

Model #: P100



CryoCloud P100

Welcome to the CryoCloud P100, the premier dry cold float system.

The P100 is engineered to provide the benefits of cold immersion experience without the inconvenience of getting wet.



Instruction Manual

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WELCOME TO CRYOCLOUD™

Instruction Manual for Owners, Operators, and Facility Personnel

Thank you for choosing the CryoCloud™ P100 by Protocol⁴ Health™.

The CryoCloud™ P100 is an innovative dry cold float system designed to deliver a unique cold immersion experience while allowing users to remain dry and comfortable throughout the session. By combining controlled cold-water technology with a suspended floating membrane, the CryoCloud™ creates an environment intended to support relaxation, comfort, recovery, and general wellness applications.

Unlike traditional cold-water immersion systems, the CryoCloud™ allows users to experience the sensation of floating above chilled water without direct contact with the water itself. The result is a comfortable and accessible experience suitable for a variety of wellness, fitness, recovery, and lifestyle settings.

This manual has been developed to help owners, operators, and facility personnel safely install, operate, maintain, and care for the CryoCloud™ P100. Please read this manual carefully before installation or operation and retain it for future reference.

Inside this manual you will find:

- Important safety information
- User eligibility and screening guidance
- Installation requirements
- Operating instructions
- Emergency procedures
- Cleaning and maintenance requirements
- Troubleshooting guidance
- Warranty and support information

At Protocol⁴ Health™, we are committed to providing innovative wellness technologies supported by responsive customer service, technical support, and ongoing product development.

We appreciate your trust in the CryoCloud™ P100 and look forward to supporting your success.

Protocol⁴ Health™

support@protocol4health.com

561-323-8350

www.protocol4health.com

Responsible Party

Product Brand: Protocol⁴ Health™

Product: CryoCloud™ P100

Responsible Party for Product Support, Service, Warranty Administration, and Technical Documentation:

Quest Global Fulfillment, LLC

Phone: 561-323-8350

Email: support@protocol4health.com

Website: www.protocol4health.com

Quest Global Fulfillment, LLC is responsible for customer support, warranty administration, service coordination, replacement parts, and product documentation associated with the CryoCloud™ P100.

Purchaser Equipment Record

Model Number: _____

Serial Number: _____

Date of Installation: _____

Facility Name: _____

Installer: _____

Important Safety, Regulatory, and Use Information

Please read this section carefully before installing or operating this device.

1. Role of Protocol⁴ Health

Protocol⁴ Health acts as a distributor, converter, and branding partner of this equipment.

All materials provided, including this manual, are intended to support general product understanding, setup, and safe operation. Protocol⁴ Health does not manufacture the core components of the device and does not independently certify the device for medical use.

2. Wellness-Only Positioning

This device is intended for general wellness and aesthetic use only. No representation is made regarding FDA clearance or regulatory classification unless explicitly provided in writing for a specific device.

This device is:

- Not intended to diagnose, treat, cure, or prevent any disease
- Not represented as a medical device unless explicitly stated otherwise in writing
- Not intended to produce clinical or therapeutic outcomes

No medical or physiological claims are made regarding the performance of this device.

3. No Medical or Legal Advice

The information contained in this manual is provided for general informational purposes only.

It does not constitute:

- Medical advice
- Clinical guidance
- Legal or regulatory advice

Operators and purchasers are responsible for consulting appropriate professionals regarding use within their facility or jurisdiction.

4. Operator and Facility Responsibility

The purchaser and operator of this device are solely responsible for:

- Ensuring compliance with all applicable federal, state, and local laws and regulations
- Determining appropriate use within their facility
- Obtaining any required licenses, permits, or approvals
- Training all operators and staff
- Establishing and enforcing safety protocols

Protocol⁴ Health does not supervise or control how the device is used once delivered.

5. Training and Use Requirements

This device should only be operated by individuals who:

- Have been properly trained in its use
- Understand all safety procedures
- Follow all instructions outlined in this manual

Protocol⁴ Health does not certify operators or guarantee competency.

6. Safety Warnings (General)

Failure to follow safety instructions may result in injury or equipment damage.

General safety requirements include:

- Use only as directed in this manual
- Do not modify or alter the device
- Ensure proper installation by qualified professionals where required
- Inspect the device regularly for damage or wear
- Do not operate if any component appears damaged or malfunctioning

Always follow all device-specific warnings included in this manual.

Important Safety, Regulatory, and Use Information Cont.

7. Limitation of Responsibility

Protocol⁴ Health shall not be responsible for:

- Improper use of the device
- Failure to follow instructions
- Operator error
- Regulatory non-compliance
- Any claims made by the purchaser or operator

All use is at the sole risk of the operator and facility. To the fullest extent permitted by law, Protocol⁴ Health disclaims all liability for any direct, indirect, incidental, or consequential damages arising from use of the device.

8. Device-Specific Risks

Each device includes unique operational and environmental risks. These risks are outlined in the applicable sections of this manual and must be reviewed prior to use.

9. Modifications and Third-Party Use

The device may not be modified, relabeled, or marketed in a manner inconsistent with this manual without prior written authorization from Protocol⁴ Health. This includes any modification to labeling, instructions for use, marketing materials, or claims associated with the device.

Any modification, misuse, or use outside the scope of this manual may:

- Void any applicable warranty
- Increase risk of injury or damage
- Shift full liability to the operator

10. Acknowledgement

By installing, operating, or using this device, the purchaser and operator acknowledge and accept full responsibility for its use and compliance with all applicable requirements.

Compliance

The CryoCloud has been manufactured using components evaluated for compliance with applicable electrical safety and electromagnetic compatibility standards. Applicable certifications are included in Appendix A.

Contraindications, Precautions, and User Eligibility

WARNING

Cold exposure may not be appropriate for all individuals. Failure to properly screen users prior to participation may increase the risk of discomfort, injury, adverse health events, or medical complications.

The CryoCloud™ P100 is intended for general wellness, relaxation, comfort, and recovery applications only. It is not intended to diagnose, treat, cure, mitigate, monitor, or prevent any disease or medical condition.

Users are responsible for disclosing relevant medical conditions. Operators are responsible for reviewing contraindications and determining whether participation is appropriate.

ABSOLUTE CONTRAINDICATIONS

Individuals with any of the following conditions should not use the CryoCloud™ P100 unless specifically authorized by a licensed healthcare provider familiar with their condition:

- Pregnancy
- Recent heart attack (myocardial infarction)
- Unstable cardiovascular disease
- Severe or uncontrolled hypertension
- Severe peripheral vascular disease
- Cryoglobulinemia
- Cold urticaria (cold-induced hives)
- Severe cold hypersensitivity
- Uncontrolled seizure disorders
- Active infection accompanied by fever
- Severe neuropathy resulting in impaired temperature sensation
- Any condition that prevents the user from communicating discomfort or distress
- Any condition for which cold exposure has been medically contraindicated

RELATIVE CONTRAINDICATIONS

Individuals with the following conditions should consult a licensed healthcare professional prior to participation:

- Controlled cardiovascular disease
- Controlled hypertension
- Diabetes
- Raynaud's phenomenon or Raynaud's syndrome
- History of circulatory disorders
- Recent surgery
- Open wounds, skin irritation, or healing injuries
- Chronic medical conditions requiring physician supervision
- Use of medications that affect circulation, blood pressure, or temperature regulation
- Any condition causing impaired sensation or reduced awareness of cold exposure

USER ELIGIBILITY REQUIREMENTS

Before each session, operators should verify that the user:

- Is 18 years of age or older.
- Has reviewed all applicable warnings and precautions
- Understands the nature of the experience
- Is able to communicate discomfort immediately
- Can enter and exit the system safely, independently or with appropriate assistance
- Has removed jewelry, watches, belts, keys, and other sharp objects
- Is not visibly impaired by alcohol, drugs, or other substances
- Is physically capable of participating in cold exposure activities

Contraindications, Precautions, and User Eligibility

SESSION TERMINATION

Use of the CryoCloud™ P100 should be discontinued immediately if a user experiences:

- Chest pain
- Shortness of breath
- Dizziness
- Lightheadedness
- Fainting
- Severe discomfort
- Numbness beyond expected cold exposure
- Signs of distress
- Any unexpected physical reaction

If symptoms persist or appear serious, seek appropriate medical attention immediately.

