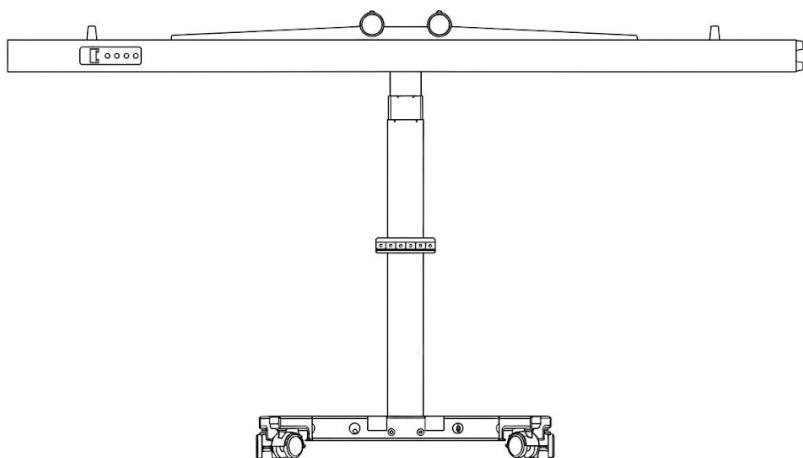




| THE SCIENCE
| OF WELLNESS |

User Guide For Kivo Motorized Stands



<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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Version 1.0 ENGLISH

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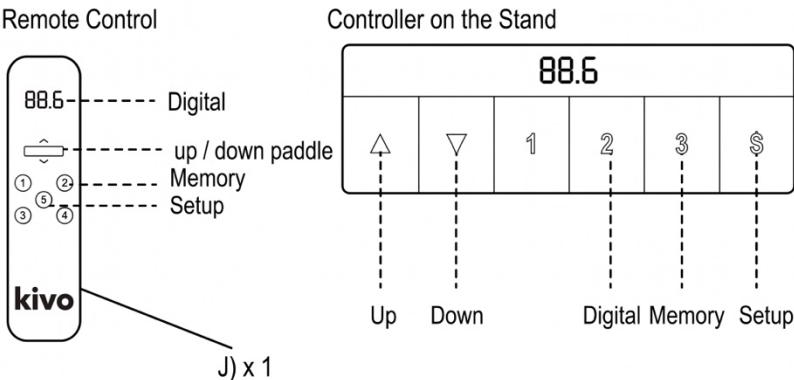
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Welcome!

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. Its sole aim is 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

Compatibility Notice

Thank you for purchasing a Kivo Electric Stand. This stand works with all Kivo THREE Series and above panels. It allows motorized vertical control, manual rotation control, and is height adjustable with an available remote control.

We cannot advise or guarantee compatibility with any other make or model of light therapy panel. If you are purchasing this stand to work with another make of panel, or not for its intended purpose (it is designed specifically for Kivo Light Therapy Panels), please note that if you return the item for a refund, if there are any scratches, damage, or marks indicated use (on brackets, stand, posts, wheels, etc) – we may offset the damage by a reduced refund, to enable it to be resold to someone else at a lower price (as used price).

To maximize your refund, we recommend dry fitting the stand with your panel, and using protective tape to ensure the brackets don't damage the panel or the brackets themselves. Once you have confirmed compatibility, then proceed with construction.

Warnings + Precautions

IMPORTANT WARNING

THIS DEVICE DOES NOT HAVE OBSTRUCTION DETECTION. IF YOU RAISE OR LOWER THE STAND AND IT HITS AN OBJECT, IT COULD CAUSE DAMAGE TO THE DEVICE, PROPERTY, OR DEATH OR INJURY TO A PERSON.

**DO NOT USE THE STAND WITH A PERSON UNDERNEATH
DO NOT LOWER THE STAND WITH A PERSON UNDERNEATH
ENSURE ALL CABLES ARE CLEAR AND ARE LONG ENOUGH
DO NOT OPERATE IF YOU OR SOMEONE ELSE IS UNDER THE STAND
ONLY USE THE STAND ON THE CONTROLLER SIDE (THE BACK) LOWER THE STAND/PANEL INTO PLACE THEN WHEEL THE STAND TO THE POSITION REQUIRED. THEN ALLOW A PERSON TO POSITION THEMSELVES UNDERNEATH THE PANEL FOR TREATMENT.**

