



P4 Red Light Capsule

INSTRUCTION MANUAL

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WELCOME TO THE P4

Instruction Manual for the Protocol⁴ P4 Red Light Capsule

This manual explains safe placement, daily operation, cleaning, maintenance, alarms, and basic troubleshooting. The wording has been simplified for clear use by owners, operators, and trained staff.

READ FIRST

Read the complete manual before installation or use. Keep it near the capsule. Installation, first-time setup checks, internal service, and electrical work must be completed by qualified personnel.

System scope

- Full-body clamshell light capsule with powered upper and lower light arrays
- Touchscreen control for time, presets, fan, audio, records, and settings
- Forced-air cooling with delayed fan shutoff after a session
- Bluetooth audio and optional wireless app connection

Important boundary

Use only the delivered and approved configuration. Specifications and installed wavelengths may vary. If this manual differs from the capsule rating label or approved setup record, stop and contact Protocol⁴ Support.

System at a Glance



The P4 surrounds the user with multiple LED wavelengths in a comfortable full-body format. Session time, installed wavelengths, pulse settings, cooling, and audio are controlled from the touchscreen.

Key features

- Upper and lower light arrays
- 1-30 minute adjustable timer
- Preset and manual modes
- Three-speed comfort fan
- Automatic temperature protection

Main components

- Canopy and bench
- Hydraulic support hardware
- Touchscreen and control electronics
- Cooling fans and air openings
- Power, light-control, and audio connections

Safety Essentials

BEFORE USE

- Confirm the capsule is dry, stable, undamaged, and correctly connected.
- Check the power cord and factory NEMA L6-30P plug, cables, acrylic surfaces, hinges, supports, and ventilation openings.
- Confirm the room meets the electrical, temperature, humidity, and clearance requirements.
- Provide approved eye protection and explain how to stop the session.

DO NOT

- Use a damaged capsule, power cord, NEMA L6-30P plug, or NEMA L6-30R receptacle.
- Block the intake, exhaust, or cooling openings.
- Open the housing or attempt internal repairs.
- Clean, connect, or disconnect the capsule while power is on.
- Use unapproved accessories, cleaners, cables, or replacement parts.

DURING A SESSION

- The operator must remain available and monitor the user.
- Never force the canopy. Keep hands, clothing, and cords clear of moving points.
- Stop if the user reports overheating, dizziness, palpitations, pain, breathing difficulty, visual discomfort, or any unusual reaction.
- Do not exceed the approved session time. The device timer allows a maximum of 30 minutes.

SERVICE

Internal adjustment, electrical work, component replacement, calibration, and software service require Protocol⁴-authorized or otherwise qualified service personnel.

EMERGENCY STOP

Pause or stop the session from the touchscreen. If the controls do not respond or an unsafe condition exists, switch off the branch-circuit disconnect, then unlock and remove the NEMA L6-30P plug only when it is safe to do so.

Health Screening and Session Precautions

NOT MEDICAL ADVICE

This equipment must not be used to diagnose, prevent, or treat a disease without appropriate clinical oversight. Follow the user's care plan and your organization's screening policy.

DO NOT USE UNTIL CLEARED

- Pregnancy
- Implanted electronic device, including a pacemaker
- Known or suspected photosensitivity
- Use of a photosensitizing medicine or topical product
- Active bleeding, shock, high fever, or serious acute illness
- Active cancer or a serious heart or kidney condition
- A fresh wound, recent procedure, or condition that may be worsened by heat or light

SESSION PREPARATION

- Remove contact lenses if required by the supervising clinician or facility policy.
- Remove jewelry, accessories, and cosmetics or topical products that may react to light.
- Use the supplied or approved opaque eye protection throughout light exposure.
- Set time and mode only as directed by trained staff or the approved protocol.
- For a first session, use conservative settings and observe the user's response.

STOP IMMEDIATELY

End the session for overheating, unusual redness, eye pain, headache, dizziness, palpitations, shortness of breath, anxiety, or any unexpected symptom. Provide appropriate assistance and seek medical care when indicated.

Electrical, Fire, and Room Safety

- 1 Use the specified circuit only**
Supply the capsule from a dedicated 220 V AC, 30 A branch circuit terminated in a NEMA L6-30R locking receptacle. The unit rating label remains controlling.
- 2 Use the factory connection**
Connect only the factory NEMA L6-30P plug directly to the matching NEMA L6-30R receptacle. The connection is 2-pole, 3-wire grounding and does not use a neutral conductor.
- 3 Verify grounding and protection**
A qualified electrician must verify the equipment-grounding path, conductor sizing, overcurrent protection, receptacle, and disconnect in accordance with the rating label and applicable code.
- 4 Lock the plug fully**
With power off, align the blades, insert the plug completely, and rotate clockwise until it is seated and locked. Never energize a partially inserted or loose connection.
- 5 Keep dry**
Do not install near a shower, pool, sink, treatment mist, or any location where liquid can enter the capsule.
- 6 Keep ignition sources away**
No smoking, open flames, sparks, aerosols, oil, grease, flammable cleaners, anesthetic gases, or combustible storage near the capsule.
- 7 Ventilate the room**
Maintain clear airflow around all openings. Keep at least 30 cm / 12 in from walls and 1 m / 39 in of working clearance where service access is needed.

APPROVED CONNECTION ONLY

Do not use any adapter, converter, extension cable, power strip, alternate receptacle, or modified plug. After switching off, wait at least 3 minutes before unlocking and removing the L6-30P plug.

Specifications

ITEM	SUPPLIED TECHNICAL DATA
Product	Protocol ⁴ P4 Red Light Capsule
Manufacturer model	Merican M4N
Light source	21,600 × 0.2 W 2835 LEDs
Beam angle	120°
Installed wavelengths	450, 525, 633, 660, and 850 nm
LED distribution	4,320 LEDs per wavelength
Pulsing frequency	0-10,000 Hz
Duty cycle	0-100%
Control	Integrated control; optional external control
Coverage	360° whole-body light exposure
Audio	Bluetooth music system with 2 speakers
Cooling	Active fan cooling; no body-cooling system
Power supply	Dedicated 220 V AC branch circuit
Rated current	14 A at 220 V AC
Rated output	3,000 W
Power connection	NEMA L6-30P plug to NEMA L6-30R receptacle; 30 A, 250 V AC rated hardware
Dimensions (L × W × H)	194 × 86 × 82 cm / 76 × 34 × 32 in
Net weight	130 kg / 287 lb
User weight limit	150 kg / 331 lb
Available finish	Black

ELECTRICAL REQUIREMENT

Use only the factory NEMA L6-30P plug with a qualified-electrician-installed NEMA L6-30R receptacle on the specified dedicated 220 V AC, 30 A grounded branch circuit. See page 9.

Approved NEMA L6-30 Power Connection

The P4 is supplied with one approved facility connection: a factory NEMA L6-30P male twist-lock plug that mates with a NEMA L6-30R female locking receptacle.

