

BLUECUBE WELLNESS

# BlueCube Deep Two (D2)

## Owner's Manual

2026 Edition · Rev 2026-08

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# D2 Quick-Start Guide

From the crate to your first plunge — BlueCube D2 Stand Up

**WELCOME** Your D2 arrives fully assembled — you never build anything. The D2 has two pieces of equipment: the tub itself and the **Mod Box**, a separate mechanics unit that houses the chiller, pumps, and controls. The one on-site job is connecting the plumbing between the tub and the Mod Box. Work through this guide in order; each step depends on the last.

## Before You Begin

- **Inspect the shipment.** Confirm your D2 arrived intact and undamaged and that all parts are present before unpacking. Never substitute parts — doing so can cause failure and void your warranty.
- **Unpacking:** have a screw gun on hand to open the crate.
- **Keep the unit upright.** You can tilt the tub briefly to get through hallways and doorways, but if you tilt it, **wait 2 hours after setting it upright before powering on** — this lets the chiller settle.

## 1. Position Your D2

- **Electrical:** the D2 requires a **dedicated 110/120 V, 20-amp circuit**. The cord ends in a Leviton self-testing GFCI right-angle plug (20 A, NEMA 5-20P — one prong is horizontal). Confirm your outlet accepts a NEMA 5-20P connector before delivery day. Per national electrical code, the circuit must be dedicated to the tub.
- **Movers:** plan for two to four people with moving dollies.
- **Doorways:** the tub is 33" tall, sized to pass through standard doorways on its side. The Mod Box measures 49.25" × 31.5" × 29.43" — plan its spot before delivery day.
- **Place the Mod Box:** the Mod Box can sit next to the tub or be plumbed remotely. The connecting plumbing between the tub and the Mod Box is **not included** — use **1-inch schedule 40 PVC** (hard or soft pipe); the ports on both the tub and the Mod Box take **1-inch fittings**. Insulate the runs fully to limit cold loss. A longer or concealed run may call for a plumber or general contractor — planning a long run? Call us first and we'll sanity-check the layout.
- **Leveling feet:** before final placement — while the unit is still on dollies — screw the leveling feet into the bottom of each corner.
- **Drain access:** position the tub so the bottom drain valve stays reachable.
- **Cover safety:** once the tub is in place, keep the insulating cover on any time the tub isn't in use — especially if children or pets are in the home.

## 2. Tighten All Unions

Shipping vibration can loosen unions. Before filling, hand-tighten every union you can find — on the plumbing runs, at the filter housing, inside the Mod Box, and at the tub-to-Mod-Box connections. Hand-tight is enough; don't use a wrench.

### 3. Pre-fill Checklist

1. Confirm the plumbing between the tub and the Mod Box is complete and every connection is snug.
2. Confirm all electrical plugs are seated in their outlets.
3. Remove all warning labels.
4. Open the filter housing and confirm a filter is already inside.
5. Confirm the **slice valves** on either side of the filter housing are **open (pulled out)**. Never run your BlueCube with the slice valves closed (pushed in).
6. Locate the bottom drain valve and confirm it's **closed** (the valve handle will be *across* the pipe, not in line with it).

### 4. Fill and Prime

**NO POWER YET** Do not power the unit on until it is filled and bled. Running the pumps dry can damage them.

1. Fill the tub with water to **6–8 inches from the top**.
2. Bleed air from the filter housing: unscrew the small black plug on the housing a few threads. Once water starts to squirt out, retighten the plug.

**REPEAT** Perform the bleed step every time you refill your BlueCube.

### 5. Power On and Confirm Flow

1. Turn the unit on.
2. For the first few minutes after power-up the system runs a short priming cycle, and the panel may show ---°F until water flow is confirmed — this is normal.
3. Confirm active water flow — you should see water moving back into the tub.

If you don't see flow after a few minutes, power off and repeat the bleed step in section 4 — trapped air is almost always the cause.

### 6. Your Controls

Everything is run from the **SpaTouch 4 touchscreen panel**: water temperature (the D2's range is 41°F–104°F), the filtration system, and **RiverMode™Plus** — the D2's dual-pump circulation system that pushes a strong, steady current of water across your body, so the water works harder at the same temperature. Your unit ships pre-configured, and its settings survive power outages. **Turn RiverMode™Plus off when you get out** — the chilling motor is off while it runs, and chilling resumes as soon as you turn it off. For the full panel walkthrough, see the **SpaTouch Panel Guide** included with your documents.

### 7. Your First Plunge — Best Practices

- **Start slow.** If you're new to cold plunging, start in the 50s (°F). A good baseline is about 11 minutes per week at 59°F, spread over 2–4 sessions. Consistency beats intensity.
- **Vary temperature and duration.** There's no single perfect setting — changing the variables keeps your body adapting.
- **Work up to full submersion.** The D2 is built for standing immersion — start with feet and legs; over time, submerge to neck/chin level for the strongest adaptation response.
- **Contrasting with a sauna?** End cold, and let your body rewarm naturally.
- **Tell yourself "just 10 seconds."** Even 10 seconds counts as a rep. Once you're in, you can almost always stay longer than you expected.

**BEFORE YOUR FIRST PLUNGE** Read the Safety Warnings document in full. Never plunge alone. If you have any pre-existing cardiovascular or medical condition, clear cold therapy with your physician first.

## Support

Service Line: **541-393-9149** · [service@bluecubebaths.com](mailto:service@bluecubebaths.com)

Service plans with automatic filter and Bio Maintain shipments are available — contact us to set one up.

Questions? [service@bluecubebaths.com](mailto:service@bluecubebaths.com) · 541-393-9149 · © 2026 BlueCube Wellness LLC · Applies to: BlueCube D2 · 2026 · Rev 2026-08

BLUECUBE WELLNESS · 2026

# SpaTouch Panel Guide

Everything you need from your BlueCube's touchscreen — and nothing you don't

Your BlueCube's touchscreen was built for hot tubs, so most of its generic documentation doesn't apply to a cold plunge. This guide covers the handful of things a BlueCube owner actually does at the panel: check the water, set the temperature, run RiverMode™, and leave the rest alone.

