
4. Re-assembly unit (See Section 7.2).





**Figure 7.5.1 Lower End Hinge Location.**

## **7.6 Replacing Hinge Assembly**

### **Precautions:**

1. Turn OFF main power switch located under contour bed on top of power box or disconnect the unit from power source before beginning this procedure.
2. Two people are needed to perform portions of this procedure (hood removal and attachment).

**Tools Required:** Two wrenches with ½ inch capability, medium/large Phillips screwdriver.

### **Preliminary procedures:**

Remove hood (See Section 7.1) and carefully set aside by placing edge of the hood on a carpeted or padded floor as shown in 7.3.1 *Upside down Hood Position*.

### **Hinge Removal Steps:**

1. Use the wrenches to loosen the nut on the pin bolt as shown in Figure 7.6.1 *Removing Strut Pin Bolt and Nylon Spacers on Upper Hinge Assembly* and remove the bolt, grasping the spacers and washers so they do not fall through lower hinge opening into base of Alpha™. **NOTE: Position of the washers and spacers, as well as mounting hole of pin bolt, for re-installation.**
2. Open hinge and remove five screws from the hinge plate attached to the base chassis as shown in Figure 7.6.2 *Removing Hinge Plate Screws on Base Chassis*. Grasp each nut as it releases from the screw to avoid dropping into cavity of base.
3. Carefully lift the hinge assembly **up** and **out** of the base chassis and set on prepared work surface.
4. Use the wrenches to remove pin bolt and nylon spacers from the lower hinge mount. Remove the Struts. **NOTE: The hole in which the pin bolt is originally mounted.**





**Figure 7.6.1 Removing Strut Pin Bolt and Nylon Spacers on Upper Hinge Assembly.**



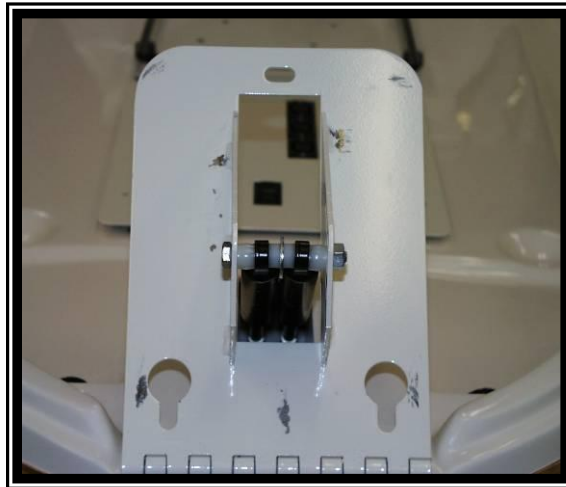
**Figure 7.6.2 Removing Hinge Plate Screws on Base Chassis.**

#### **Hinge Replacement Steps:**

**(Keep Cylinder up, Piston down as shown in Figure 7.6.2 Removing Hinge Plate Screws on Base Chassis)**

1. Connect the struts to new lower hinge mount (See Section 7.5). **NOTE: It is important to use the same mounting hole as the previous hinge.**
2. Position new hinge assembly on base chassis and affix to surface using the five screws and nuts previously removed as shown in Figure 7.6.1 *Removing Strut Pin Bolt and Nylon Spacers on Upper Hinge Assembly*.
3. Reconnect the struts to the upper hinge mount with the pin bolt, spacers and washer (See Section 7.5). **NOTE: It is important use the same mounting hole as the previous hinge.**





**Figure 7.6.3 Pin Bolt Position on Hinge Assembly.**

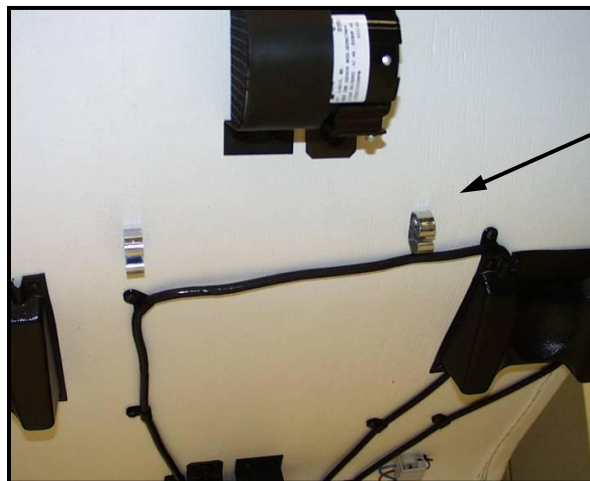
## **7.7 Removing Bed Assembly from Base Chassis**

### **Precautions:**

1. Turn OFF main power switch located on the control panel or disconnect the unit from power source before beginning this procedure.
2. Two people may be needed to perform this procedure, as bed may be awkward to handle alone.

### **Bed Assembly Removal Steps:**

1. Raise hood to a fully opened position.
2. Raise shoulder end of the contour bed. Locate black bed prop stand in base of the Cocoon under contour bed. Raise bed enough to allow bed prop stand to be lifted and inserted into brackets attached to under side of contour bed, near upper vibration motor as shown in Figure 7.7.1 *Bed Stand Bracket*. Lower the bed onto bed prop stand as shown in Figure 7.7.2 *Bed Assembly from Base Chassis*.