MEDICAL DISCLAIMER

The CryoCloud™ P100 is a general wellness product and is not a substitute for professional medical advice, diagnosis, treatment, or supervision.

Individuals with questions regarding participation should consult an appropriately licensed healthcare professional before using the equipment.

OPERATOR RESPONSIBILITY

Facility owners and operators are responsible for implementing appropriate screening procedures, obtaining informed consent where required by law, maintaining supervision practices consistent with their facility policies, and complying with all applicable local, state, national, and international regulations.

Pre-Session User Screening Checklist

The following checklist should be completed by the operator prior to each CryoCloud™ P100 session.

Operator Name: _____

Date: _____

User Name: _____

SESSION ELIGIBILITY REVIEW

- ☐ User has reviewed applicable warnings, precautions, and contraindications.
- ☐ User has had an opportunity to ask questions regarding the session.
- ☐ User understands the nature of the CryoCloud™ experience.
- ☐ User understands that participation is voluntary.
- ☐ User understands how to terminate the session early if desired.

MEDICAL SCREENING

To the best of the user's knowledge:

- ☐ User is not pregnant.
- ☐ User has not been advised by a healthcare provider to avoid cold exposure.
- ☐ User is not experiencing chest pain, shortness of breath, dizziness, fever, or other acute illness.
- ☐ User does not have any known medical condition identified in the Contraindications section that would prohibit participation.
- ☐ User has disclosed any relevant medical conditions or concerns.
- ☐ User is not visibly impaired by alcohol, recreational drugs, or other substances that may affect judgment or safety.

PHYSICAL READINESS

- ☐ User is physically capable of safely entering and exiting the equipment.
- ☐ User is capable of communicating discomfort, distress, or the desire to end the session.
- ☐ User understands that the session may be terminated at any time.

EQUIPMENT SAFETY REVIEW

- ☐ Jewelry has been removed.
- ☐ Watches have been removed.
- ☐ Keys, belt buckles, and sharp objects have been removed.
- ☐ User clothing is free of sharp components that could damage the membrane.
- ☐ User has removed shoes prior to entering the system.

PRE-SESSION CONFIRMATION

- ☐ Equipment has been inspected and appears safe for operation.
- ☐ Water temperature is within the intended operating range.
- ☐ Session settings have been reviewed.
- ☐ User has been instructed on emergency and early-exit procedures.

Pre-Session User Screening Checklist Cont.

FINAL AUTHORIZATION

☐ User is approved to participate in today's session.

Operator Initials: _____ User Initials (optional): _____

Comments:

NOTICE: This screening checklist is intended as a facility risk-management tool and does not constitute medical advice, diagnosis, or medical clearance. Completion of this checklist does not guarantee suitability for participation. Facility operators remain responsible for exercising reasonable judgment and complying with all applicable laws, regulations, and facility policies.

User Consent and Acknowledgment Notice

Facility owners and operators are responsible for determining whether written informed consent, liability waivers, health history questionnaires, or other user documentation are required by applicable laws, regulations, insurance requirements, or facility policies.

The CryoCloud™ P100 is intended for general wellness, relaxation, comfort, and recovery applications.

Prior to participation, users should be provided an opportunity to:

- Review applicable warnings, precautions, and contraindications
- Ask questions regarding the CryoCloud™ P100 experience
- Understand session procedures and safety requirements
- Understand how to terminate a session at any time
- Disclose relevant medical conditions or concerns

Quest Global Fulfillment, LLC and Protocol⁴ Health™ do not provide legal advice regarding consent, waiver, screening, documentation, or record-retention requirements.

Facility owners and operators should consult qualified legal counsel regarding documentation requirements applicable to their jurisdiction and business operations.

USER ACKNOWLEDGMENT

Prior to participation, users should acknowledge that:

- Participation is voluntary.
- The CryoCloud™ P100 is intended for general wellness, relaxation, comfort, and recovery applications.
- The CryoCloud™ P100 is not a medical device and is not intended to diagnose, treat, cure, mitigate, monitor, or prevent any disease or medical condition.
- Individual experiences may vary.
- The session may be terminated at any time by the user or operator.
- Any discomfort, distress, dizziness, chest pain, shortness of breath, or other unexpected symptoms should be reported immediately.

User Conduct and Facility Rules

WARNING

Safe operation of the CryoCloud™ P100 requires user cooperation and compliance with all instructions provided by facility personnel.

Operators may refuse or terminate participation at any time if a user fails to comply with safety requirements.

GENERAL USER REQUIREMENTS

Users shall:

- Follow all operator instructions
- Comply with facility policies and procedures
- Report discomfort immediately
- Use the equipment only as intended
- Exercise reasonable care while entering, using, and exiting the system

PROHIBITED CONDUCT

Users shall not:

- Operate the equipment without authorization
- Tamper with controls, valves, hoses, or equipment components
- Jump, stand, kneel, or place excessive force on the membrane
- Intentionally damage equipment
- Use sharp objects while participating
- Bring food or beverages onto the equipment
- Engage in horseplay or unsafe conduct
- Distract operators during active sessions

JEWELRY AND PERSONAL ITEMS

Prior to participation, users shall remove:

- Watches
- Jewelry
- Keys
- Belt buckles
- Sharp accessories
- Objects that may damage the membrane

Users are responsible for securing personal belongings.

CLOTHING RECOMMENDATIONS

Users should:

- Wear clean, comfortable clothing
- Remove footwear prior to entering the system
- Avoid clothing with sharp fasteners, studs, rivets, or abrasive components

INTOXICATION AND IMPAIRMENT

Participation is prohibited if a user appears impaired by:

- Alcohol
- Recreational drugs
- Controlled substances that impair judgment or coordination
- Any condition that prevents safe participation

Operators may refuse participation when impairment is suspected.

RIGHT TO TERMINATE PARTICIPATION

Operators may terminate a session immediately if:

- Safety concerns arise
- User distress is observed
- Equipment misuse occurs
- Facility rules are violated
- Continued participation appears unsafe

FACILITY AUTHORITY

Facility owners and operators may establish additional participation requirements, behavioral expectations, dress requirements, consent procedures, and operational policies consistent with applicable laws and facility practices.

CryoCloud P100

Pre-Installation & Site Logistics

Electrical Setup

Mandatory Professional Install: A certified electrician must install a dedicated 220V–240V circuit using the provided earthed industrial plug and base.

Warning: Do not attempt to use a standard US 110V/15A outlet. The system draws 3500W during peak cooling; insufficient voltage will damage the 3 HP chiller and void the warranty.



Unloading & Placement

Forklift Requirement: Due to the 661 lb dry weight and oversized dimensions, you must have a forklift on-site to unload the unit from the delivery truck.

Chiller Location: The industrial chiller generates moderate noise and heat during the cooling cycle. For the best user experience, we recommend placing the chiller unit in a separate equipment room or behind a sound-dampening partition.

Range: The connection pipes and communication cables allow for a maximum distance of 13 feet (4 meters) between the bed and the chiller unit.



