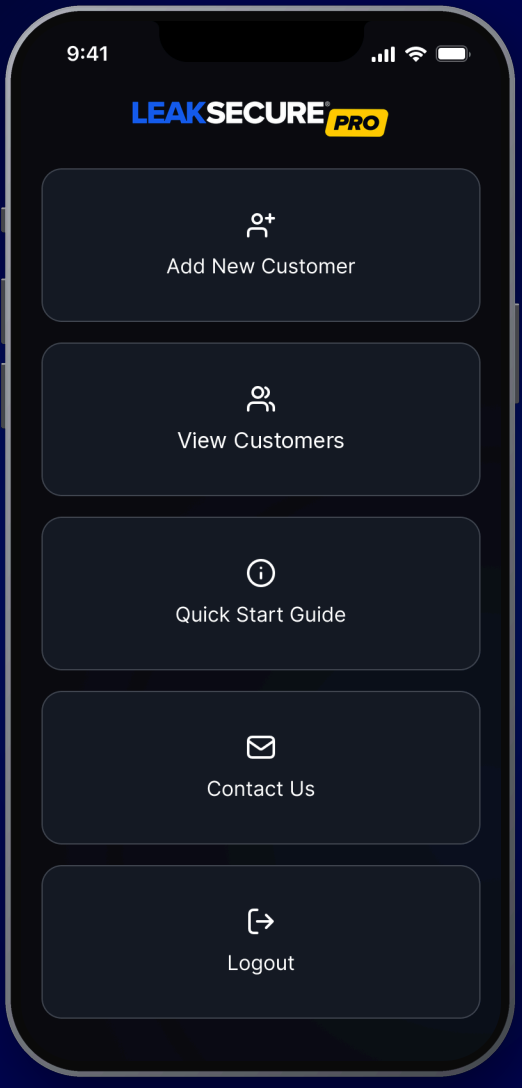
LEAKSECURE PRO

LeakSecure PRO App User Guide

Setup and service
with the LeakSecure PRO app

For certified plumbing technicians



Scan to open the
LeakSecure Partner Hub
leaksecure.com/partner-hub

Get the LeakSecure PRO app

Download on the App Store

GET IT ON Google Play

rev. 11.12.26

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11 Finish the setup

12 Run a Leak Test before you leave

13 Hand off to the homeowner

14 View your customers

15 Setup problems

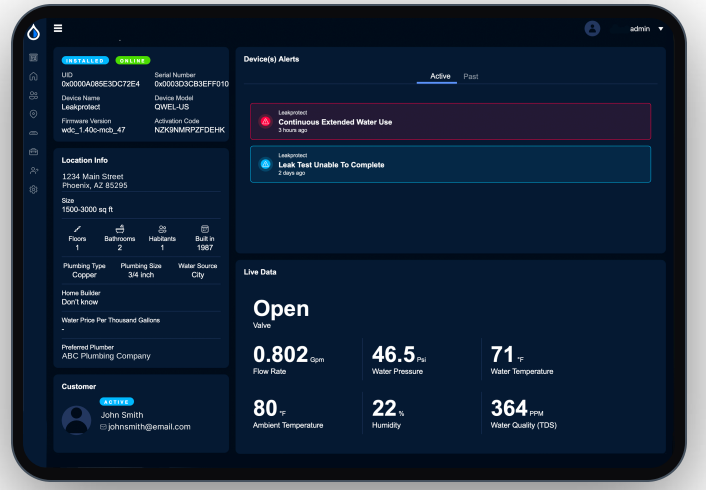
16 Help and contact

How to use this guide

Each setup page follows one pattern. Numbered steps run down the left. The phone screens the steps refer to sit on the right, in the order you meet them. Quoted labels match the screen exactly, so you can find a step by its number and a screen by its title without reading everything in between. A callout letter on a screen points to the control the step names, and the legend under the screens says which is which. Sample data on every screen is fictional.

What this guide does not repeat

Plumbing installation stays in the LeakSecure User Guide, under Installing LeakSecure, Manual Shutoff Procedure and Technical Specifications. The LeakSecure PRO Dashboard has its own User Guide and Alerts Guide. All of them live at leaksecure.com/partner-hub.



LeakSecure PRO Dashboard, device view (sample data)

Before you start

Five things make a setup go quickly. Check them before you open the app.

