

kivo

| THE SCIENCE
| OF WELLNESS |

Kivo LightBag™

Kivo LightMat™

User instruction manual



<https://help.KivoTherapy.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.

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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. Driven by a passion to help others, Kivo was born. The sole aim? To spread the love of the many uses and benefits of Light Therapy.

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. Please leave your review at:

<https://review.KivoTherapy.com>

For a chance to win 1 of 3 \$500.00 Kivo Gift Cards

Important note concerning returns for the Kivo LightBag / LightMat

This product touches skin, because of this it cannot be returned if the product has been used as the item cannot be resold to someone else. If you wish to return the product, it must be in new, unused condition, with all accessories, wrapping, bags, cables, components, packing, and the box all must be in good condition.

For returns, please contact us at returns@KivoTherapy.com and we'll be happy to help find a resolution, answer more questions, or proceed with a return if you're not happy with your Kivo Product.

You're also entitled to upgrades, if this product hasn't been used, and you'd prefer to swap it for a different product, please let us know, you'll just pay the difference.

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.KivoTherapy.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.KivoTherapy.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.
- **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.
- **ALWAYS** allow sufficient airflow around device, **DO NOT COVER** with a blanket, sheet, or anything else.
- **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 30 minutes on any part of the body at 100% brightness, or 60 minutes at 50% brightness.
- 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**

HEAT WARNING

DO NOT FALL ASLEEP IN THIS PRODUCT. IF YOU NOTICE BURNING, OVERHEATING, DIZZINESS, ETC. STOP USING THE PRODUCT, TAKE A BREAK, AND USE FOR A SHORTER PERIOD OF TIME.

CHOKING HAZARD

SMALL PARTS – NOT FOR CHILDREN, ADULT SUPERVISION IS REQUIRED

EPILEPSY OR SENSITIVITY TO FLASHING LIGHTS

DO NOT USE THIS PRODUCT ON PULSE MODE SETTING IF YOU HAVE EPILEPSY OR OTHER PHOTO SENSITIVITY OR SENSITIVITY TO FLASHING LIGHTS.



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 660nm visible red wavelengths - and 850nm in the non-visible near-infrared wavelengths.

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

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.

The combination of 660nm red light and 850nm near-infrared light creates a balanced treatment for both surface and deep body tissues.

- **660nm Red Light (Surface and Skin Layer):**
 - Absorbed primarily in the top layers of skin and shallow tissue.
 - Stimulates collagen production to smooth fine lines and improve skin tone.
 - Boosts local blood circulation to help heal cuts, scrapes, and surface blemishes.
 - Energizes surface-level cells by boosting mitochondrial ATP production.
- **850nm Near-Infrared Light (Deep Tissue and Muscle Layer):**
 - Invisible light that passes through skin and bone to reach deep muscles, joints, and tendons.
 - Penetrates deep to calm chronic aches, joint stiffness, and deep muscle soreness.
 - Triggers the release of nitric oxide to lower inflammation in inner tissue beds.
 - Speeds up muscle recovery after heavy physical activity or intense training sessions.
- **Why Both Wavelengths Together Work Best:**
 - Creates a full-body treatment that covers shallow skin cells and deep skeletal structures at the same time.
 - Eliminates the need to switch between different devices for different goals.
 - Maximizes cellular energy production from the outside of your body all the way to your inner core.

Pulse Modes

The Kivo LightBag provides three levels, constant on, 10Hz, and 40Hz. Pulsing light on and off at specific rates provides biological benefits that go beyond a steady beam of light:

- **Heat management:** Pulsing gives tissue short rest periods to cool down between flashes. This avoids surface heat buildup while still delivering strong peak power.
- **Deeper tissue reach:** Because peak power can be higher during the flash without overheating your skin, light travels deeper into muscles, joints, and connective tissue.
- **Cellular reset:** Mitochondria absorb light through an enzyme called Cytochrome c Oxidase. Constant light can saturate this enzyme. Brief pauses give cells time to process energy and reset before the next photon hits.
- **Biological rhythm alignment:** Body systems - from brainwaves to cellular calcium channels - naturally sync with rhythmic frequencies. Matching these rhythms helps guide your body into specific physical and mental states.