- 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 in any way that is not exactly specified in these instructions.
- ALWAYS unplug the stand secure the power cord, when moving or relocating the stand to another location. DO NOT move when plugged in.
- Ensure the wheel locks are used when the stand is in use
- DO NOT exceed the weight limit
- Keep the power cord away from areas where it could be tripped over. If it is in an area that could be tripped over, use a cord organization floor strip.
- ALWAYS use this device in a surge suppressed outlet.
- DO NOT use this stand on uneven surfaces
- ALWAYS use two people to steady and move the stand when using
- DO NOT lower the panel with a person underneath
- ALWAYS ensure the bolts are tightened every month
- ALWAYS use the correct mounting bolt holts
- ALWAYS use the correct brackets for mounting to the stand
- NEVER use multiple panels unless the stand and panels are specifically designed for it.
- NEVER use this stand whilst intoxicated.
- DO NOT allow children to operate or play around this stand, it is heavy and could tip over causing injury or death.

TIPOVER WARNING

SERIOUS OR FATAL CRUSHING INJURIES CAN OCCUR FROM TIPOVER, TO HELP PREVENT TIPOVER:

- NEVER ALLOW ANYONE TO CLIMB, STAND, HANG, OR PLAY ON OR WITH ANY KIVO DEVICE
- MAKE SURE THIS PANEL IS SECURELY BOLTED TO THE MOUNTS AND BRACKETS
- NEVER USE THIS STAND WHEN SOMEONE IS UNDERNEATH
- ALWAYS USE TWO PEOPLE WHEN MOVING A PANEL AND STAND – ONE TO STEADY, THE OTHER TO MOVE
- BE AWARE WHEN MOVING THE STAND AND PANEL ACROSS A THRESHOLD OR DIFFERENCE IN SURFACE
- NEVER ADAPT THIS STAND TO USE FOR A DIFFERENT PANEL OR USE DIFFERENT MOUNTS OR MOUNT TO INCORRECT BOLT HOLES TO PREVENT IMBALANCE

CHOKING HAZARD

SMALL PARTS – NOT FOR CHILDREN, ADULT SUPERVISION IS REQUIRED

TO CLEAN

DO NOT IMMERSE THE DEVICE IN WATER, SPRAY MONITOR CLEANER OR WINDEX ONTO A CLOTH THEN WIPE THE DEVICE, THEN WIPE IMMEDIATELY AFTER WITH A DRY LINT FREE CLOTH.

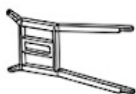
MAINTENANCE

THE STAND NEEDS MINIMAL MAINTENANCE, USE A SMALL AMOUNT OF GREASE ON THE HEAD BOLT TO REDUCE MOVEMENT AND ADJUSTMENT NOISE, AND A SMALL AMOUNT ON THE WHEEL BEARINGS FOR MOVEMENT.

What is in the Box?



A] Main Vertical Post



B] Base



C] Wheel (x4)



D] Base Plate



E] Head



F] Power Cord



G] Controller



H] Panel Bracket



I] Horizontal Arm



J] Remote



K] Screws
M6x12 (x32)



L] Screws
M8x60 (x8)



M] 4mm
Allen Key



N] 5mm
Allen Key



O] Phillips Bolts
M4 x 8 (4)



P] M4 Hat Bolt
(2)

