

QUICK
START

LIGHT THERAPY PANEL SYSTEM



We are dedicated to helping you
on your journey to experience the life
changing benefits of Light Therapy

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Welcome!

Hello and welcome to the Kivo family! We are obsessed about Light Therapy and the benefits that will improve your health and wellness. We love that Light Therapy works, feels good, and most importantly, the outcomes of Light Therapy are backed by science and proven by thousands of happy people just like you.

We are a Canadian Company started by our Founder who first experienced Light Therapy in helping resolve a persistent sports injury, and found it life-changing.

We want you to experience the benefits of Light Therapy, and to share with your friends and family about how Kivo helps you. We pride ourselves on designing and building the most reliable products, we try our hardest to give the best possible service, and we back all of our products with the best support and warranties we can.

We would love to hear from you and how it has helped you... and this will help others – which is our simple company mission. Please leave your review at:

<https://review.myKivo.com>



Richard de Courtney

Founder

Kivo Therapy Inc

Introduction

Thank you for purchasing a Kivo Light Therapy Device! You've chosen a device that is purposefully designed to provide the most optimal light therapy experience possible.

This device provides clinical-grade irradiance at both 630nm and 660nm visible red wavelengths - and 810nm, 830nm, 850nm in the non-visible near-infrared wavelengths. If your device is a PRO SERIES, it also includes blue 480nm and an extended near-infrared wavelength of 940nm.

How it Works

Light therapy works by emitting specific wavelengths of light within a certain therapeutic range and a specific power (irradiance) to generate a number of health benefits by activating numerous processes within cells.

Red & Near-Infrared Wavelengths (All panels)

Red and near-infrared light therapy works by helping cells make more energy. When these wavelengths reach the body, they are absorbed by mitochondria, which are like tiny power plants inside each cell. This light helps mitochondria produce more ATP (Adenosine Triphosphate), the energy cells use to repair, grow, and function properly.

Red light mostly works at the skin and muscle level, while near-infrared light goes deeper, reaching joints and connective tissue.

Over time and with consistent use, this increase in cellular energy can support skin health, muscle recovery, reduced inflammation, and overall tissue repair.



Blue Wavelengths (Pro Series only)

Blue light, around 490 nm, works mainly at the surface of the skin. When this wavelength reaches the skin, it interacts with certain bacteria and light-sensitive molecules. In acne-prone skin, blue light is absorbed by acne-causing bacteria, which disrupts their ability to survive and multiply. Because blue light does not penetrate deeply, it does not affect muscles or joints, but instead focuses its effects on the outer skin layers. When used correctly and in controlled amounts, blue light can help reduce breakouts, calm inflammation, and support clearer-looking skin without damaging healthy tissue.

Blue light, particularly in the 460–490 nm range, plays a key role in regulating your circadian rhythm. It stimulates special light-sensitive cells in the eyes that signal the brain to reduce melatonin (the sleep hormone) and increase alertness. This helps reset the body's internal clock, which can improve mood, energy, and sleep timing.

Pulse Modes (Elite and Pro Series only)

Pulse modes in light therapy deliver light in controlled on-and-off patterns rather than a constant beam. This approach can help improve comfort by reducing heat buildup while allowing cells short recovery periods between light bursts. Different pulse rates are used for different goals, such as promoting relaxation, improving circulation, supporting focus, or stimulating neurological activity. By adjusting how light is delivered, pulse modes allow treatments to be tailored more precisely to specific wellness and recovery needs.

Consistency is Key

It is extremely important to be consistent with your Light Therapy treatments, once a week will not yield any outcomes. We recommend using your Kivo Light Therapy device daily for five days, in addition to good nutrition; and then take a break from direct Light Therapy on the sixth day to allow your body to recharge.

Expectations

The amount of time to see benefits depends on your body and health, thousands of clinical studies show, in the vast majority of cases, you'll start to see results as quickly as a week, and usually within 2-3 weeks, and you should start to feel into a routine and positive results after 4-6 weeks.