Bracket

**Figure 7.7.1 Bed Stand Bracket.**



3. Disconnect the electrical cords from the two receptacles as shown in Figure 7.7.3  
*Disconnect Electrical Cords from Power Box Cover.*

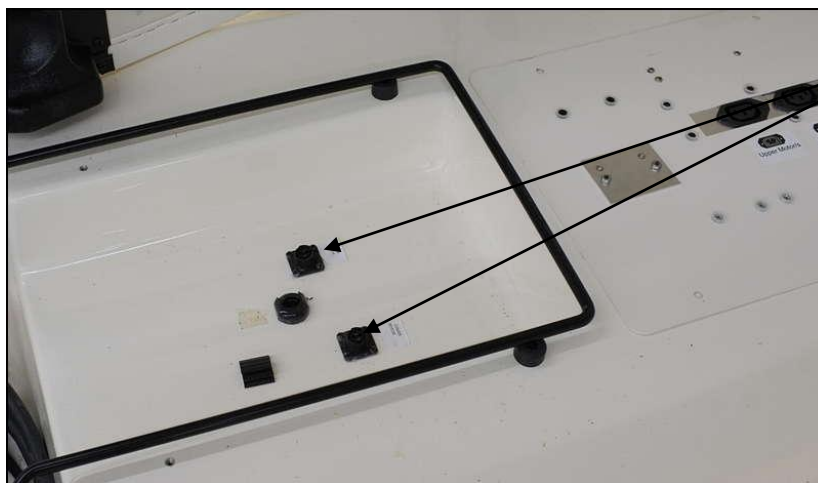


**Figure 7.7.2 Bed Assembly from Base Chassis.**

4. Carefully lift contour bed to disengage bed prop stand from brackets, lower bed prop stand and continue to lift bed until it is free of the base chassis. The contour bed weighs approximately 33 pounds or 15 kilograms. **NOTE: It is suggested to have two people lift the contour bed from the base chassis, as it may be awkward to handle alone.**



**Figure 7.7.3 Disconnect Electrical Cords from Electrical Panel Cover.**



Disconnect the  
motors controller.





## 7.8 Replacing Bed Assembly Onto Base Chassis

### Precautions:

3. Turn OFF main power switch located on the control panel or disconnect the unit from power source before beginning this procedure.
4. Two people may be needed to perform this procedure. Bed is not heavy (Approx. 60 lb./ 27 kg.) but it may be awkward to handle alone.

### Bed Assembly Replacement Steps:

1. Raise hood until it reaches fully-open position.
2. Set six (6) bed support balls in recesses in base chassis.
3. Gently set contour bed onto the six (6) bed support balls (balls should fit into bed support cups on underside of bed).
4. Raise the head area of the bed. Locate black bed prop stand. Raise bed to allow bed prop stand to be raised up and inserted into brackets (near upper vibration motor) underneath bed as shown in Figure 7.7.1 *Bed Stand Bracket*.
5. Lower contour bed onto bed prop stand as shown in Figure 7.7.2 *Bed Assembly from Base Chassis*.
6. Plug electrical cords into electrical outlets in accordance with the label on the electrical box cover as shown in Figure 7.7.3 *Disconnect Electrical Cords from Power Box Cover* while the bed prop stand is holding the bed up.
7. Carefully lift head end of contoured bed to disengage prop stand. While continuing to hold the head end of the bed up, remove bed prop stand from brackets and lower to base.
8. Slowly lower the contour bed back onto the six (6) bed support balls making sure the balls remain in place for support.

## 7.9 Replacing Vibration Motor(s)

### Precautions:

Turn OFF main power switch located under contour bed on top of power box or disconnect the unit from power source before beginning this procedure.

### Tools/Supplies Required:

1. Phillips screwdriver
2. ½ inch socket wrench
3. Heat gun (or other heat source)
4. Loctite Removable Threadlocker (service removable)

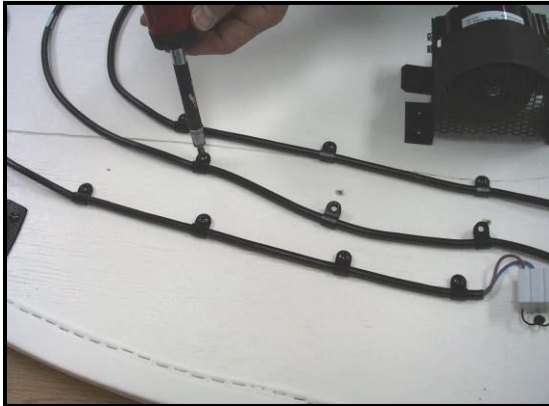
### Preliminary Steps:

1. Remove bed assembly from lower chassis (See Section 7.7).
2. Place bed upside down on soft, clean work surface.
3. Remove screws from motor guard. Set screws and guard aside.