Continuous Mode / 1 Hz Pulse

- Continuous light (steady mode):
 - Keeps the LEDs on steadily with no pauses.
 - Delivers the highest total dose of light in the shortest session time.
 - Best for general skin health, collagen building, and full-body cellular energy.
- 1 Hz pulse (one pulse per second):
 - Matches the slowest brainwave range (Delta waves, which run from 0.5 to 4 Hz).
 - Promotes deep relaxation, calm, and nervous system wind-down.
 - Provides the longest cooling window between flashes, making it very gentle for heat-sensitive skin.
 - Best for evening relaxation and easing into sleep while inside the bag.

10 Hz Pulse Mode

- Alpha brainwave alignment:
 - Flashes 10 times per second, matching the brain's Alpha wave rhythm (8 to 12 Hz).
 - Encourages a calm, focused, and meditative state.
- Pain relief:
 - 10 Hz is the most heavily studied pulse rate for chronic and acute pain.
 - Research shows it dampens pain signals and calms irritated nerves in joints and muscles.
- Tissue repair and swelling reduction:
 - Helps lower localized swelling and inflammation in joints and muscle beds.
 - Speeds up muscle recovery and tendon repair after heavy workouts or physical strain.
- Best use case:
 - Post-exercise recovery, joint soreness, back stiffness, and daily stress relief.

40 Hz Pulse Mode

- Gamma brainwave alignment:
 - Flashes 40 times per second, matching the brain's Gamma wave rhythm (around 40 Hz).
 - Gamma rhythms are connected to high alertness, memory, focus, and sharp thinking.
- Cellular cleanup:
 - Research highlights 40 Hz pulsing for activating microglia, the cleanup cells that clear metabolic waste and cellular debris.
 - Supports cellular clearing throughout target tissues.
- Nervous system stimulation:
 - Even with a body wrap or mat, 40 Hz stimulation travels through peripheral nerves and blood flow toward the central nervous system.
 - Helps activate muscle fibers and energize sluggish tissue.
- Best use case:
 - Morning sessions, pre-workout warm-ups, mental fatigue, and easing brain fog.

How to Select Your Setting

1. **Use Continuous** when you want a standard full-body session for general wellness and skin support in 10 to 15 minutes.
2. **Use 10 Hz** when your main goal is soothing sore joints, relieving muscle aches, or relaxing after a long day.
3. **Use 40 Hz** when you need a morning boost, improved mental alertness, or pre-activity physical preparation.



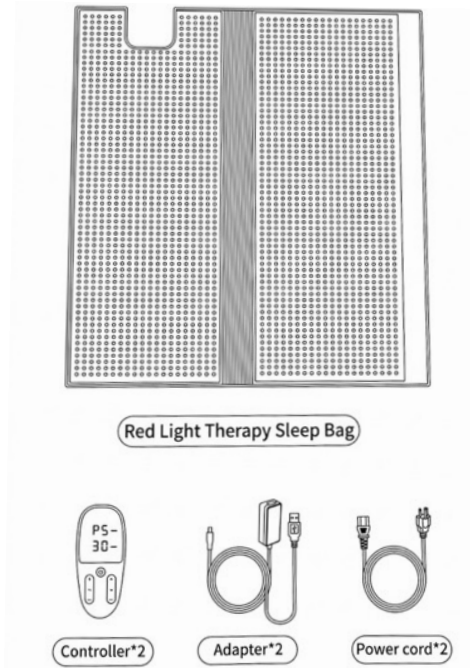
Consistency is Key

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.

What is in the Box?



Please check to make sure the following items are included:

Kivo LightBag

- 1 x Kivo LightBag that splits into 2 LightMats
- 2 x Controllers
- 2 x Power supplies
- 2 x Power cables
- Glasses

Kivo LightMat

- 1 x Kivo LightMat
- 1 x Controllers
- 1 x Power supplies
- 1 x Power cables
- Glasses

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.KivoTherapy.com for detailed programmes.

