

**FLOW®**

**FLOW®  
INSTRUCTION  
MANUAL**

This manual details the installation and operation of your Flow Hive and Flow Frames. Welcome to this innovative method of honey-harvesting.

To discover more about Flow technology and the fascinating world of bees, visit our website to access our educational videos and resources or consult with the Flow community on our Forum: [forum.honeyflow.com](http://forum.honeyflow.com)

We always appreciate your feedback and stories on how our products work for you and your bees. Just tag #flowhive or contact us at [info@honeyflow.com](mailto:info@honeyflow.com)

Before getting started, please familiarise yourself with the information in this Flow sponsored Beekeeping Safety pamphlet produced by Accredited First Aid:  
[www.honeyflow.com/beekeeping-safety](http://www.honeyflow.com/beekeeping-safety)

Happy Beekeeping!

**honeyflow.com**  
**honeyflow.com.au**  
**eu.honeyflow.com**  
**ru.honeyflow.com**

The Terms and Conditions of Sale on the Flow website of purchase, apply to the receipt and use of all Flow Products. You should read these carefully to understand your obligations and the warranty that applies to your Flow product.

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## 1 GENERAL PRECAUTIONS

**Beekeeping requires specialist skills, carries inherent dangers and is often subject to regulation.**

Honey bees are wild insects. Highly organised, endlessly fascinating, and to be treated with care, respect and caution at all times.

**Get Educated:** If you are new to beekeeping there are a number of skills that you need to acquire in order to safely and successfully keep bees. We strongly recommend taking a beekeeping course before you put bees in your hive. We also encourage you to keep learning: take advanced courses, join your local beekeepers' association, and meet and network with other beekeepers.

**Follow the Rules:** Regulations and guidelines for keeping bees vary greatly. Check with your local council, local and state primary industries and agriculture authorities, and link up with your nearest beekeepers' association to find out what is required in your jurisdiction. Some jurisdictions ban or restrict beekeeping, or require hives to be registered.

**Understand the Risks:** Bees can sting humans, pets and other animals. Make sure you understand the risks and take precautions. See 'Safety Precautions' for further information.

**! Information in this manual is a general guide only, is not exhaustive, and may not be applicable to your circumstances. For specific assistance, seek advice from your local authority, a professional service or your nearest beekeepers' association.**

**Take Responsibility:** We are a worldwide community of beekeepers. To succeed, each one of us must act responsibly to keep our bees, and the humans and pets around them, safe, happy and healthy. If you have neighbours, it's especially important to consider and inform them.

**Additional Resources:** [www.honeyflow.com](http://www.honeyflow.com) has regularly updated educational information and is a great place to start looking.

- Search our extensive FAQs at [www.honeyflow.com/faqs](http://www.honeyflow.com/faqs)
- Join the conversation or ask a question of fellow Flow beekeepers on [forum.honeyflow.com](http://forum.honeyflow.com)
- Follow our blog [www.honeyflow.com/blog](http://www.honeyflow.com/blog)
- Check out our instructional videos [www.honeyflow.com/beginner-videos](http://www.honeyflow.com/beginner-videos)

## **2 SAFETY PRECAUTIONS**

All beekeepers get stung at some point. Before you begin beekeeping please read the Accredited First Aid Beekeeping Safety pamphlet.

This pamphlet will help you understand the safety precautions and first aid responses in relation to:

- bee stings,
- the safe use of smokers, and
- safe lifting

**We recommend you wear a protective beekeeping suit and use a smoker whenever you are working with your bees.**

**! For information on dealing with bee stings and bee sting first aid see [www.honeyflow.com/beekeeping-safety](http://www.honeyflow.com/beekeeping-safety)**