### Vibration Motor Removal Steps:



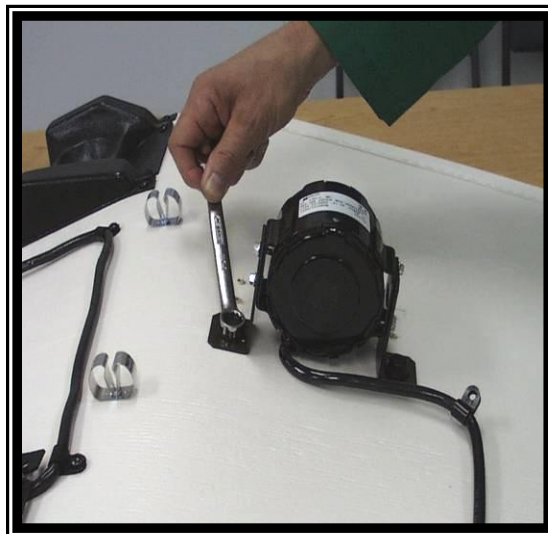
1. Remove screws from wire supports connected to cord of vibration motor(s) being replaced as shown in Figure 7.9.1 *Screws on Wire Connected to Vibration Motor*.
2. Release bed support cup(s) housing the vibration control rheostats by removing mounting screws as shown in Figure 7.9.2 *Bed Support Cup*.
3. Use wrench to remove mounting bolts of vibration motor as shown in Figure 7.9.4 *Removing Flange Bolt Attaching Motors*. **NOTE: Motor mounting bolts have been secured with Loctite thread locking compound.** Slight heating of these bolts may aid in loosening them for removal.
4. Remove all strain reliefs from the vibration assembly power cord for use in new assembly installation.



**Figure 7.9.1** Screws on Wire Connected to Vibration Motors.



**Figure 7.9.2** Bed Support Cup.



**Figure 7.9.4**  
Removing Flange Bolt Attaching Motors.

#### **Vibration Motor Replacement Steps:**

1. Install replacement vibration motor(s) using two (2) flange bolts. Apply Loctite threadlocker or similar product to threads prior to insertion.
2. Affix bed support cup to bottom of bed with four Phillips screws.



3. Reinstall strain relief on vibrator motor power cord and affix to bottom of bed in appropriate pattern with screws.
4. Re-install motor guards. Check to be sure motor can spin freely within motor guard

### Replacing the 12VDC Power Supply

1. Unplug the vibration bed cords and remove the vibration bed.
2. Remove four screws on the electrical panel.
3. Lifted the electrical panel to get access to the power supply.
4. Disconnect the connectors/lugs on the power supply to remove it from the cavity.
5. Place the replacement Power Supply at the same location of the old one, reconnect the connectors/lugs
6. Close the electrical panel and tighten the screws to secure the panel.



12VCD Power Supply

### 7.11 Replacing Face Air Vent(s)

#### Tools Required:

1. Small Flat Blade Screwdriver
2. Small Phillips Screwdriver

#### Face Air Vent(s) Replacement Steps:

**Note:** The louver insert of the face air vent is generally the only part which needs to be replaced. To replace the louver insert, follow these steps:

1. Using screwdriver, carefully pry louver insert away from the mounting ring as shown in Figure 7.16.1 *Removing Face Air Vent(s)*.
2. Replace louver insert with new part and snap into place.

**Note:** If mounting ring appears to be damaged, follow these steps:

1. Remove louver insert as described above.
2. Remove two (2) screws from face of mounting ring.
3. Remove mounting ring.
4. Replace with new part and reverse above steps to install.





