

71mm

quick start guide
waterlock



get in touch

For any additional help and support please send us an email at XXXX@geotogether.com



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welcome

to a greater peace of mind

don't let
water ruin your
home as well
as your holiday

Our Waterlock system is specifically designed to reduce the risk, hassle and expense of water damage claims for home owners.

With your Waterlock valve installed you're just moments away from complete control of your water supply and a greater peace of mind.

Let's get started . . .

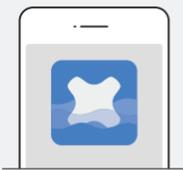
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Been there, done it?

Thankfully, the Waterlock system does most of the dirty work for you, so if you have a good understanding of all things 'techy' please follow the simple steps below.

The rest of the document will give you a more detailed guide should you need it.

1 Download and install the Waterlock App



Download and install the Waterlock mobile App from the Google Play Store, or the Apple App Store and create an account.

2 Connect your Waterlock Hub



Power up and connect the Waterlock Hub to your broadband router.
Done.



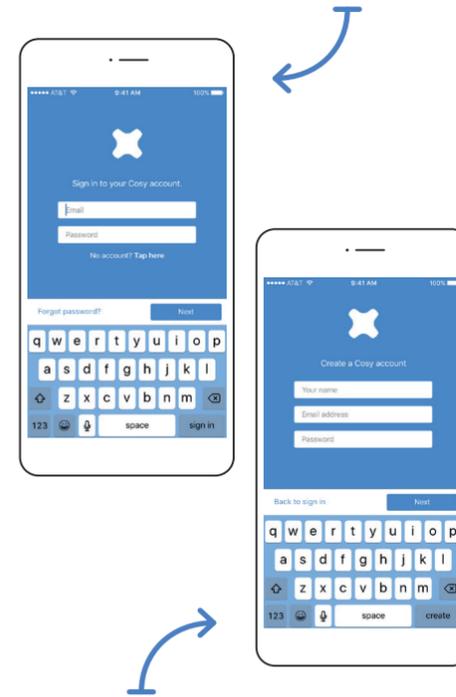
Using App Killer apps or the native Android 'FORCE KILL' ability to kill the Waterlock app will prevent app notifications from being delivered to you. In the event that you are required to force kill the Waterlock app, please ensure that you login in again to ensure that app notifications are delivered. Do not turn Waterlock notifications off within the Android Settings menu. To confirm that these are on, please proceed to Settings > Notifications and ensure that Waterlock is permitted.

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Register your account

Once the app is installed, you can Sign In to an existing account, or register for a Waterlock account by selecting 'Sign up'.

You will need to review and accept the **terms and conditions** prior to creating your account.



Enter your email address and chosen password into the respective sections and select '**Create account**'.

Follow the steps through account Creation. The Waterlock system will send you an email with a validation link – please ensure that you check your Junk email in the event that you cannot find this.

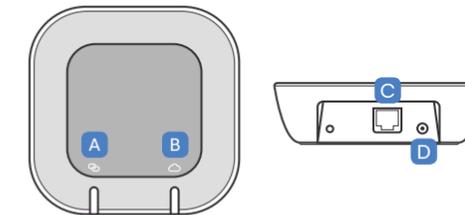
You will need to complete the validation in order to use the app for the first time. Once you have completed this, login to the App.

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Install and connect your Hub

Connections and buttons

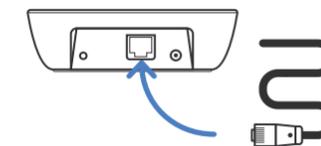
The Hub has two buttons with LEDs on the top and three connections on the back:



- (A) Link button (🔗) and status LED for wireless pairing
- (B) Cloud button (☁️) and status LED for the cloud service connection
- (C) Ethernet socket for connecting the Hub to your broadband router or network switch
- (D) Power socket for mains power

Connecting to the network

The Hub needs to be connected to an available ethernet socket on your broadband router. If there's no socket available, then a suitable network switch will be required.

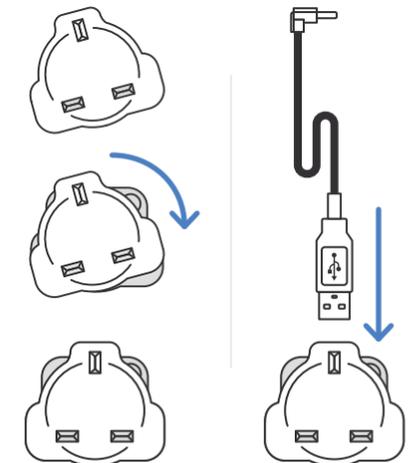


- Connect one end of the supplied Ethernet cable into the router / switch
- Connect the other end into the Ethernet socket on the Hub (C), ensuring there is a positive "click".

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Powering the Hub

The Hub is packaged with adapter pins for a number of countries - we recommend recycling adapters that are not suitable for your country.