## 3 COMPONENTS OF A FLOW® HIVE

### FLOW HIVE

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① FLOW HIVE ROOF

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② INNER COVER  
WITH PLUG

---

③ FLOW SUPER

---

④ OBSERVATION WINDOW COVER

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⑤ OBSERVATION WINDOW

---

⑥ REAR WINDOW

---

⑦ REAR WINDOW COVER

---

⑧ FLOW KEY ACCESS SLOT  
AND CAP

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⑨ FLOW KEY ACCESS COVER

---

⑩ QUEEN EXCLUDER

---

⑪ BROOD BOX

---

⑫ BROOD FRAMES

---

⑬ SHELF BRAKET  
OPTIONAL

---

---

⑭ BASE

---

⑮ TRAY

---

⑯ VENTED COVER

---

⑰ LEG KIT  
OPTIONAL

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### FLOW FRAME

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⑱ FLOW FRAME

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⑲ FLOW KEY ACCESS CAP

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⑳ FLOW KEY

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㉑ HONEY TUBE

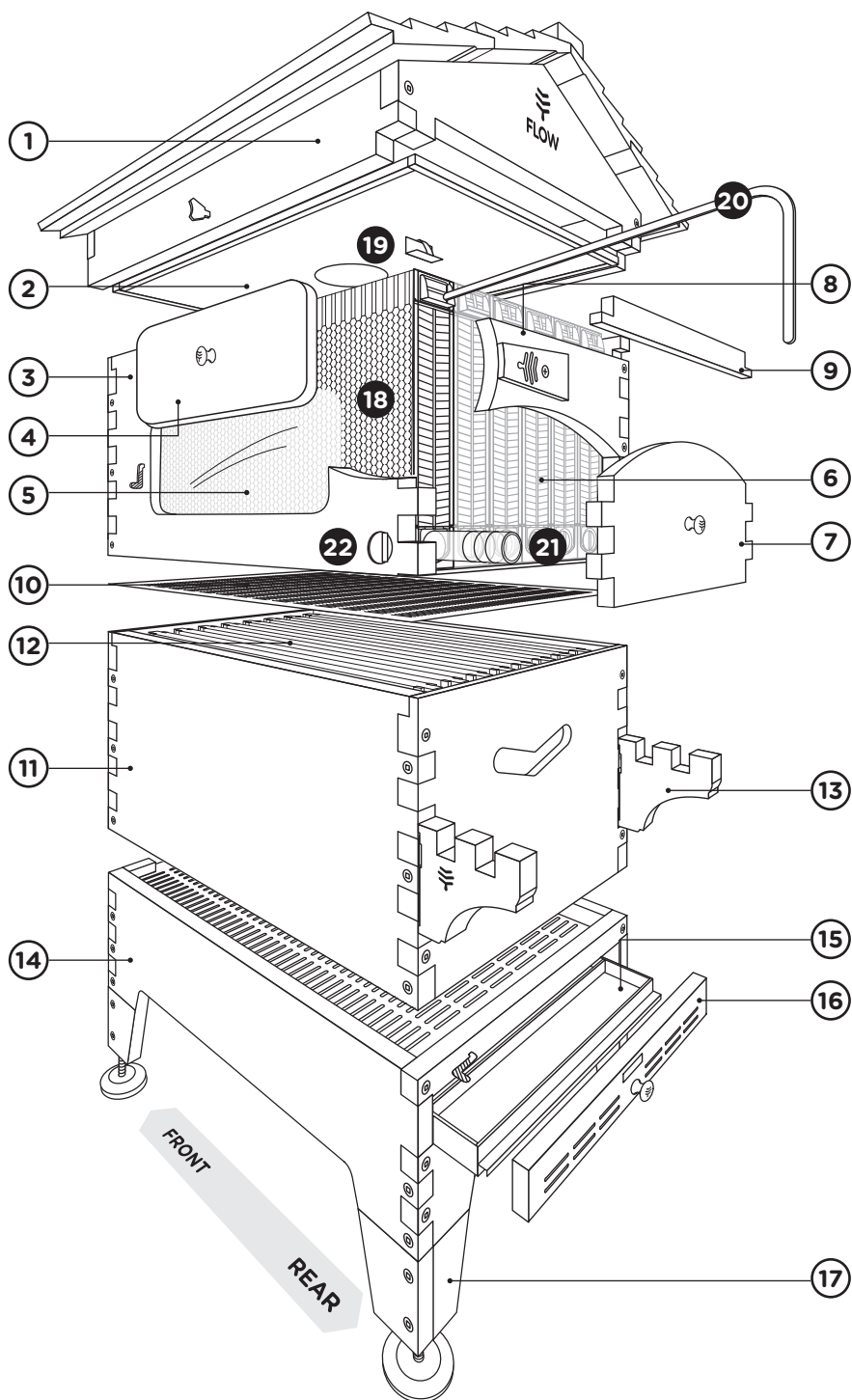
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㉒ HONEY TROUGH CAP

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\*Please note, if you have a Flow Hive Classic, some components may vary.





## List of part names

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**Brood box** – the part of the beehive that holds the comb that bee eggs are laid in. These eggs hatch into bee larvae, which then pupate and turn into bees.

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**Flow Super** – a honey super that has been modified to accommodate Flow Frames. This is the box on a bee hive that the bees store most of their honey in. Usually this box is placed on top of the brood box.

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**Flow Frame** – the self-contained honeycomb frame that hangs in the Flow Super. This has the patented ‘split cell’ technology allowing a beekeeper to harvest honey without opening the hive.

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**Flow Key** – the long steel rod that is inserted in the Flow Key access slot(s) to operate the Flow Frames.

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**Flow Key access slots** – these are the rectangular slots at the top of each Flow Frame that the Flow Key fits in to operate the mechanism and harvest honey.

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**Honey trough** – the enclosed gutter at the base of the Flow Frame that the honey flows along and out of the hive.

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**Honey tube** – the tube extension that is inserted in the honey trough when harvesting honey.

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**Honey leak-back gap** – looking at the opening to the honey trough on the back end of the Flow Frame you can see a gap between the inner yellow plastic blade and the clear end of the frame. This leak-back gap allows residual honey to flow back into the hive after harvest, which the bees will clean up. This means it is not necessary to harvest every last drop from your Flow Frame.

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**Front of hive** – the side of the hive that has the bee entrance. This is a solid wall.

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**Rear of hive** – the side on most hives that is opposite to the bee entrance. This is usually where the Flow Frame’s clear end is accessible with the operation slots and honey trough for harvesting honey.

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## 4

## ADJUST FLOW FRAMES TO FIT INTO THE FLOW SUPER

Before placing your Flow Super on the hive it is necessary to adjust each Flow Frame individually. This will ensure correct operation of your Flow Frames.

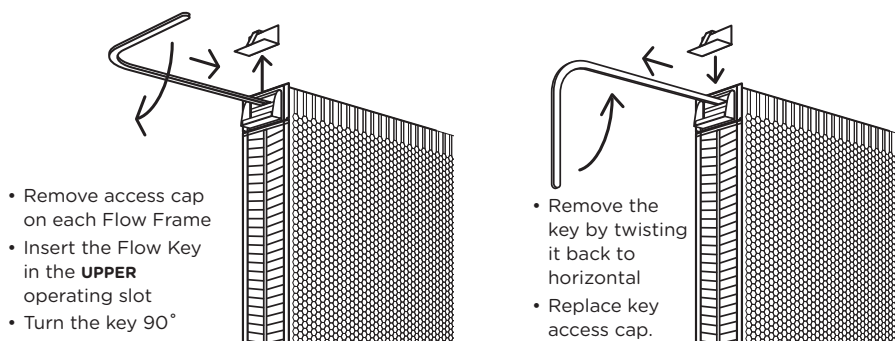
### Check the tension on the wires

They should be tight. If the wires are loose see instructional video at [www.honeyflow.com/troubleshooting-frames](http://www.honeyflow.com/troubleshooting-frames)