**Figure 7.16.1 Removing Face Air Vent(s).**

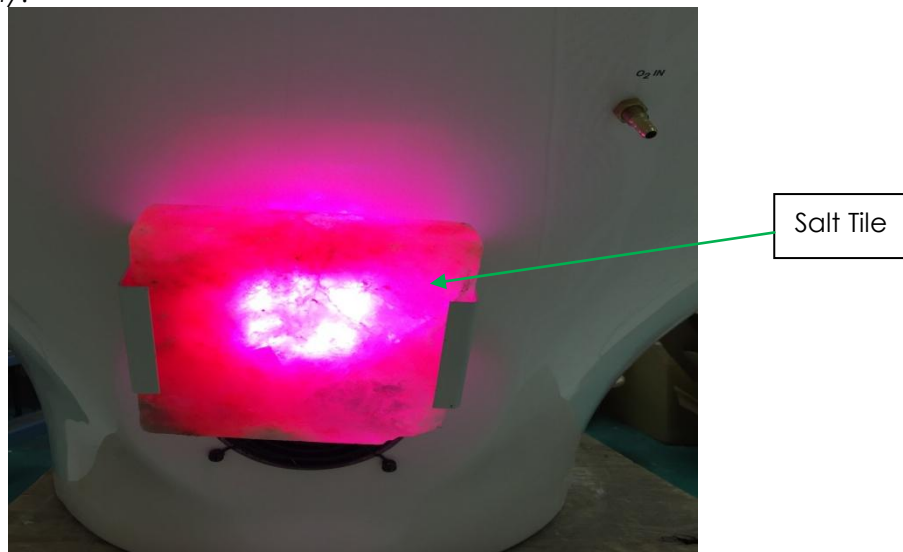
### 7.11 Replacing Face Fan Assembly

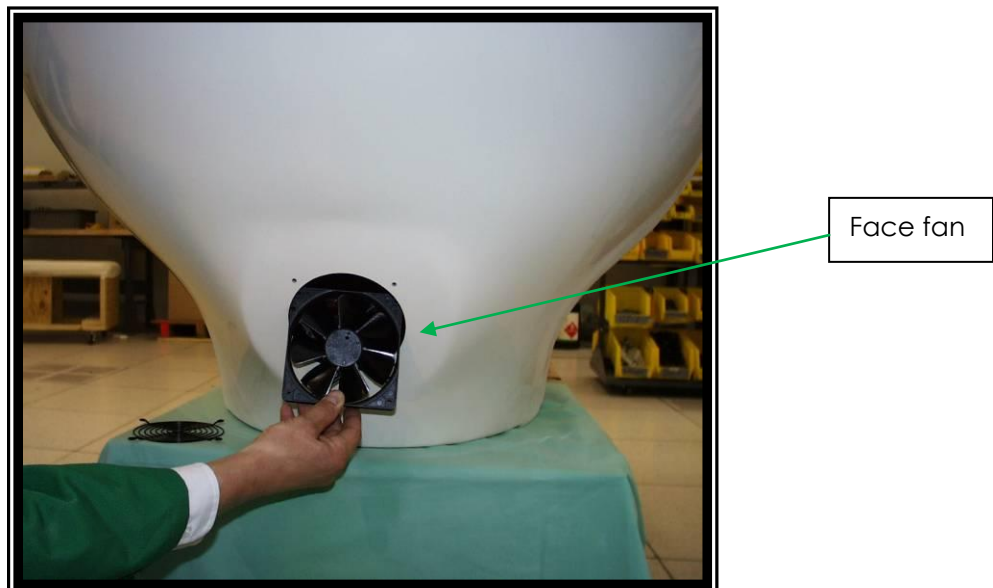
**Precautions:** Be sure to turn unit OFF at main switch AND disconnect from power source before going any further with this procedure.

**Tools Required:** Phillips screwdriver

#### Face Fan Assembly Removal Steps:

1. Remove the salt brick from its bracket.
2. Remove four (4) screws affixing grill and face fan assembly to unit as shown in Figure 7.17.2 *Face Fan Grill*.
3. Carefully pull face fan assembly out of unit as shown in Figure 7.17.4 *Inserting/Removing Face Fan Assembly*.





**Figure 7.17.1 Inserting/Removing Face Fan Assembly.**

#### **Face Fan Replacement Steps:**

Install replacement face fan reversing the steps set forth above. **NOTE: Use flat blade screwdriver to hold grill and fan in place while inserting mounting screws.**

#### **7.12 Replacing the Heat Sensor Assembly**

**Precautions:** Be sure to turn unit OFF at main switch or disconnect from power source before going any further with this procedure.

#### **Tools/Supplies Required:**

1. Phillips screwdriver
2. Two adjustable pliers or wrenches
3. Ruler or tape measure

Heat Sensor connector is attached to rear of display panel. Sensing unit is located inside sauna chamber (above wooden handle, near air shower holes), as shown in Figure 7.19.3 *Harness Location from Display/Control Panel* and Figure 7.22.1 *Heat Sensor Location Inside the Hood*. Carefully measure and write down length sensing unit extends through mounting nut into the sauna chamber. When replacement sensor is installed, sensor should initially extend the same distance into sauna chamber. Sensor may be moved further into chamber or closer to strain relief nut as determined by temperature test.





**Figure 7.22.1 Heat Sensor Location inside the Hood.**

**Preliminary Procedures:** Remove display/control panel (See Section 7.19)

**Heat Sensor Removal Steps:**

1. Disconnect heat sensor assembly cable from time/temp controller.
2. Carefully loosen Strain Relief Collar as shown in Figure 7.22.1 *Heat sensor Location inside the Hood* by hand or with wrench, if necessary, until Sensor can be removed from Strain Relief nut by pulling back into display panel area.

**Heat Sensor Assembly Replacement Steps:**

1. Carefully insert replacement heat sensor cable through hole in hood into sauna chamber and adjust location of sensor so it extends the same distance into the chamber as sensor assembly just removed (refer to earlier measurement) (Approx.  $\frac{1}{2}$  -  $\frac{3}{4}$  inch or 1.25 - 1.90 cm).
2. Tighten strain relief nut by hand until snug.





## CHAPTER 8 - MAINTENANCE

### 8.1 Preventative Maintenance

**CAUTION: Unplug from the electrical wall outlet before cleaning.**

#### Face Fan Cleaning

Deposits of dust and dirt are accumulated on the fan blades and grill from the airflow of the face fan. As needed or at least every 60 days, clean this area with a medium soft bristle brush and/or vacuum cleaner.

