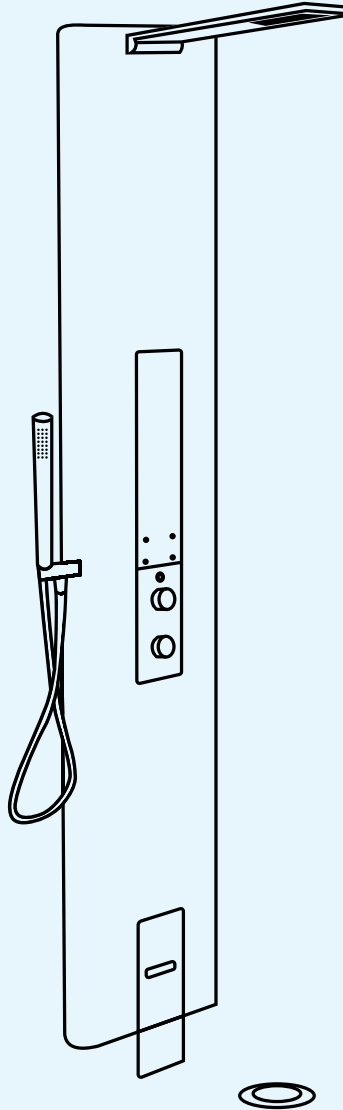


# flow loop

## circular showers



**Note:**

Flow Loop reserves the right to make changes to the manual between the time of order to the time of delivery.

**Release date:** December 2023

**Flow Loop model no.:** LOOP F6, LOOP G1

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# LOOP SHOWER MANUAL

Congratulations on your recirculating shower and your decision to shower sustainably in the future. The recirculating shower LOOP can save you up to 80% water and 70% energy.

Remember to activate recirculation when you shower. Enjoy the feeling of a high water flow shower with a clean conscience.

This user manual contains important information about:

- Safety
- Certification
- Shower Instructions
- Savings Guide
- Maintenance and Cleaning
- Troubleshooting

This user manual relates to the LOOP model number: LOOP F6, LOOP G1.

It is important to follow the instructions for installation, use, and maintenance of the LOOP shower.

Flow Loop recommends that this user guide is kept accessible for future reference.

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# CERTIFICATION (EU Declaration of Conformity):

## EU Declaration of Conformity

Manufacturer: Flow Loop ApS

Address: Flow Loop  
Gydevang 4B  
DK-3450 Lillerød

Contact tel. / e-mail: [info@flow-loop.com](mailto:info@flow-loop.com)

Product type / serial no.: F3LOOP1 / REALF3SNxxxx (xxxx is the actual build number)

We declare under our sole responsibility that the products, to which this declaration relates, are in conformity with the Council Directives on the approximation of the laws of the EEC Member States relating to the following:

Directives: Low Voltage Directive 2014/35/EC  
EMC Directive 2014/30/EU  
RoHS Directive 2011/65/EU

Standards: EN-60335-1:2012+A2:2019 – EN-60335-2-109:2010+A2:2018  
EN-301 489-1 – EN-301-489-3 – EN-61000-3-2  
EN 50581:2012

Furthermore, the product has been tested to the relevant parts of EN-1111:2017 and EN-1717:2001.

  
\_\_\_\_\_  
Signature, CEO Troels Grene - Date of issue: 07-06-2022

  
\_\_\_\_\_  
Signature, CTO Brian O. Olsen

Flow Loop ApS  
Gydevang 4B, DK - 3450 Allerød

# SAFETY

Read all accompanying instructions and manuals before installation, use, service, and general handling of Flow Loop's recirculating shower LOOP.

LOOP must be installed in bathrooms (wet zone) that adhere to current national regulations. It must be connected to a correct and legal electrical installation.

LOOP should only be used for ordinary showers.

Flow Loop recommends that children always bathe under the supervision of adults. Children should not play with the shower system. Children should not carry out maintenance and cleaning of the shower system.

LOOP shall not be used by persons (including children) with a reduced sense of smell or physical or mental disabilities or by persons (including children) without proper training in product use or without supervision.

***Recirculated water cannot be considered drinking water.***

## **In the following situations, it is not recommended to shower in recirculated water:**

- If maintenance is not carried out by the instructions - see the section ***Maintenance and Cleaning***.
- If system errors are suspected, these should be investigated and mitigated before recirculation is used - see section ***Troubleshooting - guide to solving problems***.
- If the person bathing is very dirty from e.g., soil or dust, or there is a lot of dirt on the floor, it is recommended to rinse it off before activating recirculation.
- Do not use recirculation if you have a weakened immune system, open wounds, or injuries where you would typically avoid bathtubs or swimming pools.

Strong cleaning agents/chemicals should never be used in and around the LOOP shower. These can enter the system if recirculation is activated. If cleaning agents/chemicals enter the shower system via recirculation, we recommend thoroughly rinsing the system before showering - see section ***Maintenance and Cleaning***.

## **Warning:**

The product must not be taken apart and no individual parts must be replaced by persons not authorized to do so by Flow Loop ApS.

The exception, however, is the microfilter, which must be changed in connection with general maintenance.

The product contains a UV-C lamp.

If the front panel of the LOOP shower is removed, there will be access to the closed housing of the UV-C lamp.

Damage to the UV-C lamp's housing, or use of the UV-C lamp for other purposes than the original, can cause leakage of UV-C light.

Do not turn on the UV-C lamp if it is removed from the product.

**Even small doses of UV-C light can damage the skin and eyes.**

The product is connected to 230VAC via cable. If there is damage to the cable, it must be replaced by an authorized technician.

