

### How To Deactivate The C5 Error Message

In our newest sauna range, there is an integrated particle detector similar to a smoke detector, which works with the help of a photoelectric sensor. The C5 error occurs when the sensor detects particles of 2.5 microns or larger. A smoke detector is mandatory in the US but not in the EU.

The use of our HALOone salt therapy unit can trigger the smoke detector due to the fine salt mist. This is noticeable by a C5 error message on the keypad display and the sauna turning itself off.

In general, the sensor is too sensitive and not only picks up smoke but also dust particles. We advise disconnecting the sensor to avoid a recurrence of the C5 error message. This takes 2 minutes and can easily be done by disconnecting a Molex connector on the roof of the sauna.

To do this please follow the instructions below. It is perfectly safe and does not affect the integrity or function of the sauna.

You will need:

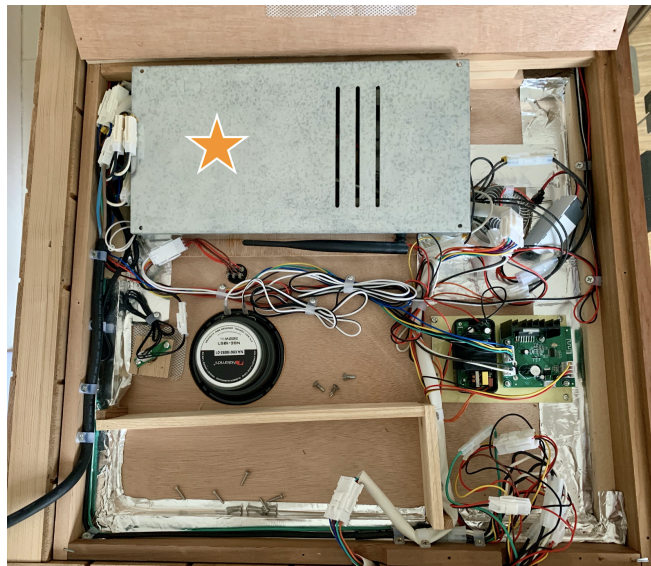
- Phillips screwdriver or cordless screwdriver
- Step ladder

### Important - Please disconnect the sauna from the power supply

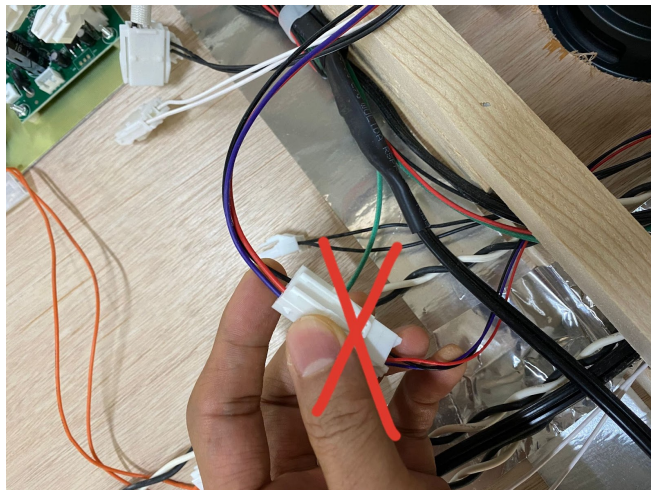
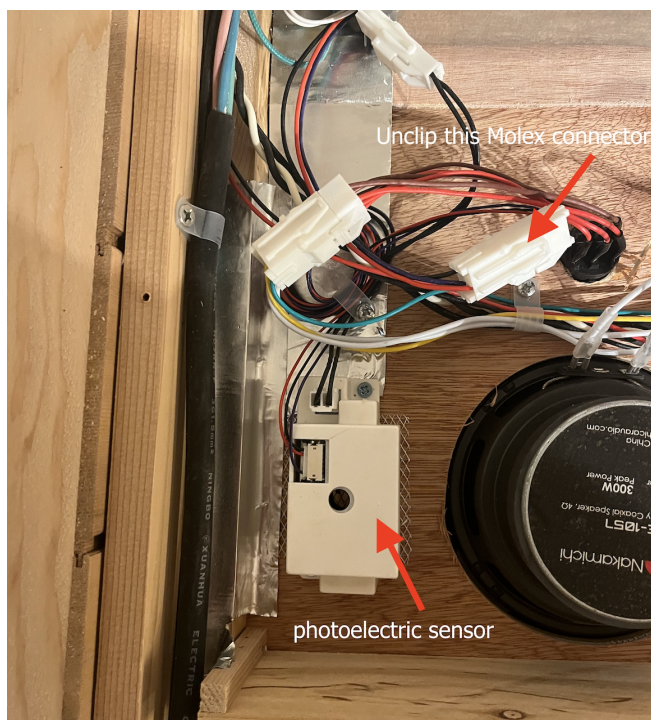
- 1) Using the step ladder, climb to the roof of the sauna on the left side of the cabin.
- 2) Using the screwdriver or cordless screwdriver, loosen the screws of the roof so that you can access the power supply unit (large flap marked with the pink star). The position of the power supply unit may slightly vary depending on the sauna model.



- 3)** The power supply unit is a rectangular silver metal housing (marked with a yellow star in the photo).



- 4)** Locate the connection coming out of the power supply unit or the photoelectric sensor (as shown below), which is the only one with a purple cable.



- 5) Disconnect the connection marked with the red cross.
- 6) Close the plywood flap and screw it back down.
- 7) Reconnect the sauna and enjoy your next session.