DEVICE PLUG - NEMA L6-30P



FACILITY RECEPTACLE - NEMA L6-30R



CONNECTION FIELD	REQUIRED CONFIGURATION
Capsule operating supply	220 V AC on the unit rating label
Branch circuit	Dedicated 30 A grounded circuit
Plug	NEMA L6-30P male locking plug
Receptacle	NEMA L6-30R female locking receptacle
Connector rating	30 A, 250 V AC; 2-pole, 3-wire grounding
Conductors	X and Y current-carrying conductors plus equipment ground; no neutral

CONNECT

- 1 Switch off**
Open the branch-circuit disconnect before handling the plug.
- 2 Inspect**
Confirm the L6-30P and L6-30R are clean, dry, undamaged, and free of debris.
- 3 Lock**
Align the blades, insert fully, and rotate clockwise until seated and locked.

DISCONNECT

- 1 Power down**
Stop operation, open the branch-circuit disconnect, and wait at least 3 minutes.
- 2 Unlock**
Grip the plug body and rotate counterclockwise to release the lock.
- 3 Remove**
Pull the plug straight out by its body. Never pull, twist, or carry the unit by the cord.

QUALIFIED ELECTRICAL WORK ONLY

A qualified electrician must install and verify the L6-30R receptacle, dedicated circuit, equipment grounding, overcurrent protection, conductor sizing, and disconnect. Never alter the factory L6-30P plug.

Receiving and Positioning



- 1 Inspect the shipment**
Before unpacking, photograph any visible carton, pallet, or moisture damage.
- 2 Inspect the capsule**
Check the canopy, bench, acrylic panels, hinges, hydraulic supports, touchscreen, cables, power cord, factory NEMA L6-30P plug, and accessories. Do not energize a damaged unit.
- 3 Verify records**
Confirm the rating label, ordered configuration, accessories, and installation documents match the purchase record.
- 4 Confirm the approved power connection**
Before installation, have a qualified electrician verify the dedicated 220 V AC, 30 A grounded branch circuit, NEMA L6-30R receptacle, overcurrent protection, and disconnect.
- 5 Plan the route**
The capsule weighs approximately 130 kg / 287 lb. Use suitable lifting equipment and enough trained people. Protect floors, doors, and the capsule.
- 6 Choose the location**
Install indoors on a level, stable surface away from direct sun, dust, metal powder, oil mist, steam, salt, vibration, impact, and corrosive materials.
- 7 Provide clearances**
Keep at least 30 cm / 12 in from walls. Maintain 1 m / 39 in between capsules and wherever operator or service access is required.

DO NOT FIELD-DISASSEMBLE

The capsule is normally delivered assembled. Moving it through a restricted route or separating the canopy from the bench requires Protocol⁴ guidance and trained personnel.

Assembly Overview and Parts

QUALIFIED INSTALLATION ONLY

The P4 is normally delivered assembled. If the canopy and bench must be joined on site, use trained installers, suitable lifting equipment, and the complete sequence on pages 11-15. Never attempt this work alone.



Main assembly parts

- Upper canopy with touchscreen and upper light array
- Lower bench with lower light array and base
- Left and right connecting plates
- Left and right hydraulic support rods
- Canopy light-control cable and audio cable
- Specified bolts, nuts, washers, and connector caps

Before assembly

- Open the branch-circuit disconnect, wait at least 3 minutes, then unlock and remove the NEMA L6-30P plug.
- Keep the L6-30P plug under installer control throughout assembly.
- Place the bench level and stable with clear access on both sides.
- Inspect all hardware, cables, connectors, acrylic, and support rods.
- Protect the light arrays and acrylic from tools, impact, and debris.
- Use at least two trained people to lift and control the canopy.

DO NOT IMPROVISE HARDWARE

Use only the fasteners, support rods, cables, and connection points supplied for this unit. Stop if holes do not align, threads bind, a connector differs, or any part is damaged.

Install the Side Connecting Plates

Lay the bench flat and stable. Identify the left and right connecting plates and their matching lower mounting points.



- 1 Fit the first plate**
Align the two lower holes in one connecting plate with the matching threaded holes in the bench.
- 2 Start both fasteners**
Install the washers and fasteners by hand. Keep the plate square; do not force or cross-thread either fastener.
- 3 Tighten evenly**
Alternate between fasteners until the plate is seated firmly against the bench.
- 4 Repeat on the opposite side**
Install the second connecting plate using the same sequence. Confirm both plates face the same direction and remain parallel.

Inspection before lifting

- Both plates sit flush with no visible gap or distortion.
- All lower fasteners are present, correctly seated, and secure.
- The bench remains level and cannot move during the canopy lift.

FASTENER RULE

Use the specified hardware and approved tightening value for the delivered unit. If no torque value is supplied, obtain it from Protocol⁴ Support rather than guessing or overtightening.

Position and Secure the Canopy



- 1 Prepare the lift**
Assign one trained person to each end of the canopy. Clear the route and keep fingers away from the connecting plates and hinge area.
- 2 Lift over the bench**
Keep the canopy level and supported. Do not lift by the touchscreen, acrylic, light array, cable, or trim.
- 3 Align both sides**
Lower the canopy between the connecting plates and align the upper mounting holes on both sides.
- 4 Start the upper fasteners**
Install the upper nuts, washers, and fasteners by hand on one side, then the other. Keep supporting the canopy until both sides are engaged.
- 5 Tighten and verify**
Tighten the upper hardware evenly. Confirm the canopy is centered, moves without rubbing, and has no side-to-side play.



KEEP THE CANOPY SUPPORTED

Do not release the canopy until both connecting plates are fully engaged and the upper fasteners are secure. An unsupported canopy can fall or damage the hinge area.

Install Supports and Connect Cables

3. Attach both hydraulic support rods

Open and hold the canopy at its maximum supported position. Attach the lower end of each rod to the bench mounting point, then attach the upper end to the canopy mounting point. If a rod does not align, compress it carefully by hand; never lever it into place with a tool.



4. Connect the canopy cables

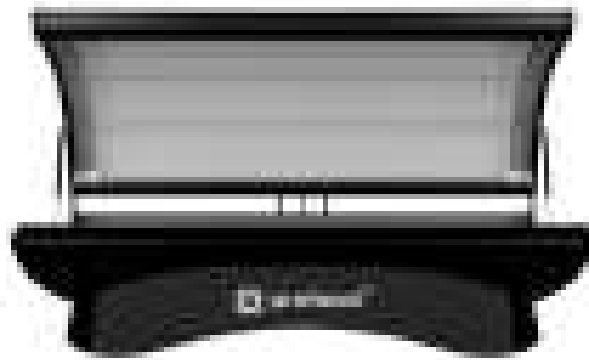
Match each keyed connector to its correct mate. Align the keyway, push the connector fully together, and tighten the locking collar by hand. The white cable is the canopy light-control connection; the black cable is the audio connection.



FINAL MECHANICAL CHECK

Open and close the canopy slowly while another installer watches both sides. Confirm each rod is locked to its mounting points, every cable has slack through the full travel, connectors cannot contact moving parts, and no wire is pinched or twisted.