**FLOW LOOP**

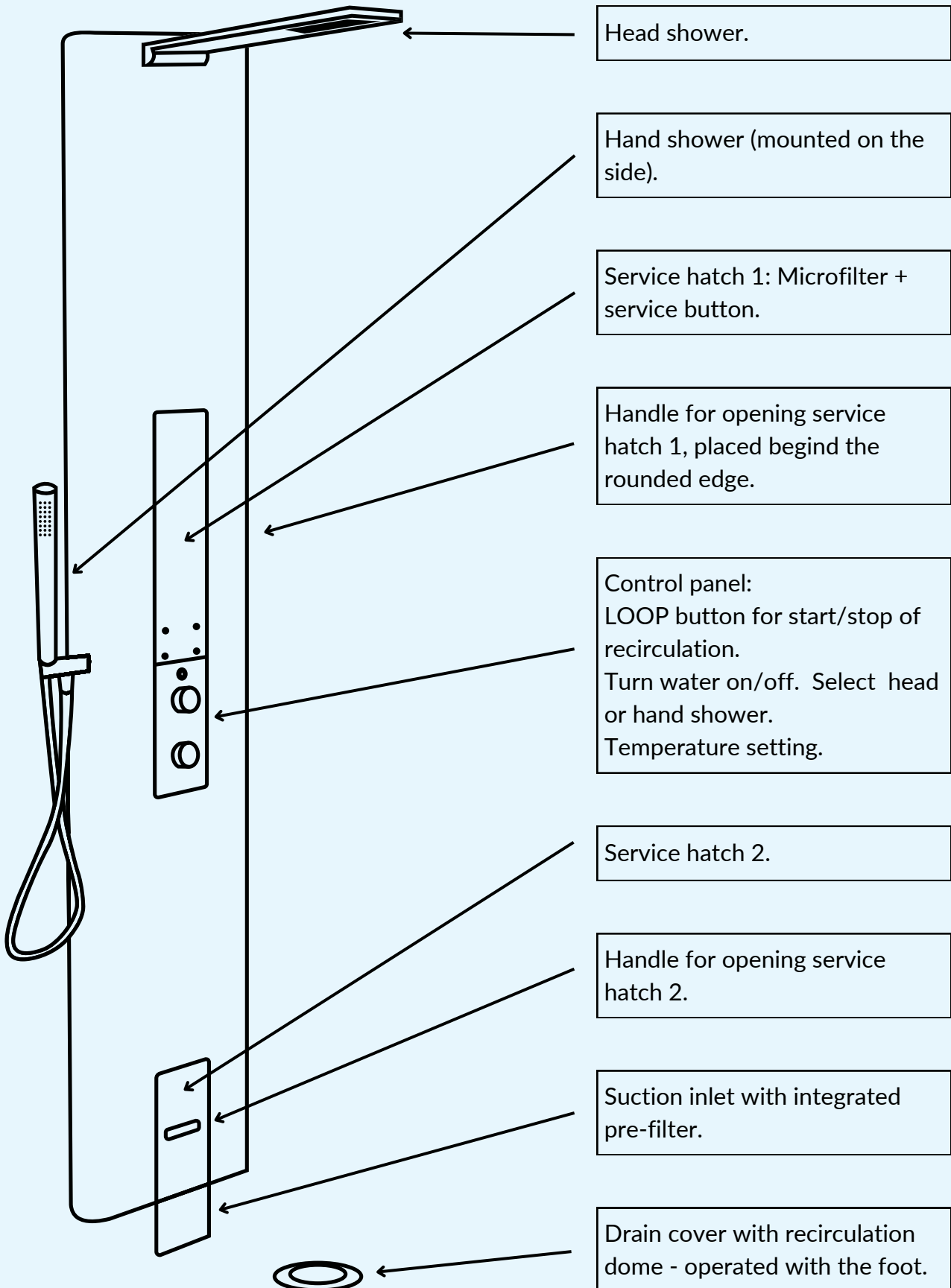
**Introduction and user guide for LOOP**

**flow loop**  
circular showers

These user instructions refer to model no.: LOOP F6, LOOP G1  
Release date: December 2023

# INTRODUCTION

## LOOP shower panel



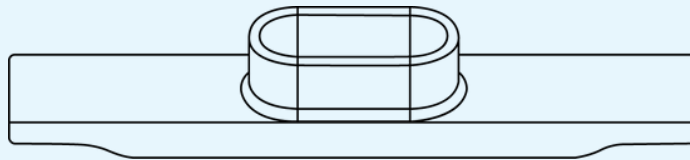
### Drain cover with click function:

The drain cover with click function is available in three variants and is compatible with point drains that have either a round, triangular, or square grate. Function and maintenance is covered later in this guide.



### Drain cover without click function:

The drain cover without a click function is available for linear drains. Function and maintenance is covered later in this guide.



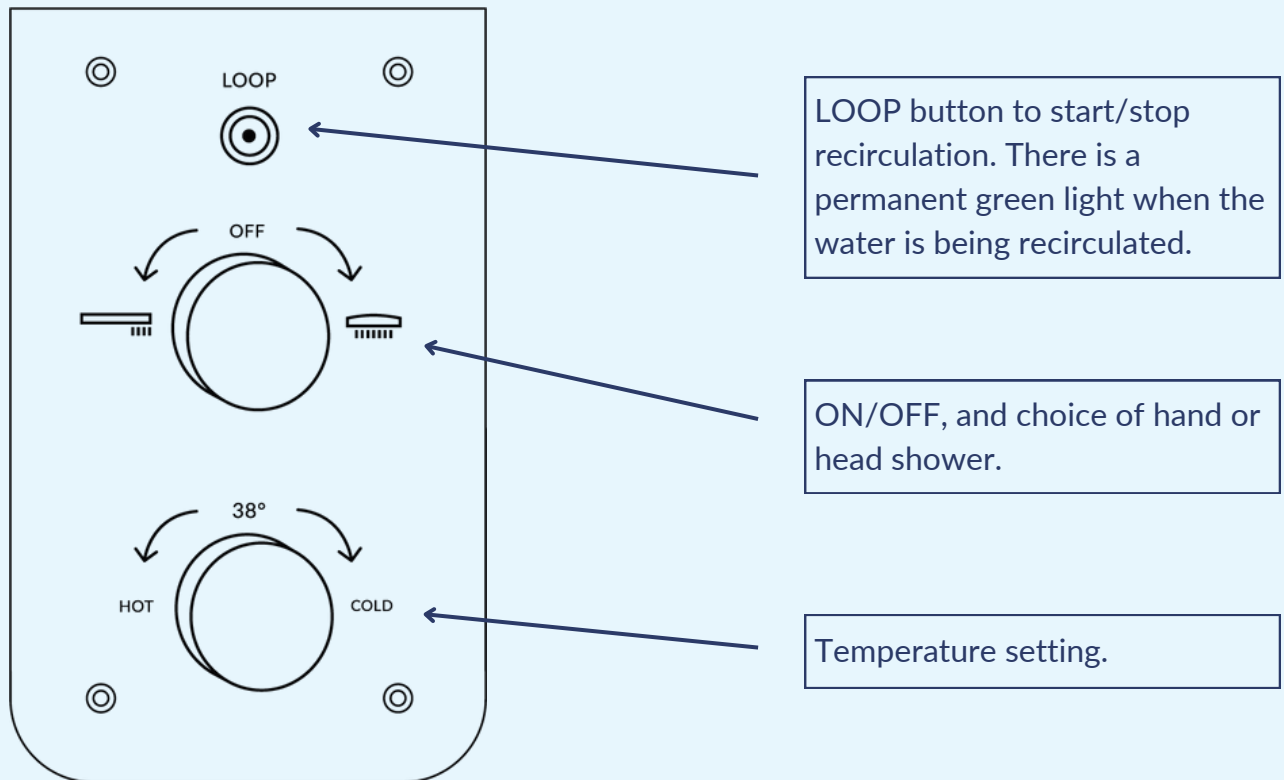
# USER GUIDE

## Operating the shower and the recirculation function:

LOOP is simple and intuitive to use. The following pages describe how LOOP is operated when you have to take a shower. You will find that it does not differ much from a regular shower.