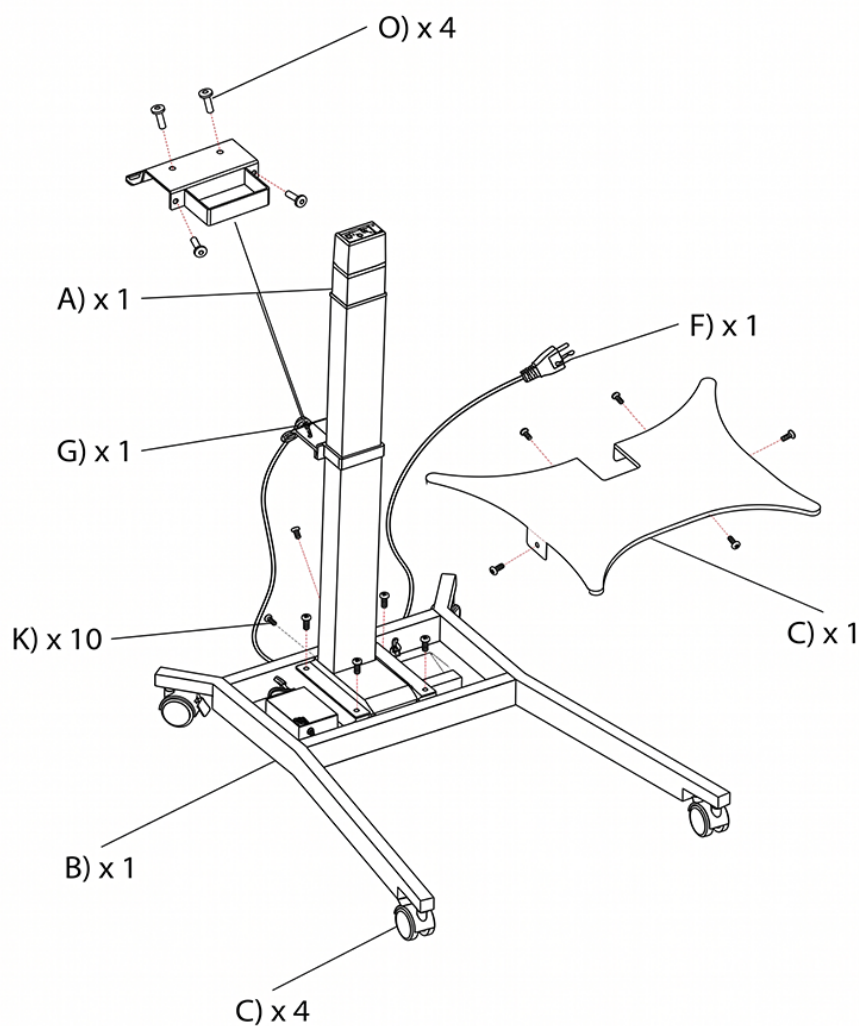


Q] Allen Screws
M8 x 20 (4)



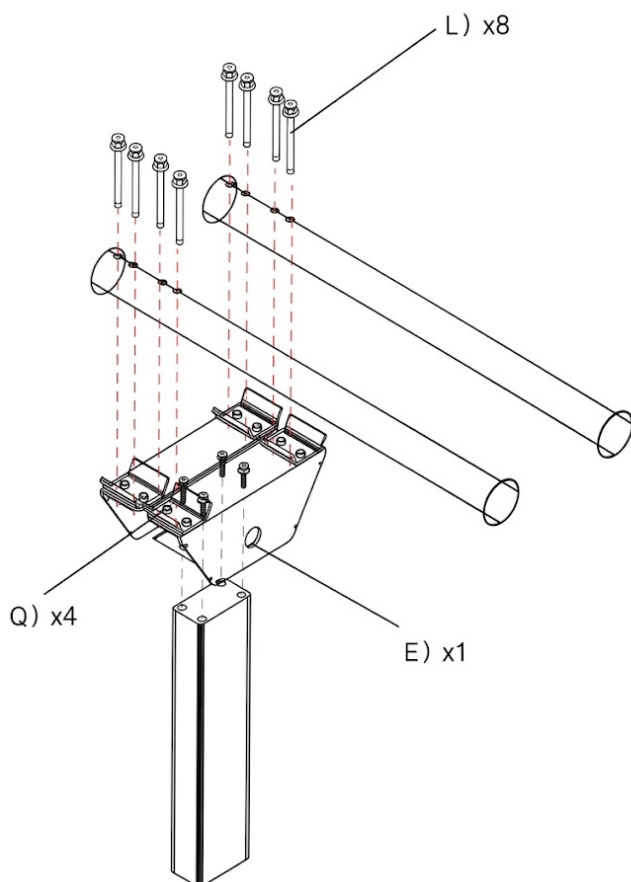
R] Screwdriver
(1)
* optional

Build the Base



Build the Head

The head is the holder between the main vertical post, and the horizontal arms that support the panel. It is important to note the orientation of the main bolt and head to prevent sagging of the head, horizontal arm, and panel (especially on the larger and heavier Kivo EIGHT and TWELVE Series panels).



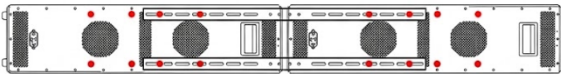
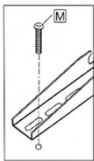
Important

Place the bolt head on the panel side and the nut / washer on the opposite side. Ensure the word FRONT on the head is on the panel side, and BACK is on the opposite side of the panel.

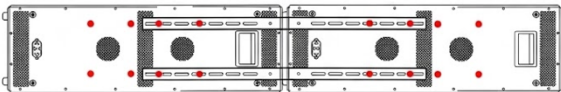
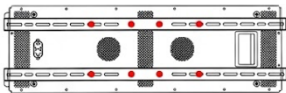
The head is slightly angled to allow the weight of the panel to bring it to roughly horizontal, if you construct the head incorrectly, it will make the panel sag out of horizontal.

