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**LEAKSECURE**

CONTROL YOUR WATER™



# PRO DASHBOARD

## ALERTS GUIDE

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### Continuous Extended Water Use

Alert is triggered when the LeakSecure device has recorded a flow rate extending beyond the allowed duration.

In this example, flow rate threshold is set to 0.25gpm for a duration of 120mins. The alert was triggered due to gpm being above 0.25gpm for more than 120mins.

**Continuous Extended Water Use**

**Date:**  
12/10/2025 9:55:11 AM

**Alert Status**  
Recorded

**Alert Description**  
Your LeakSecure device has recorded a flow event that is above the allowed flow rate and extending beyond the allowed duration.

**Alert Data**

Name	Value
duration_minutes	120
gpm_threshold	0.25
gpm	1.17

### High Flow Rate

Alert is triggered when the LeakSecure device exceeds the maximum allowed flow rate.

In this example, the alert was triggered due to the gpm threshold being set to 6gpm and was exceeded when it hit 6.11gpm.

**High Flow Rate**

**Date:**  
12/6/2025 9:38:20 AM

**Alert Status**  
Recorded

**Alert Description**  
Your LeakSecure device has recorded a flow event that exceeds the maximum allowed flow rate.

**Alert Data**

Name	Value
gpm_threshold	6
gpm	6.11

### High Water Usage

Alert is triggered when the LeakSecure device exceeds the configured amount of water usage allowed within a 24hr period.

An example would be, threshold set to 100gpm and alert is triggered once 101gpm of water is used in a 24hr period.

**High Water Usage In 24 Hour Period**

**Date:**  
12/8/2025 2:56:26 PM

**Alert Status**  
Recorded

**Alert Description**  
LeakSecure device has exceeded the configured amount of water use allowed within a 24 hour period.

**Alert Data**

Name	Value
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No records available.



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### Low Water Temperature

Alert is triggered when the LeakSecure device records a temperature below or at the configured threshold.

In this example, the temperature threshold is set to 37 degrees. The alert was triggered due to the temperature hitting 37 degrees.

**Low Water Temperature**

**Date:**  
12/2/2025 4:40:20 AM

**Alert Status**  
Recorded

**Alert Description**  
Your LeakSecure device has recorded a core temperature below the configured threshold.

**Alert Data**

Name	Value
degrees_f_threshold	37
degrees_f	37

### Low Air Temperature

Alert is triggered when the LeakSecure device records an air temperature at or below the configured threshold.

In this example, the temperature threshold is set to 63 degrees. The alert was triggered due to the temperature hitting 63 degrees.

**Low Air Temperature**

**Date:**  
12/10/2025 7:13:54 AM

**Alert Status**  
Recorded

**Alert Description**  
Your LeakSecure device has recorded an air temperature below the configured threshold.

**Alert Data**

Name	Value
degrees_f_threshold	63
degrees_f	63

### High TDS

Alert is triggered when the LeakSecure device records a TDS reading at or above the configured threshold.

In this example, the TDS threshold is set to 281ppm and the alert is triggered due to the TDS reading 290ppm.

**High TDS**

**Date:**  
12/8/2025 4:00:06 PM

**Alert Status**  
Recorded

**Alert Description**  
Your LeakSecure device has recorded a TDS reading above the configured threshold.

**Alert Data**

Name	Value
ppm_threshold	281
ppm	290




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### High Water Pressure

Alert is triggered when the LeakSecure device records a pressure reading at or above the configured threshold.

In this example, the PSI threshold is set to 86 and the alert is triggered due to the threshold being met.

x

### High Water Pressure

**Date:**  
12/10/2025 4:12:32 PM

**Alert Status**  
Recorded

**Alert Description**  
Your LeakSecure device has recorded a water pressure above the configured threshold.


**Alert Data**

Name	Value
psi_threshold	86
psi	86

### Low Water Pressure

Alert is triggered when the LeakSecure device records a pressure reading at or below the configured threshold.

In this example, the PSI threshold is set to 35 and the alert is triggered to the threshold being met.

x

### Low Water Pressure

**Date:**  
12/10/2025 6:33:44 AM

**Alert Status**  
Recorded

**Alert Description**  
Your LeakSecure device has recorded a water pressure below the configured threshold.

**Alert Data**

Name	Value
psi_threshold	35
psi	35



### LeakTest Failed To Start

Alert is triggered with the LeakSecure device is unable to start the scheduled Leak Test.

In this example, the Leak Test was unable to start due to water being in use when the Leak Test was scheduled to start.

**Leak Test Failed To Start**

**Date:**  
11/13/2025 7:59:21 PM

**Alert Status**  
Recorded

**Alert Description**  
Your LeakSecure device was unable to start the scheduled LeakTest.

**Alert Data**

Name	Value
psi	66.387
gpm	0.533
psi_drop	-66.387
pass	=0
err	water in use

### LeakTest Failed To Complete

Alert is triggered when the LeakSecure device is unable to complete the Leak Test.

In this example, water was running toward the end of the Leak Test causing the device to not be able to complete the test.

**Leak Test Failed To Complete**

**Date:**  
12/6/2025 1:03:02 AM

**Alert Status**  
Recorded

**Alert Description**  
Your LeakSecure device was unable to complete the LeakTest.

**Alert Data**

Name	Value
psi	60.024
gpm	0
psi_drop	4.036
pass	0



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### Processing Alerts

#### Step 1

Email notification is received notifying you of the alert and for which customer the alert is for.

#### Step 2

Open or login to your LeakSecure Pro Dashboard and pull up the corresponding customers device the LeakSecure alert was triggered for.

#### Step 3

Review the alert that was triggered and reach out to the customer via phone call or email. Ensure the homeowner is aware of the alert. Ask questions pertaining to the alert to clarify if this alert was triggered due an abnormal usage or normal usage.

#### Step 4

After contacting the homeowner and receiving their input act on any actionable alert to dispatch a technician to the home to investigate and fix any issues.

#### Step 5

If a technician is dispatched after investigating and fixing any issues, the technician or support team should guide the homeowner through how to clear the active alerts from their phone. Simply click the “bell” icon on the LeakSecure app home screen, then click on the active alert, and then click clear.

#### Step 6

Finally, before the technician leaves consult with the homeowner if alert settings need to be configured differently to ensure no false positive alerts trigger for them and you.

