QUICK START GUIDE

ALERTLABS
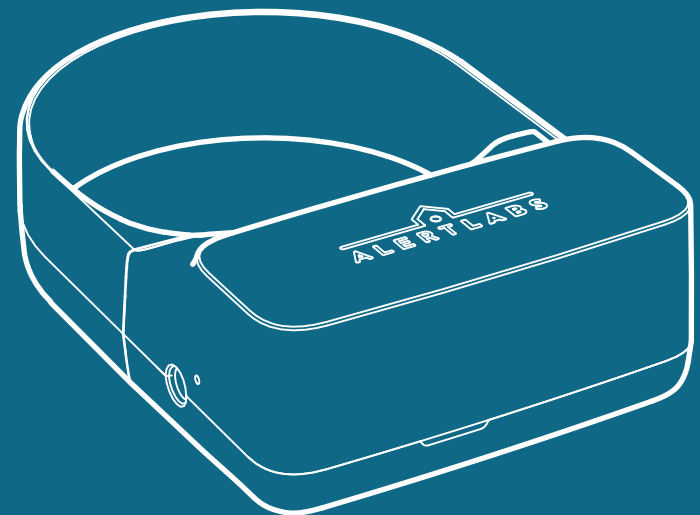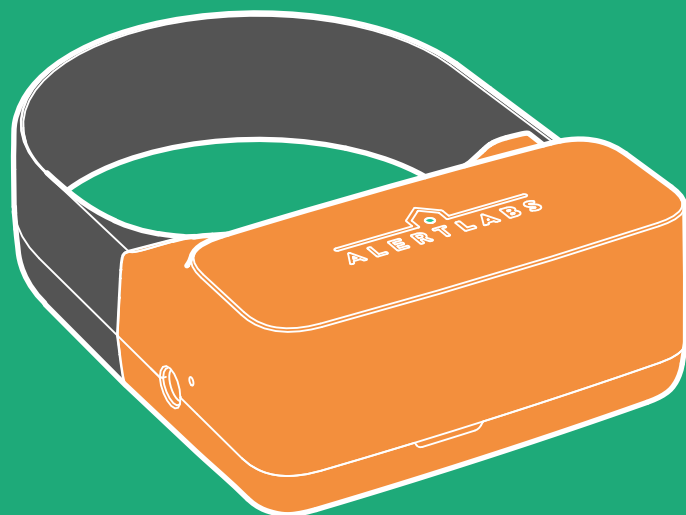
FLOWIE WATER SENSOR

What is this thing?

This is an Alert Labs Flowie water sensor. It gives you detailed information about how much water you are using and when you are using it.

In the box, you will find:

- Flowie water sensor
- Power adapter
- External antenna
- Quick start guide

How does it work?

1. This sensor straps onto your municipal water meter and measures how much water you are using. It sees what your water meter sees.

2. Using its own internal cellular device (like a mobile phone) it communicates this information back to Alert Labs' servers.

3. If we see anything strange, like a leak or running water, we'll immediately send you a text message, email, or push notification.

4. In addition to receiving alerts, you can monitor what's going on at your property using our Dashboard or mobile app. We provide interesting analytics that can help you figure out ways to use less water and save money.

What will you need?

To physically attach your Flowie water sensor to your water meter, you will need:

1. A functioning municipal water meter.

2. A power outlet to plug the sensor into.

3. Cellular phone reception. This sensor communicates like your mobile phone and needs to be able to connect to an existing cell network. If the area where you have your water meter installed gets decent cell phone reception, this sensor should work just fine.

Next, to register your sensor online, you'll need:

4. A computer, tablet, or mobile phone with an internet connection.

5. The serial number of the sensor which is printed on the sensor, on the box, and on the removable installation sticker.

What don't you need?

1. A plumber.

2. Tools.

3. An internet connection for your sensor.

4. A cell phone contract.

We recommend

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

Setting it up

Here's what your Flowie should look like when it's fully installed on your municipal water meter.

Antenna

Adjust this to achieve a good cell signal.

