

monk

# YOUR MONK MANUAL

# WELCOME TO MONK

## NICE TO MEET YOU

You're moments away from meeting the version of you on the other side of the ice. Stronger. More resilient. In control. You must read this guide in full before you attempt to use Monk, to ensure you're ready to unlock the full power of this ancient ritual.

For the best (and easiest) setup experience, install the Monk app.

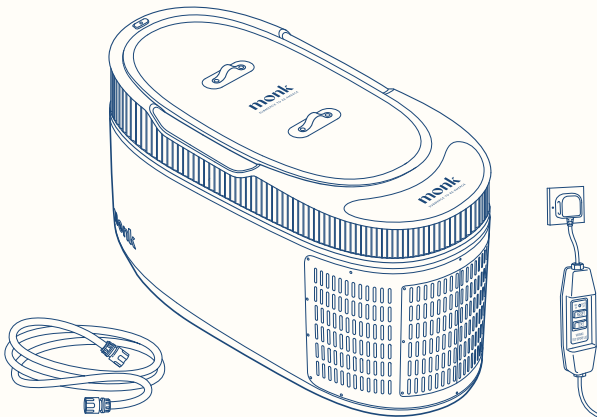


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## WHAT'S IN THE BOX?

Along with your Monk, you should have received a 6m black hose and your power lead.



Name: Monk Gen-One Ice Bath  
Manufactured: 2024  
Manufacturer: Monk Global Limited, 71-75 Shelton Street, Covent Garden, London WC2H 9JQ  
Voltage: 220-240V + 50/60Hz  
Input power: 850W



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# SAFETY PRECAUTIONS

# SAFETY FIRST, ALWAYS

## AS THE OWNER IT IS YOUR RESPONSIBILITY TO:

Ensure the safety of those using the bath and read and observe the health and safety warnings and safety recommendations as set out in this manual.

- If you suspect hazardous damage to the unit or supply cord, or the RCD trips and the lights switch off, do not use the tub or touch the mains components or power supply. This could be an indication of a serious fault. If this does occur, please contact Monk or a certified electrician. Monk is not liable for damages caused by unauthorised repairs.
- Service and replacement of parts must be performed by a Monk engineer. Any repairs or servicing conducted by unauthorised personnel or using non-approved parts will void any warranties. Monk is not liable for damages caused by unauthorised repairs.
- To avoid water displacement, we recommend filling Monk to the lowest fill level on the tub itself, and then topping up the water if necessary. Top-up the water periodically as it will lower naturally due to users entering and exiting. Do not fill Monk beyond the maximum fill line. Ensure that the tub won't overflow and flood when a person is submerged. Adjust the fill height to accommodate this.
- There will be times when water spills out of the bath, especially when getting in or out. We recommend taking a common sense approach and making sure there is good drainage for water around your Monk and a non slip surface to step on to. Monk should not be installed on a surface where water can pool.
- The distance between the mains socket and the tub should be the full length (3m) of the supplied power cable. Ensure that the Monk power cable does not present a slip hazard.
- Do not switch the power on until Monk is filled with water covering the black nozzles at minimum. Running the pump dry without water could cause immediate damage and void your warranty.
- The Monk lid is designed with powerful insulation to help keep Monk cool and use as little energy as required. Keep your lid on at all times when not in use.
- Do not sit on the Monk lid when fitted on the tub. This is not designed to be a load-bearing component.
- Only the supplied power cable with integrated RCD should be used.
- Your power socket must be earthed and RCD protected, with a dedicated 240v / 13A domestic power supply. The supplied power cord with an RCD is there as an additional level of protection - the primary protection should be within your home's electrical circuit.

## CAUTION

- If you place your Monk outside and use an extension cord, you will need to use a Weatherproof Connection Box and ensure the power cord is suitable for outdoor use. If you are unsure, please consult an electrician.
- If leakage is spotted from the base of the tub or the rear water cover section, do not use the tub and seek advice from Monk.
- The weight of the user should not exceed 115kg.
- Wet surfaces are slippery - take care when stepping into and out of the tub.
- Always hold handles on each side of the Monk tub when entering and exiting the tub.
- Do not attempt to manoeuvre the tub alone (~150kg).
- Do not fit the lid when inside the tub.
- Monk is designed to operate within a temperature range of 0°C to 40°C. Exposing Monk to environments outside of this range may result in warranty invalidation. Do not use in an environment above 90% humidity.
- The ice bath must only be moved by a professional removals team using specialist equipment such as a dolly, palette jack and lifting harnesses. The ice bath must remain horizontal during transport and should not be tipped or rolled. Improper handling will void the warranty and may cause significant damage. Monk is not liable for injuries, property damage, or any damages, including scratches, dents, or internal issues resulting from unauthorised movement of the ice bath.
- The ozone concentration levels produced by this device are limited to a safe value in accordance with safety standards.