1

Ensure you have everything you need to hand, use the LightBag / LightMat on a stable flat surface.

If you want to wear clothes, ensure they are thin cotton to help prevent sweating. If naked, ensure that you wipe down your LightBag / LightMat each time.

2

Connect the controller to the LightMat, then plug in the controllers to the power adapter and connect the power.

We recommend using a surge suppressor to extend the life of the product.

3

For most issues, use your mat on the area you would like for a maximum of 30 minutes.

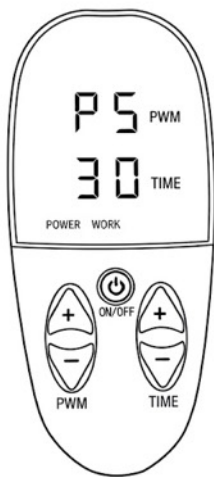
If you have a LightMat, you can use 30 minutes on your back, then 30 minutes on your front. For the LightBag, a single 30 minute treatment time is sufficient.

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

Controller Instructions



Press and hold the ON/OFF button to switch the device on or off

Short press the ON/OFF button to switch modes

- 1. Constant on
- 2. 10Hz Pulse Mode
- 3. 40Hz Pulse Mode

Press the PWM button to select the desired POWER MODE

	Red Light Power	Near-Infrared Power
P1	11 mw/cm ²	15 mw/cm ²
P2	35 mw/cm ²	50 mw/cm ²
P3	65 mw/cm ²	80 mw/cm ²
P4	90 mw/cm ²	111 mw/cm ²
P5	110 mw/cm ²	135 mw/cm ²

Press the TIME button to select the automatic shutoff

10 / 20 / 30 / 40 / 50 / 60 / 70 / 80 / 90 minutes

T 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

13

14

15

16

17

18 Take a break, but use the device for ambient light

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

.....

.....

.....

Treatment Protocols

General Wellness and Skin Support

- **Frequency:** 3 to 5 times per week.
- **Duration:** 20 to 30 minutes per session.
- **Mode:** Continuous.
- **Setup:** Lay inside the LightBag or on top of a LightMat with bare skin exposed to the LEDs.

Post-Workout Muscle Recovery

- **Frequency:** After strenuous physical activity.
- **Duration:** 20 to 30 minutes per session.
- **Mode:** 10Hz Pulse Mode.
- **Setup:** Wrap the LightBag around your body or target the specific sore muscle group using one LightMat.

Morning Energy and Focus

- **Frequency:** Daily, in the morning.
- **Duration:** 20 to 30 minutes per session.
- **Mode:** 40Hz Pulse Mode.
- **Setup:** Lay on the LightMat while doing light morning stretching or breathwork.

Care and Maintenance

- Unplug the device completely before cleaning.
- Wipe the clear protective cover over the LEDs using a damp cloth and mild soap.
- Do not use harsh chemicals or alcohol-based cleaners on the transparent plastic.
- Do not soak the LightBag / LightMat, do not pour liquid on it, or use excessive amounts of water.
- Allow the device to air dry completely before rolling it up or storing it in the carry bag.
- Store in a cool, dry place away from direct sunlight.

Damage caused by excessive water, cleaners, failing to allow the device to dry completely before putting away, not using clean dry skin, using skin moisturisers, damage caused by clothing or anything else that may damage the protective cover, using the LightBag / Mat not on a level flat solid surface – will void the warranty.

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@KIVOTHERAPY.COM**

Frequently Asked Questions

How long should I use Light Therapy for?

On **help.KivoTherapy.com** there is a dosage calculator that will help you determine the ideal amount of red/near-infrared for your particular issue. For LightBag / LightMats we recommend 10-15 minutes per day per area of the body.

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 by the green LED on the power supply.

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

We use both RED and NEAR-INFRARED 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 controller isn't working

Ensure the cables aren't damaged, and there is power to the power supply.

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 1-3 months. 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@KIVOTHERAPY.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.

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.

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
2 years

Commercial use
30 days

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@KivoTherapy.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.

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.