

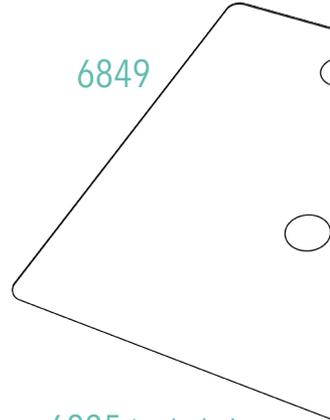


OPERATING GUIDE

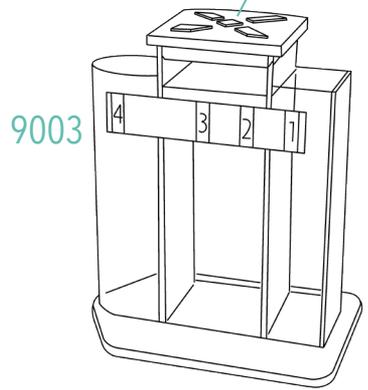


XPRESS FLEX® L-XF011 COMPONENTS

- Flex Strips:
 - Flex 1 (S-1361)
 - Flex 2 (S-1362)
 - Flex 3 (S-1363)
 - Flex 4 (S-1364)
- Iron Prep reagent (R-9103)
*(includes #2235 dipper spoon
w/ paddle handle)*
- Phosphate Prep reagent (R-9112-C)
- Pipet (#4030)
- Water sample vial (#9003)
*(three included; includes #6825 cap
for vial)*
- Test strip loader (#9002)
- Test strip clip (#9001)
(three included)
- 5 mL Syringe (#6858)
(three included)
- Counter mat (#6849)

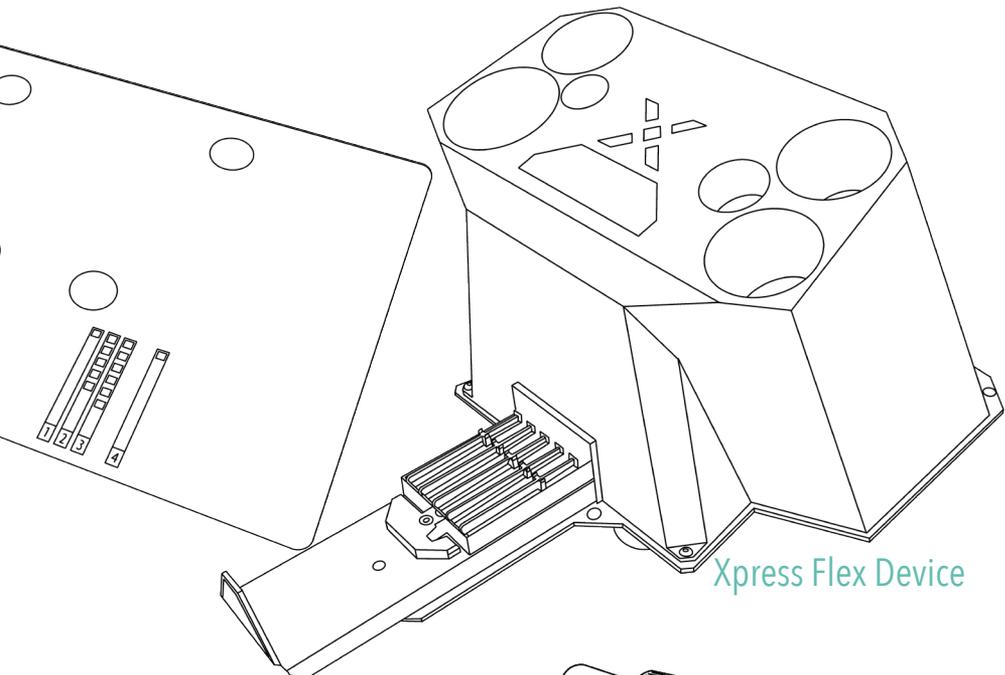


6825 (included
with 9003)