Installation Requirements

WARNING

Failure to comply with installation requirements may result in equipment damage, reduced performance, unsafe operation, and voided warranty coverage.

All installation work must be performed by qualified personnel.

LOCATION REQUIREMENTS

- Indoor use only.
- Install on a stable, level surface capable of supporting the combined weight of the equipment, water, and user.
- Protect equipment from rain, flooding, excessive humidity, and direct weather exposure.
- Install only in locations with adequate ventilation.
- Keep the installation area clean and free from excessive dust and debris.

ACCESS REQUIREMENTS

Prior to delivery and installation, verify:

- Doorways, hallways, elevators, and access routes are sufficient for equipment dimensions.
- Adequate space exists for unloading and positioning equipment.
- Service personnel can safely access all equipment components.

CHILLER LOCATION REQUIREMENTS

The chiller generates heat and requires unrestricted airflow.

- Do not block ventilation openings.
- Maintain adequate clearance around the chiller.
- Do not install inside enclosed cabinets or confined spaces without ventilation.
- Keep the chiller away from heat-producing equipment where possible.

BED AND CHILLER POSITIONING

- Position the bed and chiller on stable, level surfaces.
- Do not exceed the maximum approved distance of 13 feet (4 meters) between the bed and chiller.
- Ensure all hoses and cables are protected from damage, crushing, or trip hazards.

ELECTRICAL REQUIREMENTS

- Dedicated 220–240V AC circuit required.
- Dedicated 16 Amp circuit required.
- Installation must be performed by a qualified electrician.
- Proper grounding is required.
- Electrical installation must comply with all applicable codes and regulations.
- Do not use extension cords, adapters, or shared circuits.

WATER SYSTEM REQUIREMENTS

- Use clean water when filling the membrane.
- Inspect all hoses and fittings before operation.
- Verify all connections are secure prior to filling.
- Do not operate the system if leaks are present.

PRE-OPERATION VERIFICATION

Prior to first use:

- Verify proper electrical installation.
- Verify all plumbing connections.
- Verify correct membrane fill level.
- Verify proper chiller operation.
- Verify platform movement.
- Verify user controls function correctly.

Do not place the equipment into service until all installation and operational checks have been successfully completed.

TECHNICAL SPECIFICATIONS

Refrigeration System: The CryoCloud utilizes an R-32 refrigerant-based closed-loop refrigeration system. The refrigerant circuit is factory sealed and contains no user-serviceable components. Servicing the refrigeration system may only be performed by qualified service personnel.

Component	Specification
Product Name	CryoCloud P100
Product Type	Dry Cryotherapy Float Bed
Intended Use	Commercial wellness and recovery applications
Voltage	220–240V AC, 50/60Hz
Frequency	60 Hz
Dedicated Circuit Requirement	16 Amp
Chiller Type	3 HP Industrial Chiller
Cooling Capacity	3080 Watts
Operating Water Temperature	41°F–43°F (4°C–6°C)
Maximum Water Capacity	500 Liters (132 Gallons)
CryoCloud Bed Weight	661 lbs (300 kg)
CryoCloud Bed Length	98.4 in (250 cm)
CryoCloud Bed Width	47.2 in (120 cm)
CryoCloud Bed Height	25.6 in (65 cm)
Maximum User Capacity	661 lbs (300 kg)
Chiller Unit Weight	198 lbs (90 kg)
Chiller Unit Length	31.1 in (79 cm)
Chiller Unit Width	28.0 in (71 cm)
Chiller Unit Height	23.6 in (60 cm)
Maximum Distance Between Bed and Chiller	13 ft (4 m)
Platform Travel	9.1 in (23 cm) vertical lowering
CryoCloud Bed Shipping Weight	589 lbs (267 kg)
CryoCloud Bed Shipping Dimensions	102 in × 51.6 in × 27.6 in
Chiller Shipping Weight	161 lbs (73 kg)
Chiller Shipping Dimensions	33.9 in × 30.7 in × 25.6 in
Environmental Use	Indoor Use Only
Facility Type	Commercial Wellness Facility Use

NOTICE: Specifications are subject to change without notice as part of ongoing product improvements.

Transport and Storage

Transport Requirements

The CryoCloud P100 and chiller components are heavy commercial equipment and must be handled with appropriate care during transportation, unloading, and movement.

- Transport and store all components in an upright position.
- Do not drop, tip, drag, or subject the equipment to excessive impact.
- Use appropriate lifting equipment when moving the system.
- Follow all applicable workplace safety procedures during handling and installation.
- Inspect all packaging and equipment for visible damage upon delivery.

Unloading Requirements

The CryoCloud P100 bed weighs approximately 551 lbs (250 kg) and requires appropriate material-handling equipment.

- A forklift or equivalent lifting equipment must be available at the delivery location.
- Verify adequate access routes before delivery.
- Inspect the shipment for damage before signing delivery documents.
- Report any shipping damage immediately.

Storage Requirements

If installation will not occur immediately following delivery:

- Store the equipment indoors only.
- Store in a clean, dry environment.
- Protect from rain, flooding, excessive moisture, and direct sunlight.
- Keep all packaging materials in place until installation.
- Prevent unauthorized access to stored equipment.
- Do not place heavy objects on top of the equipment or packaging.

Pre-Installation Inspection

Prior to installation:

- Verify all components are present.
- Inspect the bed, membrane, hoses, fittings, controls, and chiller for visible damage.
- Confirm that electrical cords and connectors are intact.
- Verify that no shipping damage occurred during transport or storage.

If damage is identified, do not install or operate the equipment until the issue has been evaluated and resolved.

Receiving Inspection

Upon delivery, the purchaser should verify:

- Correct model received
- Correct quantity received
- No visible shipping damage
- Packaging integrity
- Presence of all accessories and supplied components

Any shipping damage or missing components should be reported promptly to Quest Global Fulfillment.

Delivery Inspection and Acceptance

NOTICE

The purchaser is responsible for inspecting the CryoCloud™ P100 and all related components immediately upon delivery.

Failure to promptly identify and report shipping damage may affect freight claims, warranty evaluations, or replacement requests.

INSPECTION UPON DELIVERY

Upon receipt of the shipment, the purchaser should inspect:

- Shipping containers
- Packaging materials
- CryoCloud™ bed
- Chiller unit
- Hoses and fittings
- Electrical cords and connectors
- Accessories and supplied components

Verify the following:

- Correct model received
- Correct quantity received
- No visible shipping damage
- No punctures, dents, cracks, or deformation
- Packaging remains intact
- All ordered components are present

CONCEALED DAMAGE

Certain shipping damage may not be immediately visible.

If concealed damage is discovered during unpacking or installation:

- Photograph the damage immediately
- Retain all packaging materials when possible
- Document the condition of the equipment
- Notify the carrier if required
- Contact technical support promptly

DO NOT OPERATE DAMAGED EQUIPMENT

Do not install or operate equipment if:

- Structural damage is observed
- Electrical damage is observed
- Water system components are damaged
- The membrane has been punctured or compromised
- Safety-related components appear damaged

If damage is identified, place the equipment out of service and contact technical support.

REPORTING SHIPPING DAMAGE

Shipping-related damage should be reported as soon as reasonably possible.

When reporting damage, provide:

- Model number
- Serial number (if available)
- Photographs of the damage
- Photographs of packaging materials
- Delivery information
- Description of the issue

RETENTION OF SHIPPING MATERIALS

Packaging materials should be retained until the equipment has been fully inspected, installed, and verified operational.

Retaining packaging materials may assist with freight investigations, transportation claims, or equipment relocation.

Electrical Safety

WARNING

To reduce the risk of electric shock, fire, equipment damage, or personal injury, read and understand all electrical safety instructions before installing or operating the CryoCloud P100.