Warnings + Precautions

- If you are in doubt as to the use of light therapy, or if you have not used light therapy in the past, **ONLY USE THIS DEVICE ON THE ADVICE AND DIRECTION OF YOUR MEDICAL PROFESSIONAL.**
- Read the entire instructions for use and the user guide for this device available on help.mykivo.com **BEFORE** use. If you have any questions regarding any of the instructions or warnings, please contact us for assistance.
- This is an electrical device and certain care needs to be used before, during, and after use.
- Nothing in this guide or online information or advice from Kivo is medical advice or should be construed or interpreted as such.
- **DO NOT USE** this device to treat any other conditions other than those indicated on the help.mykivo.com website, or in this guide. The risk is unknown and it has not been tested for such a purpose.
- **DO NOT USE** this device if you suffer from photo sensitive conditions (such as epilepsy).
- **DO NOT USE** this device if you suffer from light induced headaches or migraines.
- **DO NOT USE** this device if you are taking any medication or product that causes sensitivity to light.
- **DO NOT USE** this device if you suffer from any genetic or any acquired condition of the eyes. Kivo devices are extremely powerful, and this device has not been tested on people who suffer from those conditions, and risks are unknown.
- **DO NOT USE** this device if you are pregnant, planning on becoming pregnant or breast-feeding. Risks are unknown as to any reactions or adverse side-effects.
- **DO NOT USE** this device in any way that is not exactly specified in these instructions.
- **DO NOT USE** this device if it is unstable or could fall on someone or something. **ALWAYS USE** either the included wall/door hanger, **OPTIONAL** bases or stands. If you do not use a stand or base, then it could tip over and cause injury or death. Even with a stand or base, it could tip over, **ENSURE THIS DEVICE IS IN AN AREA THAT IS SAFE.**
- If supplied, **DO NOT USE** the rope and pulley to hang this device from the ceiling, it is **ONLY** designed to be used to hang the device vertically on a wall or door.
- **EDUCATE** children **NOT** to use this device in any way, **DO NOT ALLOW** children to play around this device.
- **SWITCH OFF** this device and remove the power cord when not in use.
- **DO NOT ALLOW** this device to come near water, do not submerge or use near any water.

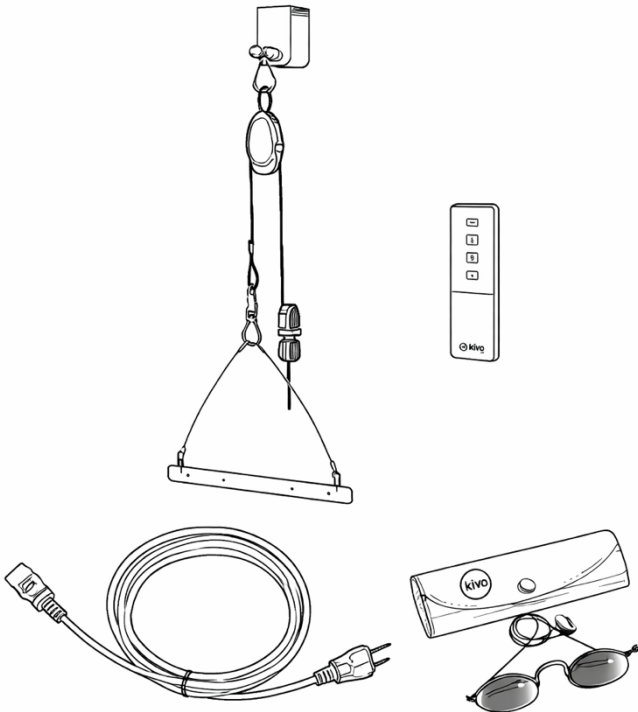
- **DO NOT USE** this device if any part, accessory, or cable is damaged.
- **DO NOT MODIFY** this device in any way, it contains no serviceable parts, **DO NOT DISASSEMBLE.**
- **DO NOT LOOK DIRECTLY OR INDIRECTLY INTO THE LEDS. ALWAYS USE THE SUPPLIED GOOGLES.**
- Conduct a photo-sensitivity test before use, if you notice redness, itching, swelling, or reaction, stop using the device
- **DO NOT USE** if you have cancer or any serious illness or disease, consult a medical professional before use and only use on their advice.
- Only use for those under 16 on the advice and approval of a medical professional.
- This device is not user-serviceable, please return to Kivo for repairs or recycling
- **DO NOT USE OR STORE** this device in temperatures lower than -10 Celsius or greater than 45 Celsius.
- **DO NOT** fall asleep during use or use with a pillow or have anything resting against the device.
- Allow sufficient airflow around the unit (minimum of 10cm sides), and use the stand-offs if using against the wall.
- **DO NOT** cover the rear fans.
- Stop using immediately if you are worried about the operation of this device, if you smell burning, if the device flickers, or does not operate correctly.
- **DO NOT USE** longer than 15 minutes on any part of the body at 100% brightness, or 30 minutes at 50% brightness.
- **DO NOT USE** closer than 15cm or 6 inches to your body.
- To preserve the life of the device, do not rapidly switch on and off, wait 10 seconds before power cycling.
- Keep all the packaging, documents, accessories, boxes, packing foam etc that you received when we delivered the product to you. If you want to return the device, it needs to be packed in the original foam and box, with all included accessories and cables.
- To help your Light Therapy Panel last longer than the warranty period, **ONLY USE THIS DEVICE IN A SURGE SUPPRESSED POWER OUTLET**

