



# **CRYO**Therm™ Support

Starting from day one and throughout the life of your **CRYO**Therm, we are here to support you however we can.

# Support Options



## Website Support

Our website contains a growing library of troubleshooting tutorials and videos to lead you through some easy DIY fixes for your system. There are also several customer resources to assist you in caring for your *CRYOTherm*. Just go to the [support tab](#) on our [homepage](#) to access these resources.

## Online and Phone Support

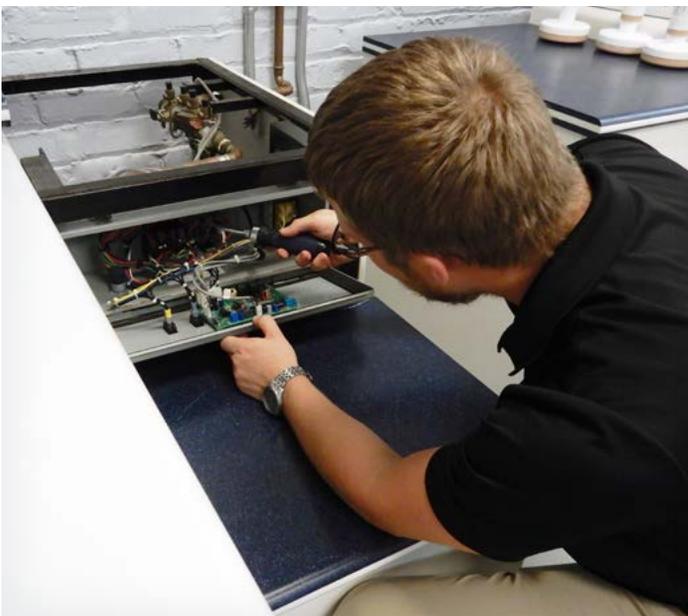
Our service personnel are available to work with you or your maintenance staff via phone call or Facetime to troubleshoot your system and guide you through simple fixes. [Reach out](#) to us with your question and we can interface immediately or schedule a better time to connect.



## Field Service

We also provide field service when necessary. If your system is not working, we can schedule a visit from one of our factory trained service personnel to diagnose and fix the problem on-site. [Call us](#) to schedule a visit or [request a visit](#) from our website.

Also, check out our [Annual CheckUp program](#) as a way to prevent those untimely breakdowns and keep your system running efficiently year-round.



# CheckUp Program

A regular inspection of your CRYOTherm can identify minor problems before they become major issues, and may help to avoid an untimely breakdown.

With our CheckUp Program, a factory trained service professional will evaluate your CRYOTherm system to assure that everything is calibrated and operating optimally. During the CheckUp the service specialist will alert you of any pending issues, making simple repairs that day with no additional labor cost, you only pay for parts.

## The service includes evaluation of the following areas:

**Calibration** – The temperature control system and readout will be evaluated, making sure everything is calibrated to ensure optimal temperature is maintained.

**Electrical Check** – The GFCI breaker will be tested for proper operation, and a safety inspection of all the electrical components of the unit will be conducted.

**Refrigeration Check** – Proper operation of the condensing unit will be ensured, and adjustments will be made as needed. All valves and piping will be checked for leaks and damaged insulation will be repaired or replaced as needed.

**Hydrotherapy Check** – The pumps, jets, air controls, and filters will be assessed to ensure everything is operating properly, without leaks. Unions, gaskets, and O-rings will be replaced as needed.

**General Inspection** – The stainless-steel tanks and Corian case will be inspected for damage and small seam cracks and silicone seals will be repaired as needed.

**Filters & Chemicals** – The service includes one new filter cartridge for each tank. Additional filter cartridges, enzymes, chemicals, and cleaning supplies will be on hand for purchase if you want to stock up and save on shipping costs.

After your service specialist reports their findings, the factory will send a Certificate of CRYOTherm Calibration and Service along with a copy of the completed check list for your records. It is possible that a problem that is outside the scope of the CheckUp service agreement is identified. For these, they will work out a plan to address the problem and will provide a quote for service and parts.

**The CheckUp service is priced at \$500 for Cold2Warm, and \$400 for Cold, plus shared travel expenses.** Travel expenses will be pre-arranged and split among other customers in your area to minimize your cost.

