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LEAKSECURE®

CONTROL YOUR WATER®



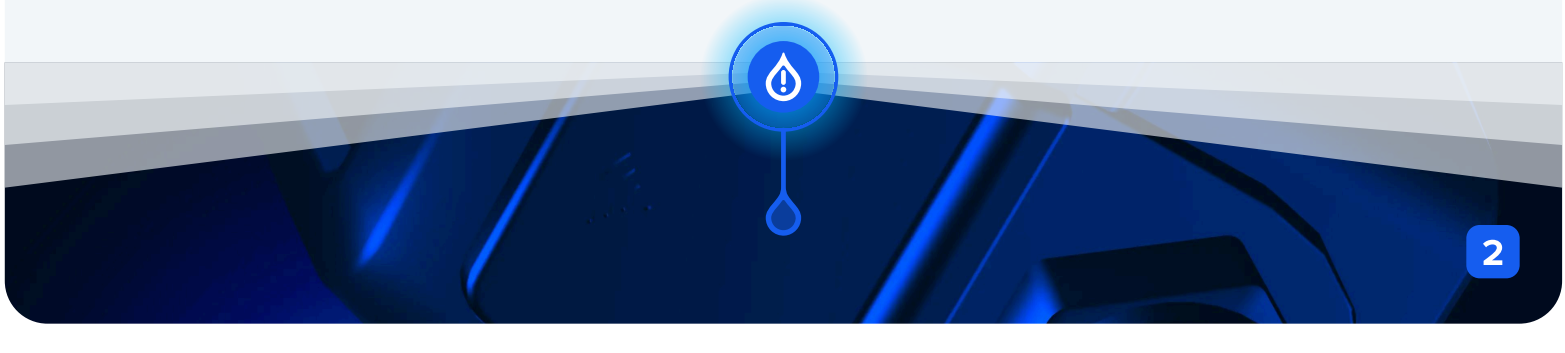
PRO DASHBOARD

ALERTS GUIDE

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ALERTS GUIDE

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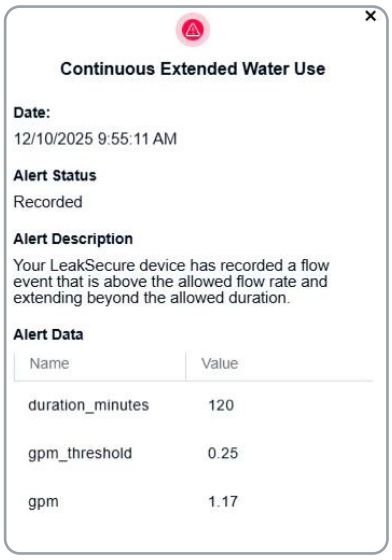
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Continuous Extended Water Use

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

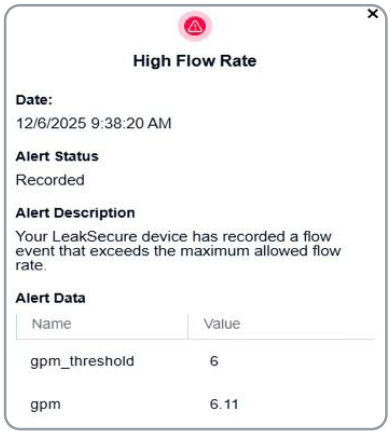
In this example, flow rate threshold is set to 0.25gpm for a duration of 120mins. The alert was triggered due to gpm being above 0.25gpm for more than 120mins.



High Flow Rate

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

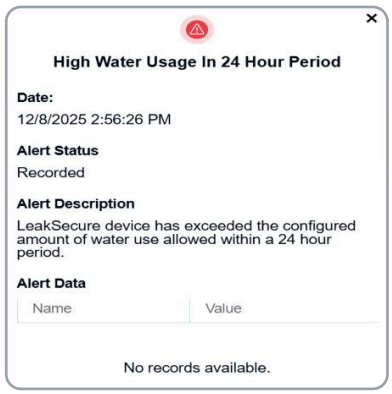
In this example, the alert was triggered due to the gpm threshold being set to 6gpm and was exceeded when it hit 6.11gpm.