What is in the Box?

In addition to the Light Therapy panel you have purchased, every Light Therapy System Panel box comes with useful accessories. All Kivo panels come with a suitable power cord and complimentary Kivo goggles that are specifically designed to block safely RED/NIR/BLUE/YELLOW wavelengths of light. Longer cords and more goggles are available to purchase.

With our 1000 and above series panels, and the Kivo Elite + Pro 300 series panel, a remote control is included (requires a 12v 23a battery).

With our 1000 and above series panels, a door / wall hanging kit is provided for VERTICAL ONLY hanging of a panel on a secure hook or door that can hold three times the weight of the panel (e.g. if a panel is 10kg, only use on a wall hanging hook rated for 30kg). An adapter is provided for the panel that can be affixed using the screws provided. A rope and pulley allows the panel to be raised into the position you would like, and adjusted if you feel necessary. Please ensure the hanging system is fully secure before use. If you are concerned about the metal door hanging adapter scratching your door, use a cloth in between the adapter and the door.



Unpack + Setup

Make sure there is no damage to the packaging or device, ensure your package contains:

All Models & Series

- Panel
- Goggles
- Power Cable

All Series 1000 units and above

- Panel, Goggles, Power Cable
- Remote Control
- Wall-hanging kit and Pulley

If your panel came with a stand or base, now is the time to build it, following the instructions enclosed in that package.

1

Download or access the user guide for your particular device from help.myKivo.com. Get familiarized with the operation of your device.

2

Plug the unit into a surge suppressed outlet. The power cable will only connect one way around. Switch the panel on, ensure the control panel (on the ELITE and PRO series) lights up, or on the VITAL series, the switches light up.

3

Switch on, and familiarize yourself with the operation of the device via the control panel, using the user-guide as a reference if needed. Do not look directly at the LEDs.

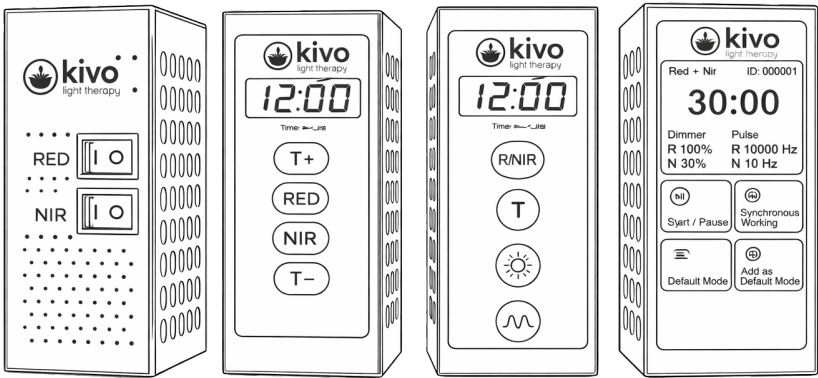
4

Ensure everything looks ok, make sure all buttons work, then switch off. If you need help or think something isn't quite right, contact us, we'll be happy to assist you.

Control Panel + Operation

Each series and device has their own control panel, use this quick guide to help getting started with your Kivo Light Therapy Panel System.