ELECTRICAL SAFETY

WARNING

Failure to follow electrical safety requirements may result in equipment damage, electric shock, serious injury, or death.

General Electrical Safety

- The CryoCloud P100 must be connected only to a dedicated 220–240V AC electrical circuit.
- Installation must be performed by a qualified electrician.
- Electrical installation must comply with all applicable national, state, local, and facility electrical codes.
- Proper grounding is required at all times.
- Do not operate the system without an approved grounding connection.

Power Supply Requirements

- Dedicated 16 Amp circuit required.
- Do not use extension cords, power strips, adapters, or shared circuits.
- Verify electrical specifications prior to installation.
- Use only the supplied power connection components or approved replacements.

Water and Electricity Warning

The CryoCloud P100 contains water and electrically powered components.

- Never operate the system if electrical components are wet.
- Immediately disconnect power if water is observed near electrical outlets, plugs, wiring, or electrical components.
- Do not touch electrical components with wet hands.
- Do not operate the equipment if electrical damage is suspected.

Inspection Requirements

Prior to operation:

- Inspect power cords for damage.
- Verify that plugs and connectors are secure.
- Confirm proper grounding.
- Inspect visible wiring for wear or damage.

Do not operate the system if electrical damage is present.

Service and Repair

- Disconnect electrical power before performing maintenance, inspection, or service.
- Do not remove electrical covers or access panels unless authorized and properly trained.
- Electrical repairs must be performed only by qualified personnel.
- Unauthorized repairs or modifications may create hazardous conditions and void warranty coverage.

Power Interruption

In the event of a power interruption:

- Follow the Power Failure Procedure contained in this manual.
- Inspect the system before returning it to service.
- Verify normal operation of all controls and functions.

Prohibited Actions

Do not:

- Modify electrical components.
- Bypass safety systems.
- Use damaged power cords.
- Operate the system with removed covers or guards.
- Connect the system to an improper voltage source.
- Perform unauthorized electrical repairs.

Water Quality Requirements

Use only clean, potable drinking water when filling the CryoCloud™ P100 membrane system.

Do not use:

- Salt water
- Pool chemicals
- Chlorine additives
- Antifreeze
- Hydrogen peroxide
- Essential oils
- Fragrances
- Cleaning chemicals
- Disinfectants
- Mineral additives
- Any additive not expressly approved by Quest Global Fulfillment, LLC

Use of unapproved liquids or additives may:

- Damage the membrane
- Damage plumbing components
- Damage the chiller system
- Reduce system performance
- Create sanitation concerns
- Void warranty coverage

The water contained within the membrane is part of a closed operating system and should remain free of additives unless specifically authorized by Quest Global Fulfillment, LLC.

Environmental and Operating Conditions

WARNING

Operation of the CryoCloud™ P100 outside recommended environmental conditions may result in reduced performance, equipment damage, unsafe operation, and voided warranty coverage.

INTENDED OPERATING ENVIRONMENT

The CryoCloud™ P100 is intended for:

- Indoor use only
- Commercial wellness facilities
- Recovery centers
- Spas and wellness clinics
- Fitness and performance facilities
- Professional supervised environments

The equipment is not intended for outdoor operation.

PROHIBITED ENVIRONMENTS

Do not install or operate the CryoCloud™ P100:

- Outdoors
- In direct rain or weather exposure
- In standing water
- In flood-prone locations
- In excessively humid environments
- In corrosive environments
- In areas exposed to excessive dust or debris
- In areas containing flammable vapors or combustible materials
- In environments where ventilation is restricted

VENTILATION REQUIREMENTS

The chiller generates heat during operation and requires adequate airflow.

Operators shall:

- Maintain unobstructed airflow around the chiller
- Keep ventilation openings clear
- Prevent accumulation of dust and debris around cooling components
- Avoid installing the chiller in enclosed, unventilated spaces

Restricted airflow may reduce cooling performance and increase equipment wear.

WATER EXPOSURE

The CryoCloud™ P100 contains electrical components.

Do not:

- Spray water directly onto electrical components
- Operate the system if electrical components become wet
- Allow water to accumulate around power connections

If water contacts electrical components, discontinue operation and inspect the equipment before returning it to service.

FACILITY CONDITIONS

The installation area should:

- Be clean and well maintained
- Provide adequate working space around the equipment
- Permit safe entry and exit for users
- Permit access for service and maintenance personnel
- Be free of unnecessary trip hazards

SUNLIGHT AND HEAT SOURCES

Avoid installation:

- In direct sunlight
- Adjacent to heat-producing equipment
- Near furnaces, heaters, or other significant heat sources

Excessive environmental heat may negatively affect cooling performance.

INDOOR USE ONLY

The CryoCloud™ P100 is designed and intended exclusively for indoor commercial use.

Outdoor operation, storage, or exposure to environmental conditions may result in equipment damage and may void warranty coverage.

Initial Setup & System Priming

Filling the Water Membrane

1. **Inlet Connection:** Attach your water source to the Red Inlet Valve on the bed frame.
2. **Pipe Integration:** Securely connect the two white insulated pipes between the chiller and the bed.
3. **The 5/6 Rule:** Fill the patented membrane until it is approximately 83% (5/6) full.
Note: Never fill the membrane completely. The remaining 1/6 of space is required for displacement when the user is lowered into the bed.
4. **Sealing:** Once filled, close the inlet valve by turning it counter-clockwise until hand-tight.



Bleeding the System (Air Removal)

If the chiller displays a flow error or the pump sounds “hollow,” there is air trapped in the lines.

- Locate the red air-bleeding valve on the chiller unit.
- Twist the valve to align with the release hole.
- Wait for air to hiss out. Once a steady, solid stream of water exits the hole, close the valve immediately.



WARNING Do not exceed the maximum user capacity of 661 lbs (300 kg). Exceeding the maximum user capacity may result in equipment damage, unsafe operation, or personal injury.

Operation Instructions

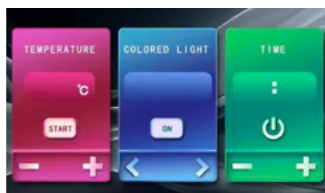
Temperature & Chromotherapy Setup

Pre-Cooling: The P100 cools at a rate of approximately 18 degrees Fahrenheit (10 degrees Celsius) per hour. To reach the recommended operating temperature of 41 degrees Fahrenheit from room temperature, start the system at least 2 hours prior to the session.

Interface Controls:

Temp: Use the [+] and [-] icons on the touch-screen or remote to set your target.

Lights: The system features 7-color LED Chromotherapy. Use the [<] and [>] icons to cycle through colors and the center [ON/OFF] button to activate the lights.



Managing the Session

Entry: Have the user lie on the dry membrane.

Audio: Sync the provided Bluetooth headset to the user's preferred relaxation media.

Immersion: After the session begins, the motorized platform automatically lowers approximately 9.1 in (23 cm) into the treatment position. This movement is slow and controlled. Users should remain still while platform is moving.

Buoyancy Adjustment: To achieve a deeper “wrap” around the body, briefly open the red valve while the user is lying on the lowered platform to release excess air.

Thermal Protection: Wrap the user in the provided 8.2ft x 8.2ft (2.5m x 2.5m) thermal blanket. This maintains core body heat while allowing the cold to focus on the musculoskeletal system.

Safety: Ensure the user is aware of the ON/OFF button, which immediately halts the session and raises the platform.

Troubleshooting Guide Emergency Procedures

WARNING

Operators must remain available and capable of assisting users throughout operation of the CryoCloud™ P100.

If an emergency, malfunction, or user distress occurs, immediately discontinue operation and follow the applicable procedure below.

EARLY SESSION TERMINATION

A user may end a session at any time for any reason.

