

# QUICK START GUIDE



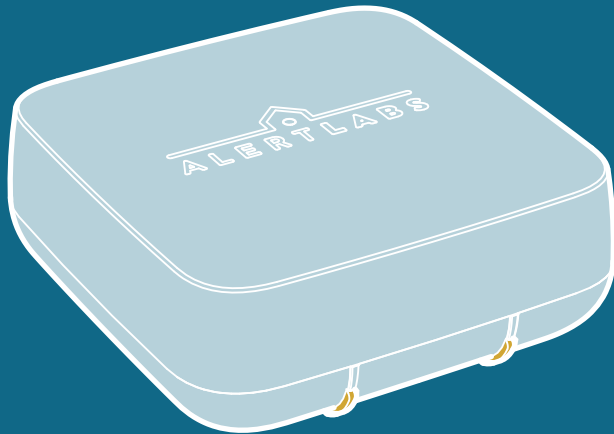
FLOODIE COMPANION SENSOR

## What is this thing?

This is an Alert Labs Floodie companion sensor. It sits on your floor and warns you if it comes in contact with water.

In the box, you will find:

- Floodie companion sensor
- Batteries (already installed)
- Adhesive pad
- Quick start guide



## VERY IMPORTANT

Your Floodie is a companion sensor, which means it doesn't work alone. Your Floodie needs to be installed within 400' or 6 floors of a connected orange-coloured Alert Labs sensor such as the Flowie water sensor. Before installing your Floodie, make sure your orange Alert Labs sensor is connected and shows a green light.

Your Floodie uses the cellular connection provided by these orange sensors to communicate its information. You only need one orange sensor to be able to operate any number of Floodies.

400' HORIZONTAL RANGE  
6 FLOORS VERTICAL RANGE



Floodie is too far  
(Red Light)



Floodie is within range  
(Green Light)



Orange Sensor  
(with Green Light)

## How does it work?

1. Your Floodie sits on the floor or can be adhered to the wall.
2. It detects when water comes into contact with the two gold strips near the bottom of the sensor.
3. When it detects water, it communicates this to our servers and we instantly inform you via email, text message, or push notification.

## What will you need?

1. For installation, you will need to have first installed an orange Alert Labs sensor. It needs to be installed and operating with a good cellular signal before you install your Floodie. Your Floodie will need to be installed within range of this sensor.
2. In order to register your Floodie, you'll need a computer, tablet, or mobile phone with access to the internet, and the serial number of the sensor; it's printed on the bottom of the device itself, on the box it came in, and on the removable installation sticker.

## What don't you need?

1. Tools.
2. An internet connection for your sensor.
3. A power outlet.

## We recommend

We recommend installing the Alert Labs app on your mobile phone. You will be able to use it to view what's going on at your property and receive potential flood alerts. You can find our app in your phone's app store by searching for "Alert Labs".

## 1 Pull tab & get a green light

As soon as you pull the tab, your Floodie companion sensor will wake up and start to look for a signal from any nearby orange Alert Labs sensor.

Check the status light on top to see if it's found a good signal.

- Green = Good Signal. The sensor has found a good signal, and is able to report its data. Continue to Step 2.
- Red = No Signal. The sensor does not have a good signal which means it cannot report its data. To improve the connection, try moving your Floodie closer to your orange sensor. Make sure this other sensor is installed, powered on, and has a good cellular signal.
- Off = Normal. Most of the time, the light will be off while the sensor is working. It comes on for a short period when you pull the battery tab to help you find a good signal. Just pop the batteries out and back in if you need to get the signal search light to go back on again. Battery instructions follow in this guide.

The light will also happen to be off if the batteries run out. We will give you plenty of warning before that is about to happen. You can also check the battery status at any time on the Dashboard.

## 2 Test it out

To simulate a flood, hold a kitchen knife or any conductive object across both gold contacts at the same time. You can even wet your finger and hold it across them if you like.

- Blue = Flood. When water is detected, the light turns blue. Other than performing this test, we hope you never see this colour.

