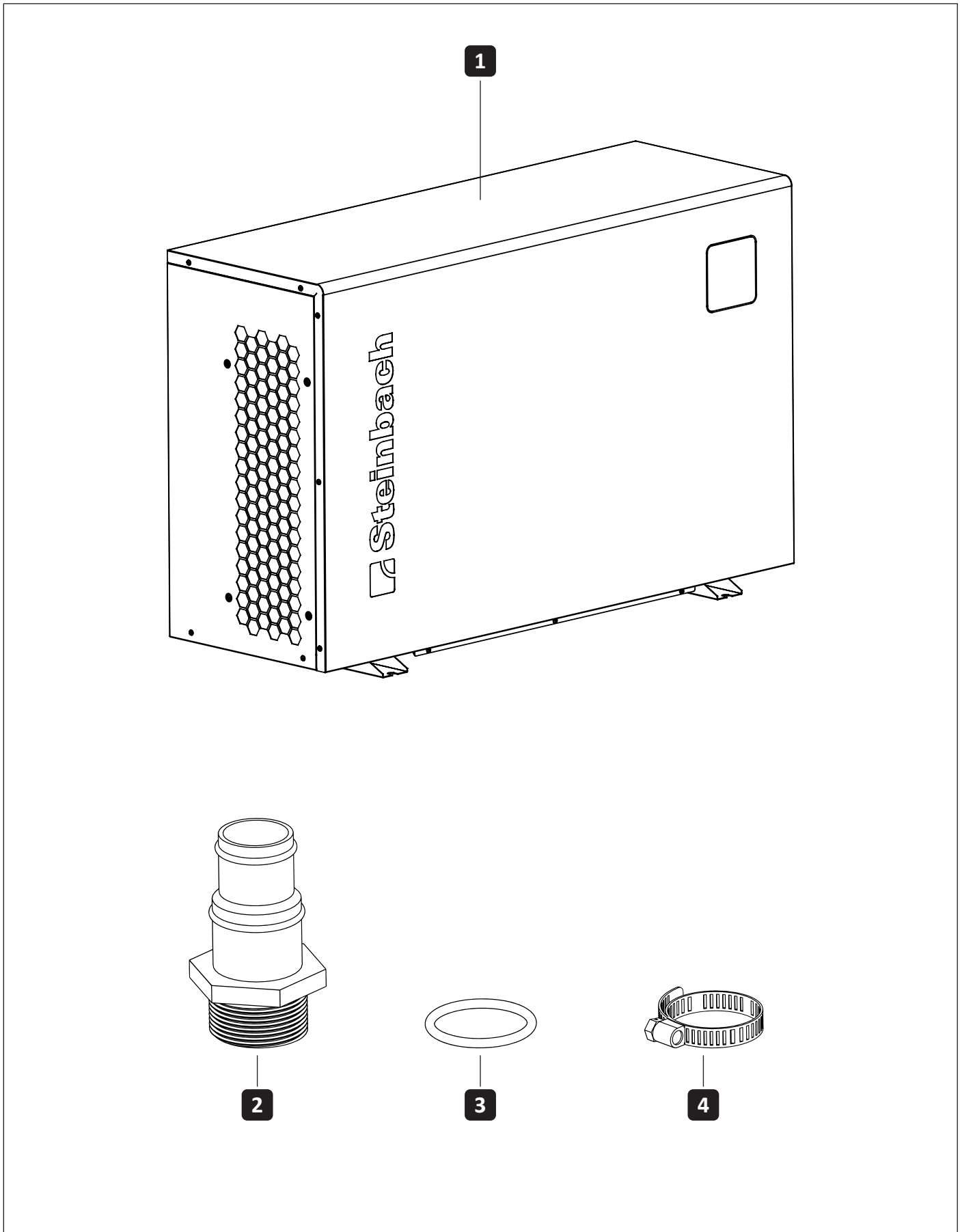
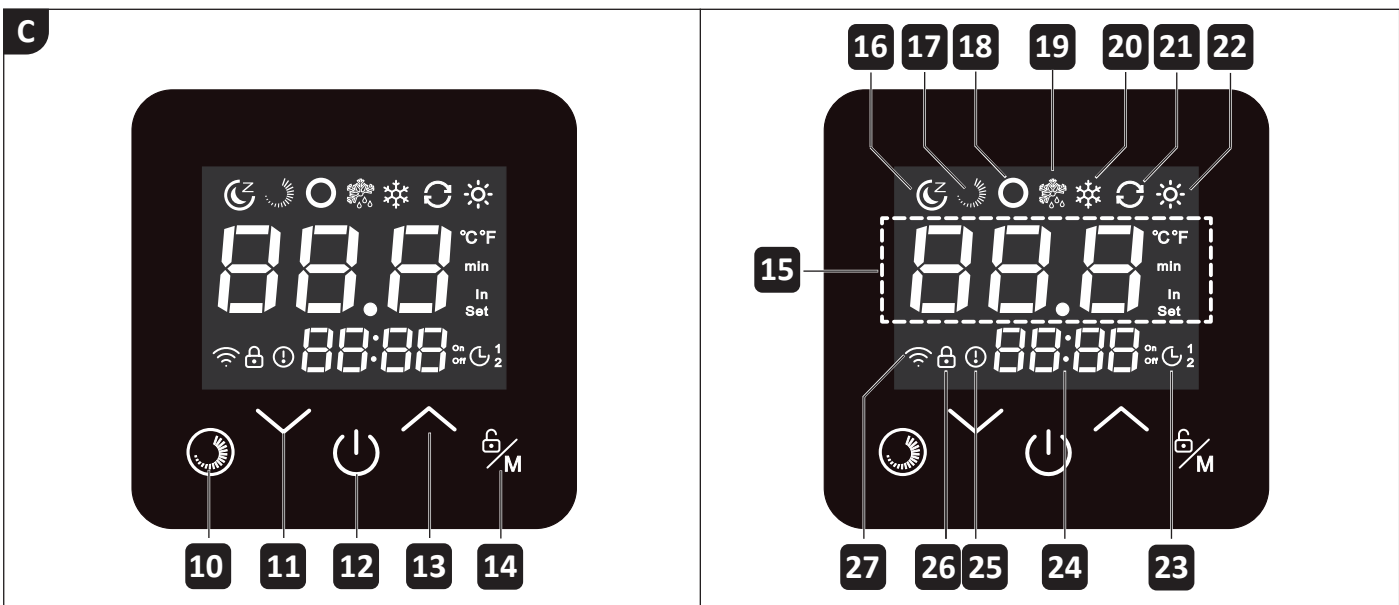
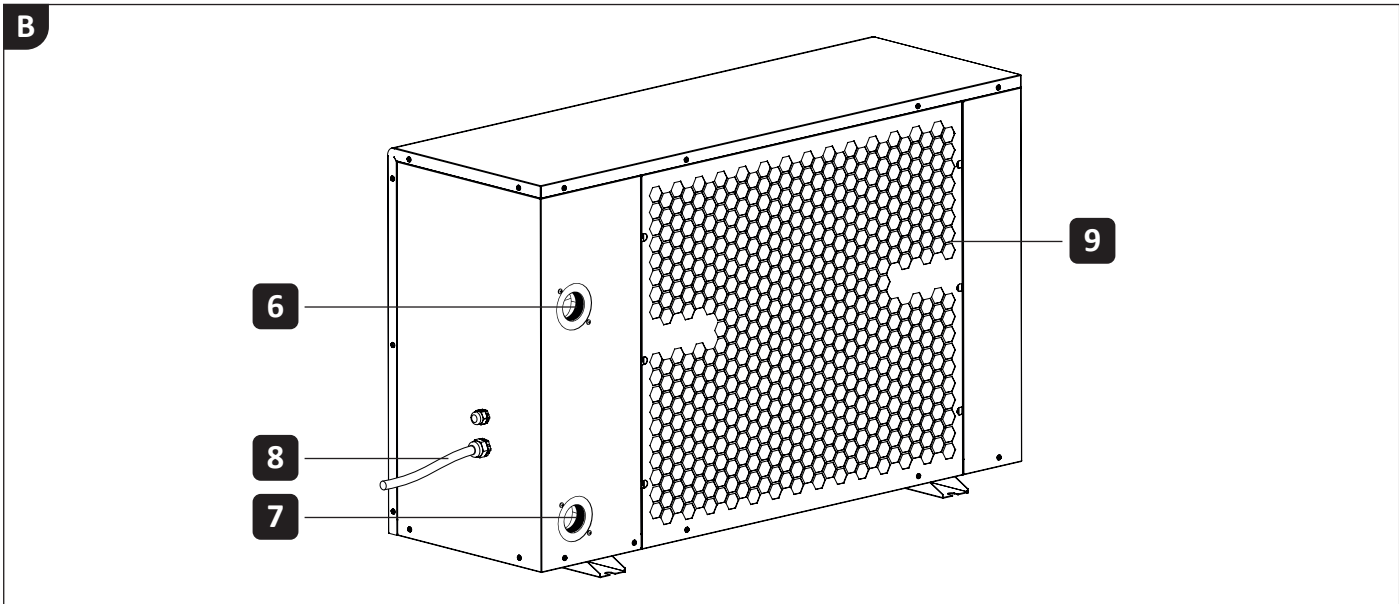
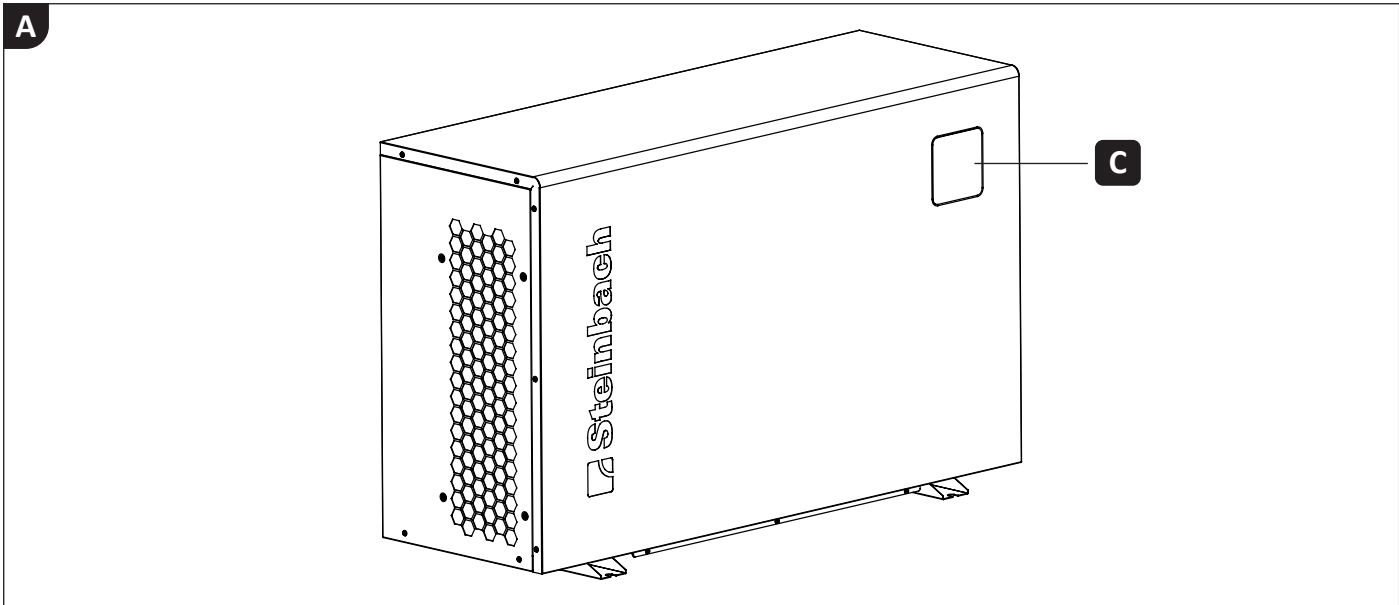