Procedure:

1. Press the ON/OFF button.
2. The platform will automatically return to its raised position.
3. Wait until the platform reaches its fully raised starting position.
4. Assist the user if necessary.
5. Allow the user to exit the system safely.
6. Evaluate whether additional assistance or medical attention is required.

POWER FAILURE PROCEDURE

In the event of a power interruption:

1. Instruct the user to remain calm and remain in position.
2. Do not attempt to exit the system without assistance.
3. Verify whether power can be safely restored.
4. If power is restored, allow the platform to return to normal operation.
5. If power cannot be restored, assist the user in exiting the system.

The CryoCloud™ platform lowers only approximately 9.1 inches (23 cm). Users can generally exit the system with operator assistance if power cannot be restored.

After power restoration:

- Inspect the equipment.
- Verify normal control function.
- Confirm normal platform operation before returning the unit to service.

MEDICAL EMERGENCY PROCEDURE

If a user experiences:

- Chest pain
- Shortness of breath
- Loss of consciousness
- Seizure activity
- Severe dizziness
- Severe distress
- Any serious or unexpected medical event

Immediately:

1. Terminate the session.
2. Raise the platform.
3. Remove the user from the equipment.
4. Contact emergency medical services when appropriate.
5. Follow facility emergency response procedures.
6. Do not resume operation until the situation has been evaluated.

WATER LEAK PROCEDURE

If water leakage is observed:

1. End the session immediately.
2. Raise the platform and remove the user.
3. Disconnect electrical power if water is present near electrical components.
4. Identify the source of the leak if it can be done safely.
5. Place the equipment out of service.
6. Contact technical support before returning the equipment to operation.

Do not operate the equipment if an active leak is present.

Troubleshooting Guide Emergency Procedures

CHILLER FAILURE PROCEDURE

If the chiller stops operating, displays an error code, or fails to maintain temperature:

1. End the current session if user safety or comfort may be affected.
2. Record any displayed error codes.
3. Verify power supply and visible connections.
4. Allow the equipment to return to a safe idle condition.
5. Contact technical support if the issue cannot be immediately resolved.

Do not continue operating the equipment if cooling performance cannot be maintained.

USER DISTRESS PROCEDURE

If a user requests assistance or reports excessive discomfort:

1. End the session immediately.
2. Raise the platform.
3. Assist the user from the equipment.
4. Monitor the user's condition.
5. Provide water and a comfortable recovery environment if appropriate.
6. Seek medical assistance if symptoms persist or worsen.

EQUIPMENT MALFUNCTION

If unexpected operation, unusual noise, visible damage, electrical issues, or other malfunctions are observed:

1. Stop operation immediately.
2. Remove all users from the equipment.
3. Disconnect power if necessary.
4. Place the equipment out of service.
5. Contact technical support.

Do not operate equipment suspected of malfunctioning until the issue has been resolved.

Session Operation and Supervision Requirements

WARNING

The CryoCloud™ P100 should only be operated under appropriate supervision. The CryoCloud™ P100 is intended for use by one (1) person at a time.

Users should never be placed onto the system without access to assistance if needed.

OPERATOR RESPONSIBILITIES

The operator is responsible for:

- Verifying completion of pre-session screening
- Reviewing contraindications and precautions
- Ensuring proper equipment setup
- Monitoring user condition during operation
- Responding to user requests for assistance
- Following emergency procedures when necessary
- Ensuring compliance with facility policies and applicable regulations

PRE-SESSION RESPONSIBILITIES

Prior to beginning a session, the operator shall:

- Verify proper equipment operation
- Confirm proper water temperature
- Verify platform operation
- Review session procedures with the user
- Explain session termination procedures
- Verify removal of jewelry and sharp objects
- Confirm user readiness

USER SUPERVISION

Users should not be left without access to assistance during operation.

An operator or designated staff member should remain available throughout the session and be capable of responding promptly if assistance is required.

SESSION MONITORING

During operation, the operator should monitor for:

- Signs of discomfort
- Dizziness
- Distress
- Requests to terminate the session
- Unusual equipment operation
- Alarms, error codes, or system malfunctions

SESSION TERMINATION

The session should be terminated immediately if:

- The user requests termination
- User distress is observed
- Equipment malfunction occurs
- Unsafe conditions are identified
- Operator judgment determines continuation is inappropriate

POST-SESSION PROCEDURES

Upon completion of a session:

- Raise the platform completely
- Assist the user if necessary
- Verify the user exits safely
- Inspect the membrane surface
- Perform required cleaning and disinfection procedures
- Prepare the system for the next session

FACILITY POLICIES

Facility owners and operators may establish additional supervision, monitoring, consent, screening, documentation, and operational requirements consistent with their business practices and applicable laws.

The requirements contained in this manual represent minimum operating recommendations and do not replace facility-specific policies or professional judgment.

Maintenance & Safety Standards

Bladder Integrity: The patented membrane is a precision-engineered material. Users must remove all jewelry, watches, and sharp accessories. Check for long or sharp fingernails, as punctures require specialized repair.

Hygiene: Wipe the membrane surface after every session using a non-corrosive, medical-grade disinfectant. It is recommended that users wear light, comfortable clothing and remove shoes before lying on the bed.

Cleaning, Disinfection, Inspection & Preventive Maintenance

WARNING

Failure to properly clean, disinfect, inspect, and maintain the CryoCloud™ P100 may result in equipment damage, reduced performance, unsanitary conditions, and voided warranty coverage.

Always follow the procedures contained in this manual.

GENERAL REQUIREMENTS

- Disconnect power before performing maintenance when appropriate.
- Use only approved cleaning and disinfecting products.
- Never use abrasive pads, steel wool, scrapers, or sharp tools on the membrane surface.
- Immediately remove equipment from service if damage is observed.

APPROVED CLEANING PRODUCTS

Only clean potable water shall be used within the CryoCloud™ P100 membrane system. The addition of chemicals, fragrances, disinfectants, salt, antifreeze, or other additives is prohibited unless expressly approved by Quest Global Fulfillment, LLC. The membrane surface should be cleaned only with silicone-safe disinfectants.

Approved products include:

- CaviWipes®
- Silicone-safe quaternary ammonium disinfectants
- Manufacturer-approved disinfecting wipes
- Mild soap and water when appropriate

PROHIBITED CHEMICALS

Do not use:

- Bleach or chlorine-based cleaners
- Concentrated hydrogen peroxide products
- Acetone
- MEK (Methyl Ethyl Ketone)
- Petroleum-based solvents
- Paint thinners
- Abrasive cleaning compounds
- Ammonia-based cleaners
- Harsh degreasers
- Any chemical not approved for silicone surfaces

Use of prohibited chemicals may damage the membrane and void warranty coverage.

BEFORE EACH SESSION

Inspect:

- Membrane surface
- Bed exterior
- Visible hoses and fittings
- Electrical cords and connections
- Chiller condition

Verify:

- No visible damage
- No active leaks
- Normal operating temperature
- Proper platform operation

Cleaning, Disinfection, Inspection & Preventive Maintenance

AFTER EACH SESSION

1. Raise platform completely.
2. Remove all user belongings.
3. Inspect membrane for visible damage.
4. Wipe the entire user-contact surface using an approved disinfectant wipe.
5. Allow disinfectant contact time in accordance with manufacturer instructions.
6. Allow the surface to dry before the next session.

DAILY PROCEDURES

- Clean and disinfect all user-contact surfaces.
- Inspect membrane condition.
- Verify operating temperature accuracy.
- Inspect hoses and visible fittings for leaks.
- Verify normal platform operation.
- Verify proper operation of controls and lighting.