Sold separately:
Flex 3B (S-1365) for testing
Biguanide Oxidizer,
Biguanide Sanitizer,
pH, Total Alkalinity,
Total Hardness





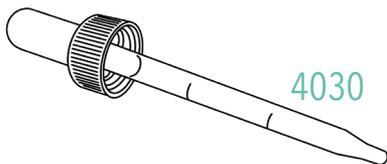
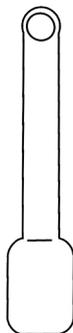
Xpress Flex Device

R-9112-C



R-9103

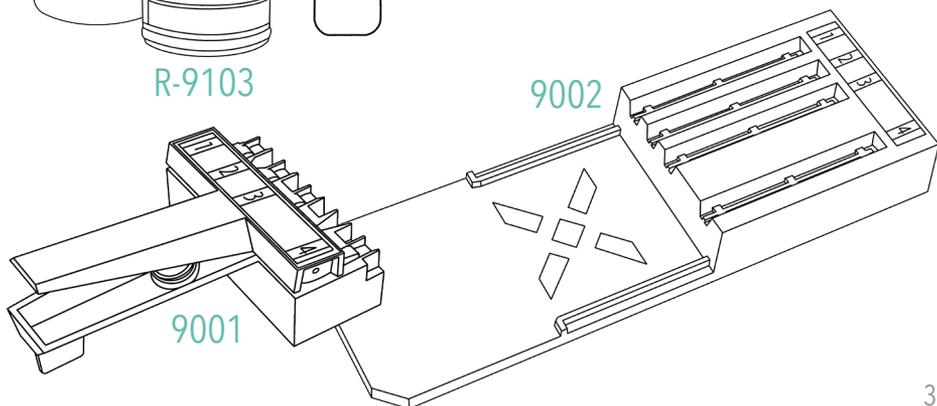
2235 (included with R-9103)



4030



6858



9001

9002

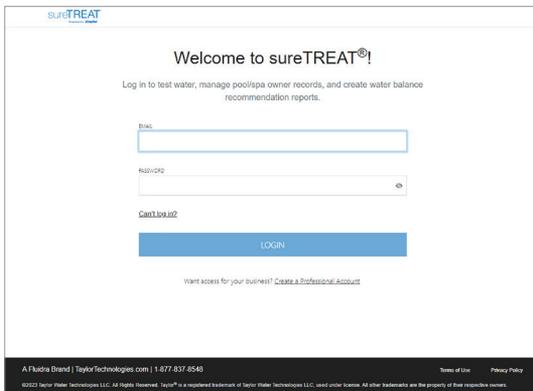
OPERATING INSTRUCTIONS

1. Unpack components from the box (see components list on previous page).

NOTE: Do not lift the device by the shuttle.

We are available at 877.TEST.KIT or TaylorTechSupport@Fluidra.com if you have any questions or need support while setting up your device and software.

2. You will find four perforated holes on the counter mat. These align with the suction cups on the bottom of the Xpress Flex® device. Pop out the excess material and place the mat on the counter.
3. Place the Xpress Flex device on the counter mat, aligning the suction cups with the holes in the mat.
4. Place Flex Strips and prep reagents in slots on top of the Xpress Flex device.
5. Go to **Taylor**sure**TREAT.com**. If you already have a *sureTREAT*® account, please log in and proceed to step 6. If you do not have a *sureTREAT* account, please see the enclosed instructions to create one. (Xpress Flex works with Windows 10 or 11.)



6. After logging into **Taylor**sure**TREAT.com**, download the XFConnect software. You can find this by choosing **Support** on the top navigation bar and then selecting **Download XFConnect**. Run the **XFConnect Installer**.
7. Ensure that the XFConnect software is running. Connect the USB cord from the Xpress Flex device to your computer. This step will be repeated each time you start your computer.