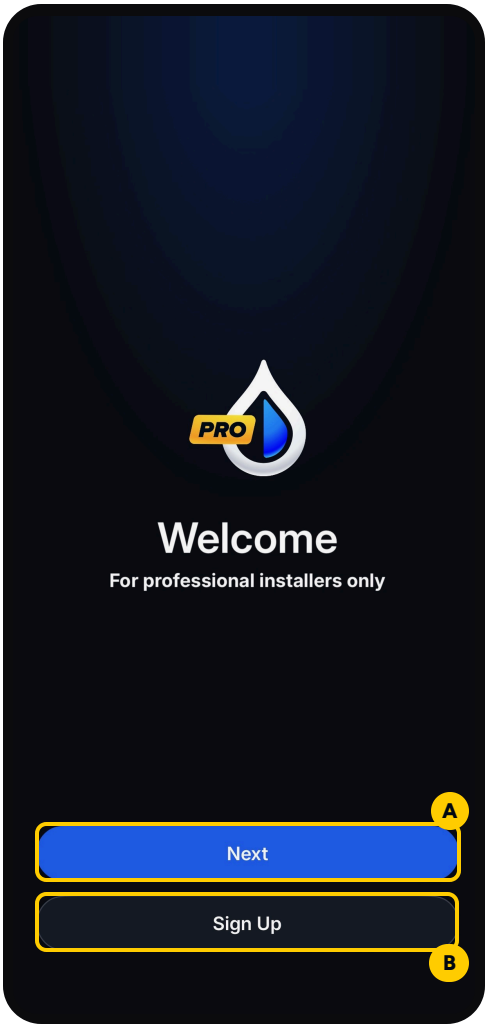
1. **Your PRO app login.** Certification comes with the training, the PRO app and your Key Account Manager (KAM). Download LeakSecure PRO from the App Store or Google Play. The Welcome screen reads **"For professional installers only"**. Tap **"Next"** to log in, or **"Sign Up"** if you have no account yet (page 5). You can register yourself, but if your company already has a LeakSecure PRO account, registering again creates a duplicate, so check with your office first.

2. **Your phone.** An iPhone or iPad with iOS 16 or later, or an Android phone with Android 10 or later. Bluetooth on, and the PRO app allowed to use Bluetooth and Wi-Fi in the phone's settings.

3. **From the homeowner.** The home's 2.4 GHz Wi-Fi network name and password, and the email address they will use to log in to the LeakSecure app.

4. **The device.** Installed, powered and open, per the LeakSecure User Guide, Installing LeakSecure. The valve status light is green when the valve is open.

5. **Where you stand.** Stand next to the device for a strong Bluetooth connection. A good home Wi-Fi signal is needed too, but staying close to the unit while pairing is your top priority. Setup runs on your own phone, iPad or tablet. The homeowner's phone is not needed.



Welcome

A Next B Sign Up

Plan two minutes for the Leak Test

Every install ends with a manual Leak Test before you leave (page 12). Tell the homeowner up front so no one runs water during the test.

The PRO app at a glance

Home has five tiles. Everything in this guide starts from one of them.

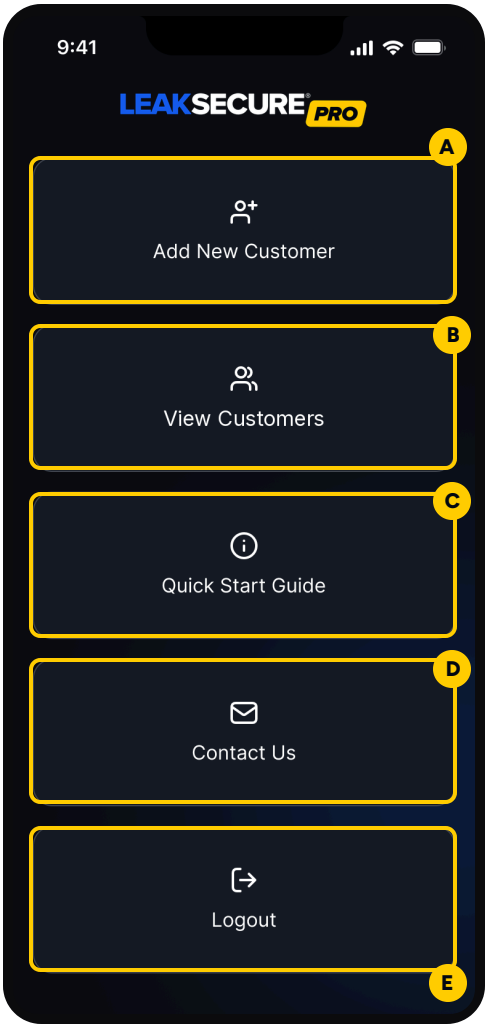
A **"Add New Customer"** Start here for a new install. It creates the homeowner's account, the location and the device in one pass (pages 6 to 11).