WEEKLY PROCEDURES

- Inspect chiller ventilation openings.
- Remove dust and debris from accessible exterior surfaces.
- Inspect visible electrical connections.
- Verify secure hose connections.
- Inspect membrane seams for signs of wear.

MONTHLY PROCEDURES

- Verify temperature performance.
- Inspect refrigeration performance.
- Inspect membrane for wear, discoloration, or deterioration.
- Inspect all visible fasteners and fittings.
- Review maintenance records.

QUARTERLY PROCEDURES

- Perform comprehensive equipment inspection.
- Verify proper operation of all controls.
- Inspect chiller airflow and cooling performance.
- Inspect all accessible plumbing connections.
- Inspect structural components for damage or wear.

ANNUAL SERVICE

Annual service should be performed by qualified service personnel.

Annual service should include:

- Full system inspection
- Cooling system evaluation
- Electrical inspection
- Plumbing inspection
- Functional testing
- Replacement of worn components as necessary

MEMBRANE PROTECTION REQUIREMENTS

Prior to each session:

- Remove jewelry.
- Remove watches.
- Remove belts and sharp accessories.
- Remove keys and hard objects from pockets.
- Inspect for sharp fingernails when appropriate.

Damage caused by punctures, cuts, or user negligence may not be covered under warranty.

MAINTENANCE RECORDS

Facility operators should maintain records of:

- Cleaning activities
- Maintenance activities
- Inspections
- Repairs
- Service visits

Maintenance records should be retained in accordance with facility policies and applicable regulations.

Failure to comply with the cleaning, inspection, maintenance, and service requirements contained in this manual may void warranty coverage.

Service, Repair, and Replacement Parts Policy

WARNING

Improper repairs, unauthorized modifications, or the use of non-approved replacement parts may result in equipment damage, unsafe operating conditions, personal injury, and voided warranty coverage.

AUTHORIZED SERVICE

Routine cleaning, inspection, and operator-level maintenance may be performed as described in this manual.

Repairs involving:

- Electrical systems
- Chiller components
- Refrigeration systems
- Platform drive systems
- Internal controls
- Plumbing systems
- Structural components should be performed only by qualified service personnel.

UNAUTHORIZED REPAIRS

Do not:

- Modify equipment components
- Bypass safety features
- Alter electrical systems
- Modify plumbing systems
- Alter controls or software
- Perform repairs beyond those specifically authorized in this manual

Unauthorized repairs or modifications may:

- Void warranty coverage
- Create unsafe operating conditions
- Reduce equipment performance
- Transfer responsibility and liability to the party performing the modification

NO USER-SERVICEABLE PARTS

The CryoCloud™ P100 contains no user-serviceable parts within the chiller, electrical systems, controls, refrigeration components, or platform mechanisms.

Users and operators should not disassemble, modify, or access internal components except as specifically described in this manual.

REFRIGERATION SYSTEM

The CryoCloud™ P100 utilizes a factory-sealed refrigeration system containing R-32 refrigerant. Under normal operating conditions, the refrigeration circuit requires no routine refrigerant maintenance or replacement.

WARNING

Do not puncture, disconnect, modify, recharge, or attempt to repair any refrigeration component or refrigerant line.

The refrigeration system is factory sealed and may only be serviced by qualified refrigeration service personnel using approved equipment and procedures.

Unauthorized service may result in refrigerant release, equipment damage, fire hazard, personal injury, and void warranty coverage.

REPLACEMENT PARTS

Replacement parts should be obtained through authorized sources.

Use of non-approved replacement parts may:

- Affect equipment performance
- Create compatibility issues
- Create safety hazards
- Void warranty coverage

TECHNICAL SUPPORT ASSISTANCE

Before performing major repairs or replacing critical components, operators are encouraged to contact technical support.

Support Contact:

Email: support@protocol4health.com

Phone: 561-323-8350

Hours: Monday – Friday

10:00 AM – 6:00 PM Eastern Time (EST)

SERVICE DOCUMENTATION

Facility operators should maintain records of:

- Repairs
- Service visits
- Component replacements
- Equipment inspections
- Maintenance activities

Documentation should include:

- Date of service
- Description of work performed
- Parts replaced
- Service provider information
- Corrective actions taken

Equipment service records should be retained as part of the facility's maintenance documentation program.

TROUBLESHOOTING GUIDE

The following table provides basic troubleshooting information for common operating issues. If a problem cannot be resolved using the steps below, discontinue use and contact Protocol⁴ Health Technical Support.

Issue: Platform does not move when session is started

Possible Cause:

- No electrical power
- Power switch not activated
- Circuit breaker tripped
- Electrical connection loose

Corrective Action:

- Verify power is connected
 - Confirm power switch is ON
 - Check facility circuit breaker
 - Inspect visible power connections
 - Contact technical support if issue persists
-

Issue: Platform does not return to raised position

Possible Cause:

- Power interruption
- Control system fault

Corrective Action:

- Verify electrical power is available
 - Restart the system
 - If power cannot be restored, assist user from the float bed
 - Contact technical support if issue persists
-

Issue: Water temperature does not reach set point

Possible Cause:

- Chiller not operating
- Insufficient cooling time
- Ventilation obstructed
- High ambient room temperature

Corrective Action:

- Verify chiller is powered on
 - Allow additional cooling time
 - Check ventilation openings
 - Remove obstructions around chiller
 - Contact technical support if cooling performance remains inadequate
-

Issue: Chiller displays an error code

Possible Cause:

- System fault
- Chiller malfunction

Corrective Action:

- Record the error code
 - Restart the system if appropriate
 - Contact technical support and provide the error code
-

Incident Reporting and Removal From Service

WARNING

The CryoCloud™ P100 must be removed from service immediately if operation may present a risk of injury, equipment damage, or unsafe conditions.

Continued operation of equipment known or suspected to be unsafe may result in injury, property damage, warranty denial, or additional equipment damage.

INCIDENT REPORTING REQUIREMENTS

Water leaks, regardless of severity, should be documented and investigated before returning the equipment to service.

- User injury
- Medical emergency
- Loss of consciousness
- Equipment malfunction
- Water leak
- Electrical issue
- Unexpected equipment behavior
- Membrane damage
- Chiller failure
- Property damage
- Any event requiring emergency response

Incident documentation should include:

- Date and time
- Operator name
- User name or internal identifier
- Description of the event
- Equipment status at the time of the event
- Actions taken
- Photographs when available
- Witness information when applicable

REMOVE EQUIPMENT FROM SERVICE IF:

- Electrical damage is suspected
- Water is present near electrical components
- Active water leakage is observed
- The membrane has been punctured, torn, or damaged
- Platform operation is abnormal
- Controls malfunction
- Structural damage is observed
- A safety-related malfunction occurs
- Equipment performance cannot be verified
- User safety may be compromised

OUT-OF-SERVICE PROCEDURE

When equipment is removed from service:

1. End all active sessions.
2. Remove users from the equipment.
3. Disconnect electrical power when appropriate.
4. Attach an “OUT OF SERVICE” notice to the equipment.
5. Prevent further use until inspection is completed.
6. Contact technical support if necessary.

POST-INCIDENT INSPECTION

Prior to returning equipment to service:

- Identify the cause of the issue.
- Complete necessary repairs.
- Verify proper operation.
- Verify all safety functions.
- Confirm no additional damage is present.
- Document corrective actions taken.

TECHNICAL SUPPORT NOTIFICATION

Protocol⁴ Health and Quest Global Fulfillment should be notified promptly regarding:

- Significant equipment malfunctions
- Membrane failures
- Electrical failures
- Warranty-related incidents
- Safety-related events requiring technical evaluation

When contacting support, provide:

- Model number
- Serial number
- Description of the issue
- Photographs or videos when available
- Relevant incident documentation

RECORD RETENTION

Facility operators should maintain incident and maintenance records in accordance with facility policies and applicable legal requirements.