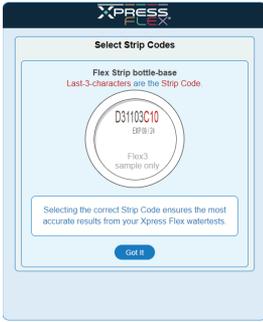


Fig. 1

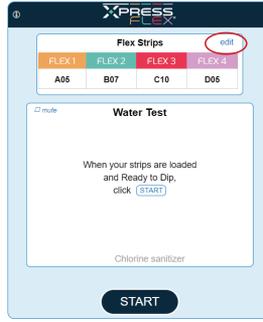


Fig. 2

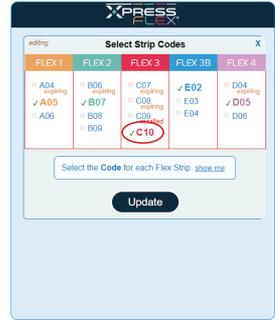


Fig. 3

- Xpress Flex® is uniquely calibrated for each lot of Flex Strips. This calibration ensures the highest level of accuracy. To match the lot of your Flex Strips in the *sureTREAT*® software, follow these steps.

The lot code is the last three digits stamped on the bottom of your Flex Strip bottle. This code will be a letter, followed by a number. For example, C10 (Fig. 1).

The letters correspond to the strips as stated below:

- A - Flex 1
- B - Flex 2
- C - Flex 3
- D - Flex 4
- E - Flex 3B

In the *sureTREAT* software, you will see the current setting for your Flex Strip lot code on the Flex Strip Status screen when performing water tests with Xpress Flex. **To change the code**, click edit (Fig. 2) and select the proper code for each Flex Strip (Fig. 3) from the options on the screen. Click update when complete.

- Now that your system is set up, please watch this short video to learn about the Xpress Flex testing process:
[taylor-technologies.com/en/content/xpress-flex-support](https://www.taylor-technologies.com/en/content/xpress-flex-support)



- You are ready to start Flexing! Thank you for trusting Taylor® Water Technologies with your testing needs.

Your Xpress Flex device will be automatically registered for warranty when you perform your first water test.

XPRESS FLEX® INSTRUCTIONS

The Xpress Flex testing system consists of several components:

- Xpress Flex device
- Flex Strips (Flex 1, Flex 2, Flex 3, Flex 4, Flex 3B)
- Iron prep reagent
- Dipper spoon w/ paddle handle
- Phosphate prep reagent
- Pipet (use with R-9112-C phosphate prep reagent)
- Water sample vial (3)
- Cap for dipping vial (3)
- Test Strip Loader
- Test Strip Clip (3)
- 5 mL syringe (3)
- Counter mat

At the core of the testing system is the Xpress Flex device. This is an advanced test strip reader that utilizes sophisticated technology to provide high-quality test results.

Xpress Flex® strips are specifically engineered for use with the Xpress Flex device.

There are five test strips that can be used with Xpress Flex:

Flex 1 (S-1361) – 50 count: tests iron (use with R-9103 prep reagent)

Flex 2 (S-1362) – 50 count: tests salt, borate, and copper

Flex 3 (S-1363) – 100 count: tests free chlorine, total chlorine/total bromine, pH, total alkalinity, total hardness, and cyanuric acid

Flex 4 (S-1364) – 50 count: tests phosphate (use with R-9112-C prep reagent)

Flex 3B (S-1365) – 50 count: tests biguanide oxidizer, biguanide sanitizer, pH, total alkalinity, total hardness (sold separately)

Xpress Flex® gives you the freedom to use only the strips you need. You can run **any combination of strips**, depending on the results you are targeting. For example, iron may not be a common concern in your area, so the Flex 1 strip would mostly be used to troubleshoot.

Pro Tip: The majority of Xpress Flex tests only use a Flex 3 strip since sanitizer and water balance are the most desired tests. When using a Flex 3B strip, place it in the Flex 3 slot on the strip loader.

