

OWNER

FAQs

Table of Contents

- GENERAL INFORMATION
- USAGE
- MAINTENANCE
- SAFETY PRECAUTIONS
- WARRANTY
- TROUBLESHOOTING
- CONTACT INFORMATION

GENERAL INFORMATION

What are the benefits of a cold plunge?

Regular cold-water exposure can boost mood and energy levels, enhance mental acuity and focus, build resilience, aid in muscle recovery and soothe sore muscles, and promote overall wellness.

What features should I look for in a cold plunge?

When shopping for a cold plunge, factors to consider include quality, durability, temperature range, energy efficiency and insulation, water care, filtration, and comfort.

What is the difference between an electric cold plunge and an ice bath?

Electric cold plunges have the unique advantage of being temperature controlled through a heat pump or other cooling device. Without constant temperature control, ice baths can make it hard to maintain a certain temperature without having to repeatedly add ice or wait for the ice to melt.

What is the temperature range of the cold plunge?

The temperature range is 40°F–80°F or 4°C–27°C.

Is the cold plunge energy efficient?

Yes, it's designed with energy efficiency in mind. The unit is fully insulated using a multi-density, closed-cell polyurethane foam, and comes with a custom-fitted cover featuring a 1 lb. core for added thermal protection. Together, these features help maintain consistent temperatures and minimize energy costs.

How much electricity does the cold plunge use?

Our cold plunge is energy efficient, using roughly the same amount of electricity as a large household refrigerator or chest freezer. Under typical conditions—around 70°F ambient temperature with 50% humidity—it maintains low energy consumption. In more extreme temperatures, especially prolonged heat, the unit may run more frequently to maintain the desired water temperature, but overall electricity use remains relatively low for most environments.

How can I locate my serial number?

The serial number label is located inside the equipment compartment, which can be accessed by removing the 6 screws. (Refer to the image below for more details.)



USAGE

Where should I install my cold plunge?

The cold plunge can be installed indoors or outdoors, as long as the area is properly ventilated, with at least 24 in (61 cm) of clearance around the back and sides. The unit should sit on a reinforced concrete pad that is at least 4 in (10 cm) thick. Be sure to place it at least 5 ft (1.5 m) from any metal surfaces. Avoid shimming the unit to prevent cabinet warping and potential warranty issues. Refer to your Pre-Delivery Instructions for further guidance. Cold plunge is certified for indoor use only in Canada.

What are the electrical requirements for the cold plunge?

The cold plunge requires a dedicated 115-volt, 15-amp outlet. The 17 ft long GFCI cord must plug directly into the outlet; extension cords should not be used.

Do I need to wait before filling and starting my cold plunge after delivery?

Yes. IMPORTANT: Because of shipping orientation, wait 24 hours to fill and start your cold plunge once it is installed. This allows internal components and refrigerants to settle properly.

Can I use bath salts or essential oils in my cold plunge?

Avoid using bath salts and essential oils in the water, as they can clog or damage filters and pumps, disrupt water chemistry, and potentially void your warranty.

Can I turn on the cold plunge before filling it with water?

No. DO NOT POWER THE COLD PLUNGE WITHOUT FIRST FILLING IT WITH WATER! Running the cold plunge before filling it with water can damage internal components and may void the warranty.

Do I need to pre-cool the water before my first use?

No pre-cooling is necessary. However, please note that the heat pump can only begin cooling once the water temperature is below 105°F. If the cold plunge is placed in direct sunlight, the water may heat up more quickly, so be mindful of sun exposure, especially before your first use.

How quickly does the water cool down in a cold plunge?

Cooling time depends on factors like ambient temperature and humidity. For example, in an environment where the ambient temperature is around 98°F, it takes approximately 10.5 hours to lower the water temperature from 80°F to 40°F. Cooler ambient conditions will generally allow the unit to reach the target temperature faster.

Will overflowing the cold plunge with water cause damage to equipment?

No, an overflow of water will not cause damage to the equipment.

How long should I stay in the cold plunge?