Records should be retained for a period determined by applicable laws, insurance requirements, and facility risk-management practices.

NOTICE

Failure to remove damaged or malfunctioning equipment from service may void warranty coverage and increase the risk of injury or property damage.

Maintenance & Safety Standards Cont.

Issue: Water leak observed

Possible Cause:

- Loose fitting
- Damaged hose
- Damaged membrane

Corrective Action:

- End the session immediately
 - Raise platform and remove user
 - Disconnect power if water is near electrical components
 - Inspect visible fittings and hoses
 - Contact technical support if source cannot be identified
-

Issue: Excessive noise during operation

Possible Cause:

- Loose component
- Obstructed fan
- Chiller issue

Corrective Action:

- Stop operation
 - Inspect for obvious obstructions
 - Verify unit is level
 - Contact technical support if noise persists
-

Issue: Chromotherapy lighting not functioning

Possible Cause:

- Lighting system disabled
- Electrical connection issue

Corrective Action:

- Verify lighting settings
 - Restart the system
 - Contact technical support if issue persists
-

Issue: User reports excessive cold discomfort

Possible Cause:

- Temperature setting too low
- User sensitivity to cold exposure

Corrective Action:

- End the session if necessary
 - Verify temperature setting
 - Review user screening requirements
 - Adjust future sessions as appropriate
-

Issue: ON/OFF button does not respond

Possible Cause:

- Power interruption
- Control system malfunction

Corrective Action:

- Verify electrical power
 - Restart the system
 - Remove unit from service if issue persists
 - Contact technical support immediately
-

Failure to perform the cleaning, inspection, and maintenance procedures outlined in this manual may void warranty coverage.

Limited Warranty

Quest Global Fulfillment, LLC ("QGF") warrants that the CryoCloud P100 will be free from defects in materials and workmanship under normal use and operation for a period of one (1) year from the date of delivery to the original purchaser.

This warranty applies only to the original purchaser and is non-transferable.

Warranty Coverage

During the warranty period, QGF will, at its sole discretion:

- Repair defective components;
- Replace defective components;
- Provide replacement parts; and/or
- Dispatch qualified service personnel to perform warranty-covered repairs when determined necessary by QGF.

Warranty service, replacement parts, labor, and approved service visits are provided at no cost to the purchaser for defects covered under this warranty.

Warranty Conditions

To qualify for warranty coverage:

- The equipment must be installed and operated in accordance with this manual.
- Required maintenance and cleaning procedures must be performed.
- The equipment must not have been modified, altered, or repaired by unauthorized personnel.
- The reported issue must not be the result of misuse, neglect, abuse, accident, improper installation, improper maintenance, or operation outside the specifications contained in this manual.

Warranty Exclusions

This warranty does not cover:

- Normal wear and tear;
- Cosmetic damage that does not affect operation;
- Damage caused by misuse, abuse, negligence, accident, or improper operation;
- Damage resulting from failure to follow instructions contained in this manual;
- Damage resulting from unauthorized repairs, modifications, or alterations;
- Damage caused by improper installation or electrical supply issues;
- Damage caused by flooding, fire, acts of nature, power surges, or other external events beyond QGF's control;
- Damage caused by use of unapproved cleaning agents or chemicals;
- Damage resulting from operation outside recommended specifications.

Membrane and Surface Materials

The CryoCloud membrane is a precision-engineered component.

This warranty does not cover punctures, cuts, tears, abrasions, staining, discoloration, or other damage caused by:

- Jewelry, watches, belts, keys, or sharp objects;
- Improper cleaning procedures;
- Improper maintenance;
- User-caused damage;
- Failure to follow membrane protection requirements contained in this manual.

Warranty Claim Procedure

To initiate a warranty claim, the purchaser must contact Quest Global Fulfillment and provide:

- Proof of purchase;
- Model number;
- Serial number;
- Description of the issue;
- Photographs or videos when requested.

QGF may request additional information necessary to evaluate the claim.

Serial Number Identification

The serial number label is located on the rear service panel of the CryoCloud P100 and on the exterior packaging. Record the serial number below for future reference.

Serial Number: _____

Limitation of Liability

To the fullest extent permitted by applicable law, Quest Global Fulfillment's responsibility under this warranty is limited to the repair or replacement of defective components.

QGF shall not be liable for indirect, incidental, consequential, special, or punitive damages, including loss of business, loss of revenue, loss of profits, loss of use, or loss of goodwill arising from the use or inability to use the product.

Maximum Liability

QGF's total liability under this warranty shall not exceed the original purchase price paid for the product.

Technical Support and Warranty Service

Quest Global Fulfillment, LLC

Email: support@protocol4health.com

Phone: 561-323-8350

Hours: Monday–Friday

10:00 AM–6:00 PM EST

Address:

101 Plaza Real South, Suite i, Boca Raton, FL 33432

Disposal and End-of-Life Information

At the end of its service life, the CryoCloud P100 should be disposed of in accordance with all applicable local, state, federal, and international regulations.

General Disposal Requirements

- Do not dispose of the equipment in household or municipal waste.
- Follow all applicable environmental regulations governing disposal of commercial electrical equipment.
- Dispose of all components through authorized recycling, recovery, or waste-management facilities where required.

Electrical Components

The CryoCloud P100 contains electrical and electronic components that may require special handling during disposal.

- Electrical components should be recycled or disposed of in accordance with applicable regulations.
- Do not incinerate electrical or electronic components.

Cooling System Components

The CryoCloud™ P100 contains a factory-sealed refrigeration system utilizing R-32 refrigerant.

- Refrigeration system service and disposal should be performed by qualified personnel.
- Refrigerants, compressors, and cooling system components must be handled in accordance with applicable environmental regulations.
- Do not release refrigerants into the environment.

Water Removal

Prior to disposal, transportation, or long-term storage:

- Drain all water from the system.
- Inspect the unit for residual water accumulation.
- Dry all accessible components as appropriate.

Membrane and Structural Components

The membrane, frame, insulation materials, and structural components should be disposed of in accordance with local waste-management requirements.

Product Decommissioning

Prior to disposal:

1. Disconnect electrical power.
2. Drain all water from the system.
3. Remove accessories and removable components.
4. Ensure the unit cannot be unintentionally operated.
5. Follow applicable disposal regulations for all equipment components.

For questions regarding disposal, decommissioning, or environmental compliance, contact Quest Global Fulfillment Technical Support.

Certain jurisdictions may impose additional recycling, recovery, or disposal requirements. The owner is responsible for compliance with all applicable local regulations.

Copyright Notice

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Document Control And Revision History

This manual is a controlled document issued by Quest Global Fulfillment, LLC for the CryoCloud™ P100.

Owners and operators are responsible for ensuring that the most current version of this manual is used and maintained with the equipment.

DOCUMENT INFORMATION

Product Name: CryoCloud™ P100

Document Title: CryoCloud™ P100 Instruction Manual

Document Number: CC-P100-IFU-001

Manual Version: Version 1.0

Effective Date:

Language: English

DOCUMENT UPDATES

Quest Global Fulfillment, LLC and Protocol⁴ Health™ reserve the right to revise, update, modify, or replace this manual at any time without prior notice as part of ongoing product improvement efforts.

Updated manuals may contain revised:

- Safety information
- Installation requirements
- Operating procedures
- Maintenance requirements
- Warranty provisions
- Technical specifications
- Regulatory information

REVISION HISTORY

Version 1.0

Date: 07/26/2026

Description: Initial Release

DOCUMENT RETENTION

This manual should remain available to all operators, service personnel, and facility management personnel at all times.