Installation and First-Time Setup



MECHANICAL CHECK

- Capsule level and stable on the floor
- Canopy opens smoothly and remains supported
- Connecting plates, fasteners, and hydraulic supports secure
- No pinch-point obstruction or cable strain
- Upper and lower light-control and audio connections fully seated
- Acrylic panels clean, intact, and correctly retained
- All air inlets and outlets unobstructed

ELECTRICAL CHECK

- Dedicated 220 V AC, 30 A branch circuit verified by a qualified electrician
- Factory NEMA L6-30P plug and matching NEMA L6-30R receptacle verified
- Equipment grounding, overcurrent protection, conductor sizing, and disconnect verified
- L6-30P plug, L6-30R receptacle, power cord, and disconnect undamaged
- Plug fully inserted and rotated clockwise into the locked position
- Power cord routed away from feet, hinges, hot surfaces, and cleaning paths

FIRST-TIME SETUP CHECK

- 1 Power on**
Confirm the touchscreen starts normally and no alarm is shown.
- 2 Test controls**
Verify timer, preset/manual selection, fan speeds, audio, pause, resume, and stop.
- 3 Check output**
Confirm upper and lower arrays operate evenly for the installed configuration.
- 4 Check cooling**
Confirm fans run without abnormal noise or vibration and delayed cooling completes.
- 5 Record setup**
Document rating-label data, installed wavelengths, software version, date, installer, and acceptance result.

Before Every Session

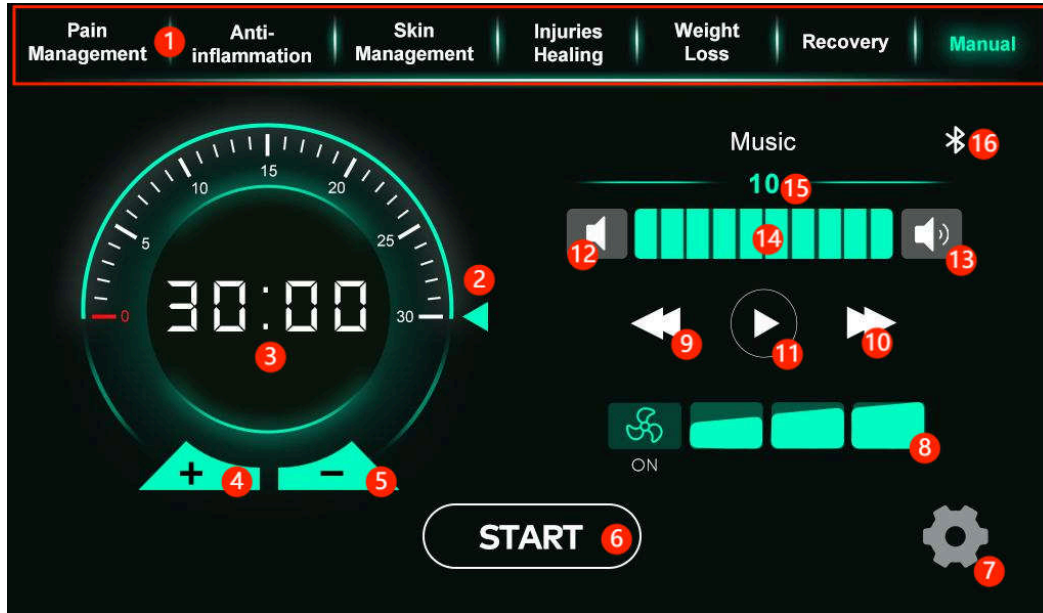


- 1 Inspect**
Check the capsule, acrylic, canopy support, cables, power cord, NEMA L6-30P plug, NEMA L6-30R receptacle, touchscreen, and air openings. Confirm the unit is dry and free of damage.
- 2 Clean**
Confirm all user-contact surfaces were cleaned with a Protocol⁴-approved, acrylic-safe product and are completely dry.
- 3 Screen**
Complete your organization's health screening. Confirm medications and topical products have been considered.
- 4 Prepare the user**
Remove applicable jewelry, cosmetics, and contact lenses. Provide approved eye protection.
- 5 Explain controls**
Show the user how to request an immediate stop. The operator must remain available throughout the session.
- 6 Set the protocol**
Select only the approved preset or manual settings. Confirm the time before pressing START.
- 7 Position safely**
Keep hair, clothing, limbs, cords, and personal items away from hinges, supports, and the canopy edge.

NO AUTOMATIC APPROVAL

A saved preset is not proof that it is appropriate for a particular person. Use presets only within an approved operating protocol.

Main Screen



WHAT EACH NUMBER MEANS

Match each black number below to the same numbered marker on the touchscreen image above.

- | | |
|--|--|
| 1 Preset or Manual
Choose one approved preset or Manual mode. | 9 Previous track
Return to the previous audio track. |
| 2 Time slider
Drag the arrow around the time ring to set the session length. | 10 Next track
Move to the next audio track. |
| 3 Time display
Shows the selected time. After START, it shows the time remaining. | 11 Play or pause
Start or pause the current audio track. |
| 4 Add time (+)
Tap to add 1 minute. Press and hold to add time continuously. | 12 Volume down
Lower the audio volume. |
| 5 Reduce time (-)
Tap to remove 1 minute. Press and hold to reduce time continuously. | 13 Volume up
Raise the audio volume. |
| 6 Session control
START begins the session. The same button becomes PAUSE, RESUME, or STOP as needed. | 14 Volume slider
Drag the bar left or right to adjust volume. |
| 7 Settings
Open Wi-Fi, records, time, version, and authorized setup pages. | 15 Current volume
Shows the current volume level as a number. |
| 8 Fan
Turn the comfort fan on and choose speed 1, 2, or 3. | 16 Bluetooth
Turn Bluetooth on or off. The icon also shows whether a device is connected. |

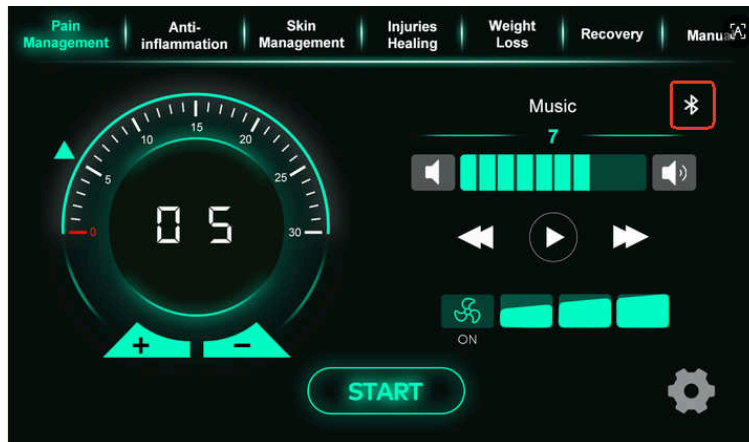
Run, Pause, Resume, and Stop

- 1 Select**
Choose the approved preset or Manual mode.
- 2 Set time**
Use the slider or + / - controls. Each tap changes time by 1 minute. Press and hold to change continuously. Allowed range: 1-30 minutes.
- 3 Final check**
Confirm eye protection, user comfort, canopy position, air openings, and operator availability.
- 4 Start**
Press START. The display changes from minutes to a minutes-and-seconds countdown.
- 5 Pause or resume**
Press PAUSE to interrupt light output. Press RESUME when it is safe to continue.
- 6 Stop early**
When the stop control is shown, press and hold it for approximately 2 seconds.
- 7 Complete**
At zero, the light output ends. Cooling fans may continue during the programmed delay.
- 8 Open carefully**
Confirm output has stopped, then open the canopy smoothly while keeping hands and clothing clear.