## Operating the shower:

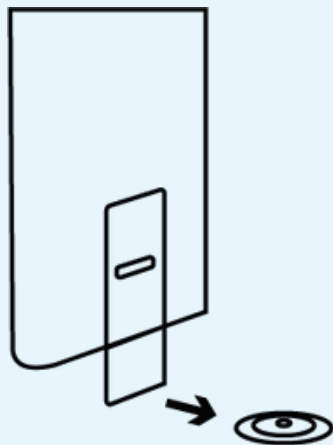
The control panel is placed at the front of the shower panel:



## LOOP differs from a traditional shower as follows:

When you turn on the water, you will hear a low hum from the pump and the sound of water running - without water coming out of the shower head. It is the shower panel that is being prepared and is being filled with water. **Thus, this is not an error.**

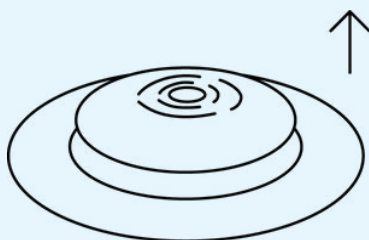
- Just before delivering water, LOOP automatically empties the system, and you will see a bit of water on the shower floor.
- Expect a 30-second delay from turning on the water till the water is delivered at the right temperature. Time can vary based on local water pressure and supply temperature.
- Expect a slight delay when the water temperature is regulated. This is because all water is UV treated, regardless of whether you shower with or without recirculation.
- 2 minutes after the end of a shower, LOOP automatically empties the system, and you will see a bit of water on the floor.
- For linear drains, the shower actively runs an cycle, sucking water from the floor into the drain.
- Always start and end a shower with the drain dome in the "up position," to allow water to drain. For linear drains, no interaction with drain cover is required.



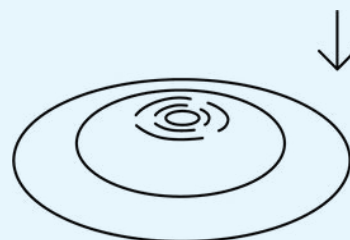
Water from draining and rinsing the system is pumped out at the bottom and flows into the drain.

## Operation of the recirculation function with clicker:

The existing drain cover is replaced by the Flow Loop drain cover. To push the dome up/down, use the foot.



Dome in the "up" position - the drain is completely open and all bath water can drain.



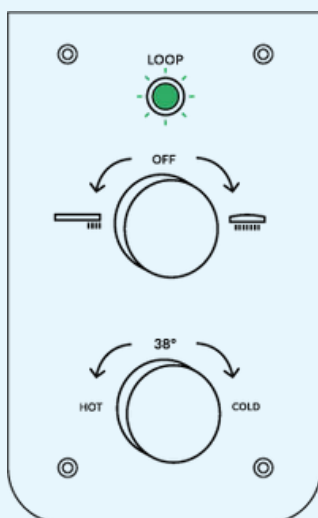
Dome in "down" position - the drain is partially closed and water is recirculated instead of drained.

## Operation of the recirculation function without clicker:

The existing drain grate is modified to give space for Flow Loop's drain cover for linear drains. Recirculation is controlled by pressing LOOP button on the shower panel and no interaction with drain cover is required.

## Activate and deactivate recirculation:

- When you start a shower, push the dome to the "down" position.
- Recirculation starts automatically 30 seconds after the water is turned on. The green light on the LOOP button will flash to remind you that the shower will soon start recirculation.
- When recirculation is in progress, the button will light green permanently.
- If you hear noise, it will usually be because there is not enough water on the floor and the system is pulling in air. Check that the drain dome is in the "down position" and wait for more water to aggregate on the floor.
- Stop recirculation by pushing the LOOP button. The green light will turn off and LOOP will now function as a regular shower.
- Recirculation can be activated/deactivated as often as desired.
- For linear drains, no interaction with drain cover is required to control the recirculation. When recirculation is deactivated the shower automatically puts some water into the drain to avoid flooding.
- It is recommended to keep the drain closed while showering, and only open it when you are finished.



LOOP button with green indicator light that flashes for 30 seconds before recirculation is activated. Pushing the button will activate or deactivate recirculation.

## **How to know if recirculation is activated:**

The green indicator light is on when recirculation is activated. When turned off, recirculation is disabled and the shower only uses water from the water supply.

## **End shower:**

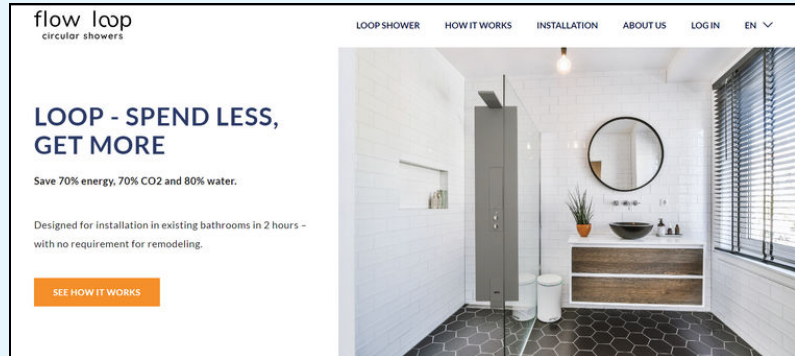
Turn off the water by turning the top handle back to the center position. Check that the dome is in the "up position" so water can drain.

# ONLINE SAVINGS MODULE

To access the savings information from your shower panel, you need to have a subscription. Subscription is and login credentials acquired by contacting the retailer that sold the shower.

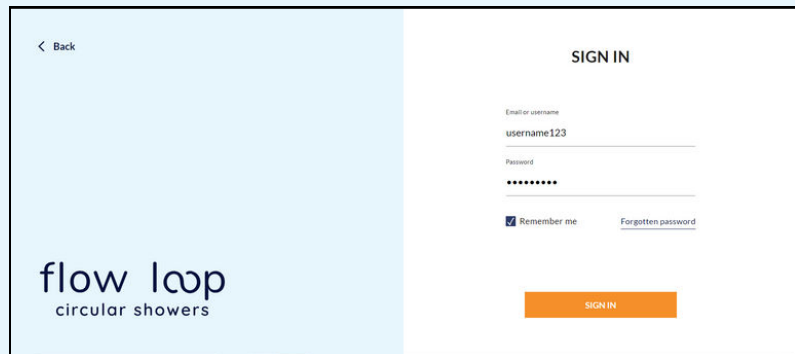
## Homepage

Access via flow-loop.com and press the LOG IN tab in the top right corner.