- Assemble the power supply by twisting the pins on to the adapter in a clockwise direction until you hear a click
- Connect the USB end of the power cable into the top of the power adapter
- Connect the power adapter into the Hub (D)
- Insert the power supply into the electricity socket
- Power on the Hub

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Firmware update

The Hub comes pre-installed with firmware that may automatically update once connected to the broadband network.

Once the update has completed, the status LEDs will indicate the state of the Hub (as shown in the status table).



During update, the two status LEDs will flash green alternately to indicate the update is in progress. The update will last for approximately four minutes.

Do not switch off the power or disconnect the hub from the broadband during this time.

Hub status LEDs

After the Hub has updated and is ready to pair with the meter, the status LEDs will show the following:

- Link LED (🔌) is RED
- Cloud LED (☁️) is AMBER

Status LED meanings

The following table shows what the different coloured LEDs mean.

LED	Colour	Meaning
🔌	OFF	Check the power supply to the Hub
	RED	The Hub is not paired to the sensor
	AMBER (flashing)	The Hub is in pairing mode and waiting to pair with Sensor
	AMBER	Devices paired, but signal lost (see FAQs)
☁️	GREEN	The Hub is paired and connected to the Sensor
	OFF	Check the Ethernet cable - the Hub is unable to obtain a network IP address
	AMBER (flashing)	Requesting association with online service
	GREEN	The Hub is connected to the broadband

Activate the Sensor

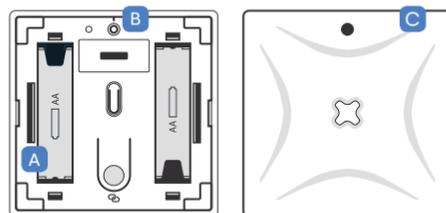
The Thaw Sensor comes with a battery pre-installed and the battery tab needs to be removed to power the transmitter and activate it.

- Turn the sensor over and look on the underside.
- Remove the battery tab to activate the device
- The LED (underside of the sensor) will flash to indicate the sensor is powered.

Activating the Controller

The Valve Controller will require batteries to be installed (if not completed by your professional installer). Before this section is completed, ensure that the Waterlock Valve has been installed, and the hose, Controller and Control Module have been installed and the battery faceplate fitted.

The Controller should look like this at this point:



- (A) Insert 2x AA batteries into the battery compartment
- (B) The LED will flash to indicate that the control box is powered.
- (C) Clip the faceplate onto the battery face. The LED hole should be uppermost when this plate is fitted.

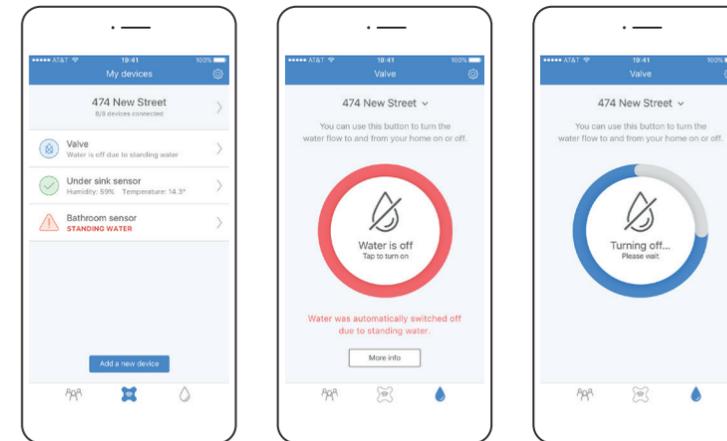
Confirming set-up

Open the Waterlock app on your mobile device. The app will guide you through the process of linking your system to your account.

If you have purchased additional sensors, you will be given the opportunity to pair these to the system manually. If this does not apply to you, select 'continue' and you will be taken to the 'my devices' screen.

At this point, you will be able to view the status of your system and the devices that are associated with it. Please ensure that all devices that you expect to see are listed. If not, you can manually pair a device by selecting 'add a new device'

App overview



The Waterlock app gives you the ability to view your Waterlock system and components, manually control the system and receive essential notifications about the status of the system and any automatic action that has been taken to protect your home from leaks.

The two main screens that you will need to know are **My devices** and **Valve**.

My devices

Within this screen you can view the current status of your Waterlock system components. You can view the connection status, current readings (temperature and humidity) and whether any standing water is currently being detected. This is accessed through selection of the device icon in the toolbar at base of the screen.

You can add new devices to your Waterlock system (e.g. additional Sensors) using the **add a new device** option.

Any identified problems with your devices will be highlighted on this screen.

Valve

Within the Valve screen, you are able to manually control the Waterlock Valve, view its current status and identify whether standing water has been detected.

If the Valve is open, and water is flowing normally, the central button will be surrounded with a blue border. In the event that the water is off, the blue border will disappear and the text will highlight that the water is off. To open or close the Valve, press the circular button.

In the event that the Valve has closed due to the detection of standing water, you will see the first screen above. Note that you are unable to open the Valve whilst water is detected. Investigate the area surrounding the sensor, and ensure that no leaks are present.

now relax and enjoy total control

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