APP-CONTROL NOTE

When the capsule is connected to the optional app, the app may need to authorize START. If the touchscreen start control is unavailable, check the app connection and approved workflow.

Fan and Audio Controls



COMFORT FAN

- Press the fan control to switch the user fan on or off.
- Select speed 1, 2, or 3 while the fan is on.
- Do not confuse the comfort fan with the automatic equipment-cooling fans.
- Never block an intake or outlet to reduce airflow or sound.
- Stop use if a fan produces rubbing, rattling, burning odor, or unusual vibration.

AUDIO

- Use previous, play/pause, and next for paired-device playback.
- Use + / - or the volume slider to set a comfortable level.
- Audio must never prevent the user and operator from communicating.
- Follow local privacy rules when pairing a personal phone or tablet.

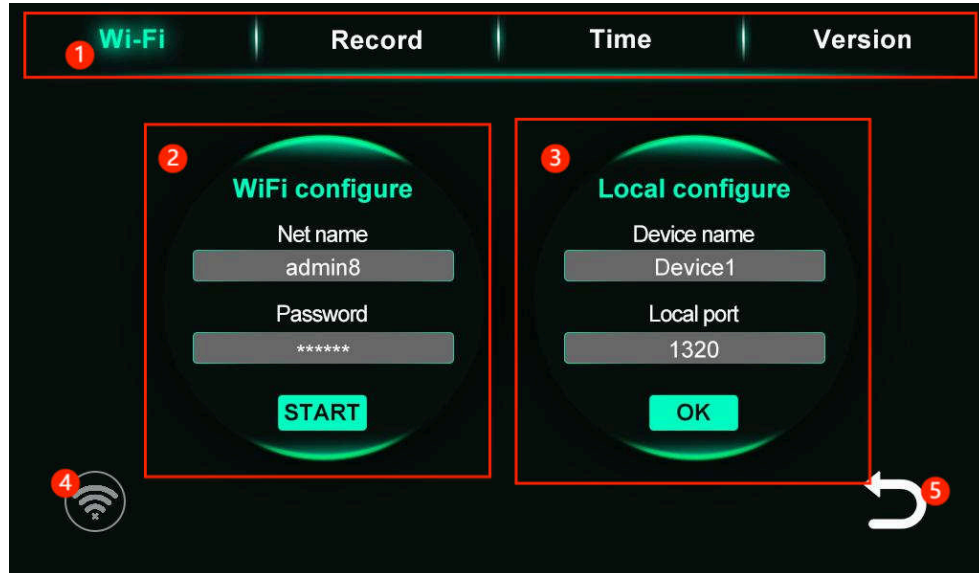
COOLING DELAY IS NORMAL

After a session, equipment fans may continue to remove heat. Keep the locked NEMA L6-30 connection energized until the cooling cycle is complete; do not begin another session until the system is ready.

If the start control is gray

The capsule may be above the temperature limit. Allow it to cool with air openings unobstructed. The control becomes available again only after the temperature drops below the reset threshold. If it does not reset, stop use and contact Protocol⁴ Support.

Settings and Wi-Fi



WHAT EACH NUMBER MEANS

Match each black number below to the same numbered marker in the Wi-Fi screen above.

- 1 Settings page tabs**
Choose Wi-Fi, Records, Time, or Version. Wi-Fi is selected in this image.
- 2 Wi-Fi setup panel**
Choose the approved network, enter its password, then press START to connect.
- 3 Local device settings**
Shows the Device Name and Local Port. Change these only when directed by Protocol⁴ Support.
- 4 Network-status icon**
Shows whether the capsule has a Wi-Fi connection and whether the optional app is connected.
- 5 Back**
Return to the main screen.

Local configuration

The Device Name is also used as the Bluetooth name. The Local Port is set during initial setup. **Do not change the port unless directed by Protocol⁴ Support.**

NETWORK PRIVACY

Use a facility-managed network or dedicated hotspot. Do not store shared passwords in public areas. Disconnect personal devices after use.

Records, Time, and Version



NUMBERED MARKERS IN THE VERSION IMAGE

- 1

System number
Record this identifier when requesting technical support.
- 2

Authorized temperature access
This is a hidden service control. Press and hold only when Protocol⁴ authorizes temperature-setting access.

PAGE	WHAT IT DOES	OPERATOR ACTION
Records	Displays recent session records; the system can retain up to 999 entries.	Use LAST and NEXT to review. Follow facility privacy policy.
Time	Sets year, month, day, hour, minute, and second.	Enter the correct values and press OK.
Version	Shows the machine system number and software information.	Record this information before requesting service.

Why the clock matters

Accurate time supports usable records and service diagnostics. Check the clock after a power interruption, software update, relocation, or time-zone change.

RECORD LIMIT

The capsule record list is an equipment log, not a medical record system. Do not rely on it as the only source for user documentation.

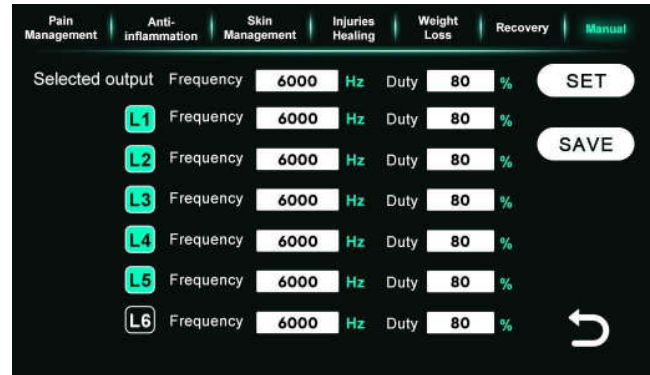
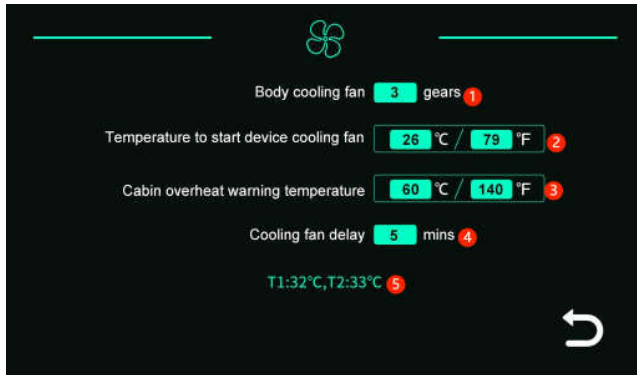
Before contacting support

- Photograph the alarm or unexpected screen.
- Record the system number, software version, date, and time.
- Note the selected preset, session time, temperature, and whether an app was connected.
- Do not include private user information unless requested through an approved support channel.

Temperature and Preset Settings

RESTRICTED SETTINGS

Temperature thresholds, cooling delay, wavelength selection, pulse frequency, and duty cycle affect safety and device behavior. Operators must not change them unless specifically authorized.