## DANGER

- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- The appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been approved by a medical professional and are supervised at all times.
- Ensure pets are always supervised near Monk, and secure the lid when Monk is not in use. The lid may not prevent access under all conditions.
- Cleaning and maintenance must not be carried out by children without supervision.

# SAFETY FIRST, ALWAYS

## DANGER CONTINUED

- Risk of drowning. Sudden immersion in cold water can induce a cold shock response that can lead to panic, loss of breathing control, impaired mental ability, or changes to heart rate and blood pressure. Use Monk under supervision until you know how your body reacts to the cold.
- Risk of hypothermia. Prolonged immersion in cold water can induce hypothermia, which can be deadly. Immediately exit Monk and call 999 if you experience signs of hypothermia such as violent shivering, sluggishness, speech problems, reduced motor skills, rigid muscles, blue skin, or erratic heartbeat.
- Monk must be disconnected from its power source during servicing and when replacing parts. Ensure that the plug remains disconnected from the socket and is visible from where the engineer is working
- No modifications or usage beyond the intended purpose of this appliance are allowed. The safety of any system incorporating this appliance is the responsibility of the system assembler, and the manufacturer will not be liable for any resulting safety issues.

For all operations and maintenance of Monk please refer to this manual and our help desk. If in any doubt, please contact Monk directly - we're happy to help.

# HEALTH CONSIDERATIONS

COLD WATER THERAPY OR BREATHWORK MAY NOT BE SUITABLE IF YOU HAVE ANY OF THE FOLLOWING CONDITIONS:

- A heart condition
- Cardiovascular problems
- Epilepsy or a history of seizures
- High, low, or abnormal blood pressure
- Recent surgery
- A history of aneurysms
- Raynaud's disease
- Acute or chronic pain
- Severe psychiatric symptoms, particularly psychosis or paranoia
- Pregnant or trying to become pregnant
- An open wound
- Glaucoma
- Osteoporosis
- Bipolar depression
- Diabetes
- Asthma
- Anyone under the age of 18 years of age
- Anyone on medication requires clearance from their doctor or physician
- Migraines
- Any person with mental illness who isn't in treatment or lacks adequate support
- Anyone experiencing an emotional, mental or spiritual crisis
- An active addiction
- Autoimmune diseases including rheumatism, MS, and Crohn's

This list is not exhaustive, and if you have a question about a condition that is not listed, or if you have any of the listed conditions, we strongly recommend that you consult a doctor or medical professional. Failure to do so could result in illness or injury, and Monk cannot be held responsible for any negative consequences due to user negligence.



