

# Waterlock Trial Information

Thank you for agreeing to be a Waterlock Trialist. You will be among the first to experience the new Waterlock system, and the information provided in this document will provide you with all you need to know about your new system.

## Why are we doing a Trial?

geo is running trials throughout the UK to validate the Waterlock product in wide range of properties, and to learn from the trials to further develop Waterlock.

Whilst Waterlock has already been tested in homes, this Trial is designed to ensure that it performs as expected and provides you with the level of comfort and ease of use that you'd expect. geo welcomes feedback about your experiences with Waterlock and our customer support teams will be available to answer questions throughout the trial.

## How will we get your Feedback?

Your feedback will be vital in ensuring that the trials, and Waterlock, are successful. At various points during the trial, we will be in touch with you to discuss your experiences with Waterlock and understand whether you think that improvements could be made.

Although we'll be in touch periodically, we do of course welcome your feedback and comments at any stage during the trial. There are a number of ways that this can be sent, our contact details are below:

Email: [Waterlocktrials@geotogether.com](mailto:Waterlocktrials@geotogether.com)

Phone: 01223 656750

## Your Waterlock System and Installation

We have taken care to install and configure Waterlock in your home so that you can get the best experience.

Your Waterlock system consists of the following components:

### iOS and Android Mobile Apps



During the installation, you will have installed the App on your mobile device(s) and received training on how to use it.

### Hub



The hub is the control centre of the system in your home and communicates with each of the devices to get information or to control it. It also connects to your internet router, so it can talk to the geo cloud services and mobile applications over the Internet.

### Waterlock Sensor



The Waterlock Sensor is a battery-powered multi-function sensor and when installed in a Waterlock system is used as a temperature, humidity and standing water sensor.



## Valve Controller



The Valve Controller is a battery-powered device that is used to activate the Waterlock Valve. It allows you to turn the mains water supply to your home on and off either by pressing the button on the front or via the mobile app. It also automatically switches off the mains water supply, in the event of a leak.

## Waterlock Valve



The Waterlock Valve is a secondary stopcock which isolates the mains water supply into the test property. It is controlled by the Valve Controller and will be professionally installed near your existing stopcock. The valve requires no power – it is driven by water pressure alone.

## What features does my Waterlock have?

The Waterlock product supplied to you at the start of the Trial is an initial product release. This initial release offers the following features:

- Create accounts and associate them to your Waterlock system
- Pair all the control devices by a single button press on each device
- Allocate logical names to your Waterlock sensors
- Control your water supply through the app or Valve Controller
- View the status of your Waterlock Sensor including temperature and humidity measurements
- Receive notifications when standing water is detected by the Waterlock Sensor, or high humidity and low temperature
- Automatic activation of your Waterlock Valve in the event the Waterlock Sensor detects standing water to minimise water damage

We expect to provide software updates during the trial most of which will be installed “silently” without needing you to do anything, but depending on your mobile device settings you may need to install any mobile app updates.

## The Waterlock App - Main Screens

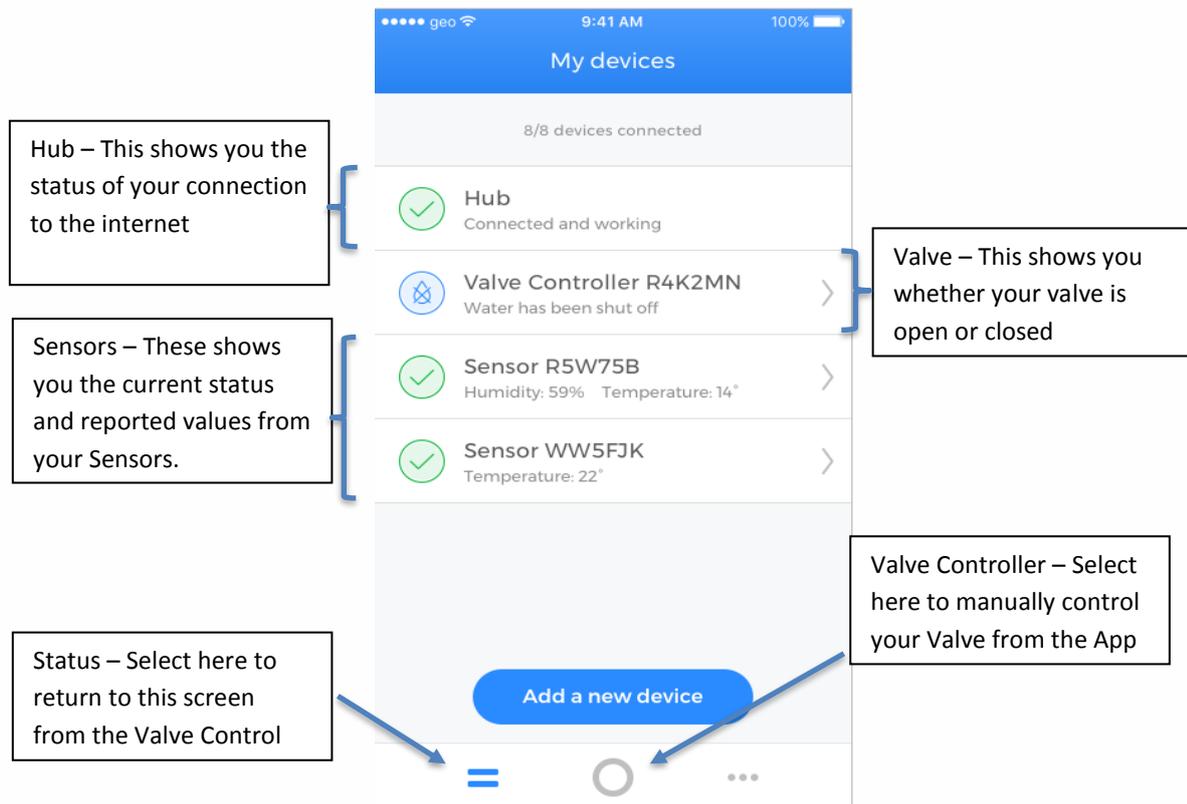
The mobile app offers you 2 main screens to monitor your Waterlock system. You should not need to regularly configure or amend your system through the app, but you can get pertinent