## What This Panel Is

Every BlueCube ships with a Balboa SpaTouch touchscreen mounted on the tub:

| Panel                              | Models                 |
|------------------------------------|------------------------|
| <b>SpaTouch 4</b>                  | Deep One, Deep Two, C1 |
| <b>SpaTouch 4+</b> (larger screen) | C2, C3, CM             |

The two panels run the same software and work identically — the only difference is screen size. Everything in this guide applies to both, so this is the only panel guide you need.

The screen sleeps when you're not using it. Touch it anywhere to wake it up; after the BlueCube splash screen you'll land on the **Home Screen**: your current water temperature in large numbers on the left, round buttons for your pumps and light on the right, and a row of small icons along the bottom — the gear on the far left is **Settings**, where everything in this guide lives.

## What You'll See At Power-Up

Every time your BlueCube gets power — first setup, after unplugging it, or after a power outage — the panel goes through the same startup routine. None of it means anything is wrong:

1. **Priming Mode (about 4 minutes).** The panel shows a "Prime your spa" message. Priming clears trapped air out of the plumbing so the pumps don't run dry. Touch each pump button on and then off, and watch the water in the tub — when it flows smoothly with no air bubbles, priming has done its job. You can touch **Exit** to leave Priming Mode early, or just let the 4 minutes run out.
2. **"---°F" instead of a temperature.** For about the first minute, the panel shows dashes instead of a water temperature. It simply hasn't measured the water yet — the reading appears once water has been flowing for about a minute.

**THIS IS NORMAL** Priming Mode and the "---°F" reading are the panel's standard startup routine — **not** a reset and not a fault. Your settings are stored in permanent memory and survive power loss completely. The only thing that resets after an outage is the clock, which goes back to 12:00 — see "Set the Clock" below.

## Set Your Temperature

1. From the Home Screen, touch the **Water Temperature** reading (the big number).
2. On the Desired Temperature screen, touch + or –, or slide the bar along the bottom, to set your target.
3. Touch **Back** to return to the Home Screen. The system starts working toward the new temperature right away.

The °F button in the upper-right of that screen switches between Fahrenheit and Celsius — leave it on °F unless you prefer Celsius.

## Your BlueCube's Required Settings

Your BlueCube leaves our shop with the panel already configured for cold plunging. These settings live in permanent memory — you don't need to re-enter them after a power outage, and under normal use you should never need to change them. They're documented here for two reasons: so you can recognize when something has been changed, and so you can restore them if the panel is ever deliberately factory-reset (for example, during a service visit).

### 1. Heat Mode: Ready

**Settings → Heat Mode → Ready.** Ready mode regulates the water temperature continuously around the clock, while Rest mode only regulates it during filter cycles — your BlueCube uses Ready so the water is always

held at your set temperature.

## 2. Clim8zone™ (the chiller settings)

On models with the Balboa chiller, the panel controls it through **Settings** → **Clim8zone™**. (On builds with the standalone chiller controller — the C3 — there is no Clim8zone™ menu: chilling is set at the chiller's own display instead, covered in the **Chiller & App Guide**. The panel still runs your pumps, lights, and filtration.) Your BlueCube ships with:

| Setting          | Required value      | Why                                                        |
|------------------|---------------------|------------------------------------------------------------|
| Temperature mode | <b>Cool Only</b>    | This is a cold plunge — the system should only ever chill. |
| Speed            | <b>Manual, High</b> | Full chilling power, all the time.                         |
| eHeater          | <b>Disabled</b>     | Keeps the heater from fighting your chiller.               |

**GOOD TO KNOW** With Cool Only set and the eHeater disabled, your BlueCube will not heat the water. If the panel briefly shows a heating indicator when a pump kicks on, that's display behavior only — no heating is happening as long as these settings are in place.

## 3. Filter Cycles: running 24/7

Your BlueCube filters continuously — two filter cycles are programmed at the shop so that between them, filtration covers all 24 hours of every day. Cold, constantly filtered water is what keeps your plunge clean, so don't shorten these cycles. To check or restore them: **Settings** → **Filter Cycles**, touch a cycle to see its start and end times, adjust with the arrows, and **Save**. Make sure Filter Cycle 2 is switched on and that the two cycles together cover the full day.

**AFTER A FACTORY RESET** A power outage will **not** erase these settings. But if the panel is ever deliberately factory-reset, restore all three before using the tub: Heat Mode **Ready** · Clim8zone™ **Cool Only / Manual High / eHeater Disabled** · both filter cycles covering **24/7**. And if your settings ever disappear on their own without a reset, that isn't normal — contact us.

## RiverMode™

RiverMode™ is BlueCube's signature moving-water experience: the pump drives a river-like current through the tub while you plunge. It runs from the same round pump buttons on the Home Screen:

| Models               | What you have                      | How it runs                                      |
|----------------------|------------------------------------|--------------------------------------------------|
| Deep One, C1         | <b>RiverMode™</b> — single pump    | One pump button drives the current.              |
| Deep Two, C2, C3, CM | <b>RiverMode™Plus</b> — dual pumps | Two pump buttons — run both for the full effect. |

On screen, the pump buttons are the **round fan icons** — the icon numbered **1** runs RiverMode™. On dual-pump (RiverMode™Plus) models you'll also see fan icon **2** — run both for the full effect. Touch a fan button to

turn its pump on; touch it again to change speed or turn it off (the panel cycles through the speeds your model provides).

**TURN IT OFF AFTER YOUR PLUNGE** While RiverMode™Plus is running, the chilling motor turns off. Always turn RiverMode™Plus off when you get out — chilling resumes as soon as it's off. A tub left with RiverMode™Plus running isn't being chilled.