Vital Series systems differ slightly between the 300 series and the 1000 and above; Elite and Pro series all use the same control panel.

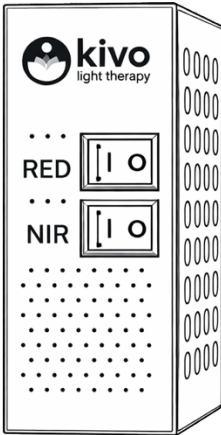


It is important to note that if you enable NIR (Near Infrared) your eyes cannot see this wavelength (visible if you use most mobile phone rear cameras as a purple light). This wavelength is powerful and could injure or permanently damage your eyes if you do not use the provided goggles. Our control panels show if NIR is enabled, always be cautious and careful about exposing your eyes if you see that it is enabled.

Familiarize yourself with the controls, and always put your goggles on before switching on your device – setup the panel, place the goggles over your eyes, and then use the remote control to switch on the panel, and relax and enjoy.

For in-depth control panel system setup and usage, visit <https://help.myKivo.com>

Vital 300

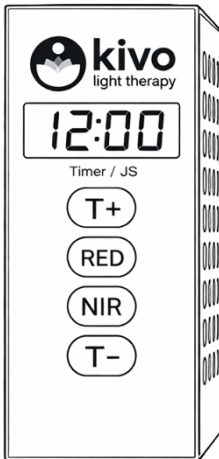


The Vital 300 offers 2 simple manual switches

RED – Activates RED only LEDs
630nm + 660nm

NIR – Activates NEAR-INFRARED LEDs
(near-infrared invisible to the naked eye)
810nm + 830nm + 850nm

Vital 1000 and above models



The Vital 1000 and above models include a timer, in addition to RED and NIR buttons.

Press T+ to increase the time

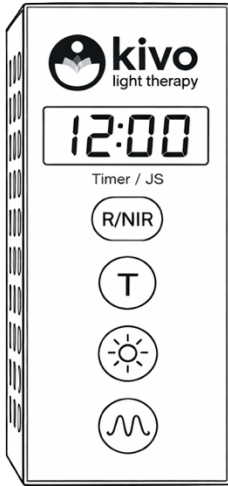
Press T- to decrease the time

Press RED to only activate RED LEDs

Press NIR to only activate NEAR-INFRARED LEDs

2 green LEDs will show if RED is enabled, NIR is enabled, or both are enabled.

Elite 300 and above models



The Elite 300 and above models include the same functions as the Vitals, but with an upgraded control panel (as well as different hardware)

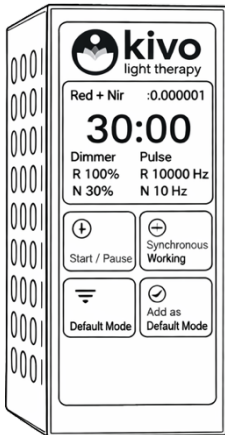
Press R/NIR to activate RED or NEAR-INFRARED or BOTH, the corresponding LEDs will light up above the switch

Press T to change the timer

Press ☀️ to adjust the brightness

Press 📈 to adjust the pulse mode

Pro 300 and above models



The Pro Control panel is used on the Kivo Pro 300 Series and above. It can also be optioned on Vital Series.

The first screen when you power-on are 6 preset quick options. Swipe across to access the customization option screen.

On the customization screen, the top section displays the timer, wavelengths, and pulse mode selected

Press that screen to select from TIMER, WAVELENGTH, PULSE MODES.

Press ▶|| to start the selected programme, press again to pause.

Press 🔄 to access the option of linking other panels and remotes

Press ≡ to choose from a list of your own saved preset defaults

Press ⊕ to save the current set timer, wavelengths, and pulse modes as a preset default

Getting Started

It's important to realize "more is not better" with Light Therapy, over-use can cause outcomes to be delayed as the cells don't have time to recover and recharge, use "little and often". Incorporate Light Therapy into your daily regular routine for best results.

For recommended treatment protocols visit help.mykivo.com for detailed programmes.

1

Ensure you have everything you need to hand. We recommend if you're using Light Therapy on your face to use Micellar Water to effectively cleanse your skin. Light Therapy works best on unclothed, clean and dry skin, afterwards we recommend Castor Oil to hydrate and protect your skin.