information in the event of a notification concerning your system. Additionally, you can control your water supply manually through the app, in the event that you wish to remotely operate your Waterlock Valve.

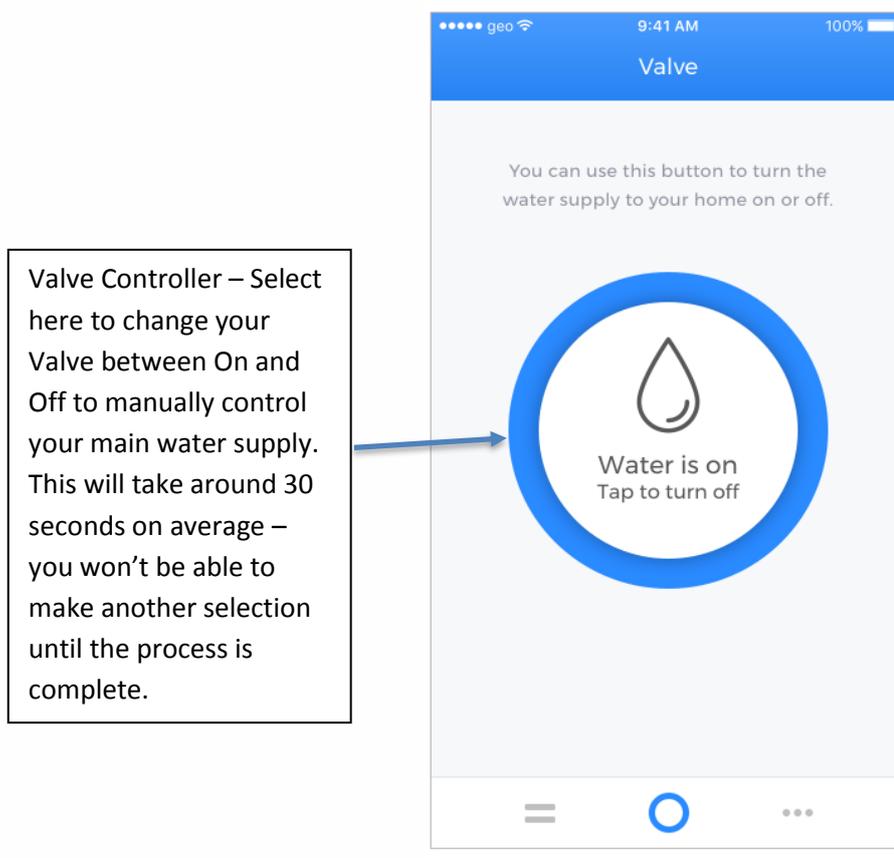
## My devices screen

The My Devices screen allows you to view and monitor your Waterlock devices, see the current temperature and humidity values being reported, and get additional information concerning your Waterlock Sensor(s).



## Valve Controller Screen

To ensure that your device battery life is optimised, the Valve Controller takes between a couple of seconds and one minute to open or close the Waterlock Valve. This is normal operation and is indicated by the absence of text from within the central circle on the Valve Controller screen whilst in progress. Once complete, the screen will automatically update with the current status information.



Annex B below explains other methods by which the Waterlock Valve can be opened or closed.