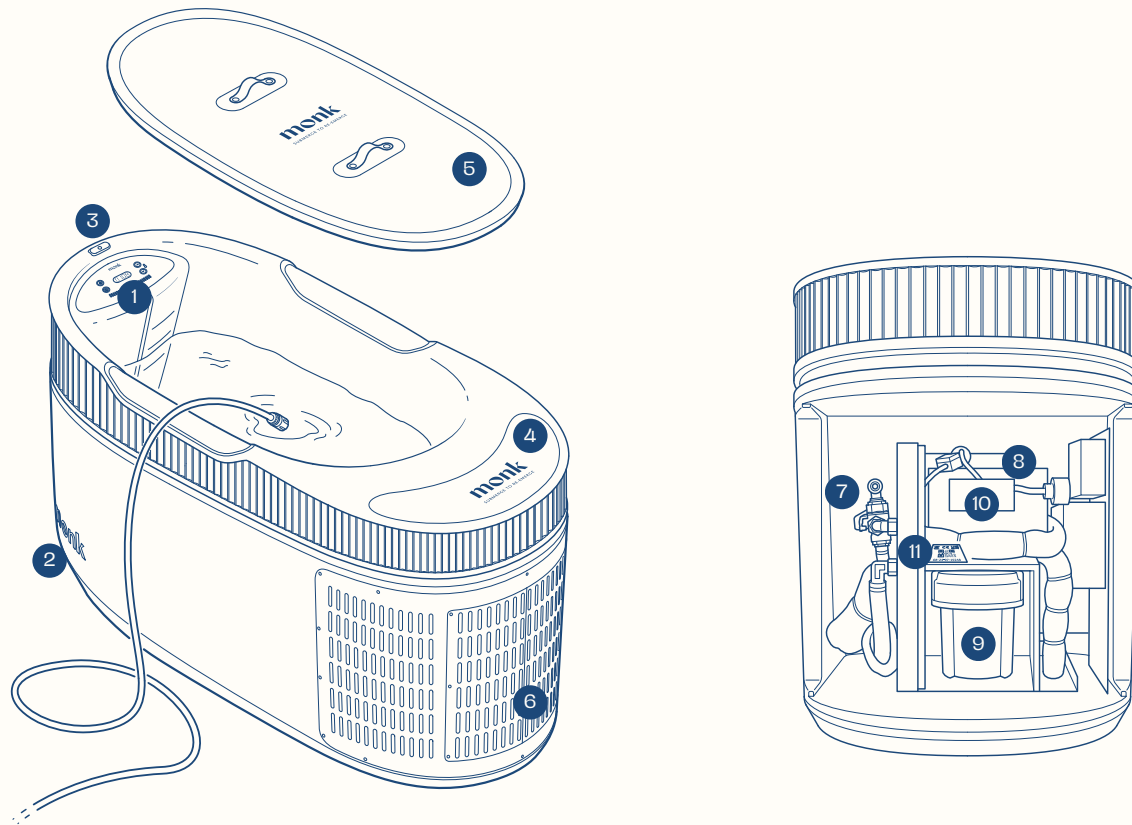
## PLUNGE AT YOUR OWN RISK

Your health, safety and experience is our top priority. Therefore, we urge you to consult a health professional regarding any concerns or issues before engaging in cold water therapy or breathwork, or using our product. Especially if you have a cardiac condition, irregular blood pressure, a history of fainting or any of the conditions listed above.