## Lights

The light button sits alongside the pump buttons on the Home Screen. Touch it to turn your tub's lighting on and off, and tap it repeatedly to cycle through the lighting colors and modes.

Lighting is fitted on 2026-and-newer standard models. Modular builds and units built before 2026 don't include tub lighting — if your panel's light button does nothing, your unit simply isn't fitted with lights.

## Locking the Panel

If your BlueCube lives in a gym, spa, or anywhere guests can reach the screen, the panel can lock your settings so members can't change the temperature or shut down filtration. From the Home Screen, touch **Settings** and scroll to **Locks**. There are two locks, and you can use either or both:

- **Settings Lock** — locks the controls that matter: water temperature and the scheduled maintenance functions. This is the one commercial owners want on.
- **Panel Lock** — locks the display and personalization settings so guests can't change what's shown on the panel.

To turn a lock on or off: touch its toggle, then touch the **lock icon** when the panel asks you to confirm. Repeat the same steps to unlock.

## Set the Clock

The clock is the one thing that doesn't survive a power outage — after any loss of power it resets to 12:00, and the panel shows a small message icon reminding you to set it. Since your filter cycles run around the clock anyway, a wrong clock won't hurt anything, but here's how to fix it: from the Home Screen touch **Settings** → **Time**, use the arrows to set the current time, and touch **Save**. The reminder icon goes away once the time is set.

## If Something Looks Wrong

The panel talks to you through small message icons — blue circles are informational, yellow and red mean pay attention. The ones you're most likely to meet:

| What you see                 | What it means                            | What to do                                                        |
|------------------------------|------------------------------------------|-------------------------------------------------------------------|
| "---°F" right after power-up | The panel hasn't measured the water yet. | Nothing — the reading appears after about a minute of water flow. |

|                                                                        |                                                                              |                                                                                                                        |
|------------------------------------------------------------------------|------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| A blue message such as "Clean the filter"                              | Routine maintenance reminder.                                                | Do the maintenance it names — touch the icon to read the details.                                                      |
| A red warning about <b>low water flow</b> while trying to heat or cool | Something is restricting flow — usually a dirty filter or a low water level. | Check that the water level is right, clean the filter, and confirm the valves are open. The system retries on its own. |

For anything beyond these — persistent warnings, error codes, water that won't hold temperature — see the **BlueCube Troubleshooting Guide**, or just contact us. That's what we're here for.

Questions? [service@bluecubebaths.com](mailto:service@bluecubebaths.com) · 541-393-9149

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## BLUECUBE WELLNESS · 2026

# Maintenance Guide

Keep your BlueCube performing like day one

**OVERVIEW** Consistent maintenance is what protects your BlueCube's performance, water quality, and warranty. This guide covers filter care, water changes and draining, tub cleaning by material, frame care, Bio Maintain dosing, and deep maintenance for high-volume facilities. It applies to all models — material-specific sections are labeled.

## Filter Care

**Change cadence:** every 3–6 months, depending on use. Replace sooner if you notice reduced flow, cloudy water, or a filter that won't come clean after washing.

### When to change — what drives filter life

- Frequency of use (daily vs. occasional)
- Bather load (how many people, how often)
- Water clarity and smell
- Whether users pre-rinse before entering (pre-rinsing reduces debris and oils, extending filter life)

### Routine care

- Inspect the filter monthly. If visibly dirty or clogged, clean or replace it.
- Rinse the filter weekly with a hose to prolong its life.
- **Keep at least two filters on hand** and rotate them: align filter changes with your water changes — at each drain, swap in the clean filter, then deep-clean the dirty one (below) so it's ready for the next swap.

**SLICE VALVES** The **slice valves** on either side of the filter housing shut off the water at the housing, so you can remove the filter while the tub drains. Push them in to close, pull them out to open — and **never**

**run your BlueCube with the slice valves closed (pushed in);** the system needs open flow through the filter housing whenever it's running.

## Deep clean — the vinegar soak

When a rinse isn't bringing the filter back, deep-clean it:

1. **Pressure-wash the pleats** with an Aqua Comb (a pleat-cleaning wand that attaches to a garden hose), working debris out from between the pleats.
2. **Soak overnight** in a 1:1 water-to-vinegar solution.
3. **Pressure-wash again** with the Aqua Comb to flush out everything the soak loosened.

A filter is reusable for **2–4 deep-clean cycles**, depending on how saturated it is — a filter under heavy bather load saturates faster and reaches end-of-life sooner. When a deep-cleaned filter still shows reduced flow or discoloration, replace it.

## Water Changes & Draining

### Signs it's time

- Water flow is noticeably reduced
- Water isn't staying clean despite balanced chemistry
- Filter is discolored or smells bad after cleaning

### Recommended frequency

| Usage                | Interval                                                                                      |
|----------------------|-----------------------------------------------------------------------------------------------|
| Light residential    | 1 person, a few times a week — every 6–8 weeks                                                |
| Moderate residential | Daily or 2 users — every 4–6 weeks                                                            |
| Heavy / commercial   | Multiple people daily — every 2–4 weeks (and in high-volume commercial, often every 1–2 days) |

### Draining best practice

**WARNING** Turn the unit off before draining — never drain while the system is running. Running the pumps and chiller dry damages them.

- Power the unit off first, then open the drain.
- For a faster drain, use a small transfer pump or sump pump instead of waiting on gravity — especially worthwhile on commercial units that drain frequently.
- While the tub drains, close the slice valves and swap the filter (see Filter Care above) — then **reopen the slice valves before powering back on**.
- Refill, then power back on and confirm circulation before setting your temperature.