## Overview





## Scope of delivery

- 1** Cooling and heating pump
- 2** Double nipple 3/4" AG
- 3** Filter cartridge 10" (3x)
- 4** Teflon tape
- 5** Filter wrench

## Device components

- 6** Water connection outlet
- 7** Water connection inlet
- 8** Power cord
- 9** Lamella heat exchanger
- 10** Filter container cover

## (C) Display: Operating and display elements

- D1** Display **Filter**
- D2** Display **Ventilation**
- D3** Display **Key lock**
- D4** Display **WIFI**
- D5** Display **Cooling mode**
- D6** Display **Heating mode**
- D7** Display **Frost protection mode**
- D8** Display **Inlet temperature**
- D9** Display **Setpoint temperature**
- D10** Display **Temperature unit**
- D11** Display **Time/Timer**
- D12** Display **Error**
- D13** Button **Mode/Key lock**
- D14** Button **ON/OFF**
- D15** Button **Operating mode**
- D16** Button **Control/navigation DOWN**
- D17** Button **Control/navigation UP**

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## General

### Read and keep the operating instructions



This operating manual belongs to this Flex 5 cooling and heat pump (hereinafter also referred to as “device”). It contains important information on commissioning and operation.

Read the operating instructions carefully, especially the safety instructions, before using the device. Failure to follow these operating instructions may result in serious injury or damage to the device. Keep the operating instructions for future reference. If you pass the device on to third parties, be sure to include these operating instructions.

### Intended use

This device is designed exclusively for temperature control (heating or cooling) of privately used immersion pools or tubs in accordance with these brief instructions and the operating manual. The salt concentration of the water must not exceed 0.5% (equivalent to 5 g/l or 5,000 ppm).

This device is intended for year-round outdoor use only. Despite the integrated frost protection, frost damage is expressly excluded from the warranty. It is intended for private use only and is not suitable for commercial use. Only use the device as described in these operating instructions. Any other use is considered improper and may result in property damage or even personal injury.

The device is not a toy. The manufacturer or dealer accepts no liability for damage resulting from improper or incorrect use.

## Explanation of symbols

The following symbols are used in this quick guide, the user manual (see QR code), on the device, or on the packaging.



Read this quick installation guide and the operating manual from the QR-code below.



The operating manual contains important additional information.



The operating manual contains important information about maintenance and repairs.



Warning! Risk of fire! Flammable materials.



Risk of electric shock! Warning! Electric voltage.



Products marked with this symbol conform to protection class I.



Never use sharp knives or other sharp objects to open the packaging. They might damage the content.

## Safety

The following signal words are used in these operating instructions.

**⚠ WARNING!** This signal symbol/word indicates a hazard with a medium level of risk which, if not avoided, could result in death or serious injury.

**⚠ ATTENTION!** This signal symbol/word indicates a hazard with a low level of risk which, if not avoided, may result in a minor or moderate injury.