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# MEET YOUR MONK

# GET TO KNOW MONK



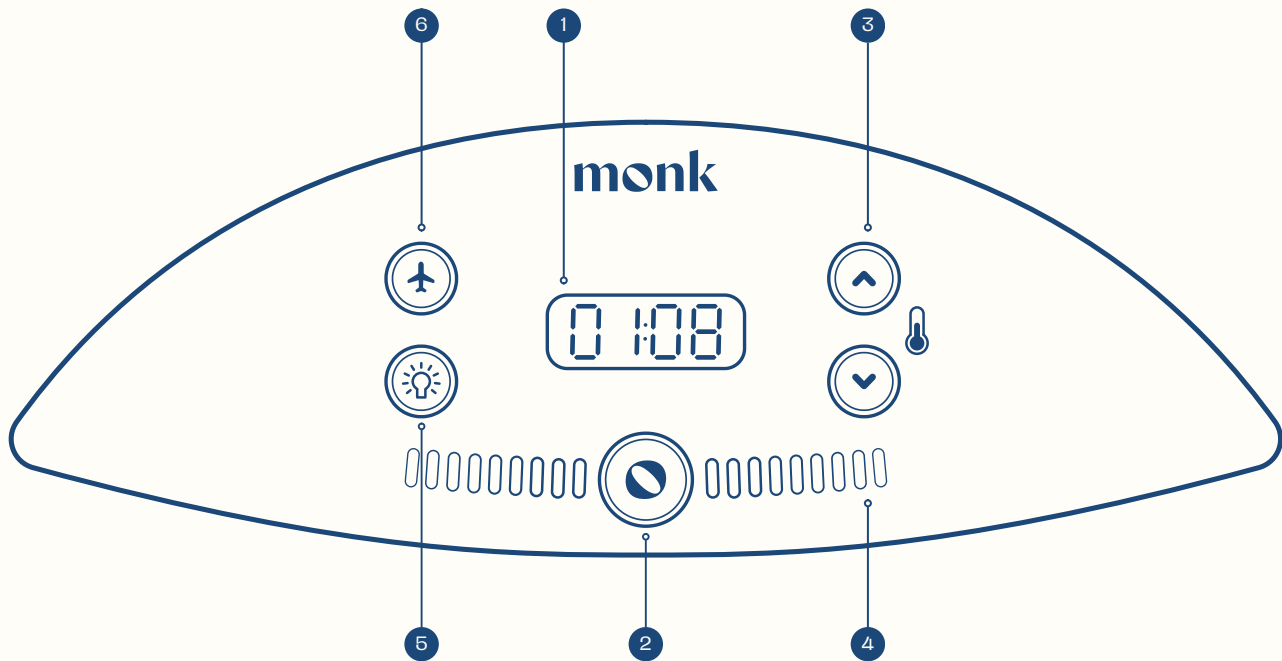
## TITLE

## DESCRIPTION

1	Control panel	Change the temperature, start a timer, and more
2	Power socket	Where the power lead plugs in
3	Mobile phone holder	Follow our app's guided plunges
4	Seat	Sit and swivel for easy entry, and pre-plunge breathwork
5	Lid	With powerful insulation to keep the cool in
6	Hatch doors	Open to gain access to the compartment area
7	Draining valve	Does the hard work to drain your Monk for you
8	Cooling unit	Where the magic happens to cool your Monk
9	Filter and filter housing	Removes sediments and microscopic debris
10	Ozone generator	Kills bacteria and pathogens without any harsh chemicals
11	Serial number	Your unique code that allows you to pair with the app



# CONTROLLING MONK



TITLE	DESCRIPTION
1 Temperature control & timer display	The current water temperature is always shown as default. It will also show the timer when activated.
2 Timer & toggle	BEGIN TIMER: Short press of the main button END TIMER: Long press (3 second hold). The session time will continue to display for 60 seconds before reverting to neutral/home status. TOGGLE: Two short presses will toggle back to the temperature while the timer is still running. The display will show the temperature for 5 seconds, before reverting back to the timer.
3 Temperature controls	Press the up and down buttons to choose the desired 'set point' temperature. Monk will display the set point temperature for 5 seconds before reverting back to the current temperature.
4 Cooling guides	Blue lines will indicate that Monk's cooling to reach the set point, and orange lines will indicate that it's heating to reach the set point. Each line represents two degrees.
5 Light control	Press to toggle between 6 different light settings for enhanced ambience and aesthetics.
6 Airplane mode	Hold down and orange light will come on. This mode disables all bluetooth and wifi connectivity. Note that your Monk will not collect any health metric or plunge session data while in this mode. Hold button to deactivate.

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# THE QUICK START GUIDE

# LET'S GET STARTED

 Leave your Monk unplugged until you're instructed to power up.

## #1 CHECK THE LOCATION

**Surface:** Monk is heavy, especially when full of water. It needs to be sat on a hard and flat surface capable of holding 550kg+.

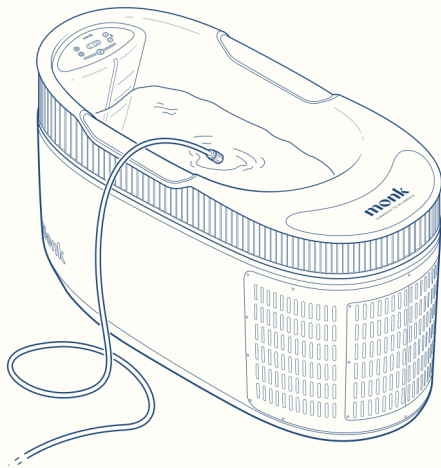
**Space:** Monk has a vent wrapping around the back end, and it needs a minimum of 30cm of clearance to allow the air to flow, and to ensure you can easily access it.

**Signal:** Monk comes ready to be connected to your wifi network. It will need to sit within range of a private network.

## #2 FILL YOUR MONK

Always fill your Monk with fresh tap water, and never fill from a swimming pool or other water source. Your Monk comes with a 6m hose for ease. Never turn Monk on unless there is water above the black nozzles on the inside seat.