# Sanitation Store

## Cleaning Supplies

CRYOTherm's stainless steel tanks and Corian® surfaces are seamless, non-porous, and won't harbor bacteria.

A regular cleaning regimen will assure years of safe and sanitary operation.



**#231100 ORB-3 Spa Enzyme No Foam \***  
Circulate this enzyme in the tanks during normal use to provide a silky clean water environment and eliminate water line buildup. Ideal for hard water situations. Prevents scale in tanks, piping, and components.

**\$18** for 1 qt.



**#231102 ORB-3 Enzyme Cleaner Concentrate \***  
Circulate this cleaner through the system periodically for a deeper clean and to break down any scaling that has occurred. Also dilute and use as a solution to soak and clean cartridge filters.

**\$18** for 1 qt.



**#231104 Pure Disinfectant \***  
This commercial disinfectant rapidly eliminates bacteria, viruses, and fungi including drug resistant organisms. It has the lowest EPA toxicity of any disinfectant, kill times as fast as 30 seconds, and continues to kill common bacteria for up to 24 hours.

**\$18** for 32 oz.



**#030501 Foaming Spray Cleaner \***  
Use this penetrating foam to remove scum and grime from CRYOTherm's stainless steel tank and exterior Corian Surfaces. Also kills 99.9% of viruses and bacteria.

**\$6** for 20 oz.



**#010302 Nylon Mesh Pads \***  
Use these abrasive pads with the Foaming Spray Cleaner to remove stubborn stains and surface contamination such as rusted metal particles from stainless steel tanks and Corian surfaces.

**\$3** for 2



**#231106 Filter Cleaning Nozzle \***  
Connects to a male garden hose fitting to create a high pressure stream for cleaning the pleated cartridge filters.

**\$2** for 1



**#130093 Replacement Drain Cover**  
Drain Covers are included with your CRYOTherm.

**\$30** for 1



**#060861 Replacement Escutcheon**  
An escutcheon is included with each Jet Assembly

**\$7** for 1



**#060862 Replacement Monster Jet**  
A monster jet is included with each Jet Assembly.

**\$11** for 1



**#060883 Monster Jet Removal Wrench \***  
This wrench removes the monster jets when deep cleaning of the recirculation system.

**\$7** for 1



**#0418 Sanitation Kit with two 50 sq. ft. Filters - \$235**

**#0419 Sanitation Kit with a 50 sq. ft. & 100 sq. ft. Filter - \$255**

**#0420 Sanitation Kit with two 100 sq. ft. Filters - \$275**

**\* Included in Sanitation Kit**

Shop these products online at  
[grimmscientific.com/sanitation-store/](http://grimmscientific.com/sanitation-store/)  
or call 1-800-223-5395

## Filter Cartridges

Visit [grimmscientific.com/lookup-my-cryotherm/](http://grimmscientific.com/lookup-my-cryotherm/) and enter your serial number to check which filter size you need.

- #060740 Unicel 25 sq. ft. Filter - \$30
- #060707 Unicel 25 sq. ft. Filter (Hayward) - \$25
- #060732 Unicel 50 sq. ft. Filter - \$35
- #060733 Unicel 100 sq. ft. Filter - \$75
- #060717 Unicel 90 sq. ft. Filter (Hayward) - \$85
- #060774 Hayward 100 sq. ft. Filter - \$60

## Chemicals

*CRYOTherm* Hydrotherapy Systems are FDA approved to eliminate dependence on chemicals by draining and cleaning at least once a week.

However, these products are available to provide the chemicals necessary to operate with a chemical sanitizer when needed.



#231000 Bromine Tablets \*

\$25 for 1.5 lb.



#231001 Bromine Tablets

\$60 for 4 lb.



#231007 Floating Bromine Dispenser  
For use in CRYOThermS installed prior to 2016.  
Starting in 2016 in-line bromine dispensers were included with the cartridge filter assembly.

\$13 for 1



#231301 7-way Test Strip 50 ct. \*

\$18 for 1



#231002 Spa Oxidizing Shock

\$11 for 20 oz.



#231003 pH Increaser

\$4 for 16 oz.



#231004 pH Decreaser

\$5 for 24 oz.



#231005 Alkalinity Increaser

\$4 for 16 oz.