## Annex A – Device Pairing and LED Status

### Auto pairing out of the box for the Waterlock Sensor and Valve Controller

NOTE – ensure that your hub is powered before this process is initiated as this will make sure that the hub is in a pairing mode.

Your system will arrive as 2 sets of components. A Waterlock ‘basepack’ containing a single sensor, and a set of 2 additional Waterlock sensors. The basepack comes pre-paired.

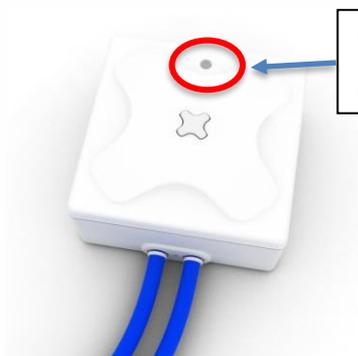
- When the user powers up their peripheral devices from new (out of the box setup: Sensor and Valve Controller) the LED flashes Amber.
- If the devices pair with the Waterlock system within the 30 seconds it will blink Green rapidly (similar to the behaviour of the hub's pairing LED) then go out – this is done to ensure that battery life is maximised. NOTE: In this condition the hub LED will blink green too.
- If, after 30 seconds, the device still has not paired, the LED will blink Amber and pairing will no longer be attempted automatically. Pairing can be continued by manually re-entering the pairing mode on the hub and peripheral devices. (See below)

NOTE – Waterlock Sensor pairing LED is located on the base of the unit.



The Sensor LED is located on the underside of the device, between the 2 water detection terminals.

NOTE – Valve Controller pairing LED is located centrally at the top of the unit



Valve Controller LED (includes pairing indications)



## Manually Pairing the additional 2 Sensors

Your Waterlock trial system comes with an additional 2 Waterlock sensors that can be paired to the existing system. This process is simple to complete and is done through the app prior to removing the battery tab from the additional device. Ensure that your hub is powered and connected to the internet before proceeding further with this process.

In order to complete the pairings:

1. From the 'My Devices' screen, go to Settings (...)
2. Select 'Manage Devices' and 'Add a Device'
3. Select SENSOR and locate and enter the unique 6 Digit Pair Code from the base of the Sensor
4. Remove the battery tab from the Sensor. The LED on the underside will blink Amber, and then will transition to Green when it has paired successfully.
5. If adding a further sensor, repeat this process.

Once completed, the device will show on the 'My Devices' screen. Note that sensors can take up to 15 minutes to show as connected on this screen from first power up.

## Naming Your Sensors

Your sensors can be named in order to allow them to show meaningful information such as 'Bathroom' or 'Garage'. This will allow you to quickly identify where the sensors are located, and will ensure that any alerts that are generated contain specific information as to the sensor involved. By default, the sensors are named with their unique, 6 digit identifier.

To change the names:

1. Go to Settings (...), then 'Manage Devices' and select the (...) alongside the device that you wish to rename
2. Select 'rename device'
3. Enter the device name and select OK.
4. Repeat for the other devices that you wish to name.

Your device will now be displayed on the 'My Devices' screen with it's new name. If you need to identify it's individual pairing code at a later date, this can be found by completing step 1 above.



## Annex B – How to Manually Open and Close your Mains Water Supply

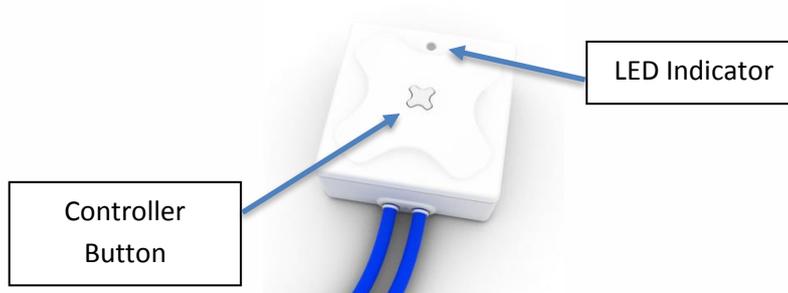
### Option 1

#### Waterlock App

The Waterlock App can be used to manually open and close your Waterlock Valve (see details in the Main App Screens on pages 3 and 4).

### Option 2

#### From the Valve Controller



The Valve Controller has an LED on the front of the unit that allows you to both confirm the current status, and to identify the change in status if you change the valve position.

#### Checking the Current Status

Pressing the Valve Controller button will light the LED to indicate the current status of the Waterlock Valve.

1. A Green LED indicates that the Valve is currently OPEN
2. A Red LED indicates that the Valve is currently CLOSED

#### Opening or Closing

The Valve can be opened or closed (i.e. mains water on or off) by pressing and HOLDING the button for longer than 5 seconds. During the first 3 seconds, the current status will be displayed (as above) followed by a flashing LED to indicate the upcoming change. After 5 seconds, the LED will stay solid to indicate the new selected position.