## Tub Cleaning

### Every 1–2 weeks

- Wipe down the tub interior with a soft cloth or non-abrasive sponge
- Scrub waterlines to prevent biofilm buildup

### Every 4–6 weeks (or after heavy use)

- Drain the tub (unit off first) and scrub all surfaces thoroughly
- Disinfect with Bio Maintain and rinse well before refilling

### Stainless steel tubs (C-series) — stain removal

- **Unstained tubs:** clean with denatured alcohol.
- **Hard-water stains or rust from prior chlorine/bromine use:** scrub *with the grain* using a Scotch-Brite purple pad (general-purpose 7447 Pro), then follow with denatured alcohol.

### Powder-coated aluminum tubs (D1 / D2)

D1 and D2 tubs are powder-coated aluminum, not stainless steel — **do not use the stainless stain-removal method on them.** Clean with a **microfiber cloth and mild detergent soap** only. Never use a Scotch-Brite pad or any abrasive sponge or cleaner on the powder-coated surface — abrasives damage the coat.

## Frame Care

### Line-X® frame

- If heavily soiled, rinse with a garden hose first.
- Spray Interior Express across the frame and rub with a dry cloth across the Line-X surface.
- Follow with Beadmaker and wipe until reasonably dry.

### Wooden frames and decks

- Every 1–3 months, clean with a rag to remove dirt. If heavily soiled, rinse with water and mild dish detergent, then dry.
- Apply teak or tung oil to the deck and side frame.
- Wait 6 hours to dry, then refill and replace the insulating cover.

**WARRANTY NOTE** Wooden frames and decks (non-Line-X) placed outdoors or in direct sunlight have their frame warranty voided per the standard warranty.

## Bio Maintain

### Residential dosing

One bottle of Bio Maintain per month covers up to 5 uses per day.

### Commercial dosing (per week)

| Users   | Filter change | Bio Maintain      |
|---------|---------------|-------------------|
| Up to 5 | Every 2 weeks | 1 bottle/week     |
| 6–20    | Weekly        | 1.5 bottles/week  |
| 21–30   | Weekly        | 2 bottles/week    |
| 30+     | Every 3 days  | 2.25 bottles/week |

## Bio Maintain rinse cycle

Beyond routine dosing, run a full Bio Maintain rinse — disinfect the system with Bio Maintain, circulate, then drain and rinse well before refilling:

- **Residential:** monthly to quarterly, depending on use.
- **Commercial:** weekly to monthly, depending on bather load — the heavier the load, the more often.

**Take the filter out during the rinse cycle**, and circulate the rinse through the whole system — running it through the chiller is fine. Reinstall the filter after you've drained, rinsed, and refilled.

**COMMERCIAL** High-volume facilities: we're finalizing a dedicated commercial rinse procedure — contact us for the current guidance for your bather load before running rinse cycles at commercial volume.

## Deep Maintenance (High-Volume Facilities)

Commercial units under heavy daily bather load accumulate buildup that routine maintenance doesn't fully address:

- Plumbing lines benefit from a periodic degunk and pressure flush.
- Running hot water through the system periodically at high volume helps clear buildup in the lines.
- Chiller internals can accumulate biofilm over time under heavy use.

**COMMERCIAL** If you operate a high-volume facility, ask us about a deep-maintenance plan for your unit — we'll scope the right procedures and cadence for your bather load.

## Reducing Maintenance Burden

The single biggest thing that extends time between cleanings is **user rinsing before entry** — especially after saunas, workouts, or if lotions or body products are present. High-volume commercial facilities that install a rinsing station adjacent to the BlueCube see dramatically longer intervals between water changes.

Filter replacements and Bio Maintain can be purchased directly at [bluecubebaths.com](https://bluecubebaths.com). Subscribe to have both shipped on a recurring schedule.

# Winterization Guide

Protect your BlueCube through freezing weather

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## When To Winterize

If left on, your BlueCube can run right through winter. As long as the unit has power and water is circulating 24/7, moving water resists freezing. Winterization becomes necessary during **sustained cold spells where temperatures stay below 20°F (-6°C) for several days** — it is the week- and two-week-long freezes, combined with the risk of a power outage, that pose the biggest threat.

- **Staying home, unit powered and circulating:** you can keep running through winter. If you plan to run your BlueCube all winter, call us first — we'll walk you through your setup.
- **Away from home for an extended period:** drain the unit entirely before you leave. This is a precaution in case a breaker trips or the power goes out while you're away and no one is there to catch it.
- **Best placement:** a climate-controlled environment (like a garage) is ideal. If that's not possible and your area sees temperatures below 20°F, winterize.

## Why Power Matters

Circulating water is what keeps your BlueCube safe in the cold — and circulation stops the moment power does. **In freezing weather, a power cut can cause plumbing damage in under an hour.** Water standing still in pumps, lines, and the chiller freezes fast, and ice expands with enough force to crack fittings and pump housings.

**TIP** If your area is prone to winter power outages, a backup generator is the single best protection for a unit running through winter. It keeps water moving through an outage that would otherwise turn into freeze damage before you could respond.

If you won't be there to catch an outage when it happens — winterize. Draining the unit removes the risk entirely.

## The Procedure

Work through these steps in order. The goal is simple: **no water left anywhere in the system** — tub, filter housing, plumbing, chiller, and pumps.

### Step 1 — Unplug and drain completely

Unplug the BlueCube and drain the cold plunge completely. Make sure no water is left behind in the tub.

### Step 2 — Remove the filter

Once the tub is fully drained, open the filter housing and remove the filter.

**WARNING** DO NOT LEAVE THE FILTER IN THE UNIT. No filter should ever be left inside a winterized unit — a wet filter left in the housing will freeze and can damage the housing.

### Step 3 — Evacuate the filter housing, tub ports, and bottom drain

Pull all remaining water out of the filter housing, every inlet and outlet in the tub, and the bottom drain.

- **Best method — transfer pump:** connect a small transfer pump through the filter housing and let it pull water out of the plumbing. Because it draws through the lines themselves, a transfer pump evacuates the components more thoroughly than a shop vac.
- **Acceptable method — shop vac:** vacuum the inside of the filter housing for a couple of minutes, then vacuum every tub inlet and outlet and the bottom drain.