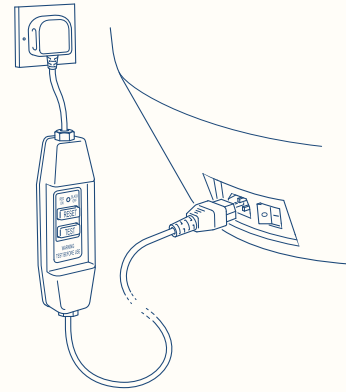
- Simply connect one end of your hose to a tap, and place the other end securely inside your Monk.
- Turn on the water supply and fill to the required level, using the three fill lines located next to the internal light as a guide (low, medium and high). If you're unsure, we recommend the lowest level to avoid displacement - you can easily top it up after your first plunge, once you've seen how high the water rises upon submersion.
- Then turn off the tap, and you're done!



## #3 PLUG IN YOUR MONK

Once Monk is full, you can plug it into an outlet with a dedicated 240v / 13A domestic power source. You must use the RCD lead provided.

If you place your Monk outside and use an extension cord, you must use a Weatherproof Connection Box and ensure the cord is suitable for outdoor use. If you are unsure, please consult an electrician.



## #4 TURNING ON YOUR MONK

- Locate the two buttons on the power cord that say "test" and "reset"
- Press the "reset" button to turn Monk on. You should see the lights and display panel turn on and hear the chiller power up.
- In 60 seconds, the display panel will show the current water temperature and it will start cooling down to 3°C by default, unless you change the temperature.

## #5 SYNC YOUR MONK

Unlock brilliant features by connecting your Monk to the Monk app, where you can hack and track your plunge data.



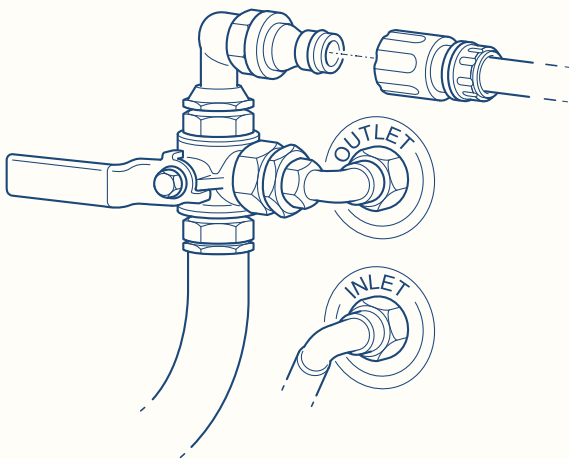
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# MAINTENANCE

# CARING FOR YOUR MONK

## EMPTYING THE WATER

1. Turn Monk off, and open the hatch doors
2. Connect the Monk hose to the draining valve, to the left of the cooling unit, and place the other end in a drain or sink
3. Turn the blue handle on the drain valve away from you to open the valve 45°, which will let the water drain
4. Turn Monk on, and after 60 seconds it will automatically start to drain
5. When the water level reaches just above the internal black nozzles, turn Monk off (never let it go past this, as it will pump air through the system which could damage it and void your warranty)
6. Return the drain valve handle to its original position to close the value. Remove the hose, and close the hatch doors
7. There will be a small amount of water left in Monk, should be removed manually using a cup, or via an external submersible pump
8. Remove the filter housing and discard the water left in the filter housing, following the Changing the Filter steps - you may wish to change the filter at the same time
9. The inside of Monk can then be dried with a cloth or towel



The drain valve is for draining only. Do not fill Monk with this connector as it will damage the system and void your warranty.

## MONK'S CLEANING SYSTEM

Monk has a dual stage filtration system, with the water continuously circulating through a sediment filter and being infused with ozone sanitisation. The filter's job is to keep the water clear of physical particles and debris, and the ozone sanitisation's job is to keep the water free from bacteria and pathogens.

If the filter is overdue a change, or there is a blockage in the flow due to lack of cleaning, or Monk has been left off for a length of time, you will find that the system will not work efficiently and the water become dirty.

## CHANGING THE FILTER (MONTHLY)

The frequency at which you will need to change the filter and the water depends on usage and how much bacteria and debris is introduced into the system.

For 1 daily user, we recommend a monthly filter change or whenever the filter is visibly discoloured.