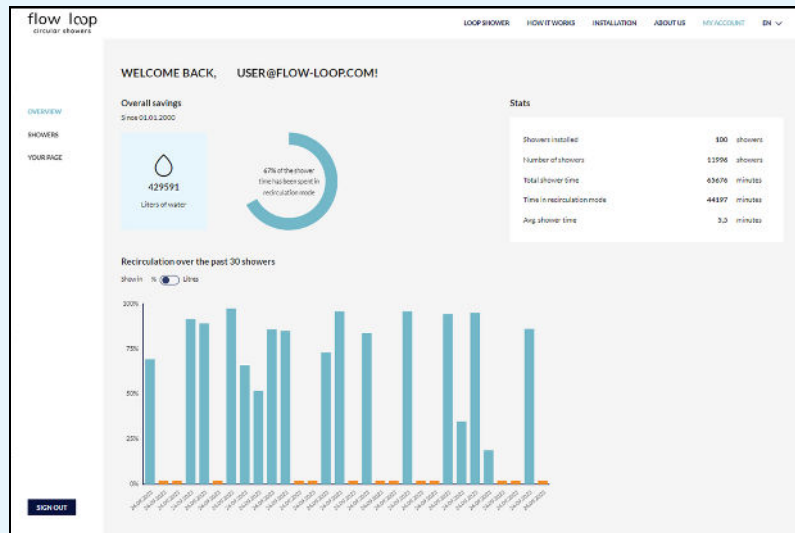
## Sign in

Enter your login credentials to access your personal savings page.



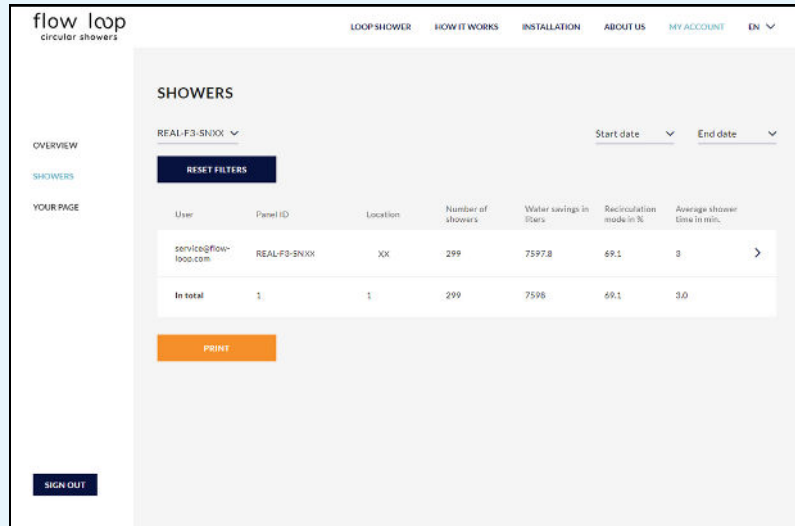
## Overview

See your total amount of saved water, average shower time, recirculation rate and how the shower has been used for the last 30 showers.



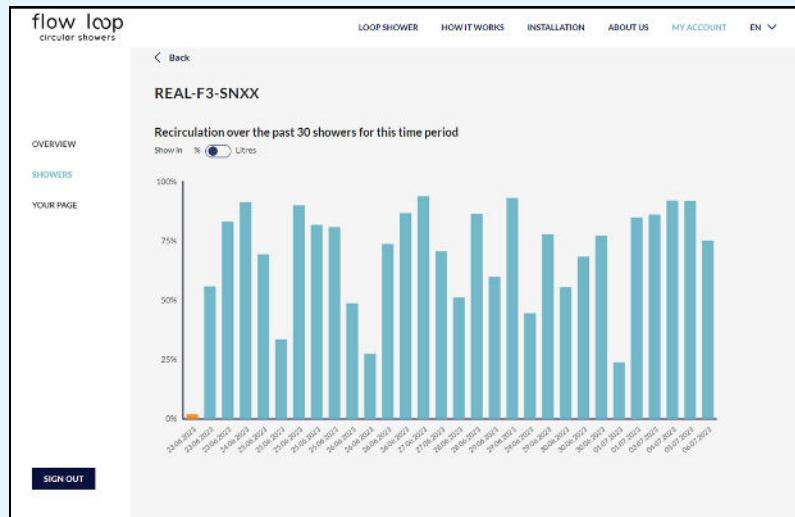
## Savings overview

In the savings tab you can see an overview of your system(s) and how they are being used.



## Savings detail view

See how one specific shower has been used for the last 30 showers in terms of recirculation percentage or savings in liter.



## Your page

By clicking on **YOUR PAGE** you can fill in your own information, change your password and quickly access manuals and quick guides.

# MAINTENANCE AND CLEANING

# flow loop

## circular showers

**Release date:** December 2023

**Flow Loop model no.:** LOOP F6, LOOP G1

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# MAINTENANCE

LOOP requires maintenance in the form of filter changes and internal system cleaning (also called the system rinse process) to ensure the quality of the recirculated water and to optimize the product's lifetime.

The following pages describe and illustrate how maintenance is carried out.

## Frequency of filter change and cleaning:

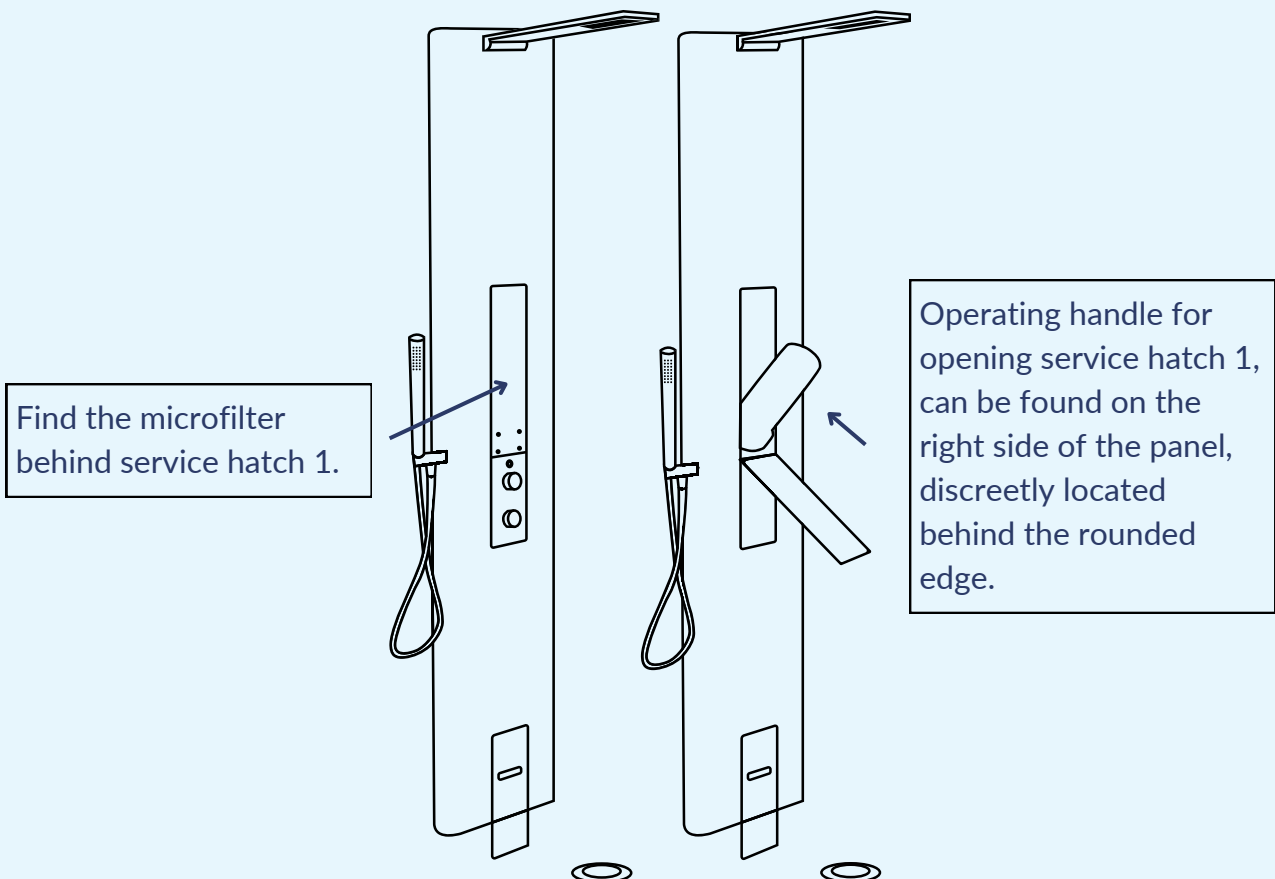
1. **Replace microfilter** - After 200 showers, however min. once a month.
2. **Clean the pre-filter** - As needed or in connection with the system rinse (CIP).
3. **System rinse process** - After 200 showers, however min. every 14 days.
4. **External cleaning** - As needed, e.g., in connection with the general cleaning of the bathroom.

