

How To Deactivate The C5 Error Message From The Inside

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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 5 minutes and can easily be done by disconnecting a Molex connector inside the ceiling of the sauna.

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

You will need:

- Phillips screwdriver
- Blunt knife

Important - Please disconnect the sauna from the power supply

- 1) Remove the left-hand side speaker on the ceiling inside the sauna.



6)

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- 2) From the hole where the speaker has been removed you can see the integrated particle detector and temperature sensor box.



- 3) On the top of this box at the back is the connection for the particle detector. This needs to be removed. Simply pull the connector out of the box by gripping the 3 wires and pulling away from the box.



- 4) Once the connection has been removed simply replace the speaker following the steps in number 1 in reverse order.
- 5) Reconnect the sauna and enjoy your next session.