Secure the Panel

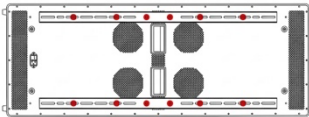
Using the M type bolt, secure the panel brackets to the holes in the Kivo Light Therapy panels.



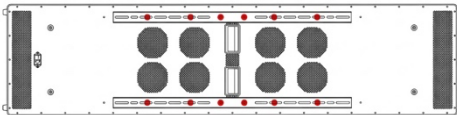
Single or Dual
THREE SERIES ELITE / PRO



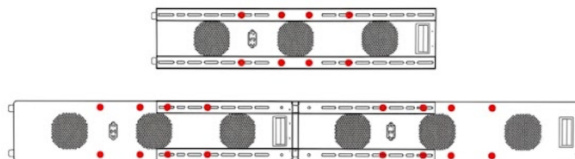
Single or Dual
THREE-WIDE SERIES ELITE / PRO



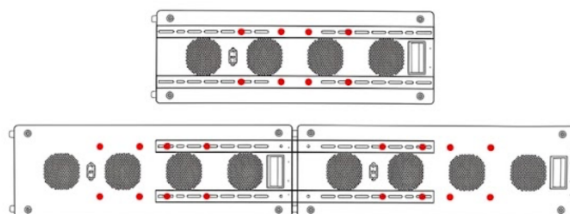
EIGHT SERIES ELITE / PRO



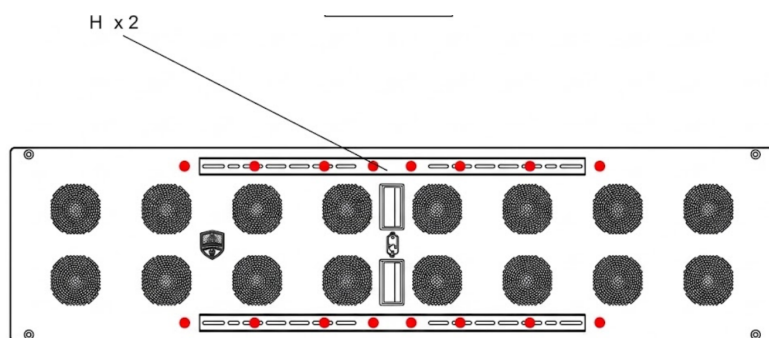
TWELVE SERIES ELITE / PRO



THREE SERIES VITAL



THREE-WIDE SERIES VITAL

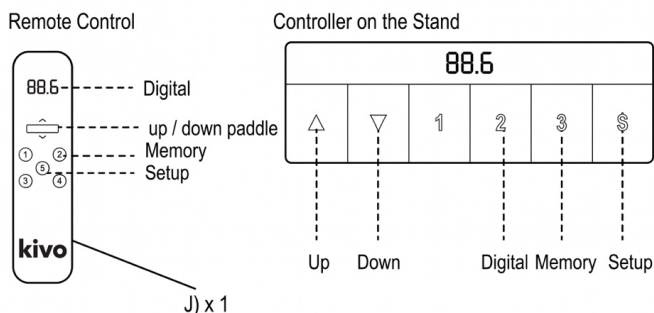


TWELVE SERIES VITAL

Attach the supplied bolts to the red dots that match the brackets.

ONLY USE THE SUPPLIED BOLTS. Other bolts may fit, but could be too long and damage the internal electronics inside.

Operation



Sync Remote Control

Disconnect the stand.

On the remote control: keep pressed the buttons S and 4 – the screen will show “00.0”

Power on the stand

The remote control will show “Co” for Connected

Reset

To reset all the memories, remotes, and set the controller back to factory settings, press the UP & DOWN arrow on the stand controller for 15 seconds.

Save a height

Set the height of the stand using the UP or DOWN arrows.

Press S on either the remote or the stand controller and then press the number of the memory you'd like to set the height to

Set Units in CM/INCHES

Keep the S button pressed for 8 seconds and the stand will switch from CM to INCHES or from INCHES to CM.

Overheat Protection

If the stand is rapidly raised and lowered 3-4 times, the controller will show HOT, and the stand height operation will be paused for 15 minutes to allow the motors to cool down.

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
TWO YEARS

Commercial use
ONE 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.

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 device that we cannot resolve remotely, then you must provide proof of purchase, and then ship the device to us (if you are in the Vancouver lower-mainland area we can pick-up for a nominal fee). The device must be shipped in the original packaging, and with all accessories. 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 device, we will replace it for the same model, or if we cannot replace it with a similar device, 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 device. If we need to replace your device, the replacement may be new or a Kivo Certified reconditioned device.

If there is damage to the device, 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.