2

ALWAYS using Goggles, especially if you're using Light Therapy directly on your face.

3

For most issues, use your panel on the area you would like for a maximum of 10-15 minutes at 15cm (or 6 inches) from your skin.































4

Repeat daily for 5 days, and take a break on the 6th day to allow your body to recharge.

Complete the Light Therapy Tracker to track your progress and how you feel

Light Therapy Tracker

Day Describe how you feel after your treatment

1	  
2	  
3	  
4	  
5	  
6	Take a break, but use the device for ambient light	
7	  
8	  
9	  
10	  
11	  
12	Take a break, but use the device for ambient light	

How are you're feeling after two weeks of use?

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Need Help?

We are always here to help, if you're unsure about the operation or use of this device, please contact us at **CARE@MYKIVO.COM**

Frequently Asked Questions

How long should I use Light Therapy for?

On **help.myKivo.com** there is a dosage calculator that will help you determine the ideal amount of red/near-infrared for your particular issue. For BLUE Light Therapy treatment, we recommend 10 minutes daily using a PRO series panel.



What happens if I fall asleep underneath the device or do too much Light Therapy?

Light Therapy is generally considered extremely safe. If you do fall asleep or over-use Light Therapy, then take a break for the equivalent of the 15-minute segments for each day, so if you fall asleep for an hour, take a 4-day break, then resume.

How do I clean it?

Wipe the device down with a damp cloth, do not submerge or spray anything onto the device, it is not water resistant and contains electronics.

The device won't power on or doesn't work

Ensure the socket works by plugging something else in and checking operation. Check to see if the unit is powering on. Pressing START or RED/NIR buttons will start the device, on the VITAL panels, the switches will glow red to show the panel is powered, on ELITE panels there will be a 0000 showing, and on the PRO panels, the touch-sensitive screen will come on. If none of the controls of the device are working, check to make sure the power cable is seated securely and the device is switched on using the switch beside the power socket on the device.

There are LEDs not working, or all LEDs are not on

We use both RED and NEAR-INFRARED (and on PRO models BLUE) LEDs. Near-Infrared cannot be seen with the naked eye, so it will appear as some LEDs are not working. You can check the operation of Near-Infrared LEDs by using the back camera of your mobile phone - they will shine a purple colour.

My remote control isn't working or doesn't contain a battery

Due to shipping restrictions, we cannot ship loose batteries with panels. Search for 23A 12v batteries on Amazon to obtain them. If your remote is powered, it may need syncing - see HELP.MYKIVO.COM

How do I use the control panel?

If you need further help, download the full user-guide, safety information, and treatment suggestions at help.mykivo.com

What else can I use the panel for?

We highly recommend using the panel as ambient light in the evenings or night-time to help sleep (simulating a sunset) use ONLY RED WAVELENGTHS. Over time your body will associate the soothing red light with sleep. Simply point the panel at a wall to reflect and create an ambient environment, if you have an ELITE or PRO series panel, you can adjust the brightness to your liking. Do not look directly into the LEDS.

I've used it for a few days and not feeling anything?

Light Therapy is a gentle and cumulative therapy that can take 2-3 weeks to start to see a noticeable effect, and generally most people start to feel substantial differences after 4 weeks. It is essential to use it little and often.

I want to return my device

If you feel as though Light Therapy isn't working for you, please contact us at CARE@MYKIVO.COM and we'll guide you through the return procedure, please make sure you keep all the boxes, packages, panel, accessories and they are in new condition so you can return if necessary.

**We are passionate about Light Therapy
contact us if you have any questions and
we'd love to chat!**

Glossary

Some terms that will help you in understanding light therapy.

Types of Light

Red Light (620–750 nm)

Penetrates just below the skin surface. Supports collagen production, improves skin tone and texture, and reduces inflammation.

Near-Infrared Light (750–1100 nm)

Reaches deeper tissues, muscles, and joints. Promotes cellular repair, reduces joint and muscle pain, and enhances circulation.

Blue Light (405–470 nm)

Targets the outermost layer of the skin. Known for antibacterial properties—ideal for acne treatment, oil regulation, and skin clarity.