1. Drain Monk by following our [Changing the Water](#) guide. Check that Monk is turned off
2. Open the hatch doors to access the filter
3. Place a towel underneath the filter housing, as water may spill out
4. Unscrew the filter housing clockwise. Carefully remove it, and discard the water and filter inside from inside the filter housing
5. Give the filter housing a rinse, with clean water and a little soap if necessary
6. Remove all packaging from the new filter and place it inside the filter housing
7. Screw the filter housing anti-clockwise into the filter lid, and ensure it is tightly assembled. You may need to use both hands to do this
8. Now you're ready to refill Monk. Once the water is over the minimum fill line (this is the lowest of the three fill lines), you can turn Monk on and the water housing will refill with circulating water

# CARING FOR YOUR MONK

## FULL SYSTEM FLUSH (ANNUAL)

If you want to run an annual deep clean, or if your Monk has been left off for a long period of time with water in the system, you can do a full system flush. [This should be completed annually.](#)

We recommend using Huwa-San TR5 (a silver stabilised hydrogen peroxide) to remove build up of bio film and bacteria from the system.

Here's why we recommend it:

- It's an eco-friendly disinfectant as breaks down to oxygen and water which makes it better for the environment and no unhealthy by-products are formed
- It's alcohol and chlorine free, so it's not harsh on skin
- It combats legionella and all other water bacteria, fungi and algae, and removes any biofilms inside pipework

1. Fully drain Monk, and refill with fresh water to the minimum fill line. Follow our Changing the Water guide for step-by-step instructions.
2. With Monk turned on, pour 350ml of Huwa-San TR5 into the Monk tub.
3. Set the temperature to 14°C and leave it to run for 12 hours.
4. Drain Monk following the draining instructions.
5. You might find there's a little residual biofilm left on visible surfaces. This can be wiped clear using a clean cloth.
6. Change the water filter, following the water filter changing instructions.
7. Refill with water, and your Monk is ready to use.

Please note that any product with Chlorine or Chlorine Dioxide should not be used with Monk. These chemicals are not compatible with the materials and components inside Monk and will cause damage.

## KEEPING MONK OUTDOORS

Monk has been designed to be equally at home indoors or outdoors. For protection against UV, debris and nature's elements, and to safeguard the wooden lid and seat, we strongly advise that you use Monk's outdoor cover when not in use. When Monk is turned on, unzip the cover's back and fold up the sides to completely expose the grill for airflow.

Monk is not designed for temperatures below 0°C. If the temperature falls below freezing and water isn't circulating, it could freeze, expand, and damage the internal system. Therefore, keep Monk indoors during freezing temperatures, or ensure it is fully drained and turned off.

## BEST PRACTICE



If you're going on holiday or not using Monk for a prolonged period of time, we recommend draining Monk and turning it off at the mains.



Monk's insulation is powerful. We recommend keeping the lid on to keep in the cool and ensure Monk is running at its most efficient level.



If your Monk has been switched off for longer than 72 hours, you should drain it and refill it to ensure there's no stagnant water in the system.



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# TROUBLESHOOTING

# TROUBLESHOOTING

## ERROR CODES

Encountering an error code? Don't worry - most issues can be quickly resolved with a few simple steps, and this guide is designed to help you quickly resolve common errors and get back to enjoying the benefits of cold water therapy.

Errors may appear from time to time if something isn't quite right. Below are the most likely causes and their fixes.

### ERROR CODE E-01

#### Issue

Error code E-01 appears when there is a problem related to the water loop pump. This might happen if the flow switch fails to activate in a timely manner during priming (the first 60s when you turn Monk on), or if the flow rate is below the required threshold at any time.

#### Solution:

This error code requires you to manually reset it. To do this, simply turn your Monk off and on again at the mains, leaving five seconds between the two. This power cycle should resolve the issue and reset the system.

## GET FURTHER ASSISTANCE

Our team is here to help identify, diagnose, and fix any problems. If you're paired to your Monk with the Monk app, we will be able to see a more specific cause of an error code in the backend.

1. Submit a ticket on the web: Please submit a ticket on our [Help Desk](#), or email [support@discovermonk.com](mailto:support@discovermonk.com). Please provide as much information as you can, including what you were trying to do when the error message came up, the email your Monk is registered to, and the Unique ID of your Monk (found on the sticker on your cooling unit).
2. Reporting an issue in the app: Take a screenshot of the error message when it appears. This will automatically create a new ticket for you to send to us. Please provide as much information as you can, including what you were trying to do when the error message came up, the email your Monk is registered to, and the Unique ID of your Monk (found on the sticker on your cooling unit).