Cold plunge duration is highly individual and depends on your health, tolerance, and goals. Beginners should start with 1–2 minutes and may work up to 3–5 minutes for recovery and resilience. Before starting any cold plunge routine, consult your doctor to ensure it is safe for you, especially if you have underlying health conditions, circulatory issues, or sensitivities to cold exposure.

What is the recommended water temperature?

Cold plunge water temperatures will vary based on individual preference. Beginners often start with warmer temperatures (around 55°F/12°C) and gradually work their way down as their tolerance builds.

What time of day should I cold plunge?

Cold plunging preferences are highly individual and depend on your goals. Cold plunging in the morning can help you wake up, boost your mood, and feel refreshed and alert for the day ahead. Cold plunging in the afternoon can help clear your mind, soothe your muscles after a workout, and give you an energy boost to combat an afternoon slump.

What should I wear in a cold plunge?

A traditional swimsuit will work, but it's best to have a dedicated cold plunge suit that isn't worn in pools, lakes, or the ocean. Prior to getting in the cold plunge, thoroughly rinse the suit to ensure it is free of soaps, chemicals, or lotions that can negatively affect the water chemistry in your cold plunge.

MAINTENANCE

What is the recommended maintenance on the cold plunge? Does it need regular maintenance?

Component	Maintenance
Filter	Once a month, clean debris from the filter by rinsing it with water. Replace the entire filter every 6–8 months.
Cabinet & Cover	Clean as needed with mild soap and water. Avoid using abrasive materials or harsh chemicals.
UV-C Lamp	Replace every 12 months. You may call your dealer if you are not comfortable doing this service on your own.
Heat Pump	Maintain your heat pump by regularly removing debris, keeping the area clean, ensuring proper water flow, winterizing when not in use, reopening valves before restart, covering it in winter, allowing for normal condensation, and scheduling professional checkups to ensure optimal performance and longevity.

How often should I change the water in the cold plunge?

To maintain clean and fresh water, owners should drain and refill their cold plunge every 3–6 months.

How do I keep the water clean?

Our cold plunge uses a built-in UV-C lamp to help keep water clean with minimal effort. To maintain water quality, regularly test and balance the water using a 5-way test strip. Sanitize weekly (and after heavy use) with 2 teaspoons of granular chlorine (sodium dichlor) to maintain levels between 3–5 ppm. Granular bromine may also be used, but never use compressed sanitizer or floaters. For best performance, clean the filter monthly to remove debris.

What is the filtration system within the cold plunge?

It has a 25 square-foot filter that can be removed and cleaned.

How do I know when the UV-C Lamp needs to be replaced?

You will know if the UV-C lamp needs to be replaced if any of the following happens:

- There is no visible glow from the UV-C lamp chamber (after confirming the system is powered on).
- The water is cloudy or of deteriorating quality, despite proper chemical balance.
- The lamp is over 12 months old. Most UV-C lamps lose effectiveness after 9–12 months, even if they still light up.

How often do I need to change the UV-C Lamp?

Owners should replace the UV-C lamp every 12 months. Here is the part number your dealer will need for reference: 79878.

Where can I get a replacement UV-C Lamp?

A kit with the lamp can be purchased through your local cold plunge dealer. Your dealer can also help change the lamp if you do not feel comfortable doing it yourself. Your dealer can reference part number 79878.

How do I dispose of my old UV-C lamp?

The UV-C lamp used in the cold plunge contains mercury. Properly dispose of the old UV-C lamp in accordance with disposal laws. Visit lamprecycle.org for more details.

How do I winterize the cold plunge?

For detailed instructions, please see the Owner's Manual. Here is a high-level overview of the process:

1. Turn off the cold plunge.
2. Drain all water from the cold plunge.
3. Use a wet/dry vacuum to clear water from all plumbing lines.
4. Remove, clean, and store the filter in a dry place.
5. Thoroughly dry the shell and filter compartment.
6. Add propylene glycol antifreeze to the suction fitting and drain. Never use toxic auto-antifreeze.
7. Secure the equipment door.

Improper winterization may void the warranty. Contact your dealer for assistance if needed.

What is the official guidance for using a cold plunge in sub-zero temperatures?