Yellow Light (570–620 nm)

Calms sensitive skin and reduces redness. Promotes circulation and lymphatic flow, helpful for rosacea, dull skin, and pigmentation.

Operation Modes

Pulse Mode (Pulsed Light Therapy)

Light is delivered in timed bursts (on and off cycles). This can improve penetration, reduce heat, and mimic natural biological rhythms.

Continuous Mode (CW – Continuous Wave)

Delivers a steady, uninterrupted light beam. Best for surface-level treatment or areas requiring consistent exposure.

Treatment Time

Recommended session duration. Typically ranges from 5 to 20 minutes per area, depending on the light type and device strength.

Treatment Head / Window

The part of the device that emits light and is placed over the treatment area.

Performance Metrics

Irradiance (mW/cm²)

Measures the light intensity delivered to the skin. Higher irradiance means stronger power and shorter required treatment time.

Fluence (J/cm²)

Total light energy delivered during a session, calculated by irradiance × time. Important for ensuring effective dosage.

Wavelength Specificity

The exact wavelength emitted by the device (e.g., 660 nm red, 850 nm NIR). Determines the depth of penetration and target benefit.

Spectral Output

Refers to the bandwidth or range of wavelengths emitted. High-quality devices have narrow outputs to ensure accurate targeting.

Biological & Therapeutic Concepts

Photobiomodulation (PBM)

The process by which specific wavelengths of light stimulate biological activity without heat or tissue damage.

Mitochondrial Stimulation

Red and NIR light enhance ATP production in cells, supporting energy levels, cellular repair, and overall tissue health.

Collagen Production

Red light activates fibroblast cells, encouraging the natural production of collagen for firmer and more youthful skin.

Sebum Regulation

Blue light helps normalize oil production in the skin, reducing breakouts and improving overall skin balance.

Anti-Inflammatory Effects

Red and NIR light help reduce inflammation by calming immune responses and decreasing oxidative stress in tissues.

Circadian Rhythm Support

Blue and red light can influence melatonin and serotonin levels, helping to regulate sleep-wake cycles and mood.

Upgrading your Device

At Kivo, providing reliable functional devices that perform successful therapeutic treatments is the core of our business. We understand that you may change your mind, and want a product with more functionality.

If you would like to change your mind and upgrade your device, simply contact us and you just need to pay the difference.

Simply return the device to us, with all accessories, pay the difference and the shipping, and we'll get a new device to you.

Upgrading can only be done for any device that is higher in series, or larger than the device you originally purchased. For example, you can purchase a Vital 300 and decide you would like a Pro 300, or you purchase a 1000 series and you decide you would like a 2400 series – you would just pay the difference.

This can be done at ANY time within the first year of ownership.

The device you originally purchased and want to exchange MUST be in as new condition, if there is any damage, then there may be a surcharge – we will be open about this when you contact us, so there are no surprises, and if we receive the device in a different condition than you specify, you can cancel the upgrade, and you can then have the device shipped back to you at your expense.

If you choose to proceed with the upgrade, then we will provide a shipping quote to you.

Special terms and conditions apply for upgrades

- Price differences do not apply for sale prices, only regular prices.
- You must be accurate about the condition of the device. If you do not specify the condition, it will be assumed the device is in perfect, as new condition, and any quote will be provided on that basis. If we receive the device in any condition that is different, then surcharges may apply.
- We reserve the right not to honour any upgrade or change of device, it is provided on a goodwill basis, and not contractual, and is not a condition of sale.
- All accessories must be returned with the device.
- Special order panels are exempt from the upgrade offer unless we determine otherwise.

Warranty Certificate

The warranty for this device starts from the date of receipt of the product as determined by tracking date of delivery or, if unavailable, the date of purchase. Nothing in this warranty affects your statutory rights and the rights in your state, province, or country override this warranty. Proof of purchase is required; this warranty is not transferable and is only applicable to the original purchaser.

Kivo will warranty its products and guarantee that they will be free from defects in materials and workmanship under residential or commercial use for the following periods

Warranty period

Consumer use

Vital Series	2 years
Elite Series	3 years
Pro Series	5 years

Commercial use

Vital Series	1 year
Elite Series	1 year
Pro Series	1 year

Any accessory (such as remote, wall hanger, door pulley, power cable, stand, base, mount, etc.) provided with the panel is limited to one year.