TEMPERATURE PAGE NUMBERS

- 1 Comfort-fan speed**
Select speed 1, 2, or 3.
- 2 Cooling-fan start temperature**
The equipment-cooling fans start when internal temperature reaches this setting.
- 3 Overtemperature alarm**
The system displays a high-temperature alarm at this threshold.
- 4 Cooling-fan delay**
Sets how long equipment-cooling fans continue after a session.
- 5 Current temperature**
Shows the current internal temperature reading.

PRESET PAGE

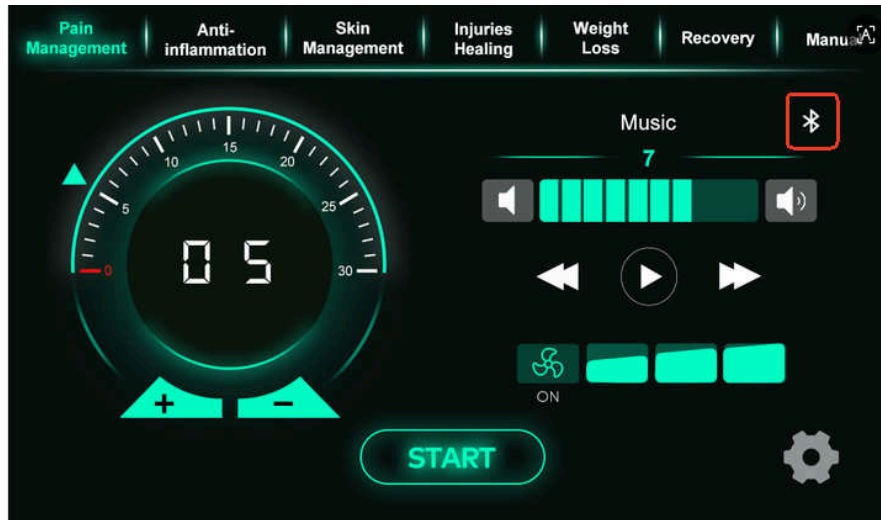
- Select the preset to configure.
- Confirm each installed wavelength channel.
- Set frequency and duty only from an approved protocol.
- Press SET to apply selected-channel values.
- Press SAVE to store the preset.

TERM	PLAIN-LANGUAGE MEANING
Continuous wave (CW)	Duty cycle is 100%; the selected light output is not pulsed.
Pulsed output	Duty cycle is below 100%; frequency controls pulse repetition.
Installed channel	A wavelength channel physically present in the delivered capsule.

CONFIGURATION CHECK

The supplied reference lists common channels such as 633, 660, 810, 850, and 940 nm, but the installed configuration may differ. Use the approved setup record, not a generic list.

Bluetooth Audio



- 1 Enable Bluetooth**
Press the Bluetooth control on the main screen. Wait about 0.5 second when switching it on or off.
- 2 Find the device name**
Open Settings and view the Device Name. This is the Bluetooth name used for pairing.
- 3 Open the mobile device**
Open Bluetooth settings on the phone or tablet and search for the capsule name.
- 4 Pair**
Select the capsule and confirm the connection. The touchscreen indicator changes to Connected.
- 5 Test audio**
Play a short track and set a low, comfortable volume before the session.
- 6 Disconnect**
After use, disconnect or forget the capsule when required by facility privacy policy.

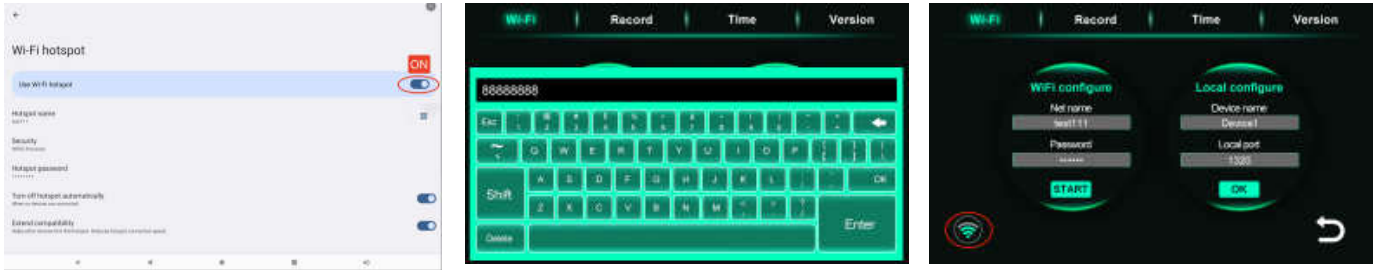
ONE CONNECTION AT A TIME

When one device is connected, another device may not be able to find or pair with the capsule. Disconnect the first device before troubleshooting the second.

If pairing fails

- Confirm the capsule Bluetooth control is on but not already connected.
- Move the phone or tablet closer and remove older saved pairings if needed.
- Turn Bluetooth off, wait, turn it on again, and retry.
- Restart the mobile device before changing capsule settings.

Optional App Connection



Use this workflow only when the approved Protocol⁴ app and device have been supplied, connected, and approved for use.

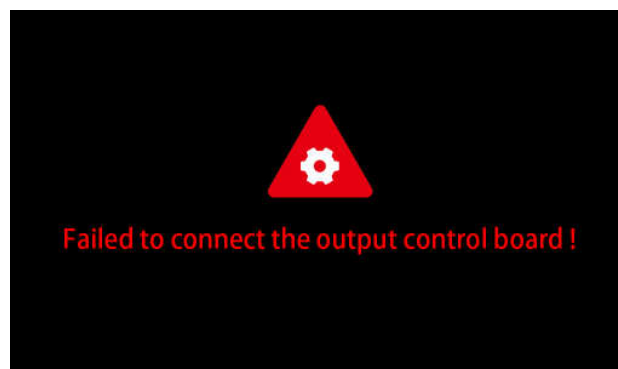
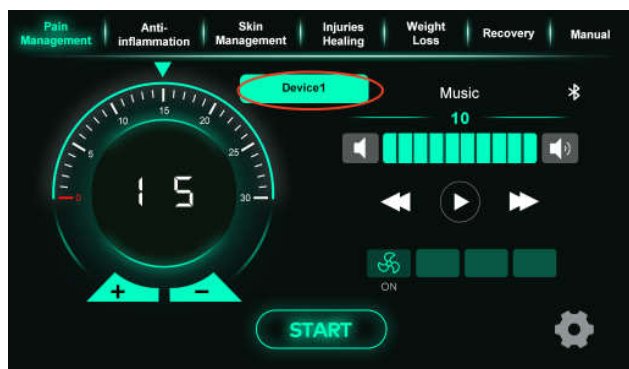
- 1 Create a hotspot**
On the approved tablet or phone, turn on Mobile Hotspot.
- 2 Note credentials**
Record the hotspot name and password. Use a strong password rather than the examples shown in generic device documentation.
- 3 Connect the capsule**
On the capsule, open Settings → Wi-Fi. Select the hotspot name, enter the password, and press START or CONNECT.
- 4 Check status**
Wait for the capsule network indicator to show a successful connection.
- 5 Open the app**
Launch the approved app. The capsule Device Name should appear.
- 6 Retry safely**
If the device does not appear, close and reopen the app once. Then verify hotspot, password, Wi-Fi status, and Local Port before contacting support.