### Reset your Flow Frame ready for your bees

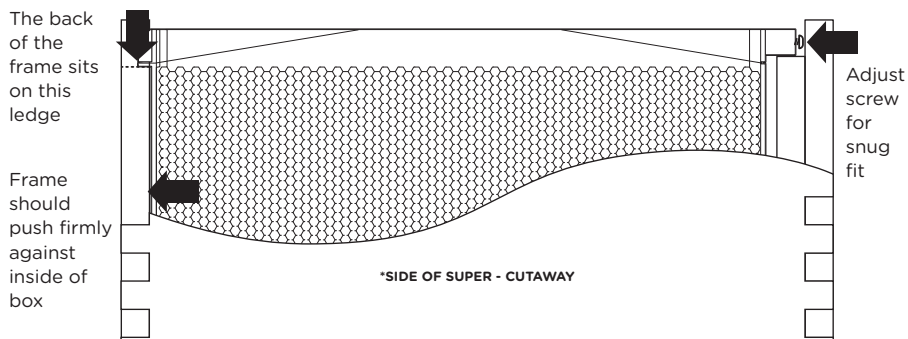
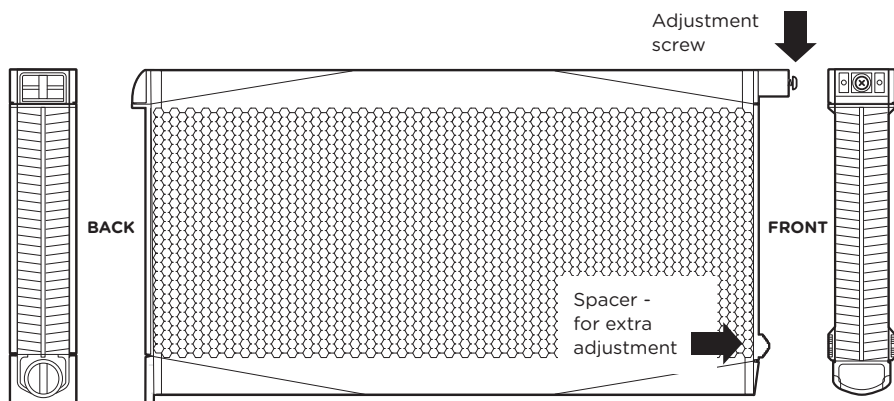
We recommend testing the frame mechanism outside the hive prior to installation. This will help you to get to know how your Flow Frames work.

**! IMPORTANT:** Ensure the Flow Frames are reset to the closed position prior to installing in your hive, so the bees can complete the comb.

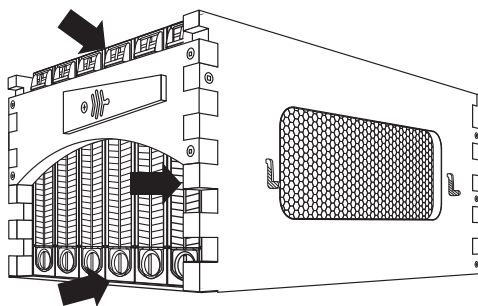


### Adjust each Flow Frame to fit in the super

1. Identify the front and back of each Flow Frame.
2. Frames sit into the Flow Super as illustrated on right. Tighten or loosen the adjustment screw so that the back (window) end of the Flow Frame pushes firmly against the back wall of the hive, in this way all the frames line up to form the clear rear window.
3. Slot each Flow Frame into the honey super ensuring that frames are packed firmly together.
4. Check that any gap in the back window is less than 3 mm ( $\frac{1}{8}$ "") so that bees cannot escape at the back of the hive.



**If you have correctly adjusted the fit of your Flow Frames the back faces should now be lined up to create a flat 'window' into the hive. The frames should fit snugly with little movement front-to-back or side-to-side and there should be no gaps greater than 3mm ( $\frac{1}{8}$ "').**



Ensure any gaps are less than 3mm

**! WARNING: Before adding the Flow Super to your hive make sure there are no gaps >3mm.**

# 5

## FLOW HIVE CONFIGURATIONS

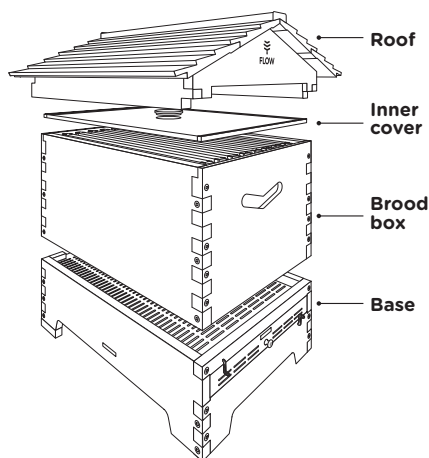
The Flow Super should be managed in the same way as a regular honey super. Only add it once your colony is strong and established.

Your bees may not take to the Flow frames straight away. The two main things we have found that increase the rate at which bees fill the frames for the first time are lots of bees on the frames and a good nectar flow. For suggestions on encouraging the bees to get working on the Flow Frames sooner, see:

[www.honeyflow.com/troubleshooting-bees](http://www.honeyflow.com/troubleshooting-bees)

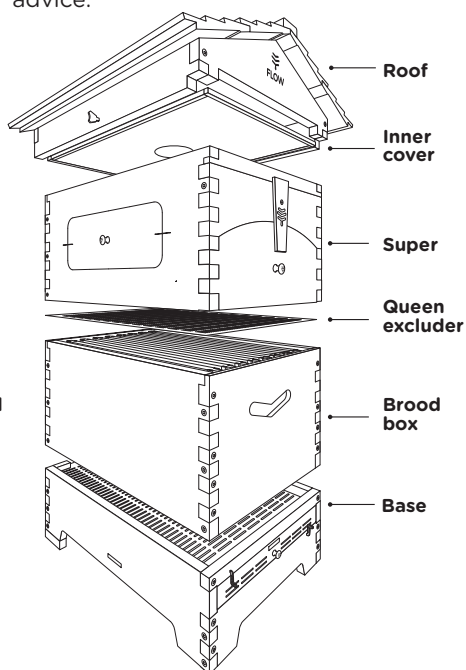
### STARTING YOUR COLONY CONFIGURATION

It's important to get your brood box humming before you add your Flow Super. First set up your base, brood box with frames, inner cover and roof (as shown below) while your bees are growing in number and building comb. You can use the inner cover plug to control bee access to your roof while the colony is establishing.



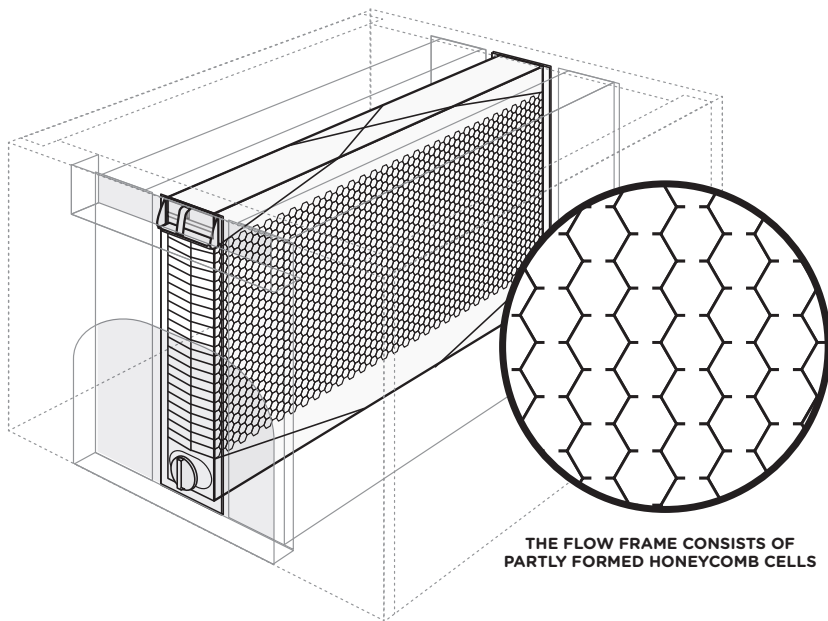
### ESTABLISHED COLONY CONFIGURATION

Add your Flow Super with Flow Frames once your colony is strong and established. Place the queen excluder between the brood box and Flow Super. The inner cover is placed on top of the super. It is possible to add extra brood boxes or supers once your colony is established and expanding. Speak to your local beekeeping club for region specific advice.