## Procedure for changing the microfilter:

The microfilter ensures that even small particles such as dirt, grime, and skin cells are not recirculated when bathing. The procedure is easy and requires no tools. See illustrations on the next page.

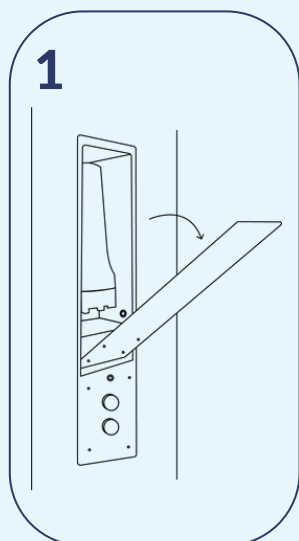
## Placement of the microfilter:

Find the microfilter behind service hatch 1.

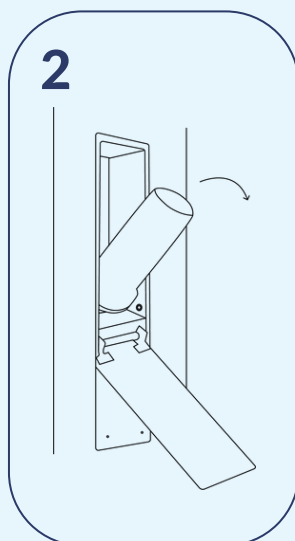


# FILTER CHANGE

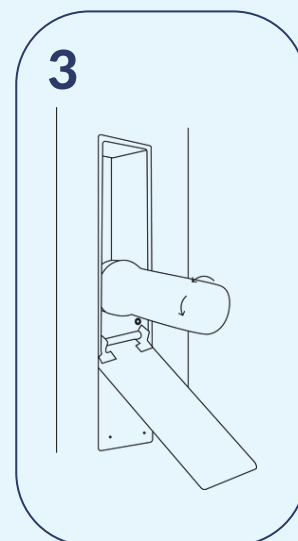
The filter must be changed after 200 showers, however min. once a month. Changing the filter ensures clean water. Changing the filter takes 30 seconds.



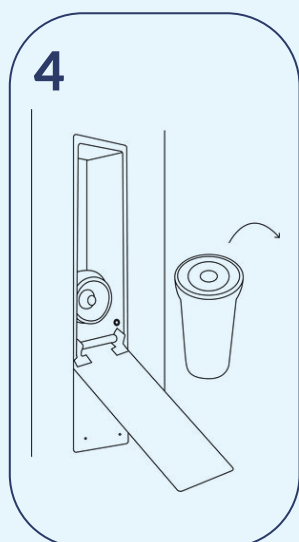
**1**  
Open service hatch 1 by pulling the handle on the right side of the shower panel.



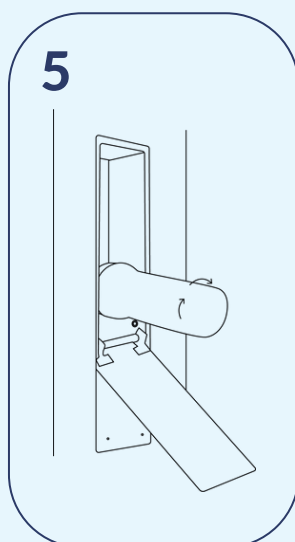
**2**  
Pull the filter container toward you.



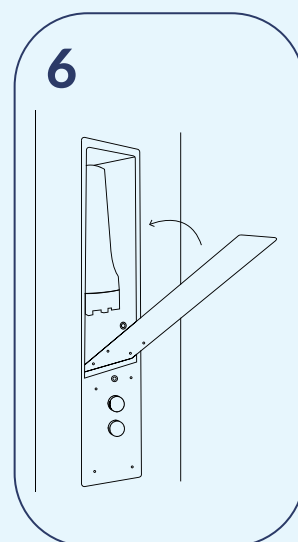
**3**  
Unscrew the filter container by turning it counterclockwise. Do not use tools.



**4**  
Remove the used filter and dispose of it.



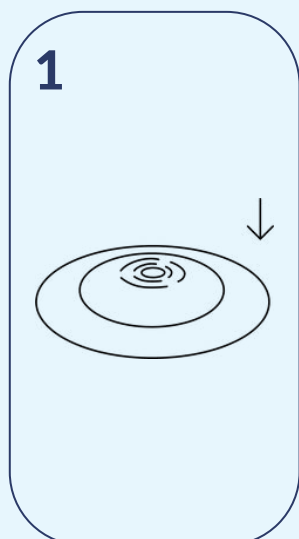
**5**  
Rinse the filter container under a tap, and insert a new filter. Screw the filter container back in by turning it clockwise. Do not use tools.



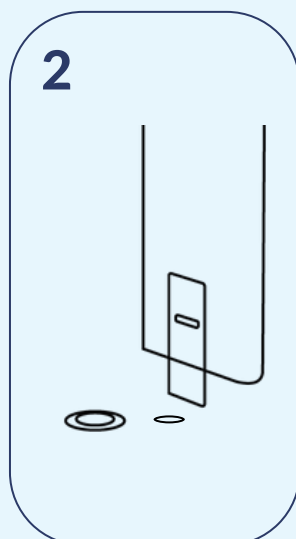
**6**  
Push the service button to register the filter change. Push the filter container up and close the service hatch.