DO NOT CHANGE THE LOCAL PORT

The Local Port and app UDP broadcast port must match. They are set during initial setup. Change them only under Protocol⁴ Support direction.

When app control is active, starting a session may require confirmation in the app. Maintain direct operator supervision; the app does not replace the touchscreen stop procedure or branch-circuit disconnect.

Screen Saver and Alarms



Screen saver

- After approximately 5 minutes without touch input, screen brightness decreases.
- After approximately 10 minutes without touch input, the display may turn black.
- Touch the screen to wake it. A running session continues normally.
- A paused session may end when the screen saver activates; confirm status before resuming.

ALARM	MEANING	ACTION
Failed to connect the output control board	The display cannot communicate with the light-output controller.	Stop use, switch off, and contact Protocol ⁴ Support. Do not open the housing.
Excess temperature of the machine	Temperature reached the alarm threshold, or a temperature sensor is not connected correctly.	Stop the session, keep vents clear, and allow cooling. If the alarm remains after cooling, switch off and contact support.

AUTOMATIC HEAT PROTECTION

At approximately 5 °C above the configured alarm threshold, light output can switch off and START can become unavailable. Operation returns only after cooling below the reset threshold.

Cleaning After Each Session



- 1 End output**
Confirm the session has ended and the lights are off.
- 2 Allow cooling**
Let the programmed cooling cycle finish.
- 3 Power down for cleaning**
Switch off the branch-circuit disconnect, wait at least 3 minutes, then unlock and remove the NEMA L6-30P plug before cleaning the interior or any area near electrical parts.
- 4 Remove loose debris**
Use a clean, soft, dry cloth. Do not use compressed air on user-contact surfaces.
- 5 Clean contact surfaces**
Apply a Protocol⁴-approved, nonabrasive, acrylic-safe cleaner to the cloth, not directly to the capsule.
- 6 Wipe carefully**
Clean the bench acrylic, handles, and other touched surfaces without allowing liquid into seams, vents, controls, or connectors.
- 7 Dry**
Use a separate soft cloth and allow all surfaces to dry completely before reconnecting the NEMA L6-30P plug to the L6-30R receptacle.
- 8 Inspect**
Check for cracks, crazing, deep scratches, loose parts, or liquid entry. Stop use and report damage.

NEVER USE

Abrasive pads, paper towels on acrylic, solvents, bleach unless specifically approved, soaking-wet cloths, steam, pressure spray, or any cleaner that clouds, softens, or cracks acrylic.

Follow the cleaner manufacturer's contact time and safety instructions. If a facility infection-control policy conflicts with material compatibility, contact Protocol⁴ Support before use.

Maintenance Schedule



FREQUENCY	CHECK	PASS CONDITION / ACTION
Before each session	Room, power cord, L6-30P plug, L6-30R receptacle, acrylic, canopy support, controls, vents	Clean, dry, secure, undamaged, locked, and unobstructed
Daily	Fans, heat, sound, vibration, light output, touchscreen	Normal and even; stop use for odor, abnormal heat/noise, flicker, or alarm
Weekly	Exterior, seams, vent openings, connector areas	Clean and free of dust or debris; no liquid entry
At least every 6 months	Fasteners, hinges, hydraulic supports, fans, wiring interfaces, light arrays, grounding and supply	Qualified inspection; tighten, clean, test, or replace as authorized
After relocation or service	Level, clearances, dedicated 220 V AC / 30 A circuit, L6-30 connection, full functional test	Repeat all setup checks before user sessions

Maintenance rules

- Open and lock out the branch-circuit disconnect; wait at least 3 minutes, then unlock and remove the NEMA L6-30P before authorized maintenance.
- Do not remove covers or reach into the housing unless trained and authorized.
- Use only approved replacement parts and record part number, date, technician, and test result.
- Do not return the capsule to service until all safety and functional checks pass.

A DAMAGED ACRYLIC PANEL IS A STOP-USE CONDITION

Cracks, deep scratches, crazing, looseness, or sharp edges require evaluation and replacement before another session.

Troubleshooting

SYMPTOM	SAFE CHECK	NEXT STEP
No display after power-on	Confirm the disconnect is on, the NEMA L6-30P is fully inserted and locked in the L6-30R, and the dedicated 220 V AC / 30 A circuit is energized.	If the approved connection is energized but the screen remains off, switch off and contact support.
Breaker or protective device trips	Do not reset repeatedly. Open the branch-circuit disconnect; when safe, unlock the L6-30P and inspect the plug, receptacle, cord, and capsule for liquid, odor, heat, or visible damage.	Have a qualified electrician and Protocol ⁴ service evaluate before reuse.
Display normal; lights do not operate	Confirm session time, approved mode, START state, temperature status, and visible external connections.	Do not open the housing. Contact support if output remains off or uneven.
START unavailable	Check for an overtemperature alarm or active app-control requirement.	Allow cooling; verify app status. Contact support if it does not reset.
Bluetooth will not pair	Confirm Bluetooth is on and not already connected. Retry from close range.	Restart the mobile device; do not alter service settings.
App cannot find capsule	Verify hotspot/Wi-Fi connection, Device Name, and approved app.	Do not change Local Port unless directed by support.
Abnormal noise, odor, heat, or vibration	Stop the session and open the branch-circuit disconnect.	When safe, unlock and remove the L6-30P; keep the capsule out of service pending inspection.

DO NOT BYPASS PROTECTION

Never defeat a breaker, ground-fault device, temperature limit, sensor, interlock, or alarm. Repeated resetting can create fire, shock, or equipment hazards.

Storage and Transport

- Store indoors in a clean, dry, dust-free location.
- Maintain 15-35 °C / 59-95 °F and 0-75% relative humidity, non-condensing.
- Keep away from corrosive gases, liquids, salt, direct sun, vibration, impact, and pests.
- Use suitable protective packaging and keep the capsule above the floor when stored.
- Leave the canopy open only when stable, protected, and permitted by the facility's safety procedure.
- During extended storage, open the branch-circuit disconnect, unlock and remove the NEMA L6-30P, and protect the plug and cord from crushing or contamination.

Before transport

- 1 Obtain guidance**
Contact Protocol⁴ before disassembly or relocation.
- 2 Document condition**
Photograph the capsule, label, screen, acrylic, and accessories.
- 3 Disconnect safely**
Switch off the branch-circuit disconnect, allow cooling for at least 3 minutes, rotate the L6-30P counterclockwise to unlock, remove it by the plug body, and secure the cord.
- 4 Protect moving parts**
Secure the canopy and support components as directed. Never lift by the cord, screen, acrylic, or canopy edge.
- 5 Use rated equipment**
Use suitable lifting and transport equipment for approximately 130 kg / 287 lb.
- 6 Repeat setup checks**
After relocation, repeat all mechanical, electrical, and functional checks before use.

CONDENSATION

After cold transport or storage, allow the capsule to reach room conditions and become fully dry before locking the NEMA L6-30P plug into the L6-30R receptacle.

One-Year Limited Warranty

ONE-YEAR LIMITED MANUFACTURER WARRANTY

Protocol⁴ warrants the P4 Red Light Capsule against defects in materials and workmanship under normal, intended use for one year from the original purchase date, unless different terms were provided in writing at the time of sale. Coverage applies only to the original purchaser and is not transferable.

