

## AQUASTRONG HEX012-001

# Aquastrong Inverter Swimming Pool Heat Pump User Manual

Model: HEX012-001 | Brand: AQUASTRONG

## 1. INTRODUCTION

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Thank you for choosing the Aquastrong Inverter Swimming Pool Heat Pump. This manual provides essential information for the safe and efficient operation, installation, and maintenance of your new pool heat pump. Designed for both above-ground and in-ground pools up to 3,000 gallons, this unit offers dual-mode temperature control for year-round comfort, heating water between 59–104°F and cooling it within 59–83°F. Its advanced inverter technology ensures high energy efficiency and quiet operation.

## 2. SAFETY INFORMATION

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Please read all safety warnings and instructions carefully before installing or operating the heat pump. Failure to follow these instructions may result in electric shock, fire, serious injury, or property damage.

- Always disconnect power before performing any service or maintenance.
- Ensure the unit is properly grounded to prevent electrical hazards.
- Do not operate the heat pump if the power cord or plug is damaged.
- Keep children and pets away from the unit during operation.
- Ensure proper ventilation around the unit; do not block air inlets or outlets.
- Installation should be performed by a qualified professional if you are unsure.

## 3. PRODUCT OVERVIEW

## Key Features

- **All-Season Pool Comfort:** Dual-mode temperature control (59–104°F heating, 59–83°F cooling) extends swimming seasons.
- **Professional Thermal Performance:** 12,000 BTU output for 3,000-gallon pools with  $\pm 2^\circ\text{F}$  temperature accuracy.
- **Energy Efficiency Redefined:** High 5.5 COP, reducing energy consumption by 70% compared to conventional electric heating.
- **Quiet Operation & Defrost:** Operates at an ultra-quiet 36 dB with an intelligent auto-defrost system.
- **Easy to Assemble:** Includes 1.25" hose adapters and 1.5" conversion kits for quick installation.
- **Smart Control:** Panel supports multi-mode smart control.

## Specifications

Specification	Detail
Manufacturer	Shandong Penghui Environmental Technology Co., Ltd
Part Number	HEX012-001
Item Weight	56.9 pounds
Product Dimensions	14.57 x 12.99 x 15.75 inches
Item Model Number	HEX012-001
Size	12000 BTU
Color	Black
Power Source	AC
Date First Available	November 26, 2024

## Product Views



Main product view of the Aquastrong pool heat pump.

# 12,000 BTU

## Pool Heat Pump



Energy  
Efficient



Quick  
Installation



3,000 Gals

Aquastone pool heat pump highlighting 12,000 BTU, energy efficiency, quick installation, and suitability for 3,000-gallon pools.