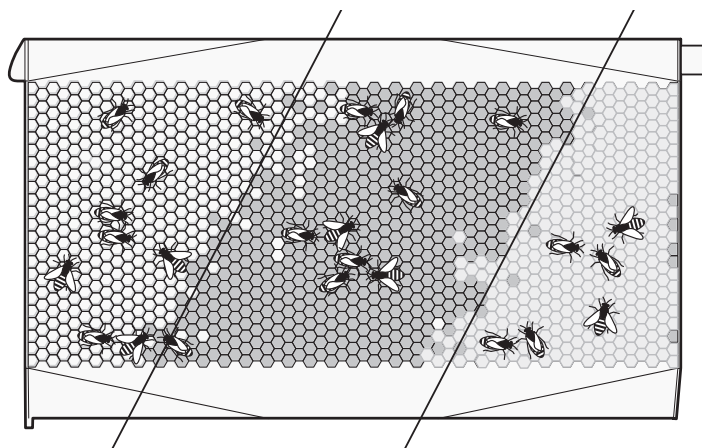


## 6

## HOW FLOW WORKS



THE FLOW FRAME CONSISTS OF  
PARTLY FORMED HONEYCOMB CELLS



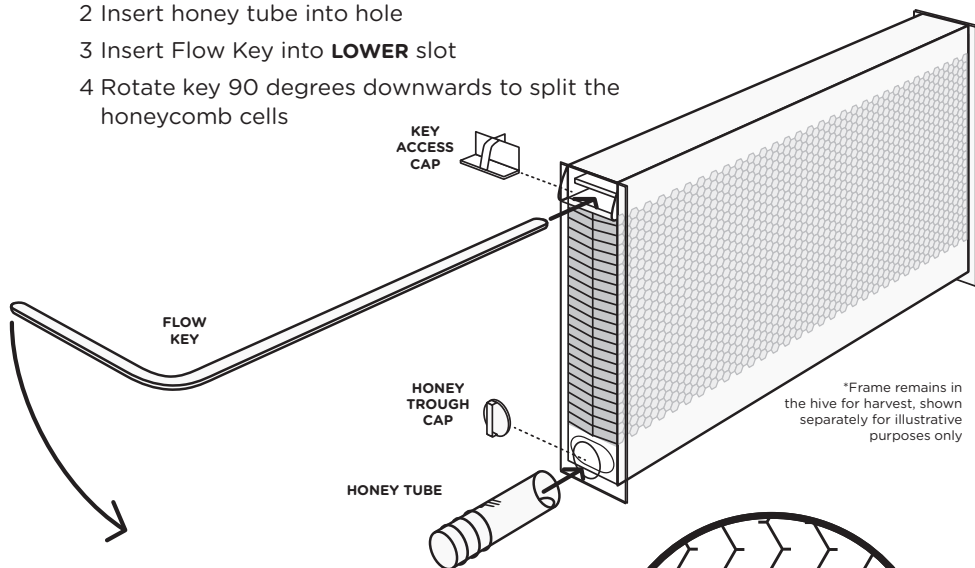
The bees complete the  
comb with their wax

Then fill the cells  
with honey

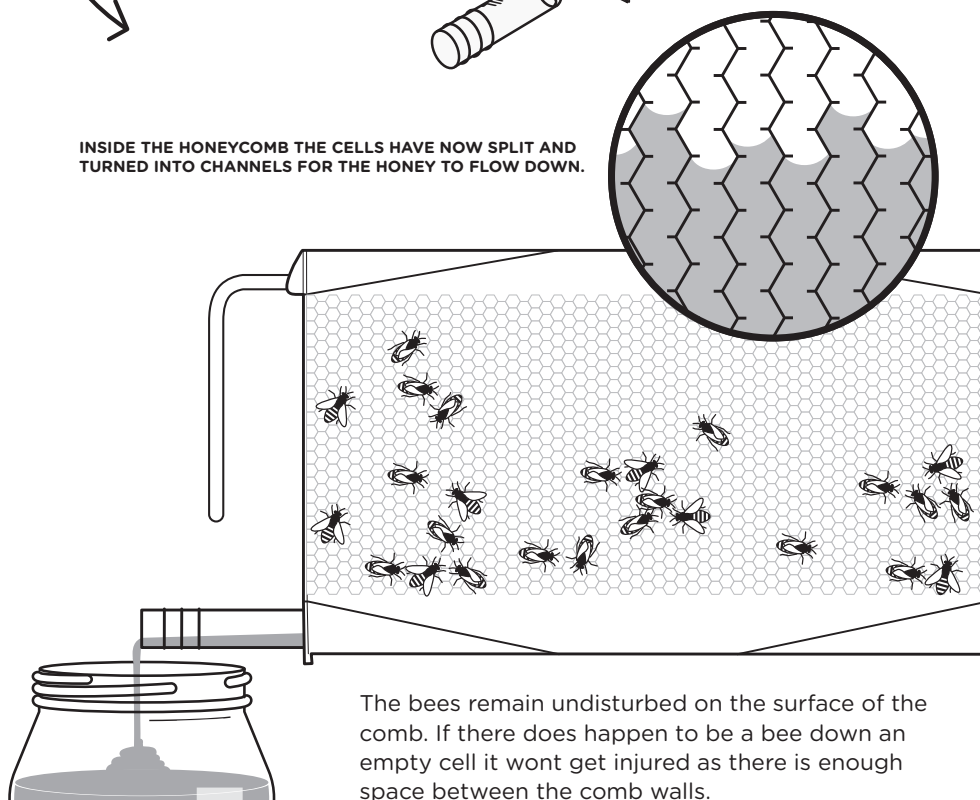
Finally capping  
the cells

**When the frame is full it's ready to harvest**

- 1 Remove the key access cap and honey trough cap
- 2 Insert honey tube into hole
- 3 Insert Flow Key into **LOWER** slot
- 4 Rotate key 90 degrees downwards to split the honeycomb cells



INSIDE THE HONEYCOMB THE CELLS HAVE NOW SPLIT AND TURNED INTO CHANNELS FOR THE HONEY TO FLOW DOWN.