Next, let's review performing a water test with Xpress Flex. This testing process was designed with you, the tester, in mind.

Xpress Flex testing is performed at [TaylorsureTREAT.com](https://www.taylorstreat.com)

Sample prep:

- 1) Rinse water sample vial with water to be tested.
- 2) Pour your sample water into the center chamber (fill to the top) of the water sample vial.
- 3) If you are performing iron and/or phosphate testing, prep reagents **MUST** be used with both tests. The prep reagents ensure the highest level of accuracy for these tests.

Pro Tip: Add the prep reagents to the empty chambers so that the addition of the water helps mix the sample. Gloves and protective eyewear should be worn when using prep reagents.

- a. For Iron Prep, add one level scoop of R-9103 to chamber 1.
Note: Powder may not dissolve fully. This will not affect test results.
- b. For Phosphate Prep, use pipet to add 0.5 mL of R-9112-C to chamber 4.
- c. Use the syringe to measure out the 5 mL of sample water from the center chamber and add to the chamber 1.
Repeat for the chamber 4.

- 4) Cap the center chamber and swirl to mix prep reagents, if used.

The Test Strip Clip and Test Strip Loader are color-coded and labeled to match with corresponding strips to ensure proper readings.

The strip loader makes adding strips simple, and it ensures the strips are aligned for accuracy.

Test:

- 1) Place the desired strip(s) onto the appropriate slots on the strip loader and use the strip clip to pick them up.
- 2) Select "Start Test" in the *sureTREAT*® software. *sureTREAT* will provide timers on the screen, as well as audio cues if you have speakers.
- 3) Dip the strips for 2 seconds following animated prompts, noting correct orientation of strips to vial, and remove. Do not shake off excess water. Place the strip clip onto the shuttle. Press the shuttle into the device.
- 4) After one minute of testing, your results are ready.
- 5) Empty and rinse water sample vial after each test.

Pro Tip: If you have multiple samples to be tested, this is a great time to start the process for your next test.

Pro Tips for handling test strips:

- Be sure you have hands before opening the test strip bottle.
- Always handle strips from the bottom to avoid contact with the test pads.
- Keep lid securely closed after removing a strip to prevent moisture from entering the bottle.

You will notice that the Flex 2 strip is packaged in an individually foil-wrapped sleeve. This packaging helps protect the strip from sunlight which can degrade the salt test pad.

Pro Tip: For best results, pour used sample water out of the vial by holding the vial horizontally versus vertically. The iron and phosphate test prep reagents can cause interference if they enter and contaminate the center chamber.

COLOR CODES OF THE BIG "X" LIGHT

Green: Stand-by mode

Yellow: Getting device information

Dark Blue: Device is receiving power, but XFConnect software is not running

Red→Yellow→Green Sequence: Countdown timer

Blinking Green: Awaiting wet strips/insert shuttle

Blinking Light Blue: Analyzing pads

Light Blue: End of test

ERROR CODES

WrongPrep

405 Retest: PO4 Prep missing. Add Prep when re-testing PO4

Invalid

410 Invalid: Pad color not recognized

411 Invalid: Pad color not recognized

412 Invalid: Pad color not recognized

413 Invalid: Pad color not recognized

Note: If Invalid alerts appear, verify that the lot code on your bottle matches the lot code selected in *sureTREAT*®