### Step 4 — Disconnect and evacuate the chiller

Disconnect the unions going into the chiller, then evacuate both chiller ports — a couple of minutes on the inlet and a couple of minutes on the outlet.

### Step 5 — Evacuate the circulation pumps

The circulation pumps hold water inside the pump body, and **they do not have drain valves** — draining the tub and vacuuming the lines does not empty them. Water trapped in a pump will freeze and crack the housing, so the pumps must be evacuated directly:

1. **Apply suction at the pump's ports** with the pump in place — a couple of minutes per port, the same as the chiller.
2. **Blow out any remaining water with compressed air** until no more water comes out.

**WARNING** Never leave water in a pump through freezing temperatures, and never store or run a pump at or below 32°F with water inside it.

## After Winterizing

- Place the filter housing lid back into position (with the filter still removed).
- Put the insulating cover on the tub. Store the removed filter indoors, clean and dry.
- Leave the unit unplugged until you're ready to bring it back into service.

### Spring restart

1. Reconnect the chiller unions and any plumbing you detached.
2. Reinstall the filter (or install a fresh one — a new season is a good time).
3. Fill the tub to the normal fill level.
4. Prime the system and bleed air at the filter valve before running.
5. Power on and confirm water is circulating normally before setting your temperature.

**TIP** If anything looks or sounds off at restart — weak flow, air that won't bleed, a noisy pump — stop and contact us before continuing to run the unit.

## Warranty

**WARRANTY** Failing to winterize properly voids the warranty for freeze-related damage. Any resulting repairs, shipping of components, or technician labor costs will be the responsibility of the owner.

Questions? [service@bluecubebaths.com](mailto:service@bluecubebaths.com) · 541-393-9149

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# Troubleshooting Guide — Before You Call Us

The most common issues, what to check yourself, and when to call us

Most of the things people call us about have a simple fix you can do yourself in a couple of minutes — this guide walks you through those checks, most common problems first. When in doubt, or whenever a section says **call us**, just call: our numbers are at the bottom of every page.

**BEFORE YOU START** Find your **production number** (it looks like 26-1605). It's on your original invoice and in your delivery paperwork — it is not printed on the unit itself. Having it ready makes any support request much faster. Can't find it? That's fine — we can look it up by your name.

## 1. Water on the floor / you think there's a leak

**What you might see:** water pooling under or beside the unit, or an active drip at a fitting.

1. **Rule out condensation first.** A cold tub in a humid room sweats on the outside, and the chiller produces some condensate. That's normal and isn't a leak.
2. **Hand-tighten every union fitting.** Shipping vibration or a recent filter change can loosen them — this is the single most common cause of a real drip. Walk the whole unit and check every union: the plumbing runs, the pair at the chiller, and the filter housing. Hand-tight only — no tools.
3. **Check the filter housing lid** — make sure it's fully seated — **and the bleeder plug** — make sure it was retightened after your last priming or filter change.
4. **Confirm the bottom drain valve is fully closed.** The handle should sit *across* the pipe, not in line with it.

**WONDERING ABOUT A HOSE?** The **white corrugated hose** near the equipment is the chiller's **condensation exhaust drain line**. It carries condensate away from the chiller and is meant to hang free at its far end — it is not a leak and nothing is missing from it.

**CALL US** If the drip is coming from the motor or pump housing, water is pooling under the unit, or you can't find the source — shut the unit off at the breaker and call us. Water near live electrical components is a hazard. Have photos of the leak location ready, plus your production number.

## 2. The water isn't getting cold (or is cooling slowly)

**What you might see:** temperature climbing instead of dropping, or the tub never reaching your setpoint.

1. **Is RiverMode™Plus on?** While it runs, the chilling motor turns off. Turn RiverMode™Plus off and chilling resumes — a tub left with it running after a plunge will warm up.
2. **Keep the insulating cover on while the tub is cooling.** An open tub fights the chiller the whole time. And if you just filled the tub, give it time — bringing a fresh fill down to temperature takes hours, not minutes.
3. **Check where the chiller sits.** Chillers work hard in hot rooms — a closed garage in summer, direct sun, or anything blocking airflow around the chiller slows cooling way down. Give it room to breathe and, where possible, keep the tub somewhere climate-controlled.
4. **Check the filter** (see section 4). A clogged filter chokes the water flow the chiller depends on.
5. **Confirm your target temperature is set correctly** on the panel or chiller display.
6. **If the chiller seems stuck or its display shows an error code:** some faults stay locked until power is cycled. Turn the unit off at the breaker, wait 30 seconds, and turn it back on. If the code comes back, write it down (or photograph it) and call us — the code tells us exactly what's wrong.

**CALL US** If the chiller is gurgling, rattling, making compressor-type noises, or you smell anything chemical (refrigerant) — or it still won't cool after a reset and a clean filter — stop and call. Don't open the chiller; refrigerant has to be handled by a certified technician.

## 3. No water flow, weak RiverMode, or a loud pump

**What you might see:** no circulation, RiverMode won't run or feels weak, or the pump is humming, rattling, or louder than usual. Trapped air is the #1 cause of "the pump is loud" and "no flow."

1. **Check the slice valves** on either side of the filter housing — they must be **open (pulled out)**. If they were closed after a filter change or drain, the pump is being starved. Never run your BlueCube with the slice valves closed.
2. **Re-prime the system.** With the unit running, unscrew the small **black bleeder plug** on the filter housing a few threads; the moment water squirts out, retighten it. Do this after every filter change and every refill.
3. **Check the filter** (see section 4). A severely clogged filter restricts flow enough to starve the pump.
4. **Make sure the filter housing lid is fully seated** and the bleeder plug is snug — a loose lid lets air back into the line.