## 7

## EXTRACTING HONEY FROM A FLOW FRAME

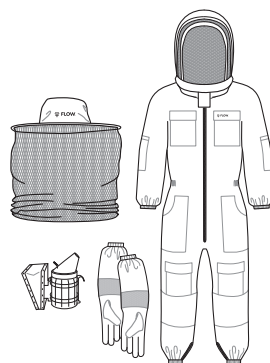
The timing of your honey harvest will depend on local conditions and the nectar flow in your area. Your bees need honey to get them through times when there is no nectar available. Honey should only be extracted in warmer months when there is sufficient nectar flow for the bees to replenish their supplies.

The number of frames of honey that you leave through winter depends on your climate. It's a good idea to consult local beekeepers for advice on region specific overwintering practices. The Flow Frames make it a lot easier to see how much honey is in your frames at any time, so you can learn to manage how much honey to harvest and how much to leave for the bees.

Flow Frames take nearly all the hard work out of the honey-extraction process, but there are a few important points to remember...

### 1. Wear protective attire and have a smoker on hand whenever you approach your hive

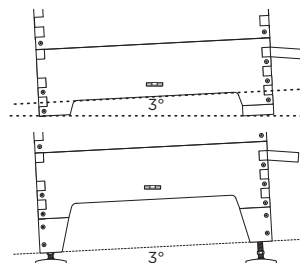
All beekeepers get stung at some point. Wearing a beekeeping suit and other personal protective equipment will minimise the risk of bee stings. You should also use a smoker any time you are undertaking beekeeping activities. It is not uncommon for beekeepers to get stung through their suit, even when using a smoker, so it is important for all beekeepers to be well-versed in appropriate first aid. See the Accredited First Aid Safety Pamphlet for more information.



### 2. Check the hive has a slope towards your honey outlets

The hive should have a 2.5 to 5-degree slope. You can check this with a level or app on your phone or simply make sure it is visually obvious that it has a good slope toward your jars. The Flow Hive Classic has a slope built into the baseboard, so when on a level surface, setup should be optimal.

The Flow Hive 2 base has inbuilt side and rear spirit levels which will both be aligned when the hive has the optimal honey harvesting angle of 3° toward the honey outlets.





### 3a. Clean out your base tray prior to harvesting (Flow Hive 2)

Remove pest treatments and hive debris.

### 3b. Make sure the baseboard corflute is in the top slot (Flow Hive Classic)

The top slot pushes the corflute up against the mesh so that any dribbles of honey which may occur stay within reach of the bees. They will lick up the honey and re-use it. If you have a solid bottom board, ignore this step.

### 4. Attach your harvesting shelf brackets (optional) or find a suitable stand for your honey jars.

Check each bracket is secure and fit the Flow Super rear window cover to create a shelf. Alternatively, find a suitable table to hold your honey collecting jars which allows enough space and stability.

### 5. Check each Flow Frame you are harvesting is ready and capped

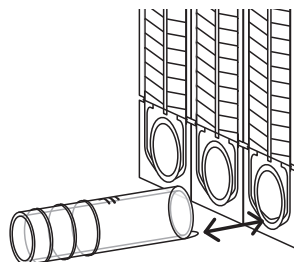
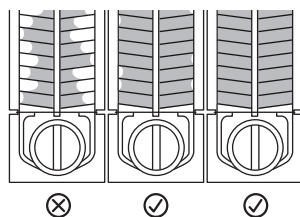
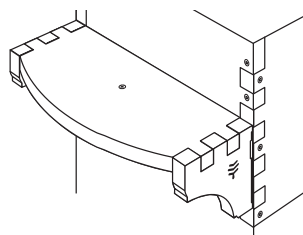
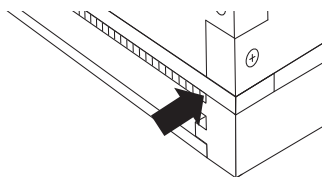
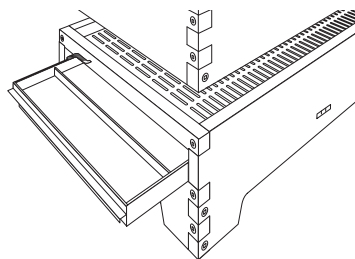
Look in the end-frame view. If the cells are mostly full and capped with wax, it's a good indication that it's ready for harvest. The best way to get to know how your colony uses the frames is to open the super (with smoker and protective gear) and inspect the Flow Frames before your first few harvests.

### 6. Remove the covers and caps

Sometimes the caps on Flow Frames can be tight fitting. You can use the end of the Flow Key to lever them off.

### 7. Be sure your tubes are inserted correctly

The little tab on the end of the tube goes into the Flow Frame and blocks the honey leak-back gap. Ensure it is firmly inserted into the hole.



## 8. Have enough containers ready to fill and have covers for them

Each Flow Frame can hold up to 2.3L (2.4qt) or 3.2kg (7lbs) of honey. Just in case bees come for the honey, some netting, plastic kitchen wrap, or cloth can be used to cover the honey jars while harvesting.

## 8. Harvest some honey

Each Flow Frame has two key access slots at the **TOP** of the frame. When harvesting, insert the Flow Key into the **LOWER** slot, push the key all the way to the back, and turn 90 degrees.

Typically the honey will fill the honey tube within the first few minutes. If the honey flows at a trickle, repeat above procedure to make sure the honeycomb cells are open. It may take 20 minutes to over two hours to drain the honey from a frame, depending on the temperature and the viscosity of the honey.