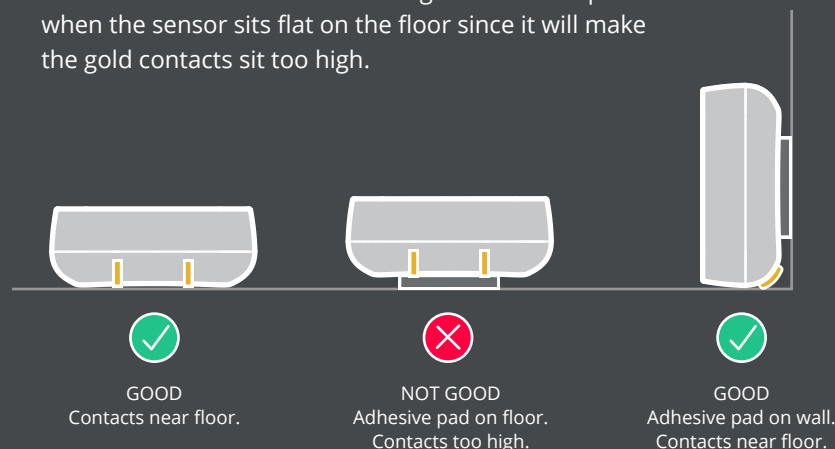
Note: While your Floodie responds well to shallow pools of water across its contacts, it is not a pool toy, so don't go tossing it in the deep end...

## 3 Put it on the floor

Remove the installation sticker and hang on to it. Place your Floodie on the floor with the two gold contacts facing down.

Alternatively, you can use the adhesive pad to stick the sensor against the wall. Ensure that the sensor is sitting right against the floor with the contacts facing down.

Note: We do not recommend using the adhesive pad when the sensor sits flat on the floor since it will make the gold contacts sit too high.



## 4 Get thee to the internet

Now get yourself to an internet-connected device to register your Floodie. You can register directly from within the Alert Labs app, or [Sign-in at alertlabs.com](https://www.alertlabs.com) from your laptop or tablet browser.

**Create an Account** if you don't already have one. Then select **Add Sensor** to get started.

 **Add Sensor**

During the registration process, you will be asked for the serial number of your Floodie which is printed on the box, the installation sticker, and on the inside of the battery cover of the sensor.

## No news is good news

That's it. With your Floodie installed, you can use your Dashboard to check on the status of your Floodie and see what information it is providing about your property. Though when it comes to flood sensors, no news is good news. You can also check on your property on our mobile app.

Even if you never view your Dashboard or app, we will alert you via text message, email, or push notification if something concerning happens.

## What's on your Dashboard?

When you sign in to your Dashboard at [alertlabs.com](http://alertlabs.com), you can see what's happening with your properties, take a closer look at what your sensors are seeing, and change any settings.

Here are some things we'd encourage you to do:

1. Dig deeper into your data. Your Floodie will hopefully be pretty quiet, but, if not, you will be able to see what happened and when.
2. Check your notification settings. If you'd like to change how and when we notify you about certain events, you can edit your "Notification Settings".
3. Complete your property profile. By providing more information about your property, we will be able to provide you with more useful insights and be able to tell you if your water use is high or low compared to similar households.

## Insurance discounts

Some insurance providers give discounts to customers who have installed both an Alert Labs Flowie water sensor and an Alert Labs Floodie companion sensor. With their battery backup and cellular communication, our units continue to work through a power outage. Ask your insurance provider if they provide discounts for "leak and flood detection".

Visit [alertlabs.com/insurance](http://alertlabs.com/insurance) for more details.

## Notifications

We will alert you if your Floodie **detects water** against its gold contacts.

We will also warn you if we note any issues with the sensor such as having **lost signal connection** or **low battery**.

## Changing the batteries

Your Floodie is designed to run for 2 years on a pair of AA batteries. To gain access to the battery compartment, ① use a coin to pry off the top cover. ② Swap out the batteries and ③ snap the top cover back into place. Be sure to line up the cover so that the gold contacts are on the bottom when you can read the Alert Labs logo.

Upon inserting new batteries, the light will come on for several minutes. Make sure it is green which indicates you have a good signal.



## Need help?

If you need any help with your sensor, visit [alertlabs.com/support](http://alertlabs.com/support) or email us at [help@alertlabs.com](mailto:help@alertlabs.com)

The FCC ID is located on a label inside the battery compartment of your Floodie. View FCC compliance statement at: [alertlabs.com/legal/fcc-compliance](http://alertlabs.com/legal/fcc-compliance)