#### Heater Intake Screens Cleaning

The screens located on each side of the airflow channel above the main hinge remove dust and dirt from the air that flows through the heat chamber. The screens become clogged and the efficient use of the sound chamber is reduced, along with life expectancy of the heater. The accumulated dirt on the screens may be oily from the aromatic oils. As needed or at least every 60 days, clean the screens to remove the accumulated soil by the use of a medium soft bristle brush and/or vacuum cleaner.

### 8.2 General Cleaning & Mandatory Use of Pre-Approved Solution

All plastics and poly carbonate surfaces including the inside and outside of system hood, underbed area and poly carbonate shell, as well as accessories in your Cocoon Wellness Pro must be cleaned and disinfected using a pre-tested, pre-approved cleaning solution sold by Wellness USA called Accel TB .05% solution. Accel offers a new technology within this disinfectant, based on an active ingredient known as "Accelerated Hydrogen Peroxide (AHP)" or "Stabilized Hydrogen Peroxide (SHP)" for hard-surface antimicrobial applications. AHP is a cleaner and disinfectant designed for high risk areas such as health care facilities but is safe, effective and environmentally friendly.

#### Facts about ACCEL TB:

- a. Effective cleaner
- b. Effective disinfectant
- c. Highly efficient (only requires soaking on the material for 1 minute as opposed to traditional cleansers whose warnings require up to 10 minutes for total disinfecting)
- d. Non-toxic
- e. Non-corrosive ( this relates to the skin, eye, as well as surfaces)
- f. Biodegradable

#### Certifications for the Product:

**Active Ingredient:** Accelerated Hydrogen Peroxide

**MSDS Specification:** See below

**EPA: 74559-1**

**OSHA:** The product meets the U.S. Occupational Health and Safety Administration (OSHA) blood-borne pathogen standards for cleaning blood and bodily fluids.





**Average Product Usage:**

Each 32oz. bottle should provide a minimum of 30 full unit cleanings.

**Product Ordering Procedure:** The product is available in 32oz. bottle size and is sold in a case of 12 bottles. You will place all reorders with any Wellness USA Consultant. **Just call 1-877-818-8877 and ask to place your order.**

**Cleaning instructions** using Accel Solution are as follows: *There is no product dilution with this solution.*

1. Spray desired area/surface with Accel TB .05% disinfecting solution.
2. Let solution sit for 30 seconds.
3. Wipe surface dry and clean with a soft cloth or paper towel.

**Note:** Rinsing is not allowed on the exterior hood or on the side panels of the Cocoon Wellness Pro.

**Note:** Abrasive detergents and scrubbing must not be used to clean the unit. This may result in serious damage to the plastic surfaces of the unit. In addition to abrasive detergents, it is strictly forbidden to use cleaning agents containing acetone, ammonia, petrol, benzene, window/glass cleaners or varnish removers.

**WARRANTY NOTICE:** CUSTOMER'S RESPONSIBILITIES: The Customer is responsible to: Use **ONLY** the approved Accel TB Cleaning Solution. Use of any and all other cleaning products for cleaning and disinfecting your unit will immediately void your product warranty covering the Polycarbonate material on the machine.

### 8.3 Cleaning the Shell

Your Cocoon Wellness Pro is shipped to you wrapped carefully in clear plastic wrap. The plastic wrap will keep your Cocoon Wellness Pro clean and safe during its journey, but the plastic causes one minor side effect—it leaves a slight film on the shell. We recommend that you wipe down your machine as soon as you uncrate it.

To clean the inside and outside of the shell:

1. Spray on Accel TB .05% disinfecting solution.
2. Let solution sit for 30 seconds.
3. Wipe surface dry and clean with a soft cloth or paper towel.

**Note:** Do not use any type of abrasive pad or scouring powder as they may scratch the surface finish.

### 8.4 Cleaning the Underbed Area

The following should be **done after every Cocoon Wellness Pro session:**

- a. Carefully remove bed sections from unit, unplug vibratory bed motor chords from the unit if necessary.
- b. Clean dirt, dust and perspiration from underbed surfaces following directions below.
- c. Spray desired surface/area with Accel .05% TB Disinfectant.
- d. Let solution sit for 30 seconds.
- e. Wipe surface dry and clean with a soft cloth or paper towel.



## 8.5 Cleaning Contact Surfaces (Bed, Head Pillow, Interior of Shell)

1. Use Accel TB .05% Disinfectant on all contact surfaces AFTER EACH USE to present a clean, sanitary appearance and feel for each new client.
2. Let solution sit for 30 seconds.
3. Wipe dry and clean with paper or soft cloth towel.
4. Bed and head pillow could stain over time. For light staining, we recommend using "Soft Scrub" cleaner and isopropyl alcohol. Spread "Soft Scrub" and alcohol on the bed surface, let it sit for 5 minutes, then dampen a soft cloth with water and gently rub the area in circles.

**NOTE:** Cleaning after each use removes oils, perspiration, and cosmetics. It will also prolong the material life of the accessories and bed.

**CAUTION:** Do not spray cleaning solvent on the electrical box cover or power connectors as it could cause a short circuit.