### The Flow Key may be hard to turn

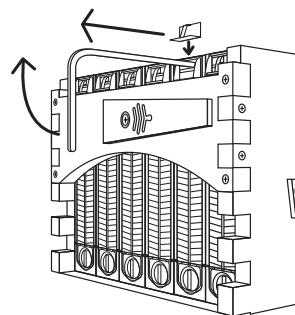
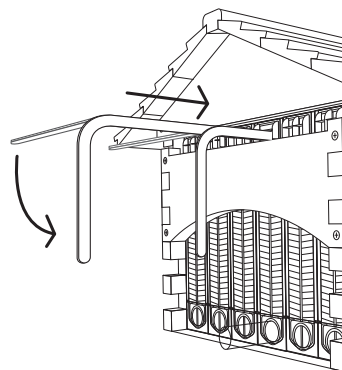
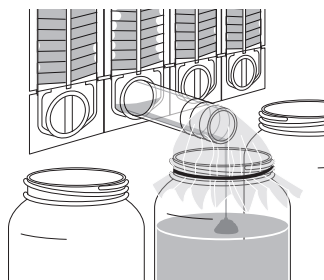
to make it easier you can open the frame in stages. Insert the key part way, turn, then insert further and turn again.

## 9. Reset your frames and replace caps

It is not necessary to drain every drop of honey from the Flow Frame. We have designed the honey trough so that any remaining honey can drip back into the hive for the bees to use. Reset your frames after harvesting by inserting the Flow Key in the **UPPER** slot and turning to close the cells.

**Ensure you reset the frame fully by pushing the Flow Key all the way to the back of the frame. The bees will not fill open cells.**

The key access cap can only be replaced when the Flow Frame is in the closed position.



## CAUTIONS

- Honey is hygroscopic (it attracts moisture). Do not leave your honey container open for extended periods.
- Do not allow bees to eat honey outside the hive. This encourages robber activity and may spread disease. Cover your honey vessel during harvest and clean up any spills in your base tray to prevent attracting bees and ants.

## 8

## CARING FOR YOUR FLOW FRAMES

### Cleaning and frame maintenance - on the hive

Inspect the honey trough at the bottom of the frame prior to harvest. We have designed the honey trough so that any leaked or residual honey can drip back into the hive for the bees to use. If the honey leak-back gap remains clear this works well; however, if the bees block it up some honey may remain in the honey trough after harvest. Clear the leak-back gap prior to harvest and during regular inspections by twisting the cap or honey tube back and forth in the honey trough opening.

If necessary, the honey trough can be cleaned prior to harvest from outside the hive using a long-handled bottle brush or even a long strip of cloth wrapped around the Flow Key handle.

### Preparing Flow Frames for storage

In our experience, the Flow Frames do not require cleaning if they stay within the hive. The bees do a great job of this. However, if you remove your Flow Frames for storage it is a good idea to at least clean off the honey. You can do this using warm water (maximum 65°C/150°F). Set the Flow cells to the 'open' position. This allows the water to flow easily through all parts of the frame. Allow to dry thoroughly before storing.

It is not necessary to remove propolis and wax prior to storage. To avoid wax moth damage to the drawn wax comb, frames can be frozen for 48 hours to kill eggs and larvae prior to storage in sealed containers.

If you are storing your Flow Frames for any length of time outside the hive, ensure they are kept away from the light as the Flow Frames are UV sensitive. Store the frames in a cool, dry, dark location.

To discuss cleaning and maintenance of the Flow Frames join the conversation at [forum.honeyflow.com](http://forum.honeyflow.com)

### Sterilisation

There are some diseases, such as American foulbrood, that require sterilisation of equipment. One method of sterilisation is irradiation. Please refer to our website for technical specifications on this. High or repeat doses of gamma irradiation will damage your Flow Frames.

For more information on sterilisation options please visit the FAQs at [www.honeyflow.com/faqs](http://www.honeyflow.com/faqs)

## WARNINGS

- Do not use excessive force. If something is stuck, try repeated gentle movements until it loosens. If it's still stuck, contact us
- Do not bend the Flow Frame. This may cause the frame to fall apart. In the event that your frame falls apart it can be reassembled. See [www.honeyflow.com](http://www.honeyflow.com) for further instructions
- Do not expose the frames to direct sunlight for long periods
- Do not expose the frames to extreme heat (once inside an operating hive, the bees will keep the temperature consistent)
- Do not use chemical solvents that are not recommended. See the FAQs on [honeyflow.com](http://honeyflow.com) for recommendations
- Do not use a blow torch or flame device on frames
- Refer to our website for up to date irradiation information.

Following these recommendations will greatly extend the useful life of your Flow Frames.



## 9

## ADDITIONAL EQUIPMENT REQUIRED

(additional equipment can be purchased through our website)

### Protective gear – bee hat and veil or beekeeping suit/jacket, gloves

We recommend you wear a protective beekeeping suit whenever you are working with your bees. For more information refer to the Accredited First Aid Beekeeping Safety pamphlet.

### Additional Langstroth frames for Flow Hybrid packages

If you have purchased the Flow Hybrid package you will need to add the four additional standard frames to completely fill your super.

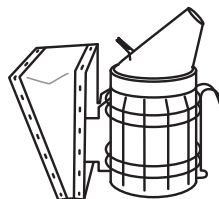
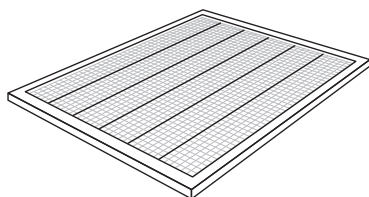
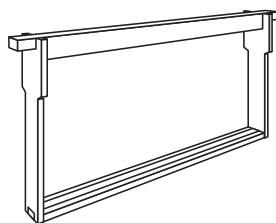
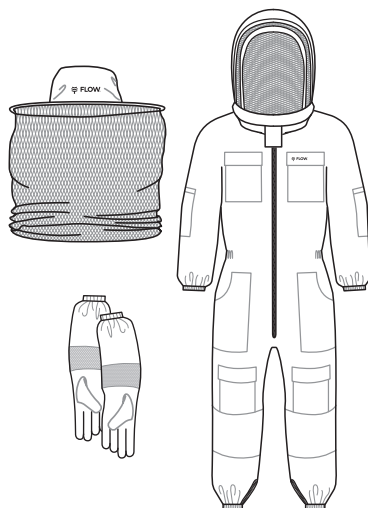
It is important to provide your bees with a full box of frames. If you do not the bees will create ‘free-form’ honey cells, called burr comb, in the empty space beside your frames. This is difficult and extremely messy to harvest and will prevent easy removal of your Flow Frames.