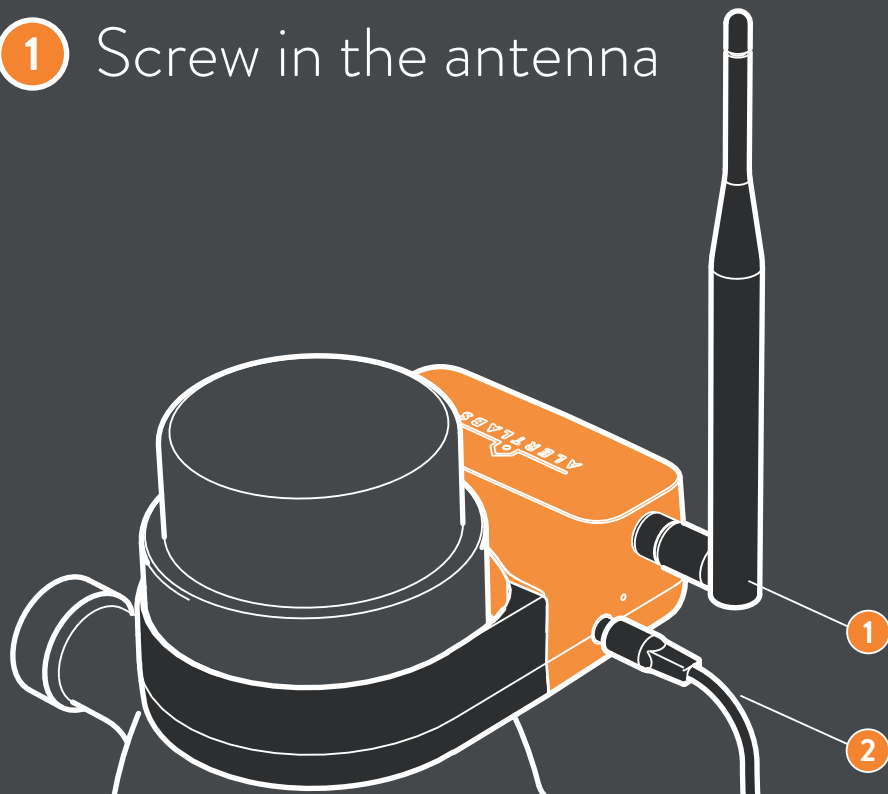It can take a couple minutes to get a signal once you move the antenna.

Water meter face / dial

Status Light

○ Off: No power

● Green: Good cell signal

● Red: No cell signal

● Yellow: Running on battery

Municipal water meter

Power

Inlet / Outlet

This end gets plugged into the wall outlet.

1 Screw in the antenna

2 Plug it into the wall

There's a power adapter in the box; plug one end of the adapter into the wall and the other end into the sensor.

As soon as it gets power, your Flowie will wake up, and the status light on top will come on. If the light is not on, then double check that the sensor is plugged in properly and that the wall outlet and any power bars or extension cords you're using are, in fact, providing power.

While your Flowie should remain plugged in at all times, it has an internal rechargeable battery that will keep it running for about a day without power from the wall outlet. This provides uninterrupted service in case there's a power outage or if your Flowie gets temporarily unplugged.

3 Green light

As soon as you plug it in, your Flowie will search for a cellular signal. Check the status light on top of the sensor; you want it to be green which means it's found a good signal. This can take up to 2 minutes.

- 🟢 Green = Good Signal. Your Flowie has found a good cellular signal, and is reporting its data. You're good to go to the next step.

- 🔴 Red = No Signal. Your Flowie does not have a good cellular signal which means it cannot report its data. To improve the connection, try moving the antenna and wait at least 2 minutes while it tries to connect from the new position. If it still can't find a signal, you may need an extension antenna to improve reception in your area. Visit alertlabs.com/support for details.

- 🟡 Yellow = Running on Battery. Your Flowie has a good cell signal and is reporting its data. BUT… it is not receiving power from the wall outlet and is running on its own internal battery. Check your power connections to restore power. The backup battery won't keep the sensor running for more than a day.

- ⚪ Off = No Power. If the light is off, then your Flowie is off and has no power. It will be off when you receive it, but will wake up when you plug it in. If it was working before, then it means it's no longer receiving power and the backup battery is out of charge. Plug it into a good power source to get it going.

4 Remove the installation sticker

Your Flowie comes with a copy of these installation instructions printed on a protective easy-to-peel sticker over the entire face of it. You can remove the sticker now.

The sticker also has the serial number of the sensor printed on it. You'll need that when you register your Flowie on the Alert Labs Dashboard so don't throw it out.