Alert

450 Alert: FC is too high

451 Alert: Total Alkalinity too low (<20 ppm) to measure pH or CYA

453 Alert: CYA not measurable with pH < 6.8

454 Alert: Br is too high

PROPER TECHNIQUES FOR TESTING

- Pour your sample water into the center chamber on the test vial (~80 mL).
- Carefully measure prep reagents for Iron Prep and Phosphate Prep, and add to respective chambers.
 - 1 level scoop of iron reagent to chamber 1.
Note: Powder may not dissolve fully. This will not affect test results.
 - 0.5 mL of phosphate reagent to chamber 4.
- Use gloves and protective eyewear when handling Iron and Phosphate prep reagents. Immediately clean up any spilled reagents.
- Carefully use the syringe to measure sample water from center chamber of test vial and add to chambers 1 and 4.
 - Add 5 mL of sample water to both chambers.
- Cap center chamber of test vial and swirl to mix.
- Dip timing of 2 seconds is important. Pay attention to the sounds and animation as instructed. Remove promptly. Avoid flinging water.
- When dipping strips, be sure numbers on clip and testing vial line up.
- Avoid handling test strips near pads when loading into Xpress Flex®.
- Follow all program prompts.
- Never dip into the same sample twice.
- Keep lids of the test strip bottles closed when not in use.
- If Xpress Flex shuttle starts accumulating water, use a dry cloth to remove.

TIPS AND TRICKS

Keep these tips and tricks in mind to get the most out of your Xpress Flex® testing experience.

- Check lot codes and expiration dates located on the bottom of strip containers. These should match the selected options during the water test.
- When using the Iron and Phosphate prep reagents, add them into the respective chambers before adding sample water. This improves mixing.
- Be sure to have audio available on your computer to hear audible cues.
- Dip timing is important. Pay attention to the sounds and animation as instructed. Remove promptly. Avoid flinging water.
- When loading the strip clip, use only the strips for the tests you need for the water evaluation. This may just be Flex 3 strip.
- Use the strip loader to make sure the strips are properly aligned.
- Begin test prep for the next water sample while the Xpress Flex is testing the current sample.
- Always remove strips from Xpress Flex after testing.
- Personalize your *sureTREAT*® profile by editing chosen tests and recommendations based on your objectives.
- Graphics can be added to the header of your *sureTREAT* report when creating your profile.
- Always ensure your software is up to date.
- Shuttle should be empty and closed when XFConnect is started. If not, the Xpress Flex will need to be unplugged to reset.

TROUBLESHOOTING

***sureTREAT*® IS NOT CONNECTING WITH XPRESS FLEX®**

Possible Cause: Incorrect web address OR XFConnect is not running

Result: No connection between computer and Xpress Flex

Corrective Action: In your browser go to TaylorsureTREAT.com. Be sure Xpress Flex is connected to computer. Verify XFConnect is running.

TEST RESULTS APPEAR DIFFERENT WITH NEW STRIPS

Possible Cause: Lot Code for test strip(s) was not updated with new bottle

Result: Test Results may be inconsistent/unusual

Corrective Action: Update test strip lot code in Xpress Flex *sureTREAT* program.

TOTAL ALKALINITY (TA) SEEMS LOW

Possible Cause: "Adjusting TA for CYA" is turned on in *sureTREAT*

Result: TA is reported lower than a titration or other test

Corrective Action: Retest with "Adjusting TA for CYA" turned off.

Note: "Corrected TA" is what a proper balance (LSI) requires.

pH RESULT IS UNUSUAL

Possible Cause: Sample could have low Total Alkalinity

Result: pH is inconsistent or different than another test

Corrective Action: Increase alkalinity of pool/spa and return for a retest.

HARDNESS RESULT SEEMS HIGH

Possible Cause: Test Strips report Total Hardness rather than Calcium Hardness

Result: Total Hardness may be higher than Calcium Hardness

Corrective Action: To determine a more accurate result for Calcium Hardness, a titration may be required.

NO TEST RESULT FOR CYA TEST

Possible Cause: CYA pad on Flex 3 strip did not reach sample during dipping

Result: CYA reading will be inaccurate

Corrective Action: Retest with fresh sample and proper technique to ensure pad reaches sample.

Possible Cause: pH is outside the range of 6.8 to 8.2

Result: No CYA result is provided

Corrective Action: Adjust pH of pool/spa and return for a retest.

IRON TEST RESULT IS LOWER THAN EXPECTED

Possible Cause: No prep reagent added to chamber 1

Result: Iron test gives repeated <0.15 ppm result

Corrective Action: Retest with fresh sample and use 1 scoop of Iron Prep Reagent (R-9103).