**NOTE!** This signal word warns of possible material damage.

### General safety instructions

#### **⚠ WARNING!**

##### **Risk of fire and explosion!**

The refrigerant circuit of the appliance contains highly flammable, odorless gas under high pressure. There is a risk of fire and explosion if refrigerant escapes uncontrolled.

- » Only operate the appliance outdoors.
- » Keep heat sources, naked flames and ignition sources away from the device.
- » Only store the device in well-ventilated areas.

#### **⚠ WARNING!**

##### **Risk of injury due to lack of qualification!**

Lack of experience or skill in the use of required tools and lack of knowledge of regional or standard regulations for required manual work can result in serious injury or damage to property.

- » Commission a qualified specialist for all work where you cannot assess the risks through sufficient personal experience.

#### **⚠ WARNING!**

##### **Risk of electric shock!**

- » Do not operate the heat pump if it is visibly damaged or if the mains cable or mains plug is defective.
- » Only connect the heat pump to sockets installed in accordance with standards and protected by a residual current device (RCD) with a maximum permissible residual current of 30 mA.
- » Never pull the mains plug out of the socket by the mains cable; always hold the mains plug.

#### **⚠ WARNING!**

##### **Risk of injury for people with personal disabilities or a lack of experience and knowledge!**

Improper handling of the device can result in serious injury or damage to the device.

- » Do not leave the appliance unattended during operation.
- » Only allow others access to the appliance after they have read and understood these instructions in full or have been informed of the intended use and the associated dangers.
- » Never allow persons with reduced physical, sensory or mental capabilities (e.g. children or intoxicated persons) or lack of experience and knowledge (e.g. children) near the appliance unsupervised.

**⚠ ATTENTION!****Risk of injury when moving heavy equipment!**

The appliance is heavy! Incorrect lifting or uncontrolled tilting of the appliance can lead to injuries or damage to the appliance.

- » Lift, carry or tilt the appliance with at least two people, never alone.
- » Ensure correct posture (straight back, secure footing, etc.).
- » Use transportation aids (e.g. pallet truck or rolling board).
- » Wear protective equipment such as safety shoes or gloves.

## Preparation

**⚠ WARNING!****Choking hazard due to packaging material!**

Packaging material can lead to death by suffocation. Especially for children and mentally impaired people, who are unable to assess the risks due to a lack of knowledge and experience, there is an increased potential for danger.

- » Make sure that children and mentally impaired people do not play with the packaging material.

**NOTE!**

Careless opening of the packaging, especially with sharp or pointed objects, can cause damage to the device.

- » Open the packaging as carefully as possible.
- » Do not penetrate the packaging with sharp or pointed objects.

**Check the scope of delivery for completeness and damage**

1. Open the packaging carefully.
2. Remove all parts from the packaging.
3. Check that the scope of delivery is complete.
4. check the scope of delivery for damage.

**Basic cleaning of the appliance**

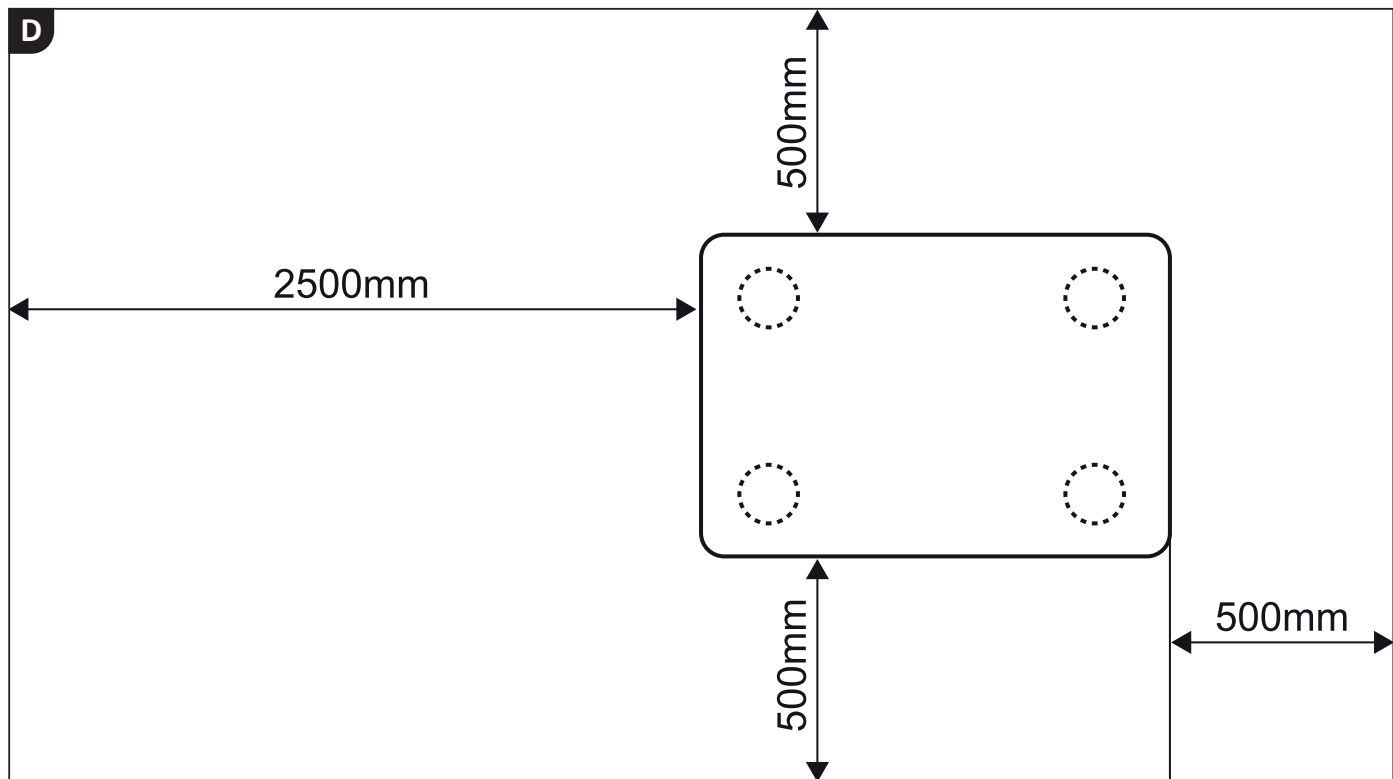
1. Remove the packaging material and any protective film, if present.
2. Clean all parts of the scope of delivery as described in the „Cleaning“ chapter.