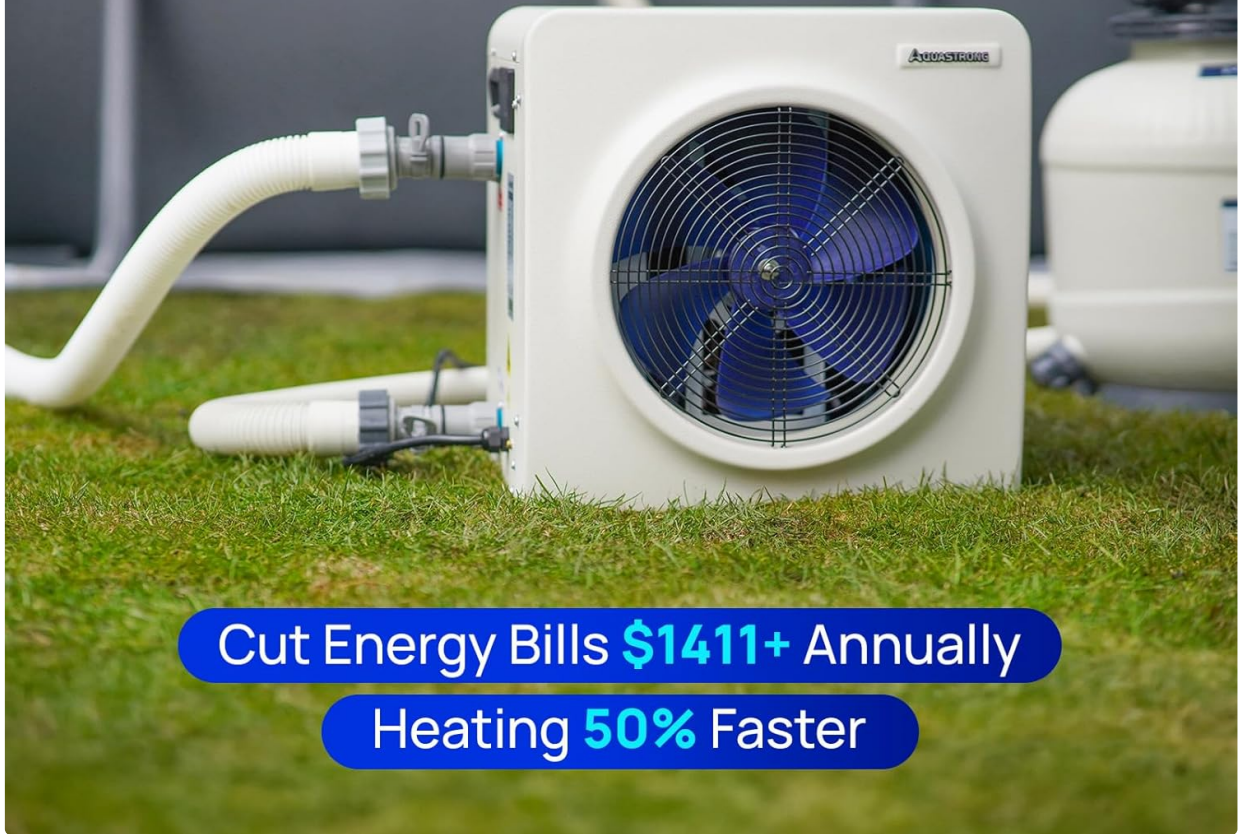
# Swim All Year

Warm Water Whenever You Want

Aquastrong pool heat pump in a backyard setting, emphasizing 5.5 COP and year-round swimming.



# Warm Faster Pay Less



Cut Energy Bills **\$1411+** Annually

Heating **50%** Faster

Aquastrong pool heat pump connected to a pool system, illustrating faster heating and energy savings.

# Easy Installation

1.5" Adapter Converter



1.25" & 1.5" Hose Adapter Converter

\* For All Above-ground Pools

Close-up of the Aquastrong heat pump showing hose adapters and conversion kits for easy installation.



# Serene Swim Low Noise



36 dB

**36dB** Silent Operation

Aquastrong heat pump operating quietly at 36 dB in a nighttime setting.



# Up to 104°F



## Automatic Defrosting

Aquastrong heat pump with a pool background, indicating heating up to 104°F and automatic defrosting.



# Warmth Fills Family Joy



Aquastrong heat pump with dimensions shown, highlighting family enjoyment and a 3-year warranty.



Close-up of the 115V GFCI weatherproof plug for the Aquastrong heat pump.

## 4. SETUP AND INSTALLATION

The Aquastrong pool heat pump is designed for easy installation, typically completed in under 10 minutes. It comes with both 1.25" hose adapters and 1.5" conversion kits to ensure compatibility with various pool setups.

### Installation Steps:

- 1. Placement:** Choose a well-ventilated outdoor location near your pool and existing filtration system. Ensure adequate clearance around the unit for airflow.
- 2. Connect Hoses:** Connect the heat pump to your pool's filtration system using the provided hose adapters. The water flow should go from the pool pump/filter, through the heat pump, and then back to the pool.
- 3. Secure Connections:** Ensure all hose connections are tight and leak-free.
- 4. Power Connection:** Plug the 115V GFCI weatherproof plug into a suitable outdoor electrical outlet.
- 5. Initial Start-up:** Once connected, turn on your pool pump to ensure water flow through the heat pump

before powering on the unit.

## Installation Video:

This video demonstrates the installation process for the Aquastrong 12,000 BTU Pool Heat Pump, showing how to connect it to your existing pool filtration system.

## 5. OPERATING INSTRUCTIONS

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The Aquastrong heat pump features an intuitive control panel for easy temperature management and mode selection.

### Control Panel Functions:

- **Power Button:** Turns the unit on or off.
- **Mode Selection (M button):** Toggle between heating (59–104°F) and cooling (59–83°F) modes.
- **Temperature Adjustment (Up/Down arrows):** Set your desired water temperature. The precision thermostat maintains  $\pm 2^\circ\text{F}$  accuracy.
- **Lock Function:** If the screen is flashing, it indicates the panel is locked. Press and hold the power button for 3 seconds to unlock.
- **Anti-frost Function:** The unit features an intelligent auto-defrost system that automatically removes ice buildup without manual intervention.

The unit operates with ultra-quiet technology, maintaining an operating sound level of 36 dB, ensuring minimal disturbance during use.

## 6. MAINTENANCE

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Regular maintenance ensures optimal performance and longevity of your heat pump.

- **Clean Coils:** Periodically inspect and clean the evaporator coils to remove dirt, leaves, and debris that can obstruct airflow.
- **Check Water Flow:** Ensure consistent water flow through the unit. A dirty pool filter can restrict flow and reduce efficiency.
- **Inspect Connections:** Regularly check all hose and electrical connections for leaks or damage.
- **Winterization:** Before freezing temperatures, properly drain and winterize the heat pump according to specific instructions (not provided in detail here, refer to general pool equipment winterization guides).
- **Keep Area Clear:** Maintain a clear area around the heat pump to ensure proper ventilation.

## 7. TROUBLESHOOTING

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If you encounter issues with your heat pump, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Unit not turning on	No power, tripped GFCI, loose connection	Check power outlet, reset GFCI, ensure plug is secure.
Pool not heating/cooling	Insufficient water flow, incorrect temperature setting, dirty filter	Ensure pool pump is running, check filter for clogs, verify temperature setting on control panel.
Unusual noise	Debris in fan, loose components	Inspect fan for obstructions, check for loose screws or panels.
Water leaks	Loose hose connections, damaged O-rings	Tighten hose clamps, inspect and replace O-rings if necessary.

If the problem persists, please contact Aquastrong customer support.

## 8. WARRANTY AND SUPPORT

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The Aquastrong Inverter Swimming Pool Heat Pump comes with a **3-year comprehensive warranty**. Additionally, Aquastrong provides **lifetime technical support** for this product.

For warranty claims, technical assistance, or any questions regarding your heat pump, please contact Aquastrong customer service through the official channels provided at the time of purchase or on the Aquastrong website.