REPORT QUALITY - REPORT IS EXCESSIVELY LONG

Possible Cause: Text in recommendations section could be excessive

Result: Report for customer is more pages than desired

Corrective Action: Edit recommendations in the *sureTREAT*® program.

ERROR UPDATING LOT CODES

Possible Cause: Reinstallation of XFConnect is required

Result: Flex Strip lot codes do not save

Corrective Action: Please contact Taylor Technical Support at 877-837-8548 for assistance.

XFCONECT DOES NOT INSTALL UPDATE WHEN INSTALL BUTTON IS CLICKED

Possible Cause: Reinstallation of XFConnect is required

Result: The program will not install updates, even though the user clicks "Install"

Corrective Action: Please contact Taylor Technical Support at 877-837-8548 for assistance.

WARRANTY

Upon receiving your Xpress Flex® device, carefully review the warranty below. To ensure the best customer service and warranty tracking, we recommend registering your product at: TaylorsureTREAT.com (USA & Canada).

Taylor® Water Technologies LLC Xpress Flex® Limited Warranty (USA & Canada)

Taylor Water Technologies LLC ("Taylor") warrants Taylor Xpress Flex® device to be free from manufacturing defects in materials and workmanship for a period of two (2) years from the date of retail purchase, with the following exceptions:

1. Consumable testing supplies, which are not warranted beyond the "Expiration Date" provided on the product. All consumable testing supplies should be consumed by the Expiration Date.

Unless otherwise indicated in the relevant video instruction found on TaylorTechnologies.com and operating guide, this warranty applies only to products purchased and utilized in the 50 United States and Canada, is limited to the first retail purchaser, and is not transferable. The liability of Taylor shall not exceed the replacement of the defective product or its parts, and does not include transportation costs, costs for labor to service or repair the defective product, or any items or materials required to make the repair including, but not limited to, other expendables. No reimbursements will be made for loss and/or usage of water, treatment chemicals, or other resources resulting from product defect. Product discoloration, or any other cosmetic or superficial damage or deterioration, regardless of its cause, is not covered by this warranty. This warranty does not cover failures, defects, malfunctions or complaints resulting from any of the following:

1. Failure to properly install, operate or maintain the product in accordance with Taylor's published installation, operation and/or maintenance manuals.
2. Product modifications or adjustments that are not in accordance with Taylor's published installation, operation and/or maintenance manuals.

3. Abuse, damage during transit or installation, mis-handling, tampering, vandalism, alterations, accidents, fires, floods, storms, earthquakes, power surges, lightning, pets or other animals, insects and/or their hives or nests, negligence, or acts of God.

This is the only warranty given by Taylor®. No one is authorized to make any other warranties on behalf of Taylor. THE DURATION OF IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES LISTED ABOVE. Some states and/or provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Taylor expressly disclaims and excludes any liability for consequential, incidental, indirect, or punitive damages for breach of any expressed or implied warranty. In no event shall Taylor be liable for incidental or consequential damages of any nature.

This warranty gives you specific legal rights. You may also have other rights that vary by state and/or province. For warranty consideration, contact us and provide the following information: proof of purchase, serial number, date of purchase, and date of installation.

Taylor can be reached by emailing our Technical Support Department at TaylorTechSupport@Fluidra.com or by calling our Technical Support Department at 877-837-8548. All returned parts must have a Returned Material Authorization number to be evaluated under the terms of this warranty.

Thank you for choosing Xpress Flex® for your in-store testing needs.

We value the trust you have placed in Taylor®, and we trust that Xpress Flex will help you confidently meet the needs of your customers.

Now, let's start Flexing!

Taylor's technical support team is available for additional questions, feedback, and product support.

For Support: **1-877-TEST KIT (837-8548)**
TaylorTechSupport@Fluidra.com

For Ordering: **1-800-TEST KIT (837-8548)**



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