For instance:



To close the valve from the open position.

- Press and hold the button
- For the first 3 seconds, the LED will light GREEN to indicate the current status
- After 3 seconds, the LED will flash RED to indicate that the valve will close
- After 5 seconds, the LED will turn solid RED to indicate that the new position has been selected.

To open the valve from the closed position.

- Press and hold the button
- For the first 3 seconds, the LED will light RED to indicate the current status
- After 3 seconds, the LED will flash GREEN to indicate that the valve will open
- After 5 seconds, the LED will turn solid GREEN to indicate that the new position has been selected.



## TROUBLESHOOTING

### Changing the Batteries in your Waterlock system

- Your Waterlock system comprises a number of battery powered devices. The Valve Controller and the Sensor are both powered by AA size batteries. Both have batteries fitted at installation, but over time, these will deplete. Waterlock includes a notification system that will alert you to low, and critical battery levels.
- Low Battery warning - This warning is giving you advance notice that your batteries are getting low. You should replace them as soon as practicable.
- Critical Battery Warning - This warning is advising you that your batteries are in a state where operation of the Waterlock system can no longer be guaranteed. The batteries should be replaced as soon as possible.

**NOTE - Waterlock is designed to protect your property from the extensive damages caused by escape of water. Good quality batteries must be used to ensure longevity and quality of operation.**

#### Waterlock Valve Controller

The Waterlock Valve Controller contains 2 AA batteries. The batteries within the Controller can be replaced as follows.

- Locate the lifting pads on the side of the Valve Controller



- Gently prise the Valve Controller front plate from the body, exposing the batteries



- Remove and replace the batteries within the Controller, noting the correct orientation
- Replace the front plate until it is located firmly into position.



- Recycle the old batteries where possible.

### Changing the Batteries in your Sensor

Your Waterlock sensors contain a single AA battery. In order to change this battery you will require a small Phillips screwdriver.

- Turn the device upside down and locate the 4 retaining screws on the underside



- Undo the screws, and place them aside, taking care not to lose them
- Turn the device upright and gently separate the base from the plastic cover



- Remove the old battery, noting it's orientation, and replace it



- Replace the cover onto the base. There is a single 'key' and 'slot' to ensure that the cover position is correct. Ensure that these are aligned when reassembling



- Reinsert and tighten the 4 screws
- Recycle the old batteries where possible.



## Controlling your Valve without Waterlock

In the unlikely event of an issue with your Waterlock Valve Controller, your Valve can be operated without the Waterlock system running. How this is done will depend on the status of your Valve Controller.

### Controlling the Valve when the controller is in the OPEN position

In order to close your Valve when your controller is in the OPEN position, the rocker switch on the Valve itself may be operated. This will allow you to both close, and reopen the Valve.



The rocker switch on the top of the Waterlock Valve can control the water supply if your Valve Controller is in the OPEN Position

### Controlling the Valve when the controller is in the CLOSED position

Waterlock is inherently designed to fail 'safe' – meaning that in order for the Valve to be open, both the Valve Controller and the rocker switch on the Valve itself must be in the OPEN position.

In the event that your Valve Controller remains in the CLOSED position, it will need to be bypassed in order to control the Valve manually. Within your Waterlock installation kit, we have included a bypass adaptor. It is recommended that this procedure is completed by a plumber where possible, however in the event of emergency, anyone with reasonable DIY skills would be able to complete this task. If in doubt, please contact geo Support.

How to install the adaptor:

1. Locate the Valve Controller, and the plastic tube connections on the base  
**NOTE – the next stage may result in water spilling from the tubing. Place a bowl, bucket or pan beneath where you are working to minimise spillage. Ensure that you have your bypass adaptor ready to install prior to disconnecting the hoses.**
2. Using the grey release tool, compress the grey connectors that hold the blue hose into the Valve Controller by pushing them into the unit. Gently pull the blue tubes clear of the unit and insert them (either way round) into the connectors on the bypass adaptor.



3. Ensure that the tubes are securely inserted into the bypass adapter and that there are no leaks. The rocker switch on your Waterlock Valve may now be used to control your water.

## Support

Online support and Frequently Asked Questions concerning your Waterlock system can be found at <https://waterlock.support.geotogether.com>

Alternatively, please contact the geo Waterlock Support Team via one of the below means:

Email – [Waterlocktrials@geotogether.com](mailto:Waterlocktrials@geotogether.com)

Phone – Laurence Chapman

- 01223 656750 (office hours)
- 07702 565740 (outside office hours)

geo welcomes your feedback concerning the Waterlock product and your experience with it. We will ask for feedback on your experience during the trial via online surveys, but please feel free to ask questions or offer opinions at any time by the above means.

We hope you enjoy participating in the Waterlock Trial!