High Water Usage

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

For example, the threshold is set to 100 gallons and the alert is triggered once 101 gallons of water are used in a 24hr period.



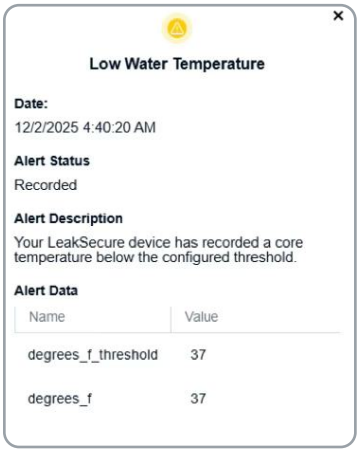
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Low Water Temperature

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 Air Temperature

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

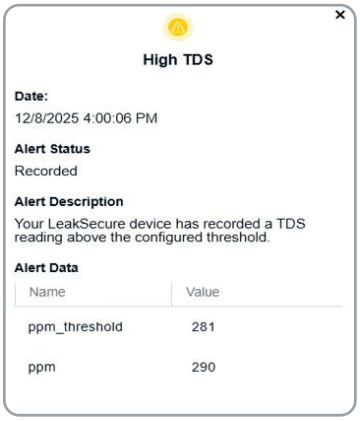
In this example, the temperature threshold is set to 63 degrees. The alert was triggered due to the temperature hitting 63 degrees.



High TDS

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

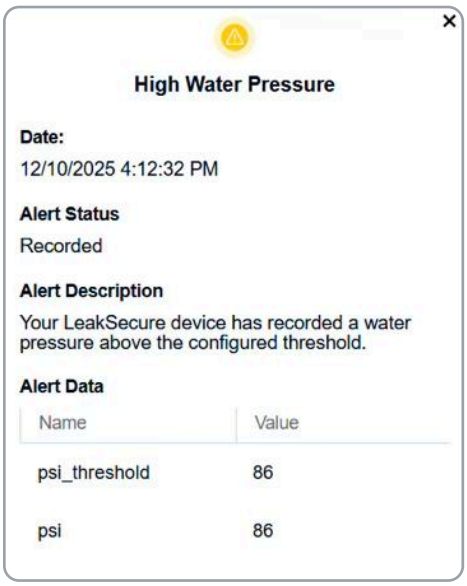
In this example, the TDS threshold is set to 281ppm and the alert is triggered due to the TDS reading 290ppm.



High Water Pressure

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

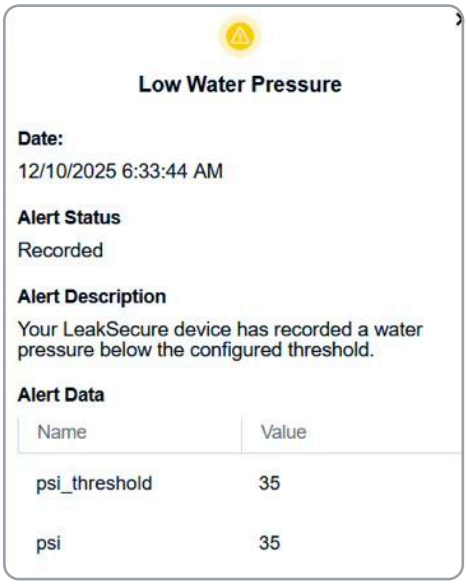
In this example, the PSI threshold is set to 86 and the alert is triggered due to the threshold being met.



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 due to the threshold being met.



Leak Test Unable To Start

Alert is triggered when 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 Unable 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.



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 log in to your LeakSecure PRO Dashboard and pull up the corresponding customer's 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 to 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.