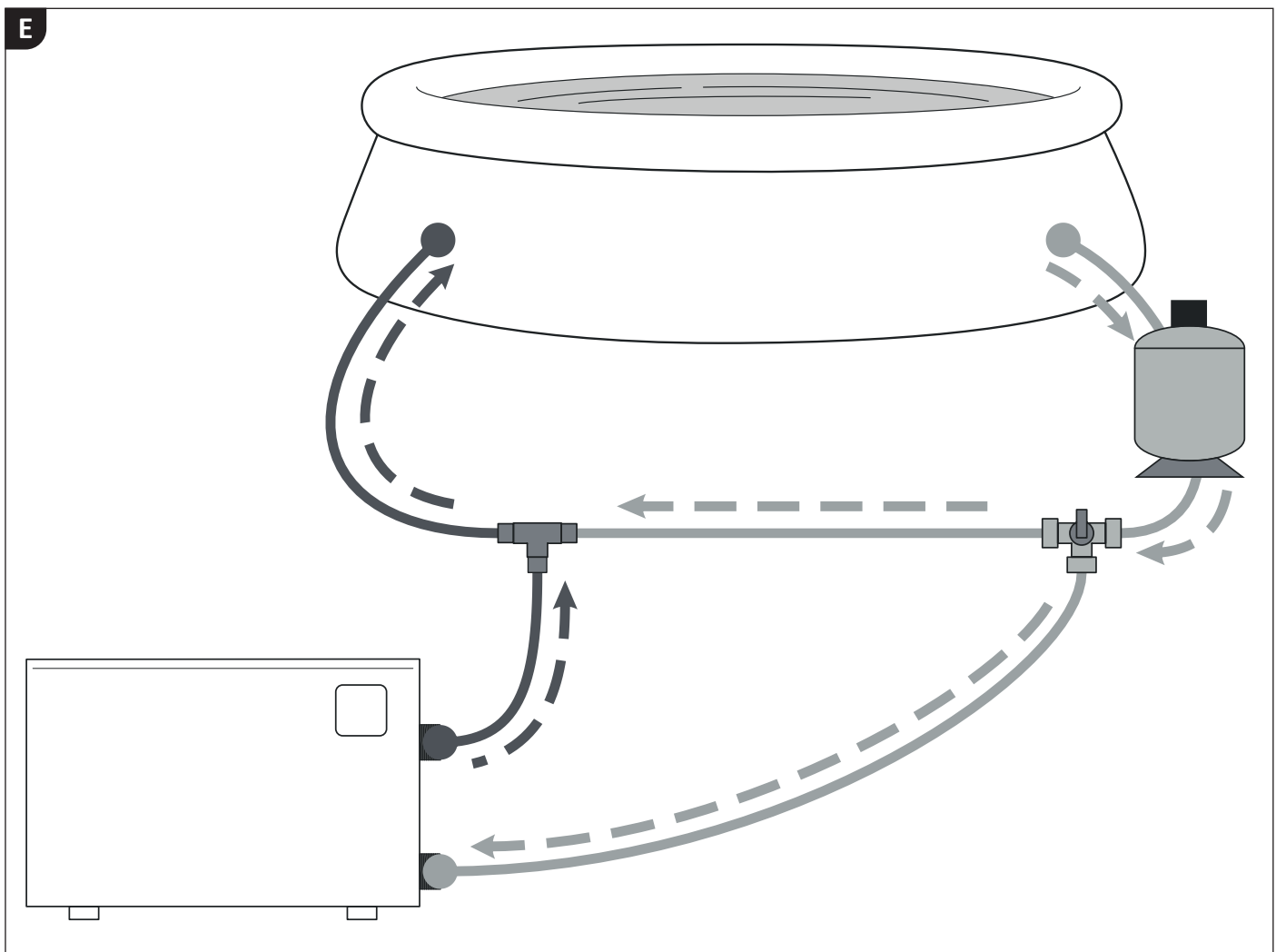
The appliance is cleaned and prepared for use.

### Prepare the stand and connections

A good choice and preparation of the location makes the installation and operation of the device much easier. The following requirements must be met or considered:

- » Outdoor stand
- » Stable, level and waterproof surface
- » Required minimum distance from walls or objects (see **Fig. D**)
- » Required minimum distance of 2m from the pool
- » Easy connection of the water pipes
- » Easy connection of the power supply
- » Easy access to the display
- » Possibility to drain the condensation water





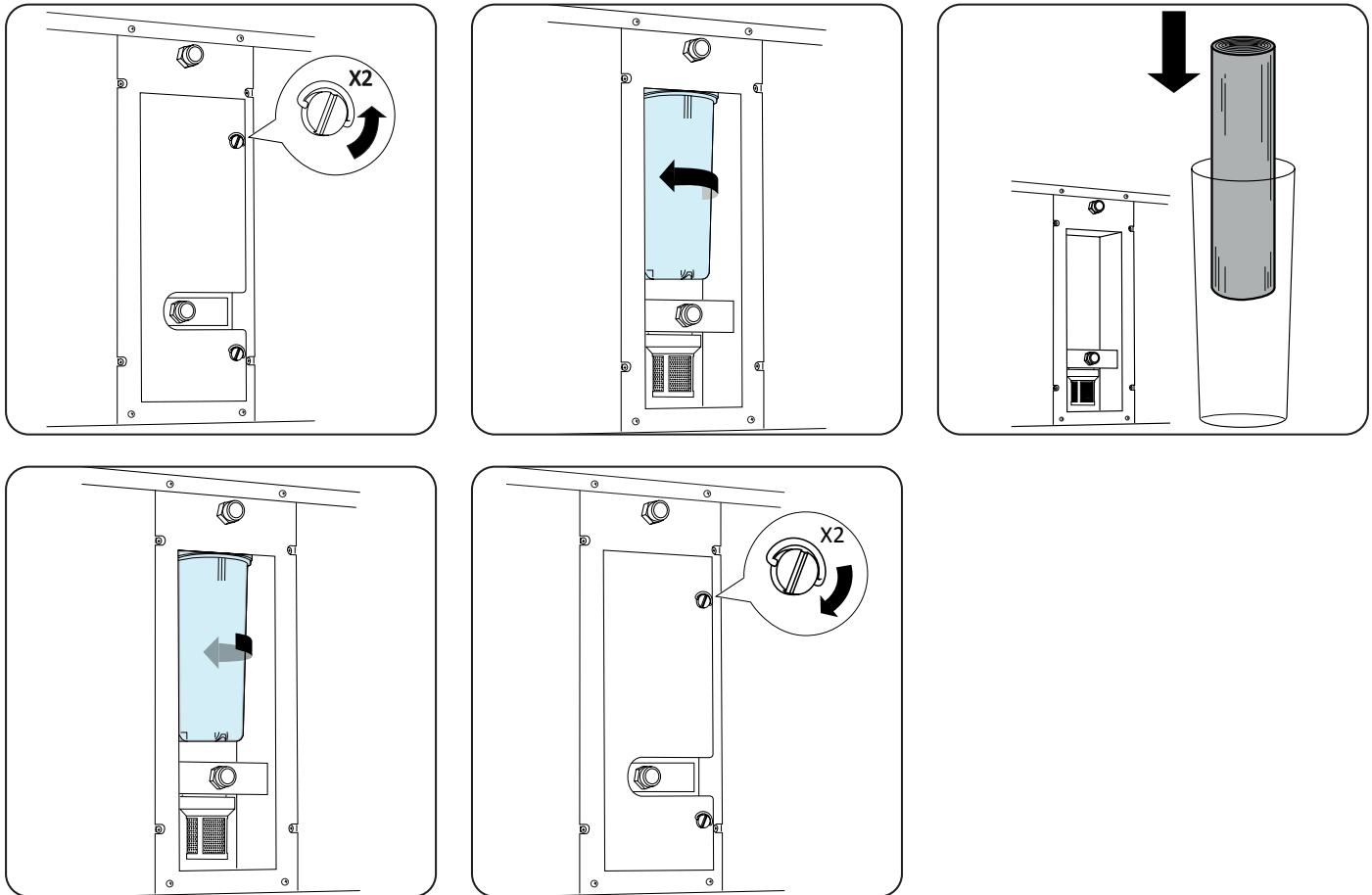
### Prepare the stand

1. Position the heat pump exactly as it will be later.  
*The stand is prepared.*

## Installation

### Inserting/replacing the filter cartridge

**1**



1. Switch off the **device 1** by pulling the **power plug 10**.
  2. Close the shut-off valves or block the water flow to the connection hoses of the pool. Please note that water may escape depending on how the water supply and drainage are blocked.
  3. Open the **filter container cover 10** on the back of the device using a suitable screwdriver.
  4. Turn the filter container counterclockwise by hand or using the **filter wrench 5** included in the scope of delivery.
  5. Place the unpacked **filter cartridge 3** in the filter container.
  6. Turn the filter container clockwise by hand or using the **filter wrench 5** supplied. Make sure that the container is tight.
  7. Reattach the filter **container cover 10** with the screws.
- The filter cartridge is now inserted/replaced.*

## Connecting the pipes

### Connecting the water pipes

1. Connect the water inlet and outlet pipes of the device to the corresponding connections on the tank. Observe the flow direction as shown in figure (E) and the connections on the device as shown in figure (B).
2. The device is designed for connection with  $\frac{3}{4}$ " female thread or  $\frac{3}{4}$ " male thread. The connection can be made with standard quick-connect systems (not included) using, for example,  $\frac{3}{4}$ " hose.