**CALL US** If re-priming with a known-clean filter doesn't restore flow, call us before running the pump further — a pump running dry damages itself. If water is dripping from the motor housing itself, shut the unit off at the breaker first.

## 4. Filter and filter housing issues

**What you might see:** flow dropping over time, water that won't stay clear, or trouble at the filter housing after a change.

1. **Inspect the filter monthly, rinse it weekly with a hose, and replace it every 3–6 months** — sooner if flow drops, the water won't stay clear, or it won't come clean after a wash.
2. **For a deep clean**, soak the filter overnight in a 1:1 water-and-vinegar solution and power-wash it before and after.
3. **After any filter change:** seat the housing lid fully, snug the bleeder plug, and re-prime (see section 3).

**TIP** A saturated filter needs *replacing*, not another rinse. If it won't come clean after a vinegar soak and wash, its useful life is over.

**CALL US** If the housing lid won't seal, a fitting on the housing is cracked, or the housing itself is leaking after everything above — take a photo and call us with your production number so we send the correct replacement part for your build.

## 5. The water smells off / the ozone (sanitation) doesn't seem to be working

**What you might see:** a noticeable odor, ozone not visibly bubbling, or water that won't stay clean despite your normal routine.

1. **A faint clean smell is normal.** A strong or genuinely *bad* smell means sanitation has fallen behind.
2. **Run the water-care basics:** replace (don't just rinse) a saturated filter, top up Bio Maintain for your bather load, and do a full drain-and-refill if the water is overdue (see section 7).
3. **Look at the ozone/UV unit.** If there's an indicator light and it's out, note that for your call — the UV lamp is roughly a 2-year part and does wear out.

**CALL US** If the smell persists after a clean filter, proper Bio Maintain dosing, and fresh water — or the ozone piping is wet or leaking — call us. **Don't open the ozone or UV components yourself.** We'll send the correct replacement part for your build with installation guidance.

## 6. The unit won't turn on, or the GFCI/breaker keeps tripping

**What you might see:** no power at all, or a breaker/GFCI that trips once or repeatedly.

1. **Confirm the cord is fully seated** in the outlet, and that the outlet itself has power (test it with something else, like a phone charger).
2. **Check the breaker** for the BlueCube at your electrical panel — if it's tripped, flip it fully off, then back on.
3. **Press the GFCI reset button** (the small "RESET" button on the cord plug or the outlet) once, firmly. A one-time nuisance trip after a storm or power flicker is usually nothing — reset it and watch it.

4. **Make sure nothing else shares the circuit.** Your BlueCube needs its own **dedicated 120V 20-amp circuit**. If it's sharing with other appliances, that's almost certainly the problem — have an electrician put it on its own line.
5. **If you moved or tilted the unit recently:** the chiller needs to settle. After setting the tub fully upright, wait **2 hours** before powering it on.

**CALL US** If the breaker or GFCI trips again the moment you reset it, that's a real fault, not a nuisance trip — leave it off at the breaker and call. Same if you see or smell anything burning, see sparking, or find moisture near any electrical connection. **Never bypass the GFCI.**

## 7. Cloudy, murky, or smelly water that won't clear

**What you might see:** cloudy or tinted water, visible particulates, or a smell that outlasts your normal cleaning routine.

1. **Check your Bio Maintain dosing against actual use.** One bottle a month covers up to ~5 uses a day for a home unit; commercial use needs more. Under-dosing for your bather load is the most common cause.
2. **Replace a saturated filter** — rinsing isn't enough once it's loaded up (see section 4).
3. **Change the water if it's overdue.** Every 4–8 weeks for home use; more often for heavy or commercial use.
4. **Have everyone rinse off before getting in.** Body oils, lotion, and sweat are what muck up the water — a pre-rinse dramatically stretches the time between cleanings.

**CALL US** If the water won't clear within 48 hours of doing all of the above, or you see slimy buildup that keeps coming back, call us — the sanitation system may need attention (see section 5).

## 8. The screen is dark, unresponsive, or showing something odd

**What you might see:** a blank or frozen screen, a strange readout, or settings that seem wrong after a power outage.

1. **Know what's normal at power-up.** Every time the unit gets power, the touchscreen panel runs a **priming mode for about 4–5 minutes** — the heater stays off, and the temperature may read --- °F for the first minute until water is flowing. This is normal startup behavior, not a fault. Let it finish.
2. **After a power outage, only the clock resets** (back to 12:00 Noon). All your other settings — temperature, modes, filter cycles — are stored and survive power loss. You don't need to reprogram anything; just reset the time if you care to.
3. **Power-cycle the unit:** off at the breaker for 30 seconds, then back on, and let priming mode finish.
4. **Reseat the screen cable** if it's accessible and obviously loose — gently.
5. **A displayed temperature a degree or two off** from a thermometer reading is usually just sensor placement, not a fault.

**HEATER QUESTION** Some owners notice the panel show a heating indicator when a jet or pump is turned on. With your BlueCube's required settings in place — Clim8zone™ **Cool Only** and the eHeater

**Disabled** — the unit cannot heat the water; the indicator is display behavior only. The full settings list ("top to bottom") is in your **SpaTouch Panel Guide** under "Your BlueCube's Required Settings."

**CALL US** If the screen stays blank or unresponsive after a full power cycle, that may need a part swap — call us with your production number and a photo of the panel.

## 9. The app won't connect

**What you might see:** the phone app lost the chiller, or won't pair after a router change. An app dropout is separate from the unit itself — **the tub keeps running normally either way.**

1. **Units with the digital chiller display** pair with the **Smart Life** app (free on the App Store / Google Play). If the connection dropped: double-tap **UNLOCK** on the controller, then with the normal temperature display showing, press and hold **SET** for about 8 seconds until the Wi-Fi icon blinks rapidly — the controller is in pairing mode. In Smart Life, press the + in the top right and re-add the chiller. Full walkthrough: your **Chiller & App Guide**.
2. **The chiller joins 2.4 GHz Wi-Fi only.** If your router combines 2.4 and 5 GHz under one network name, connect your phone to the 2.4 GHz band while pairing.
3. **Units controlled from the touchscreen panel** (no digital chiller display) have no customer app today — the panel on the tub is the control point. If an app ever becomes available for these units, we'll announce it to owners.