## CHAPTER 9 - SPECIFICATIONS

### 9.1 Precautionary Safeguards

The Cocoon IR Wellness Pro is an appliance. Avoid rough handling, direct sunlight and high temperature or humidity. Mishandling will result in damage to the unit. Wipe it with a damp clean cloth moistened with water or mild detergent.

### 9.2 Cocoon IR Wellness Pro Specifications

**Model Number** \_\_\_\_\_ **Color of Shell:** Soft White.

**Measure Method and Measurement Range:**

Degree of Temperature: 80 to 170 F or 26 to 76 C.

**Electrical Power Requirements of Regional Setting in United States and Canada:** 110/120 VAC, 20A

**Power Source Requirement of Regional Setting in United States and Canada:** 2200/2400 WATTS, 20 Amps, 110/120 VAC.

**Operating Environment:** Plus 10 C~ plus 40, less than 85%RH.

**Storage Environment:** Negative 20 C~ plus 55 C, less than 95% RH.

**Dimension:**

Opened: 35 inches (W) 84 inches (H) and 89 inches (L)

Closed: 35 inches (W) 39 inches (H) and 89 inches (L)

Please refer to **SETUP** for the content checklist for supplied accessories.

**Specifications are subject to change without notice.**

## CHAPTER 10 Labels and location

**MANUFACTURED BY:**  
RELAXWELL USA, LLC (Made in USA)  
**MODEL: COCOON WELLNESS PRO  
/ MYCOCOON**

SERIAL Number:

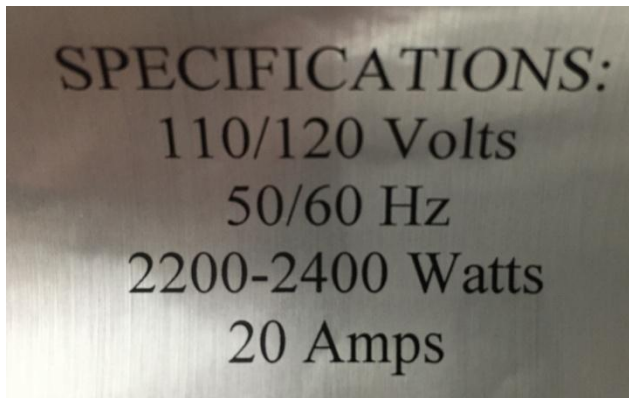
**SPECIFICATIONS: 110/120 VOLTS  
50/60 HZ / 2200 – 2400 WATTS / 20 AMPs**

**NOTICE TO PUBLIC: THIS DEVICE IS PROTECTED BY ONE OR  
MORE OF THE FOLLOWING U.S. AND INTERNATIONAL PATENTS:**

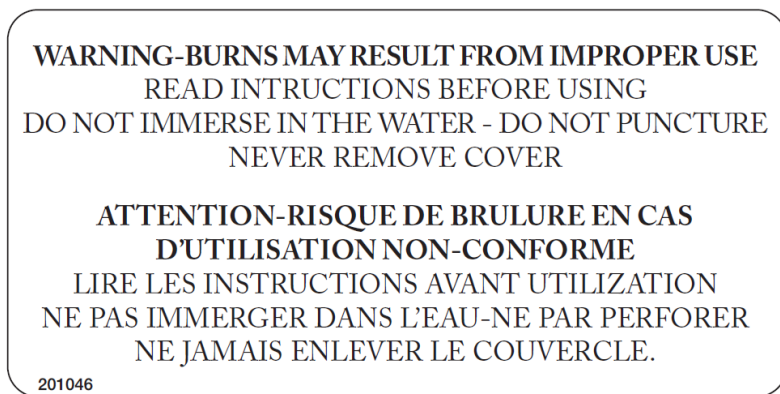
U.S. #D470944; #D451606; #D453834  
U.S.(cont.)#D470945; #D491669; #7503926  
U.S.(cont.)#D539431  
Estonia #00778; #01114  
France #102676; #30202; #762613-619  
India #191021  
Italy #87295  
Russian Federation #60763