*The device is integrated into the water circuit.*

### Connecting the power supply

Connect the power plug at the end of the **power cord 8** to the power supply prepared at the installation site. As soon as the power supply is connected, all display elements on the **display C** light up.

## Install app

Install the app to use all the features of the device.

iOS



or search for it in the Apple App Store  
„Steinbach Control“

Android



or search for it in the Google Play Store  
„Steinbach Control“



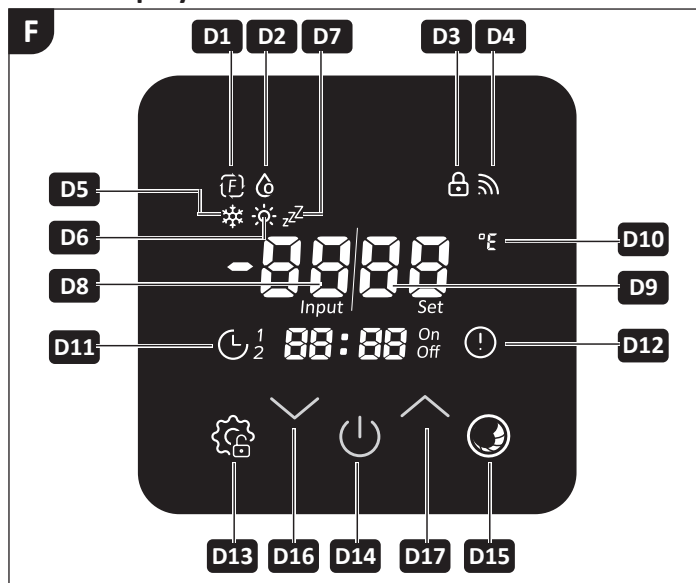
Keep the app up to date by installing updates regularly. This is the only way to guarantee trouble-free operation of the control via Bluetooth in the long term.

## Display

### Standby mode

In standby mode, the device is ready for use but deactivated. Press and hold the **ON/OFF button D14** or approx. 3 seconds to switch on the device. Press the **Mode/Key Lock button D13** for 3 seconds to unlock the display.

### Active display elements:



» The **display temperature D8** shows the current water temperature.

### Operating modes

Pressing the button **Mode/Key Lock D13** and the button **Operating Mode D15** simultaneously for 3 seconds switches the device between operating modes. The set water temperature can be between +10°C and +45°C.

The device has the following **operating modes**:

1. Operating mode **heating**  
The heat pump heats the pool water to the set temperature.
2. Operating mode **cooling**  
The heat pump cools the pool water to the set temperature.
3. Operating mode **auto**  
The heat pump regulates the temperature of the pool water by heating or cooling it to the set target temperature.
4. Operating mode **Frost protection**  
The device has a multi-stage frost protection system that allows it to operate even in winter, e.g. for warm bathing. The frost protection program is always available when the device is connected to the mains power supply. When frost protection is active, the display shows “AtFr.” This message is also displayed in the app.

## Operation

### ⚠ WARNING!

#### **Danger to life due to operation of the water treatment system while bathing!**

Hair or items of clothing can be sucked in at the suction opening of the pool and, in extreme cases, trap people under water and prevent them from surfacing.

- » Never operate water treatment system devices while people are in the pool.
- » Prevent any access to the pool while water treatment system devices are in operation.

### ⚠ ATTENTION!

#### **Risk of injury!**

A damaged device or damaged accessories can lead to injuries.

- » Check the device and accessories (see chapter Checking).

### NOTE!

Reduced or blocked ventilation of the device can lead to inadequate removal of heat or moisture. This can cause mold growth or overheating of the finned heat exchanger, for example.

- » Clean the grille in front of the fan impeller and the fins of the heat exchanger regularly and ensure that no impurities such as leaves or similar get inside the heat exchanger.
- » Ensure that the grille on the heat exchanger is never covered and that air can flow freely through the appliance.

## Activate heating

Select this operating mode if the water temperature in your pool is consistently below your desired temperature.

**i** The pool water is heated most quickly at maximum flow rate through the heat pump (see Technical Data). This means that the temperature difference between the pool water and the heated water at the pool inlet is smaller and therefore less noticeable. Please measure and record the change in the current water temperature every 30 minutes to determine the actual heating of the pool water.

### Activate heating operating mode

1. Switch on the device.  
The heat pump requires sufficient water flow to operate.
2. If the key lock is activated, deactivate it by pressing and holding the Mode/Key Lock button **D13** for 3 seconds.  
*The Key Lock **D3** indicator disappears..*  
The Key lock **D3** activates automatically after 60 seconds of no input.
3. Press and hold the ON/OFF button **D14** for 3 seconds.  
*The device switches from standby mode to active operation.*
4. Press the Mode/Key Lock **D13** and Operating Mode **D15** buttons simultaneously for 3 seconds until the desired operating mode is activated.  
*The Heating Mode indicator **D6** lights up.*  
*The heating operating mode is activated.*

**i** If error code “E 03” appears on the display, the water flow through the appliance is too low. Please refer to the detailed information in the Troubleshooting section.e.

## Setting the target temperature

1. If the key lock is activated, deactivate it by pressing and holding the **Mode/Key lock button D13** for 3 seconds.  
*The **Key lock D3** indicator goes out..*  
The key lock is activated automatically after 60 seconds of no input.
2. Press the **button Control/Navigation DOWN D16** or the **button Control/Navigation UP D17**, repeatedly until the desired setpoint temperature is set.  
*The display Setpoint temperature D9 flashes to show the desired setpoint temperature.*
3. Press the **ON/OFF button D14**, to confirm your entry.  
The device starts as soon as the input temperature (Input) **falls below** the setpoint temperature (Set).  
*The desired setpoint temperature is set.*

## Activate cooling

Select this operating mode if your pool water temperature is consistently above your desired temperature.

### Activate cooling mode

1. Switch on the device.  
The device requires sufficient water flow to operate.
2. If the key lock is activated, deactivate it by pressing and holding the **Mode/Key lock button D13** for 3 seconds.  
*The **Key lock indicator D3** goes out.*  
*The key lock is activated automatically after 60 seconds of no input.*
3. Press and hold the **ON/OFF button D14** for 3 seconds.  
*The heat pump switches from standby mode to active operation.*
4. Press the **button Mode/Key lock D13** and the **button Operating mode D15** simultaneously for 3 seconds until the desired operating mode is active.  
*The display **Cooling mode D5** lights up.*  
*Cooling mode is activated.*



If error code "E 03" appears on the display, the water flow through the appliance is too low. Please refer to the detailed information in the Troubleshooting section.