### ERROR CODE E-02

#### Issue

Error code E-02 appears when the system fails a performance check, which could be due to one of the following:

- System error: These may be caused by a software malfunction and are often resolved by the system automatically rebooting. If an error code persists, try performing a power cycle by switching your Monk off and on at the mains, leaving a 5 second gap between the two.
- Communication error: If the system encounters issues with command verification or communication between components, it will typically resolve itself. If not, perform a power cycle.
- Heating or cooling error: The system might not increase or decrease temperature as expected (for example, a temperature increase of less than 1°C per hour for heating or a reduction of less than 1°C per hour for cooling).

#### Solution

Monk will automatically restart itself and attempt to clear the error. If the error persists, ensure your device is in a stable environment, and check that the ambient temperature is appropriate for operation.



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# WARRANTY DETAILS

# WARRANTY POLICY

## WARRANTY PERIOD:

Monk offers a 12 months limited warranty from the date of purchase by the end user. The warranty covers defects in manufacturing and workmanship, and includes replacing parts shown to have defects in workmanship and covers defects or malfunctions that arise during normal use conditions.

## COMPONENT-SPECIFIC WARRANTIES:

- Shell superstructure: Covering water loss, cracks, or delamination due to defects in workmanship or materials.
- Equipment and Controls: Covering malfunctions of pumps, heater, and control system.
- Plumbing Components: Covering leaks due to defects in workmanship or materials.

## EXCLUSIONS AND LIMITATIONS:

- Unauthorised self-repairs or repairs not carried out by a Monk electrician, normal wear and tear, damage due to misuse, accidents, aftermarket parts, power outages, restricted airflow, and neglect.
- Warranty is void if the product is used commercially without Monk's prior approval, altered, neglected, or misused.
- The customer is responsible for regular maintenance of the product. Any problems or failures arising from failure to provide proper maintenance, including using harsh chemicals or cleaning agents, or housing Monk outside of its operating temperatures, will void this warranty.
- Repairs and replacements are only available within the UK. Monk is not responsible for products shipped overseas by customers. Coverage is limited to the UK.
- Variations in colour, grain, and minor imperfections in the wood are not considered defects.

## REMEDIES:

Monk will repair or replace defective products. If not feasible, Monk may reimburse the purchase price upon return of the product.

In the event of a defect covered by this warranty, Monk will, at its discretion, repair or replace the defective product or part. If a dispute arises regarding compliance with the warranties, it can be referred to an independent expert chosen by the parties or appointed by the President of the Law Society if the parties fail to agree.

## PROCEDURE FOR CLAIMS:

Raise a support ticket on our website or email [support@discovermonk.com](mailto:support@discovermonk.com) with proof of purchase and defect description.

To make a warranty claim, customers should raise a support ticket on our help desk, including their order number from the original confirmation email, the name of the purchaser, date of purchase, and include as much information about the issue as possible. Alternatively, they can email [support@discovermonk.com](mailto:support@discovermonk.com).

Most issues can be solved over the phone with a Monk engineer. Monk reserves the right to determine whether a covered part or item should be replaced or repaired. If an on-site repair covered under this Limited Warranty is necessary, the cost of part(s) are covered by Monk. However, if an on-site repair is not possible, Monk may, at its discretion, either provide a replacement unit, or have the product shipped to or from the in-house facility for repairs. Any repaired or replaced product will be warrantied for the remainder of the original applicable Limited Warranty period.

## CUSTOMER RESPONSIBILITIES:

Customers must follow the maintenance and care instructions provided in the user manual, accessible through our website and via the printed material delivered with the product, to keep the warranty valid. Customers are encouraged to report any defects within 30 days of discovering the defect to ensure timely processing of the warranty claim, and ensure issues do not escalate further.

## ADDITIONAL TERMS:

Governing Law: UK laws.

Amendments: Policy changes communicated via our website.

## POST-WARRANTY SUPPORT:

We're here to keep you happy and plunging outside of your warranty, with continued support for issues after the warranty period. We can assist with repairs, but any associated costs will be borne by the customer.

## COMPANY INFORMATION:

Monk Global Limited, 71-75 Shelton Street, Covent Garden, London WC2H 9JQ

Date of Policy: 01.01.2024