# SYSTEM RINSE PROCESS

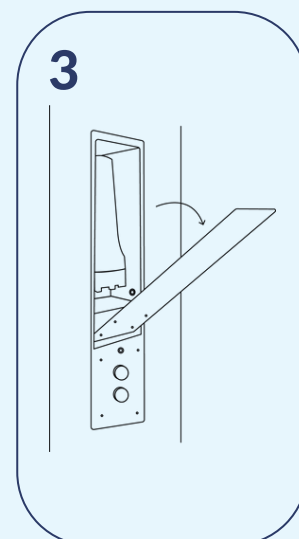
The system rinse process ensures the internal cleaning of LOOP. It must be performed after 200 shower, however min. every 14 days. The system rinse process is important to ensure clean bathing water. It takes 30 seconds to start the process. The entire process runs automatically for 10 minutes.



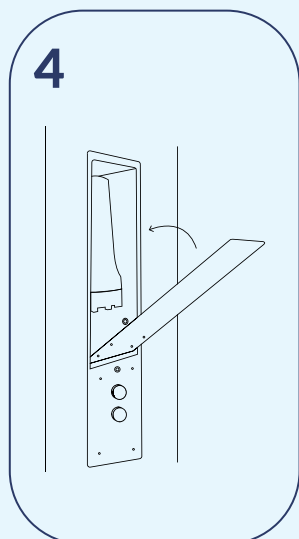
1 Push the drain cover to the down-position. Point the hand shower towards the wall.



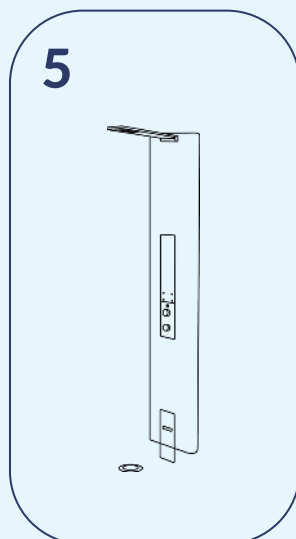
2 Place a rinse tablet on the floor in front of service hatch 2.



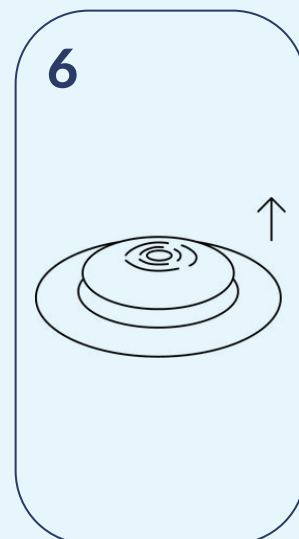
3 Open service hatch 1. Push the service button until it starts blinking.



4 Close service hatch 1 and exit the shower. After 30 seconds, the water runs from the head shower.



5 LOOP now performs the system rinse process automatically. The entire process takes 10 minutes.



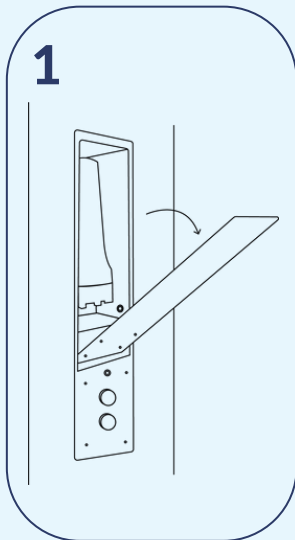
6 When the green light stops blinking, the process is completed. Tap the drain cover to up-position to drain the water.

## NB:

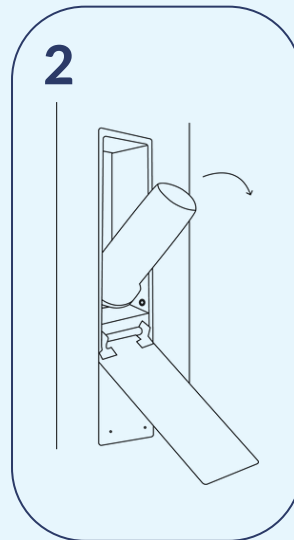
The LOOP button blinks until the process is completed. Do not shower during the system rinse process. For linear drain covers, no interaction with drain is required.

# CLOGGED INLET NOZZLES

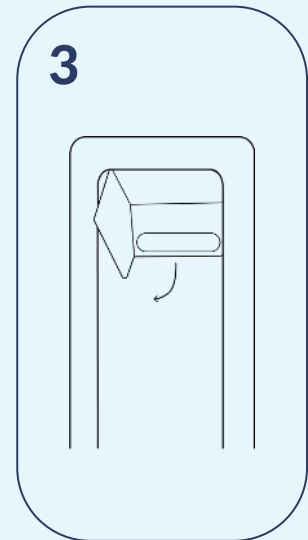
In regions where the supply water has a high levels of minerals, hard water, the inlet nozzles may eventually get clogged leading to reduced water feed which affects the performance of the shower. If you notice that the shower is delivering a lower water flow than normal or the pumps are noisy, it may be due to clogged nozzles. To mitigate this, the nozzles need to be cleaned. A spare pair of Neoperl nozzles are provided with LOOP and can be used while the other pair is being cleaned.



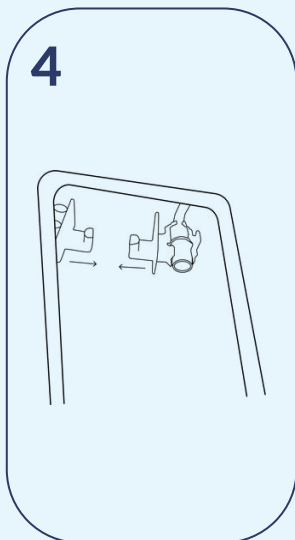
Open service hatch 1 by pulling the handle on the right side of the shower panel.



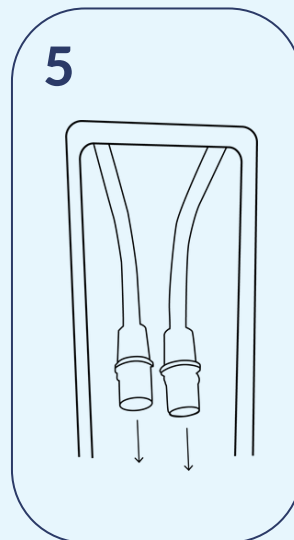
Pull the filter container toward you.