## Setting the target temperature

1. If the key lock is activated, deactivate it by pressing and holding the **Mode/Key lock button D13** for 3 seconds.  
*The **Key lock display D3** goes out.*  
*The key lock is activated automatically after 60 seconds of no input.*
2. Press the **button Control/Navigation DOWN D16** or the **button Control/Navigation UP D17** repeatedly until the desired setpoint temperature is set.  
*The **display Setpoint temperature D9** flashes to show the desired setpoint temperature.*
3. Press the **ON/OFF button D14** to confirm your entry.  
The device starts as soon as the input temperature (Input) **exceeds** the setpoint temperature (Set).  
*The desired setpoint temperature is set.*

## Activate Quiet mode

1. If the key lock is activated, deactivate it by pressing and holding the **Mode/Key lock button D13** for 3 seconds.  
*The **Key lock indicator D3** goes out.*  
The key lock is activated automatically after 60 seconds of inactivity.

2. Press and hold the **ON/OFF button D14** for 3 seconds. The heat pump switches from standby mode to active mode.
3. Press the **Operating mode button D15** repeatedly for 5 seconds until the “ZZZ” symbol lights up on the display.  
In this mode, the device circulates and filters your pool water. No active cooling or heating of the water takes place in this mode.

*The pool water is filtered.*

## Manual defrosting

At low ambient temperatures, the temperature at the heat exchanger can drop so low in **heating** mode that the condensation freezes and the heat exchanger ices up. The unit monitors the temperature and defrosts automatically if necessary, but also offers the option of initiating the defrosting process manually.

### Activating defrost mode

1. Activate heating mode. For more information, refer to the section entitled **Activating heating mode**.  
*The **display Heating mode D6** lights up.*
2. Press and hold the **button Mode/Key lock D13** and the **button Control/Navigation DOWN D16** simultaneously for approximately 5 seconds.  
*The **display Heating mode D6** flashes.*
3. Wait a few minutes until the defrosting process is complete.  
*The **Heating mode indicator D6** no longer flashes.*

*The heat exchanger is defrosted. Manual defrosting is complete.*

## Frost protection

The device has a multi-stage frost protection system that allows operation even in winter, e.g. for warm bathing. The frost protection program is always available when the device is connected to the mains supply. If the outside temperature falls below 5°C, frost protection is automatically activated and the circulation pump operates at intervals. At air temperatures below 0°C or a water temperature of less than 2°C, the circulation pump runs continuously. If the water temperature drops further below 1°C, the heating is activated and stops again when the temperature rises above 3°C. When frost protection is active, the display shows “AtFr.”



The effectiveness of frost protection depends on the size and insulation of the tank, the outside temperature, and, in particular, a continuous power supply. Due to these property-specific influencing factors, frost damage is expressly excluded from the warranty.

## Change temperature scale [°C/°F]

The device can display all measured and set temperatures in °C or °F.

Press and hold the **buttons D14 (ON/OFF), D16 and D17 (control/navigation)** simultaneously for approx. 5 seconds to switch between the temperature scales. The corresponding symbol for the **temperature unit display D10** lights up.

## Key lock

The key lock is activated automatically after 60 seconds of no input. When the key lock is active, the **key lock indicator D3** lights up. When the key lock is deactivated, the **Key lock display D3** goes out. Press and hold the **Mode/Key lock button D13** for 3 seconds to activate or deactivate the key lock.

## Setting the time

The device has a real-time clock so that the heat pump can be operated on a timed basis using a timer.



The clock continues to run for several days (approx. 3-5 days) even without a power supply.

## Setting the clock

1. If the key lock is activated, deactivate it by pressing and holding the **Mode/Key lock button D13** for 3 seconds.  
*The Key lock indicator D3 goes out.*  
*The key lock is activated automatically after 60 seconds of no input.*
2. Press and hold the button **Control/Navigation DOWN D16** and the button **Control/Navigation UP D17** simultaneously for 3 seconds.  
*The display Time/Timer D11 flashes. The time can be set.*
3. Press the **Operating mode button D15**.  
*The two seven-segment displays for hours on the Time/Timer display D11 flash.*
4. Press and hold the button **Control/Navigation DOWN D16** and the button **Control/Navigation UP D17** repeatedly to set the hours of the time.
5. Press the **Operating mode button D15** to confirm the entry.  
*The two seven-segment displays for minutes on the Time/Timer display D11 flash.*
6. Press and hold the button **Control/Navigation DOWN D16** and the button **Control/Navigation UP D17** repeatedly to set the minutes of the time.
7. Press the **Operating mode button D15** to confirm the entry.  
*The clock is now set.*

## Device control timer

The device has two timers that can be configured via the display on the device. Each timer has two freely adjustable times. The switch-on and switch-off times for each timer must be different and the timers must not overlap.

- » At the first time, the control activates the device and switches it to the last active operating mode.
- » At the second time, the control deactivates the device and puts it into standby mode.



To control the device using the timers in the “**Steinbach Control**” app, both timers on the device control must be deactivated via the display. Settings are not transferred from the device to the app or vice versa.

### Set the device control timer via the display (activate)

1. Deactivate the key lock if it is active by pressing and holding the **Mode/Key lock button D13** for 3 seconds.  
*The **display Key lock D3** goes out.*  
The key lock is activated automatically after 60 seconds of no input.
2. Press and hold the **button Operating mode D15** and the **button Control/Navigation UP D17** simultaneously for 3 seconds to activate the timer settings.  
*The display **Time/Timer D11** lights up and the symbol “1” flashes. **Timer 1** can be set.*
3. Press and hold the button **Control/Navigation DOWN D16** and the button **Control/Navigation UP D17** repeatedly to switch between **timer 1** and **timer 2**.  
*The symbol for the desired timer (“1” or “2”) flashes.*
4. Press the **Operating mode button D15** to confirm your selection.  
*The two seven-segment displays for hours on the **time/timer display D11** flash.*
5. Press and hold the button **Control/Navigation DOWN D16** and the button **Control/Navigation UP D17** to set the **hours** of the time for automatic activation of the **operating mode**.
6. Press the **Operating mode button D15** to confirm your entry.  
*The two seven-segment displays for minutes on the **time/timer display D11** flash.*
7. Press and hold the button **Control/Navigation DOWN D16** and the button **Control/Navigation UP D17** to set the **minutes** of the time for automatic activation of the **operating mode**.
8. Press the **Operating mode button D15** to confirm your entry.  
*The two seven-segment displays for hours on the **time/timer display D11** flash.*
9. Press and hold the button **Control/Navigation DOWN D16** and the button **Control/Navigation UP D17** to set the **hours** of the time for automatic activation of **standby mode**.
10. Press the **Operating mode button D15** to confirm your entry.  
*The two seven-segment displays for minutes on the **time/timer display D11** flash.*
11. Press and hold the button **Control/Navigation DOWN D16** and the button **Control/Navigation UP D17** repeatedly to set the **minutes** of the time for automatic activation of **standby mode**.
12. Press the **Operating mode button D15** to confirm your entry.  
*The display **Time/Timer D11** lights up. The symbol for the selected timer flashes.*
13. Press the **ON/OFF button D14** to save your settings.  
*The symbol for the correctly set timer lights up.*  
After 30 seconds without any input, the settings are automatically saved and the timer menu is exited.  
*The timer is set and activated.*

### Deactivating the device control timer via the display

1. Deactivate the key lock if it is active by pressing and holding the **Mode/Key lock button D13** for 3 seconds.  
*The **Key lock indicator D3** goes out.*  
The key lock is activated automatically after 60 seconds of no input.
2. Press and hold the **button Operating mode D15** and the **button Control/Navigation UP D17** for 3 seconds to activate the timer settings.