What the warranty covers

If Protocol⁴ confirms a covered defect during the warranty period, Protocol⁴ may choose to:

- Repair the defective product or component
- Replace the defective product or component
- Provide a substantially equivalent replacement unit

Replacement parts or units may be new or refurbished. They are covered only for the remainder of the original warranty period.

Conditions for coverage

- Proof of purchase and the unit serial number are required.
- The capsule must be installed, operated, cleaned, and maintained as instructed.
- Warranty concerns must be reported during the warranty period.

What is not covered

The limited warranty does not cover damage or failure caused by:

- Misuse, abuse, neglect, accident, impact, spills, fire, flooding, or improper transport
- Unauthorized repair, modification, disassembly, software changes, parts, or accessories
- Failure to follow operating, cleaning, maintenance, or safety instructions
- Incorrect or unstable dedicated 220 V AC supply, an altered or nonmatching power connection, power surge, unsuitable room conditions, or another external cause
- Normal wear, consumable items, or cosmetic damage that does not affect operation
- Use outside the product's intended wellness applications

Protocol⁴ determines whether a reported issue is covered. The written warranty and sales terms in effect on the purchase date control if they differ from this summary.

IMPORTANT WARRANTY NOTE

The written Protocol⁴ warranty and sales terms in effect on the original purchase date control. This limited warranty gives the purchaser specific legal rights, and the purchaser may have additional rights that vary by jurisdiction. Nothing in this manual limits rights that cannot legally be limited.

Warranty Claims and Service Process

STARTING A CLAIM

- 1 Stop and document**
If the capsule may be unsafe, stop use, open the branch-circuit disconnect, unlock and remove the NEMA L6-30P when safe, and attach an OUT OF SERVICE notice.
- 2 Contact Protocol⁴**
Submit the claim during the warranty period before shipping, opening, modifying, repairing, or discarding any part.
- 3 Provide complete details**
Include the owner or clinic name, proof of purchase, model, serial number, issue description, alarm text, and requested photos or video.
- 4 Wait for instructions**
Protocol⁴ may request troubleshooting, inspection, return, or evaluation before deciding whether the issue is covered.
- 5 Use the authorization provided**
Products returned without prior authorization may be refused. Keep the case number and all service correspondence.

SERVICE AND COSTS

For a confirmed covered defect, Protocol⁴ may repair or replace the affected product or component, provide replacement parts, or arrange qualified service when Protocol⁴ determines it is necessary.

The purchaser may be responsible for shipping, handling, insurance, packaging, removal, installation, travel, or labor costs unless the written warranty or applicable law requires otherwise.

LIMITS OF LIABILITY

To the fullest extent permitted by law, Protocol⁴ is not liable for indirect, incidental, consequential, special, or punitive damages, including loss of business, revenue, profits, use, or goodwill arising from use of or inability to use the capsule.

To the fullest extent permitted by law, Protocol⁴'s total liability under this limited warranty will not exceed the original purchase price paid for the covered product.

Warranty record

FIELD	UNIT INFORMATION
Model	P4 Red Light Capsule
Serial / product number	
Original purchase date	
Owner / clinic	
Claim / case number	

Service, Repair, and Replacement Parts

SAFETY WARNING

Improper repair, unsafe modification, or an incompatible replacement part can cause electric shock, fire, unexpected movement, light-output faults, equipment damage, or personal injury.

OPERATOR-LEVEL WORK

- Cleaning and disinfection described in this manual
- External visual inspection
- Basic troubleshooting that does not require opening a cover
- Recording alarms, service history, and maintenance results

QUALIFIED SERVICE WORK

- Internal electrical systems, power supplies, wiring, grounding, and controls
- Light arrays, cooling fans, touchscreen, sensors, software, and internal connectors
- Canopy hinges, hydraulic supports, structural parts, and safety-related fasteners

DO NOT

- Bypass a breaker, ground protection, temperature limit, sensor, alarm, or safety feature
- Alter the electrical system, light arrays, controls, software, labeling, or intended use
- Perform internal repair without appropriate training, tools, and service information
- Return the capsule to service before safety and functional checks pass

REPLACEMENT PARTS

Replacement parts must meet the applicable Protocol⁴ specifications. Contact Protocol⁴ Support to confirm compatibility. Damage caused by an incompatible part or improper repair is not covered by the limited warranty.

Service documentation

- Record the date, reported issue, inspection findings, work performed, and test result.
- Record each part replaced, including its part number or identifying description.
- Identify the service provider and retain invoices, authorizations, photos, and correspondence.
- Keep service records with the capsule for warranty administration and future safety review.

Incident Reporting and Removal From Service

REMOVE THE CAPSULE FROM SERVICE

Do not continue operating a P4 that is damaged, malfunctioning, unusually hot, wet, unstable, emitting an unusual odor, or behaving unexpectedly.

REPORT THESE EVENTS

- User injury, medical emergency, or loss of consciousness
- Electrical issue, smoke, burning odor, liquid entry, or repeated breaker trip
- Unexpected light output, temperature alarm, control failure, or canopy movement
- Cracked acrylic, failed support, loose structural part, or other equipment damage
- Any event requiring emergency response or creating property damage

DOCUMENT

- Date, time, operator, and user identifier
- What happened and what the display showed
- Settings, equipment condition, and actions taken
- Photos, video, and witness details when available

OUT-OF-SERVICE PROCEDURE

- 1 End the session**
Stop light output and assist the user safely.
- 2 Disconnect power**
Open the branch-circuit disconnect; when safe, unlock and remove the NEMA L6-30P from the L6-30R by the plug body.
- 3 Prevent further use**
Attach an OUT OF SERVICE notice and restrict access.
- 4 Report the event**
Follow facility procedures and contact Protocol⁴ Support when technical evaluation is needed.
- 5 Correct and verify**
Identify the cause, complete authorized repairs, and verify every safety and operating function.
- 6 Approve return to use**
Document the results before allowing another session.

Facility owners must retain incident and maintenance records for the period required by applicable law, insurance requirements, and facility policy.

Disposal and End-of-Life Information

At the end of its service life, dispose of the capsule in accordance with all applicable local, state, federal, and international requirements. Do not place the complete unit in household or ordinary municipal waste.

ELECTRICAL AND ELECTRONIC PARTS

- Use an authorized electronics recycling or waste-management facility where required.
- Do not burn electrical parts, wiring, controls, displays, fans, or LED assemblies.
- Follow any special handling rules that apply to electronic components in your jurisdiction.

ACRYLIC AND STRUCTURAL PARTS

Acrylic panels, metals, plastics, insulation, and structural components should be separated and recycled or disposed of according to local requirements whenever practical.

BEFORE DISPOSAL

- 1 Disconnect**
Switch off and permanently disconnect electrical power.
- 2 Prevent operation**
Mark the unit as retired and prevent unintended use.
- 3 Remove accessories**
Separate removable accessories and service parts.
- 4 Protect people**
Secure the canopy and sharp, heavy, or breakable components for handling.
- 5 Use qualified help**
Use trained personnel and rated lifting equipment for disassembly and transport.
- 6 Use approved facilities**
Send each waste stream to an appropriate recycler or disposal provider.