The cold plunge performs optimally in ambient temperatures ranging from 20°F to 100°F. When temperatures drop below 20°F, the heat pump will work harder to maintain the desired water temperature; however, the circulation pump continues running to help prevent freezing.

Watkins recommends winterizing the cold plunge if the owner will be away and unable to monitor the unit during freezing conditions. Alternatively, because the unit is portable, it can be moved indoors, a convenient feature that allows for continued use during extreme weather

SAFETY PRECAUTIONS

Can I cold plunge every day? How often should I cold plunge?

Cold plunge frequency is highly individual and depends on your health, tolerance, and goals. Consult with your doctor prior to starting any cold plunge routine.

What should I do before starting a cold plunge routine?

Always consult your doctor before beginning a cold plunge routine. Start slowly to allow your mind and body to become accustomed to the cold water. Begin with water temperatures between 45–60°F and limit your first few times to 1–2 minutes. As your body becomes more comfortable in the water, you can gradually extend your duration and lower the temperature.

Should I cold plunge before or after a workout?

Cold plunging before or after a workout is highly individual and depends on your goals. Cold plunging before exercising can help clear your mind, give you an energy boost for the workout, and prepare you for the stress of the exercise. Cold plunging after a workout can aid in muscle recovery, soothe sore muscles, and enhance your overall wellness.

Should I submerge my head in a cold plunge?

If you'd like! Many people enjoy submerging their head for an extra boost of clarity and recovery. Just ease into it and focus on steady breathing for the best experience.

WARRANTY

What is the warranty for the cold plunge?

Coverage Area	Term	Details
Shell & Surface	5 Years	Covers water loss and surface defects in the acrylic shell.
Plumbing	3 Years	Covers leaks from fittings, plumbing, joints, drains, and bonded parts.
Components	3 Years	Covers electrical components, circulation pump, and valves. • Excludes minor parts (e.g., filter cartridges) and accessories (check with dealer).
Heat Pump	3 Years	Covers defects in materials and workmanship.
Cabinet	3 Years	Covers structural integrity. • Cosmetic finish covered only at delivery.
LED Lighting	2 Years	Covers factory-installed underwater lights.
UV Water Sanitation System	2 Years	Covers tubing, housing, and electrical components (UV-C lamp not included).
Cover	2 Years	WeatherPro™ cover to be free from defects in materials and workmanship for two years.

TROUBLESHOOTING

Does the circulation pump have a protection mode?

The pump itself does not have a built-in protection mode; however, the controller does. If an issue is detected — such as a flow problem or pump failure — the controller will enter protection mode and display an error code on the control panel.

What should I do if I see an error code?

If you see an error code pop up, start by checking your Owner's Manual. It usually has the steps you'll need to fix it. If you're still unsure or the issue continues, reach out to your dealer. They'll help you figure it out and can connect with our Customer Service or Tech Support team if needed.

General troubleshooting steps

Turn off power and check for:

- Proper and secure wiring connections (control pack, control panel, heat pump)
- Signs of sensor damage (temperature sensors, exhaust sensors)
- Signs of poor flow (blocked pipes, reversed inlet/outlet, air trapped)
- If issues persist after basic checks, the user/dealer should contact Customer Service or Tech Support.

Who can repair the heat pump? Are there other internal parts to be replaced?

Contact your local dealer if you think your cold plunge requires any repairs or part replacements.

How should condensation management be handled?

Condensation occurs when the ambient temperature is lower than the dew point (typically 56° F), creating a rain effect inside the cabinet. The equipment and plumbing sit above a catch tray that is roughly 1" deep to catch condensation. It is also equipped with a drain hose to remove condensation from the catch tray.

Use Tip: Position the drain hose away from any decorative landscaping, as condensation water can be acidic, causing staining or damage to live plants.

- If the Emerge is indoors, position the hose toward a drain.

CONTACT INFORMATION

Warranty Department (800) 999-4688 Ext. 8500 Email warranty@watkinsmfg.com

Technical Support (800) 999-4688 Ext. 8115 Email techsupport@watkinsmfg.com

Customer Care (800) 999-4688 Ext. 8432 Email customerservice@watkinsmfg.com