**Serial Number label. Located inside the machine near the head.**

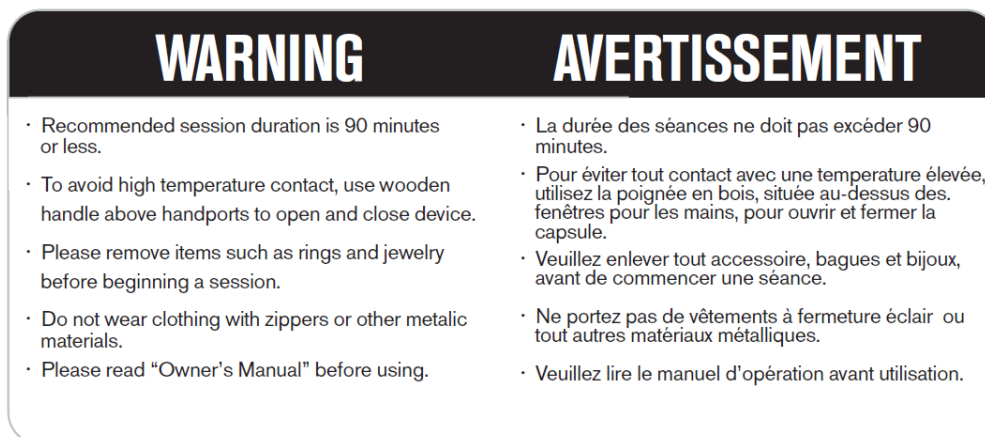




**Specifications label. Located under the machine at the foot end, where the power cord is inserted.**



**Warning Label. Located inside the machine at the foot end.**



**Warning label. Located in the hood, near the wooden handle.**



## Owner Record

The model and serial numbers are located at the base of the unit under the bed. Record these numbers in the spaces provided below. Refer to these numbers whenever you call your dealer regarding this product.

Model No.: COCOON WELLNESS PRO

Serial No.: \_\_\_\_\_

MANUFACTURED BY:

**RELAXWELL USA**

**MINNEAPOLIS, MN 55431 USA**

**Tel: (952) 703-5371**

**Fax: (952) 888-8887**

DISTRIBUTED BY:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### WARNING

**TO PREVENT FIRE OR SHOCK HAZARD:**

1. DO NOT EXPOSE UNIT TO RAIN.
2. DO NOT PLACE THE UNIT IN A SHOWERING AREA OR STEAM ROOM.

### CAUTION

**TO REDUCE RISK OF ELECTRICAL SHOCK, DO NOT REMOVE COVER OF THE ELECTRICAL BOX INSIDE UNIT OR THE FACE PANEL. (NO USER-SERVICEABLE PARTS ARE INSIDE.) REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.**

**CONTACT DEALER, DISTRIBUTOR OR:**

**RELAXWELL USA**

**Minneapolis, MN 55431**

**1 877-818-8877 or 952-703-5371**

**info@wellness-usa.com**



## Registration Form

Please FAX or SEND this Registration Form to Relaxwell USA.

Fax: (952) 888-8887

Email: [info@wellness-usa.com](mailto:info@wellness-usa.com)

**Serial Number:** \_\_\_\_\_

**Date of Purchased:** \_\_\_\_\_

**Model Number:** \_\_\_\_\_

**Business Name:** \_\_\_\_\_

**Owner's Name:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State:** \_\_\_\_\_

**Country:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**Purchased From:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State:** \_\_\_\_\_

**Country:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_



## STANDARD WARRANTY

### Product Warranty Term

This One Year Product Warranty will expire 12 months from the Original Purchase Invoice Date.

### General Terms and Conditions

Relaxwell USA (hereinafter "RW") agrees to provide warranty service according to the terms and conditions set forth in this document.

1. ACTIVATION: This Product Warranty shall become effective upon the original purchase date on the invoice.
2. SERVICES INCLUDED IN THIS AGREEMENT ARE:
  - a) Telephone support from RW Technical Service Team between the hours of 7:30 A.M. through 5:30 P.M. CST Monday through Friday.
  - b) Labor, Parts and Travel with the exception of Consumables and Accessories.
  - c) Covered Parts: Display Assembly, Main Power Box, Aroma Nebulizer Pump, Audio Power Supply, Display PC Board, Heater - Main Assembly and Face Fan.
  - d) Any damage to the unit incurred as a result of abuse, misuse, will not be covered under any warranty agreement.
  - e) Product Warranty Owner must provide RW with reasonable opportunity (as determined by a RW Technical Representative) for verbal troubleshooting with the Owner or Owner's Representative prior to assignment of an on-site Technician or shipment of any parts. It is at the discretion of RW Technical Services Management to make the determination to either assign an on-site Technician or require the equipment to be returned to RW for evaluation and/or repair.
  - f) **Parts are provided on an Exchange Basis.** Defective parts must be returned to RW. Shipping costs reimbursement will be determined by RW Technical Management. RW Technical Service will provide Owner with a Return Goods Authorization Number. ***Return parts not received within 30 Days will constitute cause for invoicing of the replacement parts to the Product Warranty Owner at list price. Product Warranty Owner agrees to pay these costs, as assessed.***
3. SERVICES **NOT INCLUDED BUT NOT LIMITED TO** IN THE PRODUCT WARRANTY ARE:
  - a) Service resulting from operator misuse, abuse, unreasonable wear and tear, negligence, error due to the customer's prior refusal to perform a recommended repair.
  - b) Items considered normal "Operator" functions.
  - c) Service due to modifications made by the customer that were not approved by RW.
  - d) Service resulting from facility caused malfunctions including environmental conditions.
  - e) Service resulting from any acts of war, terrorism, natural disaster or other force majeure.
  - f) This Product Warranty does not cover consumable items, including Oils, Lamps, Strut-Hydrolift and Display Face.