### Queen excluder

We recommend the use of a queen excluder. The queen excluder is a mesh panel which prevents the queen from accessing and laying eggs in your honey super. This ensures that the honey super is not contaminated with brood.

### Smoker

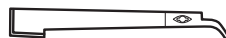
The smoker reduces defensive behaviour when the hive is disturbed. We recommend that you have a smoker on hand any time you are undertaking beekeeping activities, and that you use



it when you are opening and inspecting your beehive. You can read more about using your smoker safely in the Accredited First Aid Beekeeping Safety pamphlet.

## Hive tool

The hive tool is a multi functional tool made of steel. It is used to lever and remove frames, to lever apart boxes, as well as scrape and remove burr comb from the hive.



# 10 WHERE TO LOCATE YOUR FLOW HIVE

It is important to consider the location of your new beehive prior to installing your bees. You can't move a beehive around your paddock, yard or rooftop easily. Bees have highly developed navigational skills. If the hive is moved they become confused and will return to the original site. For advice on moving a bee hive once the bees are housed consult a beekeeping book, forum. [honeyflow.com](http://honeyflow.com) or your local beekeepers' association.

**There are three important things to consider when selecting a site for your new hive – your bees, your neighbours and yourself.**

The location of your beehive will affect the overall strength of your colony. Choose a sheltered position. In cool climates look for a dry sunny position, in hot climates the hive will benefit from some shade, particularly in summer. Face the hive entrance away from the prevailing winds. Ideally, face the entrance in a southerly direction if you're in the northern hemisphere and northerly direction for the southern hemisphere.

You should also read the Accredited First Aid Safety Pamphlet for an introduction to some important safety considerations to keep in mind when locating your hive.

## Other considerations

- Bees excrete waste to a distance of about 15 metres from the hive. This appears as little orange dots that can stain washing and soil light coloured cars. Situate your hive to avoid this. It's a good idea to place your hive so that the flight path is over an area of your yard or roof which has little use.
- The hive should sit firmly, without any wobble on a stable base with clear access for when you are working with the colony. Placing the hive on a stand prevents rotting of base timbers and improves accessibility (options include bricks, concrete blocks, steel posts etc).
- During harvest the hive should have a 3° slope towards the honey outlets (a tilt of about 15mm (1/2") is enough). Our optional leg kit provides a handy



solution for situating your hive. The Flow Hive 2 has an in-built slope created by front footblocks on the base or with the inclusion of the optional leg kit. Check the inbuilt side and rear spirit levels to ensure the correct slope has been achieved.

- If you have purchased a Flow Super or Flow Frames, you can create the optimal slope for harvesting by:
  1. Chocking up the hive when its time to harvest. Bees can be agitated by tilting so wear a beekeeping suit, have a smoker on hand and do this several hours before you harvest.
  2. Leaving the hive on a permanent slope. If sloping the hive backwards it is important to ensure water can't enter the front of the hive.

## 11 SOURCE SOME BEES

Bees rarely find their way into empty beehive boxes, even though they are designed to be a perfect home for them. There are a number of ways of starting a colony. A small nuc (nucleus) hive can be bought from beekeeping suppliers in most countries. Contact your local amateur beekeepers' club or your local or state beekeepers' association for further advice on the best option for you.

**! WARNING: Before adding bees to your hive, make sure you wear a protective suit and gloves. Also make sure bees can't escape anywhere except the hive entrance. Ensure there are no gaps greater than 3mm.**



## 12 PROCESSING AND STORING YOUR HONEY

Honey from a Flow Frame should not need any further processing. However, if you do experience contamination, honey can be filtered. You can purchase a fine mesh strainer from a kitchen supply shop or we have found a clean stocking does a great job of filtering honey. Secure stocking over a clean dry vessel and strain honey.

Honey should be stored in clean, dry airtight containers. Over time your honey may crystallise and solidify. Candied honey is fine to eat as is, or you can liquefy it by gently heating the jar in warm water.

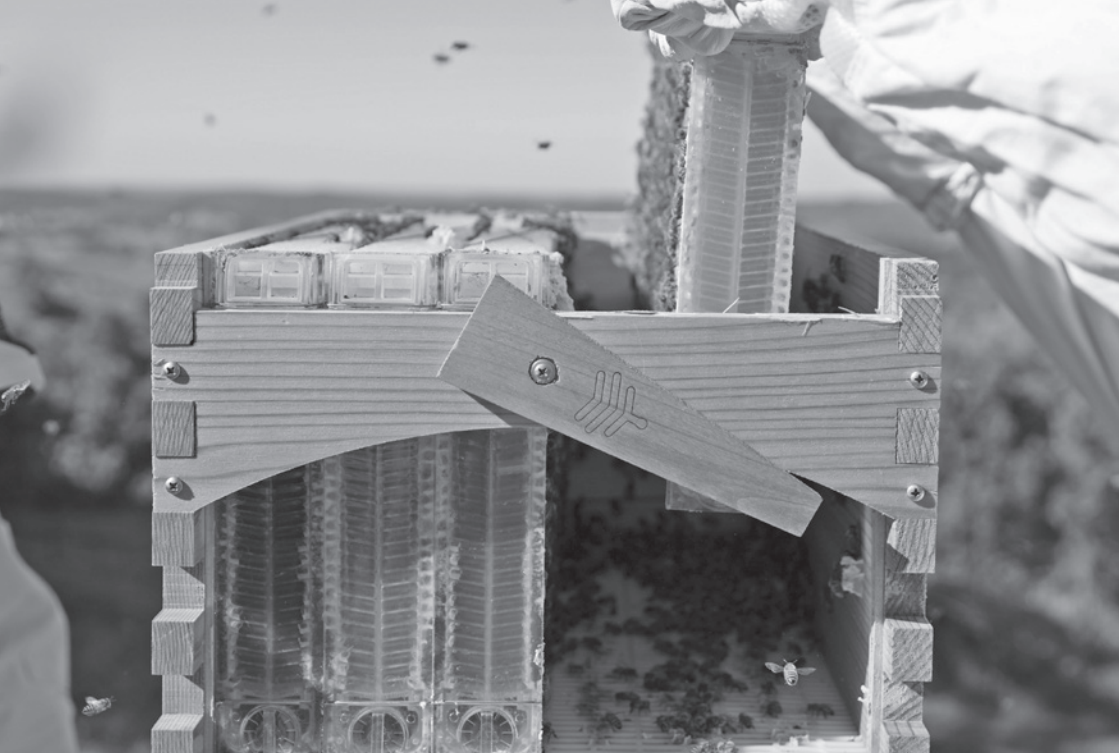
## 13 MONITORING YOUR HIVE HEALTH

**It is important that you monitor the health of your hive on a regular basis. Flow Frames make honey harvesting easier, but all the other aspects of caring for the hive are still necessary. This includes monitoring and managing for pests, diseases and swarm control.**

To properly monitor your hive and detect diseases you need to inspect the brood box for healthy brood. The frequency of monitoring depends on your location. Consult your local beekeeping club or primary industries and agriculture authorities for information specific to your area. You should also inspect your hive whenever a colony becomes weak.