If this manual becomes damaged, lost, or illegible, contact support@protocol4health.com to obtain the most current version.

CONTROLLED DOCUMENT NOTICE

Printed copies of this manual may become outdated.

Users should verify they are using the most current revision available from Quest Global Fulfillment, LLC or Protocol⁴.

Regulatory Notices

Unauthorized modifications to the equipment, software, controls, instructions, labeling, or intended use may create unsafe conditions, void warranty coverage, and transfer responsibility to the modifying party.

General Wellness Product Notice

The CryoCloud P100 is intended for general wellness, relaxation, comfort, and recovery applications.

The CryoCloud P100 is not intended to diagnose, treat, cure, mitigate, monitor, or prevent any disease, injury, or medical condition.

No Medical Claims

No medical, therapeutic, rehabilitative, physiological, or clinical claims are made regarding the CryoCloud P100 unless expressly provided in separate written documentation authorized by Protocol⁴ Health or Quest Global Fulfillment.

Operators, distributors, resellers, and facility owners shall not make claims regarding diagnosis, treatment, cure, mitigation, or prevention of disease.

Not a Substitute for Medical Care

The CryoCloud P100 is not intended to replace professional medical advice, diagnosis, treatment, or supervision.

Individuals with medical concerns should consult an appropriately licensed healthcare professional before participating in cold exposure or wellness recovery activities.

Operator Responsibility

Facility owners and operators are responsible for:

- Compliance with all applicable local laws and regulations
- Staff training
- User screening
- Safe operation of the equipment
- Development of facility policies and procedures

Quest Global Fulfillment does not supervise or control equipment use after installation.

International Compliance

Regulatory requirements vary by country, state, province, and local jurisdiction.

The purchaser, owner, importer, distributor, reseller, and operator are responsible for ensuring compliance with all applicable laws, regulations, permits, certifications, and operational requirements in their jurisdiction.

Product Improvements

Quest Global Fulfillment and Protocol⁴ Health reserve the right to modify product specifications, design features, documentation, and operating procedures without prior notice as part of ongoing product improvement efforts.

Manual Revisions

This manual applies only to the model and revision identified within this document.

Updated versions of this manual may be issued periodically.

Intellectual Property

CryoCloud™, Protocol⁴ Health™, and associated product names, logos, graphics, documentation, and related materials are proprietary to their respective owners and are protected by applicable intellectual property laws.

No part of this manual may be reproduced, distributed, modified, translated, republished, transmitted, stored, or used for commercial purposes without prior written permission from Quest Global Fulfillment, LLC.

All trademarks, service marks, product names, and trade names referenced in this manual remain the property of their respective owners.

MARKETING AND REPRESENTATION NOTICE

The CryoCloud™ P100 is intended for general wellness, relaxation, comfort, recovery, and lifestyle applications.

The CryoCloud™ P100 is not represented as a medical device unless expressly stated otherwise in writing by Quest Global Fulfillment, LLC.

Operators, distributors, resellers, marketers, affiliates, and facility owners should ensure that all advertising, promotional materials, social media content, and public representations regarding the CryoCloud™ P100 comply with applicable laws, regulations, and industry requirements.

No representation should be made that the CryoCloud™ P100 diagnoses, treats, cures, mitigates, monitors, or prevents any disease or medical condition unless expressly authorized in writing by Quest Global Fulfillment, LLC.

Unauthorized modifications to the equipment, labeling, instructions, intended use, or marketing materials may void warranty coverage and transfer responsibility to the modifying party.

Service and Support

Quest Global Fulfillment is committed to providing timely technical support, service assistance, replacement parts, and warranty support for the CryoCloud™ P100.

Technical Support and Service Requests

For all technical support inquiries, troubleshooting assistance, service requests, warranty claims, replacement parts requests, and product-related questions, please contact:

Email:

support@protocol4health.com

Phone:

561-323-8350

Hours of Operation:

Monday – Friday

10:00 AM – 6:00 PM Eastern Time (EST)

Response Time

All support inquiries submitted by email will receive a response within 24–48 business hours, and often sooner.

When contacting support, please provide the following information:

- Product name
- Model number
- Serial number
- Description of the issue
- Photographs or videos of the issue, if applicable

Replacement Parts

Software, firmware, controls, and system settings may only be modified by authorized personnel. Unauthorized modification may impair operation, create unsafe conditions, and void warranty coverage.

Warranty Support

For warranty-related assistance, please contact support@protocol4health.com and include:

- Proof of purchase
- Model number
- Serial number
- Description of the issue
- Supporting photographs or videos when requested

Additional Resources

Updated documentation, product information, and support resources may be made available by Quest Global Fulfillment and Protocol⁴ Health from time to time.

Please retain this manual for future reference.

Appendix A: Certifications and Compliance

CryoCloud is manufactured using equipment that has been tested to applicable international electrical safety and electromagnetic compatibility standards.

The OEM has provided the following documentation:

- CE Low Voltage Directive (2014/35/EU) Certificate of Conformity
- CE Electromagnetic Compatibility (2014/30/EU) Certificate of Conformity
- Low Voltage Directive Test Report
- Electromagnetic Compatibility Test Report

Copies of these certifications are maintained by Protocol⁴ Health and are available upon request.

Appendix B: SERVICE LOG

Purpose

This Service Log is intended to document all service, inspections, repairs, component replacements, software or firmware updates (if applicable), and warranty-related work performed on the CryoCloud™ P100.

Maintaining accurate service records assists with preventive maintenance, warranty administration, equipment performance, and regulatory compliance.

Only qualified service personnel should perform service requiring disassembly, electrical work, refrigeration service, or replacement of internal components.

Equipment Information

Model: _____ Serial Number: _____
Installation Date: _____ Facility Name: _____
Location: _____

Service Log

Date: _____ Hour Meter / Approx. Uses (if tracked): _____
Service Performed: _____
Parts Replaced: _____
Performed By: _____ Company: _____
Warranty: (Y/N)

Notes: _____

Appendix C: PREVENTIVE MAINTENANCE LOG

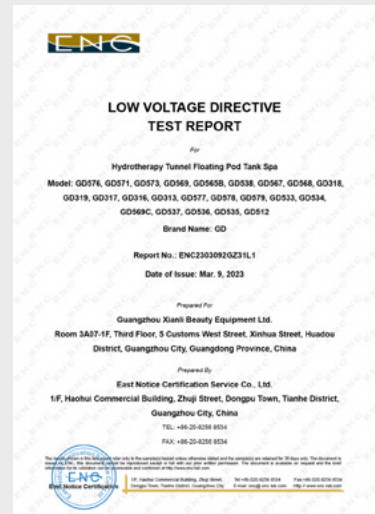
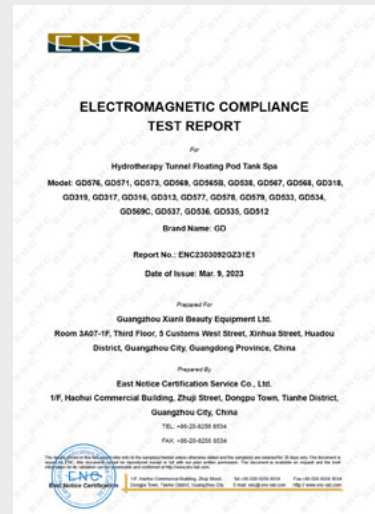
Purpose

Routine preventive maintenance helps promote reliable operation, maximize equipment life, and maintain warranty eligibility.

Record all inspections, cleaning, preventive maintenance, and operational checks performed on the CryoCloud™ P100.

Equipment Information

Model: _____ Serial Number: _____
Installation Date: _____ Facility Name: _____
Location: _____





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