OWNER RESPONSIBILITY

The owner is responsible for complying with disposal, recycling, transportation, privacy, and environmental requirements that apply in the location where the capsule is retired.

Document Control and Revision History

DOCUMENT FIELD	CURRENT INFORMATION
Product	Protocol ⁴ P4 Red Light Capsule
Document title	P4 Red Light Capsule Instruction Manual
Document number	P4-RLC-IFU-001
Manual version	Version 1.1
Effective date	August 2026
Language	English

DOCUMENT UPDATES

Protocol⁴ may revise this manual as part of product improvement, safety updates, or service changes. Revisions may affect installation, operation, maintenance, warranty, specifications, or support procedures.

REVISION HISTORY

VERSION	DATE	DESCRIPTION
1.0	August 2026	Initial Protocol ⁴ P4 manual release
1.1	August 2026	M4N specifications and NEMA L6-30 power-connection update

OWNER RESPONSIBILITY

- Keep this manual available to operators, service personnel, and facility management.
- Replace a damaged, missing, or illegible copy.
- Verify that printed copies match the current version supplied by Protocol⁴.
- Keep service bulletins, approved updates, and warranty correspondence with this manual.

CONTROLLED DOCUMENT NOTICE

Printed copies can become outdated. Contact support@protocol4health.com when you need the current approved manual or have a question about a revision.

General Wellness and Regulatory Notices

GENERAL WELLNESS PRODUCT

The P4 Red Light Capsule is intended for general wellness, relaxation, comfort, recovery, and lifestyle applications. It is not intended to diagnose, treat, cure, mitigate, monitor, or prevent disease, injury, or a medical condition unless Protocol⁴ provides separate written authorization for a specific regulated use.

NOT MEDICAL CARE

The capsule does not replace professional medical advice, diagnosis, treatment, or supervision. People with medical concerns should consult an appropriately licensed healthcare professional before use.

OPERATOR RESPONSIBILITY

- Follow applicable laws, permits, and facility requirements.
- Train staff and maintain screening, cleaning, emergency, and documentation procedures.
- Use approved settings and stop a session when safety or comfort is uncertain.
- Do not make unauthorized medical or performance claims.

MARKETING AND REPRESENTATION

Owners, operators, distributors, resellers, marketers, and affiliates must ensure that advertising, social media, labeling, and public statements comply with applicable law and match Protocol⁴'s authorized product information.

LOCAL AND INTERNATIONAL RULES

Requirements vary by country, state, province, and local jurisdiction. The purchaser, owner, importer, distributor, reseller, and operator are responsible for confirming the rules that apply to installation, sale, claims, and operation.

PRODUCT AND MANUAL CHANGES

Protocol⁴ may improve product design, specifications, software, documentation, and operating procedures. Use only information applicable to the model and revision identified in this manual.

INTELLECTUAL PROPERTY

Protocol⁴ names, logos, graphics, documentation, and related materials are protected by applicable intellectual-property laws. No commercial reproduction, modification, translation, or distribution is permitted without written authorization.

UNAUTHORIZED CHANGES

Changes to equipment, software, controls, labeling, instructions, intended use, or marketing can create unsafe conditions, affect regulatory responsibility, and exclude resulting damage from warranty coverage.

Service and Support Follow-Up

Contact Protocol⁴ for technical support, troubleshooting assistance, service requests, warranty claims, replacement-part questions, and current documentation.

INCLUDE WITH EVERY REQUEST

- Owner or clinic name and contact information
- Product name, model, and serial number
- Purchase and installation dates when available
- Clear description of the issue and when it began
- Alarm text, session settings, and troubleshooting already completed
- Requested photos, video, proof of purchase, or service records

RESPONSE

Email inquiries typically receive a response within 24-48 business hours, often sooner. Urgent safety issues should be identified clearly in the subject line and the capsule must remain out of service until safe use is confirmed.

FOLLOW-UP WORKFLOW

- 1 Case opened**
Support records the request and may provide a case number.
- 2 Information reviewed**
Support reviews evidence and may request more details or safe operator checks.
- 3 Next step issued**
Support may provide instructions, arrange evaluation, identify a compatible part, or explain warranty review.
- 4 Work documented**
Record all service, parts, settings, and test results.
- 5 Return to use confirmed**
Resume sessions only after the cause is addressed and required checks pass.
- 6 Records retained**
Keep the case number and correspondence with the service log.

SUPPORT CONTACT

support@protocol4health.com | 561-323-8350 | Monday-Friday, 10:00 AM-6:00 PM Eastern Time

Service Log

Use this log for inspections, repairs, component replacements, software changes, warranty work, and other service. Service involving internal electrical, control, light-array, or structural systems must be performed by qualified personnel.

EQUIPMENT FIELD	INFORMATION
Model	P4 Red Light Capsule
Serial number	
Installation date	
Facility / location	

SERVICE ENTRY 1

Date / case number	Performed by / company
Issue or inspection	Parts replaced
Work performed and test result	Warranty? Y / N

SERVICE ENTRY 2

Date / case number	Performed by / company
Issue or inspection	Parts replaced
Work performed and test result	Warranty? Y / N

SERVICE ENTRY 3

Date / case number	Performed by / company
Issue or inspection	Parts replaced
Work performed and test result	Warranty? Y / N

Preventive Maintenance Log

Record the checks required on page 27. If any item fails, remove the capsule from service when safety may be affected, describe the corrective action, and record who approved return to use.

EQUIPMENT FIELD	INFORMATION
Model	P4 Red Light Capsule
Serial number	
Facility / location	

DATE	FREQUENCY	CHECKS COMPLETED / FINDINGS	CORRECTIVE ACTION	INITIALS
	Daily / Weekly / 6-Month / Other			
	Daily / Weekly / 6-Month / Other			
	Daily / Weekly / 6-Month / Other			
	Daily / Weekly / 6-Month / Other			
	Daily / Weekly / 6-Month / Other			
	Daily / Weekly / 6-Month / Other			
	Daily / Weekly / 6-Month / Other			

RETURN-TO-SERVICE APPROVAL

Date		Approved by	
Safety and functional checks passed	Yes / No	Signature / initials	



Protocol⁴ Support

EMAIL

support@protocol4health.com

PHONE

561-323-8350

Before you contact us

To help us respond quickly, include:

- Owner or clinic name, model, and unit serial number
- Original purchase date and proof of purchase for a warranty request
- A clear description of the problem and when it began
- Any warning or alarm text shown on the touchscreen
- Troubleshooting already completed and requested photos or video

For safe service

Stop using the capsule if it is damaged, unusually hot, wet, unstable, emitting an unusual odor, or showing a repeated fault. Open the branch-circuit disconnect and remove the NEMA L6-30P from the L6-30R only when it is safe to do so.

Do not open the enclosure, attempt an internal repair, or return the capsule without instructions and prior authorization from Protocol⁴.

WEB

www.protocol4health.com

SUPPORT HOURS

Monday-Friday, 10:00 AM-6:00 PM ET

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

Email responses are typically provided within 24-48 business hours.

Quest Global Fulfillment, LLC

Authorized distributor and support provider for Protocol⁴ products

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