The display **Time/Timer D11** lights up and the symbol "1" flashes.

3. Press and hold the button **Control/Navigation DOWN D16** and the button **Control/Navigation UP D17** repeatedly to switch between **timer 1** and **timer 2**.

The symbol for the desired timer ("1" or "2") flashes.

4. Press and hold the **Mode/Key Lock button D13** for 3 seconds to deactivate the selected timer.
5. Press the **ON/OFF button D14** to save your settings.

The symbol for the correctly set timer will disappear.

After 30 seconds without any input, the settings will be saved automatically and the timer menu will close.

The timer is active/inactive.

### Reset to factory settings

1. Press the **ON/OFF button D14** to put the device into standby mode.

All operating mode display elements are off. The heat pump is in standby mode.

2. Press and hold the **button ON/OFF D14** and the **button Mode/Key lock D13** simultaneously for approx. 10 seconds.

An acoustic signal sounds. The heat pump control is reset to the factory settings.

### Pairing the app with the device

To control your device with your smartphone, you must first pair them with each other. To do this, your smartphone must be connected to a WiFi router whose WiFi signal can also be received by the device.



Please note that the "Steinbach Control" app only supports the 2.4 GHz channel of the WiFi router. To pair the devices, the 5.0 GHz channel must be deactivated on the WiFi router.

The app allows you to make changes to the following heat pump settings via your smartphone:

- » Change the target temperature of the pool water
- » Change the operating mode Switch to standby mode
- » Change the power level
- » Set the time control
- » Display measured temperatures

### Pairing for the first time

1. Press the **ON/OFF button. D14**.

The device is activated and in operating mode.

2. Press and hold the **button ON/OFF D14** and the **button Control/Navigation UP D17** simultaneously for approx. 3 seconds.

The display **WLAN D4** begins to flash.

3. Connect your smartphone to the WiFi router.

4. Start the "**Steinbach Control**" app.

5. Press the **Add device** button or the + button in the app.

All available devices are displayed.

6. Select your device from the list.

7. Enter the access data for your WiFi router and pair the device with the app. Once the device has been successfully paired, you can access it under "My devices." The app is paired with the device for the first time.

## Uninstallation

### ⚠ ATTENTION!

#### **Risk of injury when moving heavy equipment!**

The device is heavy! Incorrect lifting or uncontrolled tilting of the device can result in injury or damage to the device.

- » Always lift, carry, or tilt the device with at least two people, never alone.
- » Ensure correct body posture (straight back, secure footing, etc.).
- » Use transport aids (e.g., pallet truck or rolling board).
- » Wear protective equipment such as safety shoes or gloves.

### **Disconnecting the cables**

#### **Disconnecting the power supply**

1. Press the **ON/OFF button D14** to put the device into standby mode.  
*All operating mode indicators are off. The device is in standby mode.*
2. Disconnect the **power cord plug 8** from the power supply.  
*All display elements on **display C** disappear.*

*The device is disconnected from the power supply and is not in operation.*

#### **Disconnect the water pipes**

1. Disconnect the water supply and drain pipes from the corresponding connections on the tank.  
*The water pipes are now disconnected.*

## Cleaning

### **Cleaning the device**

Clean the product only with standard bathroom cleaner, clear tap water, and a lint-free cloth. Allow the device and accessories to dry completely.

## Inspection

Check the following before each use:

- » Is there any visible damage to the device?
- » Is there any visible damage to the controls?
- » Are the accessories in perfect condition?
- » Are all cables in perfect condition?
- » Is the inlet unblocked?
- » Are the ventilation slots free and clean?

Do not use a damaged device or accessory. Have it checked and repaired by the manufacturer or its customer service department or a qualified specialist.

**⚠ WARNING!****Fire and explosion hazard!**

The refrigerant circuit of the device contains highly flammable, odorless gas under high pressure. If refrigerant escapes uncontrolled, there is a risk of fire and explosion.

- » Operate the device outdoors only.
- » Keep heat sources, open flames, and sources of ignition away from the device.
- » Store the device in a well-ventilated area only.

**Leak**

If liquid leaks from the device, it may be condensation or pool water. Condensation is unavoidable during heating operation. The surface of the heat exchanger becomes cold, moisture in the ambient air condenses and, in extreme cases, can freeze. The device monitors the temperature and automatically defrosts the heat pump if necessary. Any condensation is drained away via the base plate of the heat pump. If pool water leaks out, check all connections, pipes, and adapters of the device for leaks.

**Storage**

As soon as the outside temperature falls below +5 °C and the device is not permanently connected to the mains power supply and the water-filled basin, it should be stored for the winter. This prevents damage caused by ice formation (frost bursting).

## Troubleshooting

Problem:	Cause:	Solution:
The device does not switch on.	The device was installed incorrectly.	Contact an authorized specialist.
	The fuse of the protective device in the mains cable has blown or an all-pole protective device has blown.	Reset the switch.
		Replace the fuse.
The device does not start.	The three minutes required to start the device have not elapsed.	Wait three minutes.
	The temperature of the pool water is approximately the same as the set brine temperature.	The device operates when the water temperature is not equal to the set target temperature.
	The operating mode of the device is set incorrectly	Set the required operating mode.
The device works, but the water is not heated.	The device has just been installed.	Wait 24-48 hours until the set temperature is reached.
	The pool water has cooled down considerably since the last time the device was used.	Wait 24-48 hours until the set temperature is reached.
There is ice on the heat exchanger.	The ambient temperature is too low and/or there is a high level of humidity.	Wait until the automatic defrost function (defrost) starts.
Leakage of the device	Accumulation of condensation.	Set the device to standby. If the leakage stops, it is condensation water.
	Leakage of water at the heat exchanger or at the connections of the water circuit.	Check all connections, pipes and device for leaks.



If the fault cannot be rectified, please contact an authorized technician or the Steinbach support team.

## Error message display

Error code:	Cause:	Solution:
<b>AtFr</b>	Low ambient temperature	This is purely an informational message. The device is in automatic frost protection mode. No action is required.
<b>E 03</b>	Water flow too low	Check the lines to and from the tank for kinks.
		Check and replace the filter cartridge if necessary.
<b>E 05</b>	Pressure in the coolant circuit too high	Please contact an authorized specialist or the Steinbach Support Team.
<b>E 06</b>	Pressure in the coolant circuit too low	Please contact an authorized specialist or the Steinbach Support Team.
<b>E 09</b>	Communication error	Please contact an authorized specialist or the Steinbach Support Team.
<b>E 10</b>	Communication error	Please contact an authorized specialist or the Steinbach Support Team.
<b>E 12</b>	Temperature sensor error:	Pool water temperature too high, reduce the setpoint.
<b>E 15</b>	Compressor coolant circuit too high	Please contact an authorized specialist or the Steinbach Support Team.
<b>E 16</b>	Temperature sensor error: Water inlet	Please contact an authorized specialist or the Steinbach Support Team.
<b>E 18</b>	Temperature sensor error: Coolant circuit	Please contact an authorized specialist or the Steinbach Support Team.
<b>E 20</b>	Temperature sensor error: Compressor output	Please contact an authorized specialist or the Steinbach Support Team.
<b>E 21</b>	Frequency converter module error	Please contact an authorized specialist or the Steinbach Support Team.
<b>E 23</b>	Ambient temperature sensor error	Increase the setpoint temperature in cooling mode.