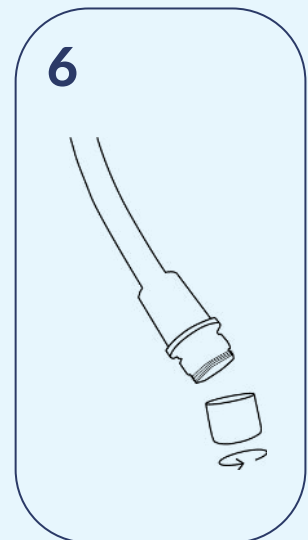
Rotate the sheet metal cabinet towards you by grabbing the handle.



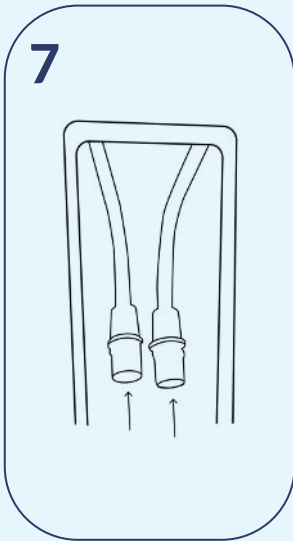
Pull the slide mechanism above the filter towards the center to access the nozzles.



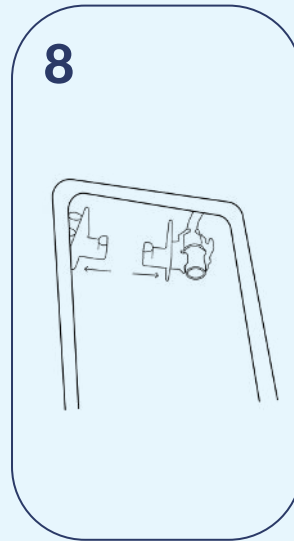
Pull out the nozzles from the holder. Release the nozzles by untightening the thread.



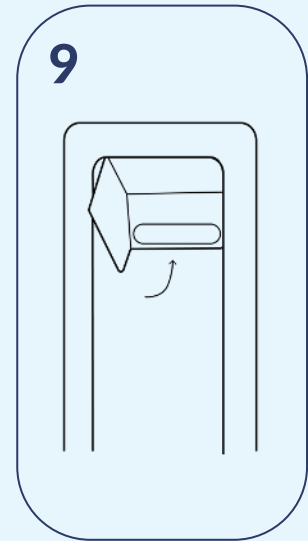
Replace the nozzles with the pair of spare nozzles that was provided with the shower. Clean the nozzles\*.



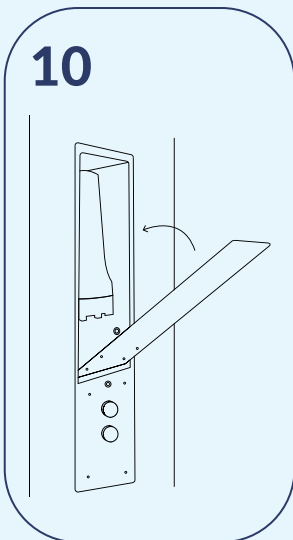
Re-mount the nozzles back in the holder above the filter.



Slide the nozzles all the way out to the sides. You should feel a click when the sliders are placed correctly.



Rotate sheet metal cabinet upwards to its original position. If it is interfering with the nozzle holders, the holders are not placed into correct position.



Push the filter container up and close the service hatch.

**\*NB:**

Cleaning the Neoperl nozzles can be done by putting them into a bath with citric acid for an hour and the use a soft brush to remove particles. For more detailed maintenance instructions, visit <https://www.neoperl.com/global/en/blog/aerator-care/>.

# EXTERNAL CLEANING INSTRUCTIONS FOR LOOP

## How to clean the LOOP shower panel:

To clean the exterior of the LOOP shower panel, use a soft brush or cloth that does not scratch the painted surface.

Do not use acidic or corrosive cleaning supplies.

## How to clean the head and hand shower:

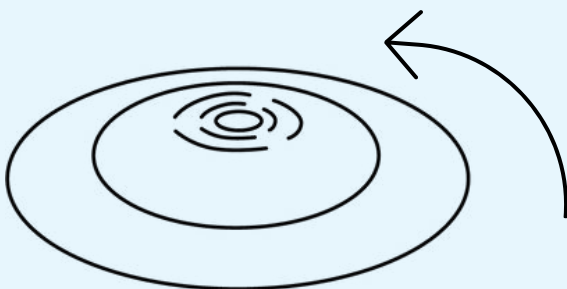
Massage the silicone nozzles to remove dirt or lime from the head and hand shower. This can be done when a nozzle is clogged or a when a water jet is not straight.

## How to clean the drain cover with a clicker:

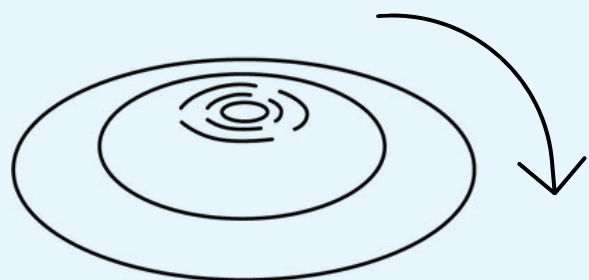
1. Lift the drain cover and clean around the water trap.
2. Unscrew the dome (counterclockwise). Clean the dome and the drain bowl.
3. Screw on the dome (clockwise). Tighten carefully. Do not use tools.

## How to clean the drain cover without a clicker:

1. Gently open the service hatch 2
2. Lift the drain cover by from the drain by pulling it upwards. Clean the drain and draincover.
3. Put back the drain cover into place. Make sure it positioned correctly in the bottom of the drain so it creates a seal.
4. Close the service hatch 2.



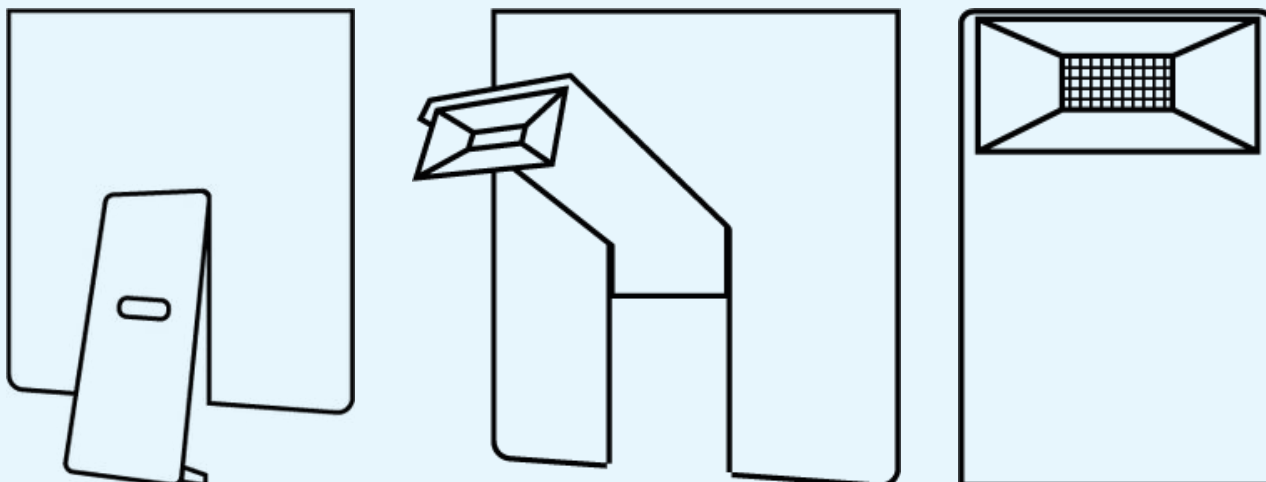
Unscrew the dome by turning it counterclockwise.