A full Flow Super can be heavy so consider harvesting some honey prior to your inspection or have a second beekeeper on hand to help lift the super off. Removing the **Rear Window Cover** of the Flow Super will create a hand-hold for easier lifting.

The Flow Frame's clear end observation does assist with allowing you to look into the hive and gauge the strength and health of the colony. A healthy colony will be reasonably crowded with active bees. We recommend that you use the easy observation windows to get to know your hive and its activity through the seasons.



## **14** ADDITIONAL SKILLS FOR SUCCESSFUL BEEKEEPING

If you are new to beekeeping there are a number of skills that you need to acquire in order to safely and successfully keep bees. We strongly recommend taking a beekeeping course before you put bees in your hive. Here is a list of practical skills that will help you on your beekeeping journey.

### **Essential skills**

- Understand and apply basic first aid, as set out in the Accredited First Aid beekeeping safety pamphlet
- Light and extinguish a smoker
- Open, inspect and close a hive

### **Advanced Skills**

- Identify and manage health problems and pests in the hive
- Swarm control
- Requeening
- Move a hive

Joining your local beekeeping club or association is a great way to connect with other keen beekeepers and share the passion.

Remember, if we look after the bees they will look after us, and the honey really is an amazing bonus.

## 15 TROUBLESHOOTING

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### **Cannot fit Flow Frames into Flow Super side by side**

Replace each frame ensuring that it is butted tightly against adjacent frame. Ensure that the rear end windows sit snugly against each other. Some boxes will have a packing strip that can be removed or perhaps shaved to make it thinner. A gap less than 2 mm (1/8") is acceptable. The bees cannot get through this and will gum up the gap over time.

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### **Cannot fit Flow Frame into Flow Super between the front and rear walls.**

You may need to adjust your Flow Frame. Tighten the adjustment screw on the front of the frame [refer to Section 5 of this manual]. For further adjustment trim the stepped tags/spacer on the front face of the Flow Frame in order to allow the frame to slide into the box.

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### **Bees slow to colonise Flow Frames**

- Remove other honey supers to concentrate the bees in the Flow Super.
- Press some beeswax into the surface of the Flow Frame. You can use chunks of burr comb, wax foundation or wax cappings.
- Heat up some beeswax and paint it onto the Flow Frame surface. Be careful not to get too much wax in the base of the cells or in the upper movement mechanism, as this may jam the mechanism when it comes time to harvest.

For more detail see:

[www.honeyflow.com/troubleshooting-bees](http://www.honeyflow.com/troubleshooting-bees)

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### **Cannot remove caps from key access or honey trough**

Lever off with Flow Key or some pliers.

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**Flow Key is really hard to turn when opening the frame**

The cells of the Flow Frame are sealed with beeswax by the bees. Sometimes this wax is particularly tough and the key is really hard to turn. To make it easier, you can open part of a frame at a time. This is achieved by inserting the Flow Key part way into the **LOWER** operating slot and turning it. You can then insert the key further in and repeat the process until you have opened the entire frame.

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**Honey not flowing after opening the Flow Frame**

Check the Flow Key is inserted in the **LOWER** operating slot. Turn the key 90 degrees to the vertical position. Leave it in this position until honey starts to flow. Sometimes the wax is particularly tough and the Flow Frame takes longer to open. You can leave the key in the vertical position for an hour or more. If the honey is still not flowing, you may have crystallised honey in your cells [See following point].

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**Honey has crystallised in the Flow Frames**

If honey has crystallised in the Flow Frames, you have two options:

1. Wait for the bees to remove it: Attempting to harvest the honey will have disturbed the comb a little. The bees will likely remove the crystallised honey to repair the cells.
  2. Remove it yourself: The frames will need to be removed from the super and warmed gently. Refer to [www.honeyflow.com/faqs](http://www.honeyflow.com/faqs) for more information.
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**Cap doesn't fit on key access slot**

The cap can only be replaced when the frame is properly reset. Insert Flow Key in the **UPPER** operating slot and rotate 90 degrees. Remove Flow Key and replace cap.

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**Ants attracted to Flow Frames**

- Clean up any spilt honey after harvest with warm water.
- Remove the honey trough cap and, if necessary, clean the leak back gap with a thin tool such as a kitchen skewer or wire to allow honey to drain back into hive.
- Throw some cinnamon powder behind the window covers to deter the ants. If your hive is on a stand you can place the legs in water to prevent ants climbing onto the hive.

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**Honey in honey trough between harvests**

When the bees fill the Flow Frames for the first time some honey may leak into the honey trough. If the leak-back gap is blocked it will not be able to drain into the hive.

Use the honey trough cap or the Flow Tube to clear the leak-back gap during regular hive inspections so that the bees can lick up this leaked honey.

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**Honey leakage during harvest**

It's not uncommon for the frames to leak a small amount of honey inside the hive whilst harvesting. This is usually not a problem as the bees will mop up the excess honey from inside the hive.

- Before you harvest, check that the Flow Frames are all capped and ready for harvesting.
- Ensure that the honey tubes are inserted firmly and correctly with the tongue in the honey-leak-back gap.
- Ensure that the hive is sloped towards the outlet.
- If you have connected the honey tube to a container, ensure that air can escape from the container. If your container is air-tight the honey will back up in the tube and overspill the edges of the trough inside the hive.

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**Flow frame has fallen apart; blades misaligned or bent**

Please see our Flow Frame reassembly video at: [www.honeyflow.com/assembly](http://www.honeyflow.com/assembly)

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#### ASSEMBLY VIDEOS



[honeyflow.com/assembly](https://honeyflow.com/assembly)

#### BEGINNER VIDEOS



[honeyflow.com/beginner-videos](https://honeyflow.com/beginner-videos)

#### MEET THE BEEKEEPER



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