⑤ Strap it on

Wrap the adjustable band snugly around your water meter and fasten it. For best results, install your Flowie so that the orange body is between the inlet and outlet of your water meter.

GOOD
Between inlet & outlet

LESS GOOD
Above inlet or outlet
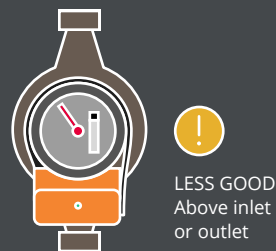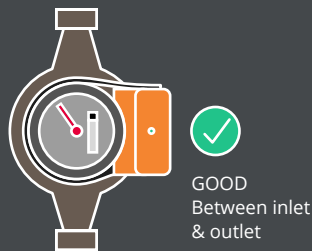
Also make sure you install your Flowie as low as you can on the water meter, while keeping the orange case flat up against the water meter body. There are lots of different kinds of water meters; here are some examples showing where to position your Flowie. Check out **alertlabs.com/placemyflowie** for more installation information.

GOOD
Low on the meter, orange face flat against the meter

BAD
Too high

BAD
Not snug against the meter
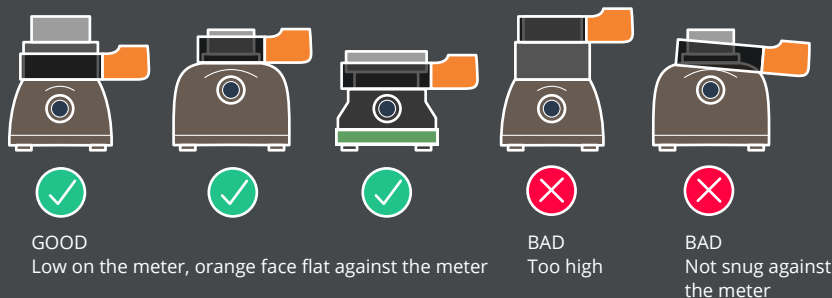
⑥ Photos & calibration

During the registration process, you will be asked to provide two photos to ensure a smooth setup. Take these now, before you leave your installation site.

Installation photo

The installation photo should clearly show your water meter and how the Flowie is positioned on it. It should look something like the one shown here.

Dial photo

Take a photo that clearly shows all of the numbers, readings, and text on the face of your municipal water meter dial. If you have a digital meter, you may need to press a button or shine a bright light into the solar panel to get the numbers to show up. You'll need to use this photo for calibration.

ANALOG METER DIAL

DIGITAL METER DIAL

⑦ Get thee to the internet

Now get yourself to an internet-connected device to register your Flowie. You can register directly from within the Alert Labs app, or Sign-in at 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 Flowie which is printed on the box, the instructions sticker, and on the bottom of the sensor. You will also be asked to provide the installation and calibration photos you took in step 6.

⑧ Now bask in the glory of data

That's it. Your installation is complete. Return to your Dashboard at any time or use our app to check on your property. Since you've just installed it, your Flowie will need some time to collect data, but as the hours, days, and months pass you'll be able to see meaningful insights about your water use and ways to save money.

Even if you never view your Dashboard or app, our servers will alert you via text message, email, or push notification if anything of concern happens.

What's on your Dashboard?

When you sign in to your Dashboard at **alertlabs.com**, you can see what's happening with your properties, take a closer look at what your sensors are seeing, and change your settings.

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

1. 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.

2. Dig deeper into your data.

The Dashboard provides several graphs and figures to help explain what your Flowie can tell you about your water consumption.

3. 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" and "Event Settings".

Notifications

We will alert you if your Flowie detects any of the following issues with your property:

Water left running for a long time. This can be a tap left on or a stuck toilet.

Water leak. This is similar to water left running, but is usually a lower flow rate that is hard to notice by yourself.

Abnormally **high water use**. If it looks like you're using a lot more water than normal, we'll let you know.

Low temperature. We'll warn you if the temperature at your property is getting close to freezing and could pose a risk to your pipes.

Power outage. We'll notify you if the sensor loses power, which could indicate that it has become unplugged or that there is a property-wide power outage.

We will also warn you if we note any issues with the sensor itself, such as a **lost cellular signal** or **low battery**.

We're constantly upgrading the capabilities of our sensors, so this list will grow in the future as we add more functionality.

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** for more details.

Need help?

If you need any help with your sensor, visit **alertlabs.com/support** or email us at **help@alertlabs.com**