<b>E 27</b>	Cooling mode: Water outlet temperature too low	Please contact an authorized specialist or the Steinbach Support Team.
<b>E 28</b>	Fan motor fault	Please contact an authorized specialist or the Steinbach Support Team.
<b>E 29</b>	Coolant return temperature fault	Please contact an authorized specialist or the Steinbach Support Team.
<b>E 32</b>	Heating mode: Water outlet temperature too high	Lower the set temperature in heating mode.
<b>E 33</b>	Cooling mode: Coolant circuit too hot.	Increase the setpoint temperature in cooling mode.
		Carefully clean any dirt from the fins of the heat exchanger.
<b>E42</b>	Temperature sensor/heat exchanger failed	Please contact an authorized specialist or the Steinbach Support Team.
<b>E66</b>	Protection against alternating voltage	Please contact an authorized specialist or the Steinbach Support Team.
<b>E73</b>	There is no water in the device	Check the lines to and from the tank for kinks.
		Establish a water supply.



If the fault cannot be rectified, please contact an authorized technician or the Steinbach support team.

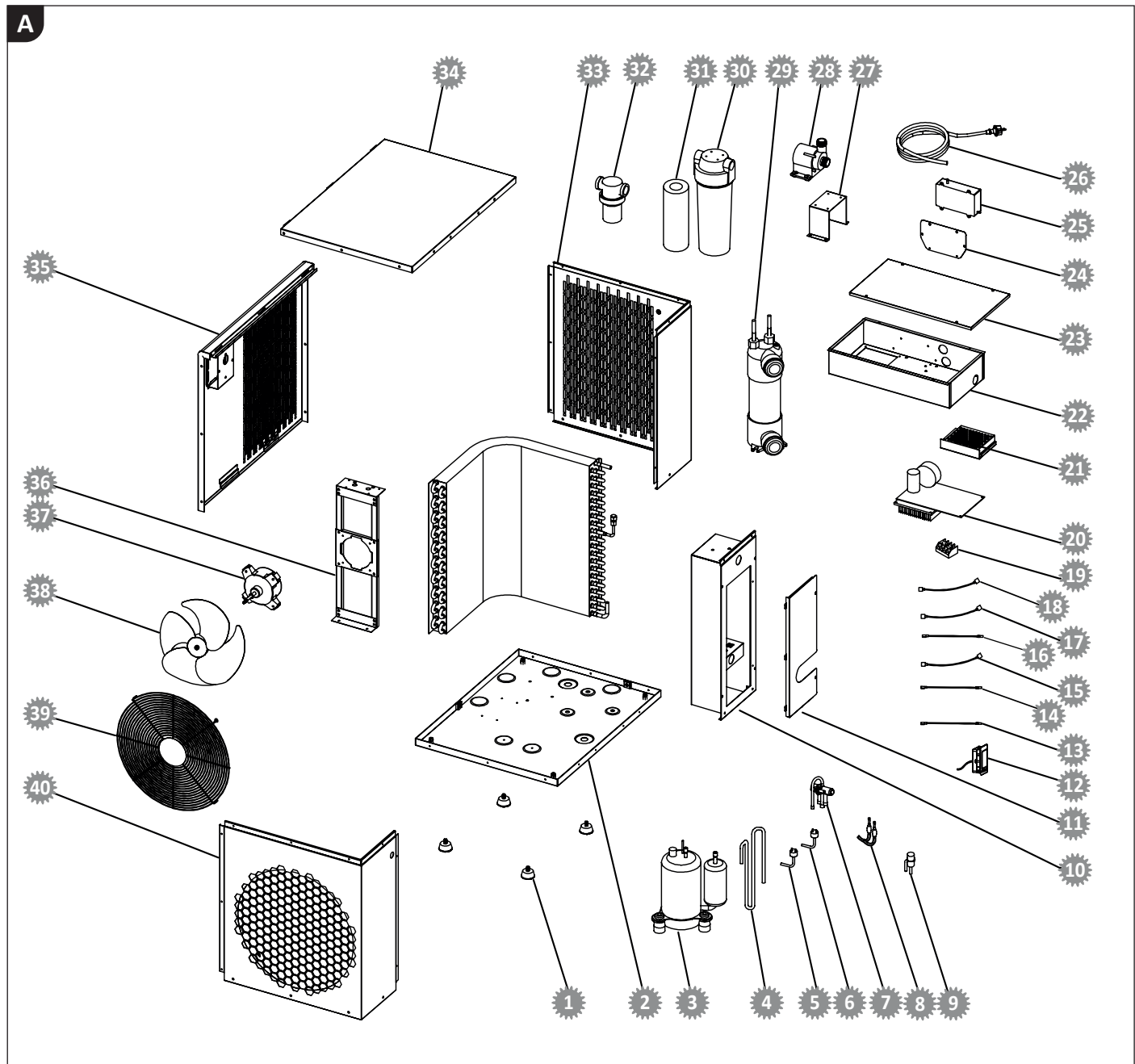
## Technical Data

Model:	Flex 5
Item number:	049500Y
Dimensions (W x H x D):	600 x 480 x 550 mm
Pool size (Water content):	max. 1.000 L
Heat output *:	5,05 kW
Heating input power *:	0,8 kW
Heating input current *:	3,6 A
Cooling capacity *:	3,4 kW
Input power Cooling *:	1,1 kW
Input current Cooling *:	5,0 A
Maximum input power:	1,3 kW
Maximum input current:	6,0 A
Operating voltage and frequency **:	220-240 V~, 50 Hz
Performance figure COP *:	6,4
Energy efficiency ratio EER *:	3,1
Protection class:	I
Protection type:	IPX4
Sound pressure level: (At a distance of 10 m)	37 dB(A)
Water throughput:	min. 800 L/h
* variable- depending on the ambient conditions	
** Single-phase alternating current	
<b>REFRIGERANT CIRCUIT</b>	
Nominal suction pressure:	0,5 MPa
Maximum suction pressure:	0,8 MPa
Nominal delivery pressure:	1,6 MPa
Maximum delivery pressure:	2,3 MPa
Refrigerant:	R290
Maximum refrigerant charge:	340 g
Global warming potential GWP:	3
CO2 equivalent:	1,02 kg

## RADIO CONTROL


App:	Steinbach Control
Transmission frequency:	2,483 MHz
Effective radiant power ERP:	20 dBm

## Spare parts



Pos.	Spare Part	Item number
13+16	Temperature sensor	049328
14+18	Temperature sensor	049320
15	Temperature sensor	049321
26	Temperature sensor	049342
31	Temperature sensor	049325

## Declaration of conformity

 Steinbach International GmbH hereby declares that the radio equipment type Flex 5 cooling and heat pump complies with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following Internet address: [www.steinbach-group.com](http://www.steinbach-group.com)

## Waste disposal

### Dispose of packaging



Dispose of the packaging according to type. Put cardboard and carton in the waste paper bin and foil in the recycling bin.

### Dispose of old appliance



Old appliances must not be disposed of with household waste! If the appliance can no longer be used, every consumer must be **legally obliged to dispose of old appliances separately** from household waste, e.g. at a collection point in their municipality/district. This ensures that old appliances are recycled properly and negative effects on the environment are avoided. This is why electrical appliances are marked with the symbol above.

### Dispose of refrigerant

The appliance contains refrigerant. Refrigerant must be disposed of properly as a hazardous substance at an authorized collection point.