- g) If a product is not covered by warranty, customer will sign an Authorization Repair Work Order of the evaluated findings and estimation of required work to bring the equipment up to manufacturer specifications.
4. **COVERAGE HOURS:** The service hours covered under this agreement are 7:30 A.M. to 5:30 P.M. Monday through Friday local time, excluding holidays and weekends. Any service that is performed outside of the normal service hours will be billable at the RW published Time and Materials Rates when the service is rendered.
5. **RESPONSIBILITY:** RW is not responsible for acts of war, terrorism, natural disaster or other force majeure or failure of services supplied by third party contracted or other sources. RW agrees to respond in a timely manner, but cannot be held responsible for transportation delays. Furthermore, RW cannot be held responsible for interruption of business of either party due to any other causes beyond RW's control or revenue lost down to downtime of equipment.
6. **CUSTOMER'S RESPONSIBILITIES:** The Customer is responsible to:
- a) Maintain the equipment in an environment suitable for the operation of the equipment as instructed in the applicable Operator's Manual.
  - b) Maintain the proper electrical power requirements as recommended by RW.
  - c) Follow all operating instructions as indicated in the applicable Operator's Manual supplied by RW.
  - d) Make the equipment available for service within 1 hour after the arrival of the RW Technical Service Representative.
  - e) Pay all charges incurred by RW due to delays in equipment access or refusal of service after a Technical Service Representative has been dispatched and is either in-transit or on-site.
  - f) Maintain a safe and accessible environment for the Service Personnel to service the equipment.
  - g) Allow RW to implement any recommended engineering change deemed necessary by RW.
  - h) Not make any modifications to the equipment that are not approved by RW.
  - i) Customer agrees not to employ or engage a direct or 3<sup>rd</sup> party service technician or organization that is not certified to service RW Equipment. Customer further agrees that any needed RW service resulting from the unauthorized repairs performed by a direct or 3<sup>rd</sup> party technician or organization not certified by RW, will be billed to Customer at the current RW published Time and Materials Rates and will not be covered under this Product Warranty.
  - j) Use ONLY Accel TB Cleaning Solution. Use of any and all other cleaning products for cleaning and disinfecting your unit will immediately void your product warranty covering the Polycarbonate material on the machine.
7. **USE OF SUB-CONTRACTORS:** Service provided under this Product Warranty may at RW's option, be performed by either RW or its authorized Technical Representatives or Sub-Contractors at the direction of RW.
8. **PARTS REPLACEMENT:** Repair materials and parts used to perform service pursuant to this Product Warranty will be replaced only as deemed necessary by RW. RW may use repaired, rebuilt or refurbished parts as necessary in making repairs under this Product Warranty. All parts will be furnished on an Exchange Basis, with the replaced parts becoming the property of RW.



9. FREIGHT COSTS: In-bound freight costs for warranty repairs are incurred by the Customer. All freight costs on out-bound warranty repaired equipment is paid by RW will be shipped via UPS Ground Services only. Any upgrades to Express Overnight are the responsibility of the Customer. Under this Product Warranty Policy Customs Clearance, Duties or Taxes are not part of the freight expense cost. This warranty policy considers freight costs as transportation expense only, not administrative or government fees mandated by local governments. ***If it is determined the equipment is not covered under warranty due to misuse, the customer incurs all freight charges.***
10. LIMITATION OF LIABILITY: The liability of RW hereunder is agreed to be limited to the amount equal to the total amount of all payments made by Customer pursuant to this Product Warranty Agreement and by acceptance of the Product Warranty Agreement. Customer hereby waives any and all claims for incidental, special, consequential or punitive damages. Customer agrees to hold RW harmless and indemnified from any and all such claims by Customer and its agents, servants, employees and its successors and assigns.
11. FORCE MAJEURE: Neither party shall be liable for any failure or delay in performance under this Agreement (other than for delay in the payment of money due and payable hereunder) to the extent said failures or delays are proximately caused by causes beyond that party's reasonable control and occurring without its fault or negligence, or party to substantially meet its performance obligations under this Agreement, provided that, as a condition to the claim of non-liability, the party experiencing the difficulty shall give the other prompt written notice, with full details following the occurrence of the cause relied upon. Dates by which performance obligations are scheduled to be met will be extended for a period of time equal to the time lost due to any delay so caused.
12. ENTIRE AGREEMENT: This agreement contains the whole agreement between the parties in regards to extended warranties. There are no other terms, obligations, covenants, representations, statements, or conditions, oral or otherwise, of any kind whatsoever regarding this Product Warranty.
13. JURISDICTION AND GOVERNING LAW: Disputes arising under this Extended Warranty Agreement shall be exclusively subject to the jurisdiction of the federal courts of the United States and/or the state courts of Hennepin County, State of Minnesota and jurisdiction therefore shall rest solely in Minnesota, without regard to principles of conflicts of law that would require or permit the application of the substantive law of any other jurisdiction.
14. ASSIGNMENT OF BINDING AGREEMENT: Customer shall not assign or transfer its rights under this Product Warranty without the prior written consent of RW. The provisions of this Product Warranty are binding upon all successors, administrators, trustees and permitted assigns of Customer. This Product Warranty may be amended, altered or changed at any time by RW only.

#### How to Obtain Product Warranty Service

Tel: 1-877-818-8877 or 952-703-5371

E-mail: [info@wellness-usa.com](mailto:info@wellness-usa.com)