**CALL US** If the app still won't pair after a fresh re-add on a working Wi-Fi network, call us — we'll walk it through with you live.

## 10. Noises — what's normal and what isn't

**Normal:** a steady low hum from the pump and the chiller fan while running, and some condensate dripping from the chiller in humid weather. The chiller also works audibly harder in a hot room — that's expected (though better airflow will quiet it down; see section 2).

**Usually just air:** a pump that's suddenly loud, humming, or vibrating after a filter change or refill almost always has trapped air — re-prime it (section 3).

**CALL US** Gurgling, rattling, grinding, or compressor-type noises from the chiller — especially with any chemical smell — mean stop and call. Don't open the chiller. A short video with sound is the most useful thing you can send us.

## 11. Cosmetic care — wood, coating, stainless

Quick pointers only — the full routines live in your **BlueCube Maintenance Guide**.

- **Wood frames/decks:** wipe down every 1–3 months and oil per the Maintenance Guide — and keep wood-frame units out of direct sunlight and full-time outdoor exposure (that voids the frame warranty).

- **Line-X frames:** hose off heavy soil, then clean and finish per the Maintenance Guide.
- **Stainless stains (C-series):** scrub *with the grain* using a Scotch-Brite purple pad, then wipe with denatured alcohol.
- **Powder-coated aluminum tubs (D-series):** microfiber cloth and mild detergent soap only — **never** Scotch-Brite or any abrasive pad; abrasives damage the powder coat. And never use bleach on any surface.

**CALL US** Actual structural cracking, coating that's bubbling/peeling/delaminating, or wood that's swelling or separating: don't try to repair it. Take photos and call us to start a warranty review.

## 12. Winter and freezing weather

- **A powered, circulating BlueCube can run straight through winter** — 24/7 water circulation is what keeps it from freezing. Where you can, keep the tub in a climate-controlled space like a garage.
- **Winterize if** your area will sit below **20°F (–6°C)** for several days, or you'll be away for an extended stretch — a tripped breaker during a freeze is the real danger. Full step-by-step is in your **BlueCube Winterization Guide**.

**CALL US** Not sure whether to winterize, or want to run through a hard winter? Call us and we'll talk it through — freeze damage from skipped or incomplete winterization isn't covered under warranty, so when in doubt, ask first. If you find frozen plumbing or a burst fitting: shut the power off immediately, photograph the damage, then call.

## 13. Covers, accessories, missing parts, shipping damage, or fit problems

These aren't things to troubleshoot — they're things to tell us about, and we'll make them right:

- **Damaged on arrival** (crate damage, cracked component, shipping impact): photograph it *before* unpacking anything further, then send us the photos — we'll open a freight claim.
- **Wrong, damaged, or missing cover — or a missing accessory** (lights, handrail, etc.): send us a photo and your order number; we'll ship the correct item.
- **A filter subscription or parts order that didn't arrive or arrived short:** send us your order number and the ship date — we'll track it and resend if needed.
- **The unit doesn't fit your planned location,** or the drain/plumbing access is in the wrong spot for your site: call us before modifying anything — we'll determine the right fix together.

## When to skip everything above and call us right away

**DO NOT OPEN, PROBE, OR WORK AROUND ANY OF THESE**

- **Any electrical problem** — a GFCI that keeps tripping on reset, moisture or sparking near electrical parts, a shock. Shut off at the breaker first, then call.
- **Refrigerant / chiller internal failure** — gurgling, compressor noise, a chemical smell, or no cooling after a reset. Refrigerant must be handled by a certified technician.

- **Structural cracks or delamination** — cracking in the tub, coating bubbling or peeling, wood swelling or separating. We need to do a warranty review before any repair.
- **A leak you can't control or source** — water pooling under the unit, or a drip from the motor housing.
- **The unit is completely dead** — no power, no circulation, no screen response.
- **Freeze damage** — frozen plumbing or a burst fitting. Shut the power off immediately and document it before doing anything else.

## What to have ready when you call

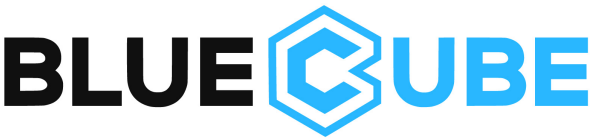
| Item                     | Where to find it / what to include                                                                                                                                  |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Production number</b> | On your original invoice and delivery paperwork — it looks like 26-1605. It isn't printed on the unit itself. If you can't find it, we can look it up by your name. |
| <b>Model</b>             | Your unit model (it's on your invoice and order confirmation).                                                                                                      |
| <b>Photos or video</b>   | Anything visual: the leak location, coating damage, an error code on the chiller or screen, or a video with sound for noise issues.                                 |
| <b>When it started</b>   | Roughly when the issue began, and anything that changed just before (filter change, refill, power outage, the unit was moved).                                      |
| <b>What you've tried</b> | Which checks from this guide you already ran — it saves us both time.                                                                                               |

## How to reach us

**Service Line:** 541-393-9149

**Email:** [service@bluecubebaths.com](mailto:service@bluecubebaths.com)

Live video support runs **Monday–Friday, 9–5 Pacific**. Weekend messages get a callback, typically within 1–2 hours.