This warranty is valid worldwide.

What this warranty covers

This warranty covers manufacturing defects and functional failures under normal use, including but not limited to:

- LED failure under normal operating conditions
- Internal electronic or component defects
- Power supply or control system malfunctions

What this warranty does not cover

- Misuse, abuse, neglect, or improper operation
- Accidental damage, drops, or impact
- Water or moisture exposure
- Unauthorized modification, repair, or disassembly
- Normal cosmetic wear and tear
- Use inconsistent with instructions provided in the user manual

Warranty Claim Process

Our products are designed to last longer than the warranty period and are extremely reliable, but in the unlikely event of an issue, please contact us at care@mykivo.com and we'll work with you to resolve any issues.

We may ask you for photos or videos, or video chat, to help in the best way to resolving the issue.

If we determine that there is an issue with the panel that we cannot resolve remotely, then you must provide proof of purchase, and then ship the panel to us (if you are in the Vancouver lower-mainland area we can pick-up for a nominal fee). The panel must be shipped in the original packaging, and with all accessories (stands, panels, bases do not need to be returned). It is up to you if you ship insured or uninsured, but we are only responsible for the panel once we have confirmed receipt, even if it is marked as delivered. If it is lost enroute, it is your responsibility. You must ship the device marked clearly **WARRANTY REPAIR** on the box, and confirm with your shipping agent if any duties, charges, fees are applicable. These must be prepaid, if we receive a shipment with any COD on any fees, we will not accept the delivery.

If you are claiming any issue with an accessory, please only return that accessory, we can guide you on this if applicable.

We will attempt a repair, and if we cannot repair your product, we will replace it for the same model, or if we cannot replace it with a similar model, we will upgrade you free of charge.

If we determine the repair or replacement is valid under the warranty, we will ship your product back to you at our expense.

If we replace your device, the original warranty period applies, even if we upgrade you to a different series model – i.e. if you purchase a Vital 300

and return the panel under the 2-year warranty, and we provide you with a Pro 300 replacement, the balance of the 2-year warranty applies to the replacement panel. If we need to replace your panel, the replacement may be new or a Kivo Certified reconditioned unit.

If there is damage to the panel, including, but not limited to: knock damage, dings, scratches, power surge, water damage, moisture ingress, or the moisture labels inside the device are activated – then the warranty will be void. The product can be returned to you, but you will be responsible for shipping, or we can recycle the item for you at no expense.

Technical Specifications

Elite + Pro Series

	300	1000	1500	2400	3600
Dimensions (mm)	322x220x71	880x220x71	880x280x71	1159x419x71	1717x419x71
Power Consumption	91w	273w	390w	738w	1092w
LEDs	70	210	300	560	840
Lens Beam Angle	30 degrees				
Cooling Fans	1	2	2	4	8
Weight	4.2kg	8.6kg	11.8kg	18.5	32
Lifespan	100,000 hours				
Best For	Quarter Body	Half Body	Half Body	Full Body	Full Body
Pulse	0Hz – 10Hz - 40Hz – 73Hz – 146Hz – 293Hz – 587Hz				
Emf	0 @ 15cm				
Remote Control	Yes				
Wireless Connectivity	Yes – Multi-link panels together wirelessly to synchronize functions and power-on/off				
Material	Aluminum Alloy				

Vital Series

	300	1000	1500	5000
Dimensions (mm)	316x214x60	910x195x60	910x298x60	1800x473x60
Power Consumption	91w	273w	390w	738w
LEDs	60	210	300	960
Lens Beam Angle	30 degrees			
Cooling Fans	1	2	2	4
Weight	2.5kg	6.4kg	8.6g	28
Lifespan	50,000 hours			
Best For	Quarter Body	Half Body	Half Body	Full Body
Pulse	Not available			
Emf	0 @ 15cm			
Remote Control	No	Yes	Yes	Yes
Wireless Connectivity	No			
Material	Steel			



help.myKivo.com

To obtain the latest user manual for this device, important safety information, and instant access to the product guides, latest help, treatment protocols, wellness trackers and more.