Screw on the dome by turning clockwise.

## How to clean the pre-filter:

1. Open service hatch 2 by gently lifting the handle.
2. Lift the service hatch up (max. 120 degrees).
3. Remove hair and dirt from the small filter.
4. Close the service hatch.



## After cleaning:

Rinse the shower cabin (walls, floor, and shower panel) carefully to avoid any cleaning agents from entering the system.

## NB - If cleaning agents enter the system:

1. Place the drain cover in "up-position."
2. Turn on the hand shower and rinse off the shower panel and shower area.
3. Turn off the water. Let the water drain and wait for LOOP to empty the recirculation system automatically.
4. Turn on the water from the head shower. Push the drain cover to "down-position" and let the water run in recirculation mode for 2 minutes.

Repeat this process twice. If a large amount of cleaning agents has entered the system, change the filter (see instructions for **Filter Change**).

# TROUBLESHOOTING - guide to solving potential problems

LOOP is designed for easy operation and simple maintenance.

Errors will usually be due to external conditions, such as errors in the water supply, errors in the electricity supply, incorrect operation, or lack of maintenance. Therefore, always read the accompanying manual so that the product is operated and maintained according to the regulations.

Should irregularities occur, contrary to expectations, we have compiled a list of solutions that could probably remedy the problem you are experiencing.

**If not, contact Flow Loop at [service@flow-loop.com](mailto:service@flow-loop.com) or +45 93 93 82 90.**

## Error description

## Solution

1

When you turn on the shower, you find that no water comes out.  
You can hear water and pumps "running" inside the panel.

If you can hear the pump but no water, this is a sign of interrupted water supply.  
If you cannot hear pumping nor water, this is a sign of interrupted power supply.

Do the following:

1. Check that the shut-off valves and water mains in your home are open and that the local water supply is not interrupted.
2. Check that the power supply has not been interrupted. LOOP needs power to work.

2

When you turn on the shower, you find that no water comes out, and you cannot hear water or the pump "running" inside the panel.

It may take up to **1 minute** before the shower is ready to deliver water because the system must first be filled.  
This time may vary depending on water pressure where you live.

If no water comes out after 1 minute, it may be necessary to restart LOOP's control system. **See: solution 17.**

3

Only cold water comes out, or the water temperature cannot be regulated.

You may want to experience waiting for hot water if there is a long distance between the water heater and the shower where you live.

**Do the following:**

Check that the water supply is working normally and that all **shut-off** valves are open.

4

Water only comes out of the head shower, but not the hand shower (or vice versa).

(See user guide for how to regulate the water).

Water cannot come out of both showers at the same time.

If no water comes out, try restarting the operating system. **See: solution 17.**

**If a restart does not solve the problem, contact Flow Loop service.**

5

When you turn off the water, the water continues to flow out of the shower.

**Do the following:**

1. Check that the top rotary handle is in the center position "OFF."
2. If the water continues to flow, restart LOOP's control system. **See: solution 17.**

**If the problem persists, contact Flow Loop service.**

6

In cases where recirculation does not start automatically, recirculation does not start when selected by pressing the LOOP button or does not stop as desired and the green lamp does not respond when you press the LOOP button.

**Do the following:**

Try restarting LOOP's operating system. **See: point 17.**

**If the problem persists, contact Flow Loop service.**

7

Recirculation starts, but the amount of water coming out of the shower is less than usual.

This may be because the water supply to the system is limescaled.

**Contact Flow Loop service.**

8

The water on the floor does not run out when you click the drain open.

**Do the following:**

1. Check that the drain is opened correctly.
2. Press the top of the drain grate down and release. Do it a few times. When the top is in the highest position, it says "open."
3. Lift up the entire drain grate. If the water still does not flow out, the drain has stopped and it is probably time to clean your water trap.

**See the section: Cleaning and Maintenance.**

9

There is not enough water on the floor, in order for recirculation to start.

**Do the following:**

1. Check that the drain cover is correctly positioned. For the linear drain the drain cover should be positioned in the bottom of the drain channel.
2. Check that the drain dome is screwed all the way down and in the "down position."
3. Check that the rubber cuff under the drain cover points slightly downward all the way around when the drain is in the "up position."

10

The water runs out onto the floor from the nozzle, either at the start of a bath or a few minutes after the shower is turned off.

**This is normal.**

The shower is emptied of water to ensure that water is not shared between showers. This is thus an automatic function.

11

Water is leaking from the underside of the panel.

**Do the following:**

1. Make sure the shower is turned off. The rotary handle must be in position "0."
2. If the water continues to leak, turn off the water connection to the LOOP.
3. **If the problem persists, contact Flow Loop service.**

12

The water tastes like soap.

Always avoid drinking water from a shower.

If you use e.g. shampoo or soap, when recirculation is in use, some soap will circulate around the system and out of the shower. This is normal and does not pose a health hazard.

13

The water smells of chlorine.

The cleaning tablets used for cleaning LOOP contain chlorine, and there may be a chlorine smell in the bath during and after a cleaning process, as described in the section on **Cleaning and maintenance**.

There is no health hazard associated with this.

14

The water smells "bad."

A bad smell is usually due to a lack of maintenance and changing the filter.

**Do the following:**

Change the microfilter and run a system rinse process, as described in the section on **Cleaning and maintenance**.

15

Head shower or hand shower produces thin or "crooked" water jets, or some shower nozzles are completely blocked.

This is usually due to limescale.

**Do the following:**

Massage the nozzles with your fingers until the jet returns to normal.

**DO NOT** use tools or descaling agents as this can damage the nozzles.

16

LOOP's internal pump sounds louder than usual.

**Do the following:**

1. Make sure there is enough water on the floor when recirculation is started.
2. Check if filters are clogged.
3. Clean prefilter and microfilter if necessary.

17

You need to restart LOOP's operating system.

If you find that the shower does not work as it should, after trying the above solutions, it may be necessary to restart the operating system.

**Do the following:**

1. Hold the LOOP button for 10 seconds until the green light flashes rapidly for 2 seconds.
2. Wait approx. 15 seconds. During this time, the shower panel restarts and a start-up procedure is carried out.
3. Observe whether the shower panel works as it should.

**If this has not solved the problem, contact Flow Loop service.**

**FLOW LOOP SERVICE**

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