# WARRANTY

BlueCube Wellness LLC (“BlueCube”) warrants from the date of installation to the original consumer purchaser (“you”) the following when your BlueCube is purchased.

| Coverage                                           | Residential                                   | Commercial                                   |
|----------------------------------------------------|-----------------------------------------------|----------------------------------------------|
| Full Coverage                                      | 3 Years Standard<br>5 Years with Service Plan | 1 Year Standard<br>5 Years with Service Plan |
| Tub and Frame<br>Stainless Steel                   | 15 Years                                      | 15 Years                                     |
| Tub<br>Fiberglass,<br>Carbon Fiber,<br>HempCarbon™ | 10 Years                                      | 10 Years                                     |

Wooden based decks and frames (Non-Line-X) must be rubbed with teak and tung oil every month to six months depending on weather and volume use.

Wooden deck and frames (Non-Line-X) placed outside or in direct sunlight will have their frame and cabinet warranties voided.

Some parts, most of which can be changed out without the use of tools, such as filter cartridges, filter lid, spa pillows and cover locks, are not included in this warranty, but are warranted to be free from defects in materials and workmanship at the time of delivery to you. Spa covers and other spa accessories are specifically excluded from this warranty.

The cosmetic finish of the cabinet is warranted to be free from defects in materials and workmanship at the time of delivery to you. Fading and weathering of the surface may naturally occur over time and are not considered defects. Refer to your BlueCube Manual for proper care and maintenance instructions.



B L U E C U B E B A T H S . C O M

The following applies to all of the warranties listed:

### Extent of Warranty

This warranty extends only to the original consumer purchaser of the BlueCube when purchased and originally installed within the country of purchase. This warranty begins on the date of installation of the BlueCube, but in no event later than 6 months from the date of purchase. This warranty terminates upon any transfer of ownership of the BlueCube, or if the cold plunge is installed or relocated outside the country of purchase prior to the expiration of the warranty period.

### Warranty Performance

To make a claim under this warranty, email [service@bluecubebaths.com](mailto:service@bluecubebaths.com) directly. If you do not receive a response within 48 hours call 541-393-9149. You must give BlueCube written notice of any warranty claim, along with a copy of your original purchase receipt indicating the date of the purchase, within thirty (30) days of the time you discover the claim. BlueCube reserves the right to inspect the malfunction or defect on location.

BlueCube or its Authorized Service Agent will repair any defects covered by this warranty. Except as described herein, you will not be charged for parts nor labor, necessary to repair the spa for defects covered by this warranty. In some cases, the servicing technician may charge you a repair person travel/service charge that is not covered by this warranty. Please contact BlueCube for information regarding any such charges.

### Limitations

Except as described above, this warranty does not cover defects or damage due to normal wear and tear, improper installation, alteration without BlueCube prior written consent, accident, acts of God, misuse, abuse, commercial or industrial use, use of an accessory not approved by BlueCube, failure to follow BlueCube Pre-Delivery Instructions or your Owner's Manual, or repairs/installations made or attempted by anyone other than an authorized representative of BlueCube. Alteration includes, but is not limited to, any component or plumbing change, or electrical conversion.

### Disclaimers

**ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE STATUTORY PERIOD OR THE DURATION OF THE APPLICABLE WARRANTY STATED ABOVE, WHICHEVER IS SHORTER.** Some states, provinces and countries (including Quebec) do not allow limitations on how long an implied warranty may last, so the above limitations may not apply to you. Notice to residents of the State of New Jersey: The provisions of this warranty, including its limitations, are intended to apply to the fullest extent permitted by the laws of the State of New Jersey.

**TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO THE REMOVAL OF ANY DECK OR CUSTOM FIXTURE OR ANY COST TO REMOVE OR REINSTALL THE COLD PLUNGE, IF NEEDED.** Some states, provinces and countries (including Quebec) do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

### Legal Remedies

This warranty gives you specific legal rights, and you may have other rights which vary from state to state, province to province or country to country. This warranty is not transferable.

# Safety Warnings

Read before first use — and every use thereafter

## READ BEFORE EVERY USE

Cold-water immersion carries real risk of injury, cardiac event, hypothermia, loss of consciousness, and death. If you're new to cold therapy or have any pre-existing condition, consult a physician before using this product.

## Do not use if

- You have a known or suspected heart condition, severe hypertension, arrhythmia, or other cardiovascular issue without physician clearance.
- You are pregnant, or have a history of cold-related distress, Raynaud's, or frostbite injury.
- You have an infectious disease or open wound.
- You are intoxicated, impaired, or under the influence of drugs or alcohol.
- You are in a state of exhaustion.

## Use safely every time

- **Never plunge alone.** Loss of consciousness while submerged poses a severe risk of drowning. Always have a partner nearby.
- **Protect children and pets.** Never allow a child to use the tub without adult supervision. Keep the insulating cover locked in place when not in use.
- **Exit with care.** Cold exposure impairs motor control. Use caution entering and exiting.
- **Don't push past uncontrollable shaking.** If you can't stop shaking, exit immediately and warm up.
- **Watch for Post-Rescue Collapse.** Symptoms can appear after you're out of the water. If you feel off, seek medical help.

## Signs of hypothermia — exit and warm up

|          |                                                                                                           |
|----------|-----------------------------------------------------------------------------------------------------------|
| Mild     | Shivering, goose bumps, difficulty with complex motor skills.                                             |
| Moderate | Violent shivering, sluggishness, slurred speech, loss of fine motor skills.                               |
| Severe   | Rigid muscles, dazed state, shivering <i>stops</i> , blue skin, erratic heartbeat, loss of consciousness. |

Water cools the body 25× faster than air. Hypothermia can occur in any water below 70°F. Cold incapacitation and unconsciousness can happen in under 15 minutes at 32°F, under 30 minutes at 40°F.

**EMERGENCY — EXIT AND CALL 911**

Severe chest pain · extreme dizziness or disorientation · difficulty breathing · irregular heartbeat · loss of consciousness. Get out of the tub immediately and call emergency services.

The BlueCube is not a medical device. Health claims referenced elsewhere are informational and not FDA-evaluated. Always consult a licensed physician before beginning any new cold-therapy routine.