B **"View Customers"** See all customer accounts. Select a customer to add a device, view location information, remotely emulate a device, or edit account and device level settings (page 14).

C **"Quick Start Guide"** The setup steps in short form, inside the app.

D **"Contact Us"** Support from inside the app. Page 16 has the same contacts.

E **"Logout"** Logs you out of the PRO app on this phone. Log in again from the Welcome screen (page 5).



Home

- A Add New Customer
- B View Customers
- C Quick Start Guide
- D Contact Us
- E Logout

Log in

New to the app? Register once. Then log in.

1 **Welcome.** Tap **“Sign Up”**. Already registered? Tap **“Next”** and go to step 5.

2 **Create Account.** Under **“Personal Information”** enter **“Name”**, **“Last Name”** and **“Email Address”**. **“Phone (optional)”** can stay empty. Use the email you will log in with.

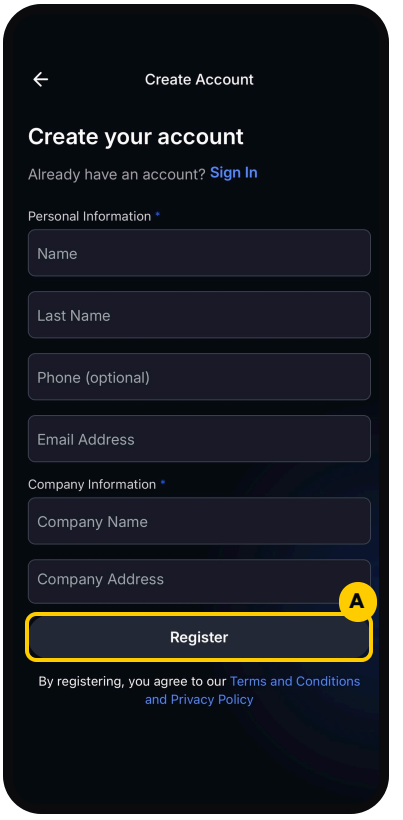
3 **Create Account.** Under **“Company Information”** enter **“Company Name”** and **“Company Address”**.

4 **Create Account.** Tap **“Register”**. Registering accepts the Terms and Conditions and the Privacy Policy linked on the screen. No approval or verification email follows; you can log in right away.

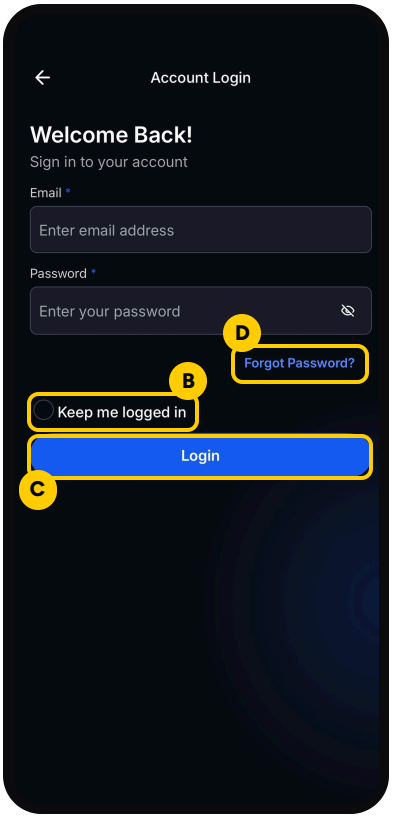
5 **Account Login.** Enter **“Email”** and **“Password”**.

6 **Account Login.** Turn on **“Keep me logged in”** to stay signed in on this phone for 70 days.

7 **Account Login.** Tap **“Login”**. Home opens (page 4). Forgot your password? Tap **“Forgot Password?”** and enter your email. If an account is registered to that address, a reset link is emailed to it.



Create Account



Account Login

A Register

B Keep me logged in

C Login

D Forgot Password?

Add the customer

One customer, one email. The email becomes the homeowner's login.

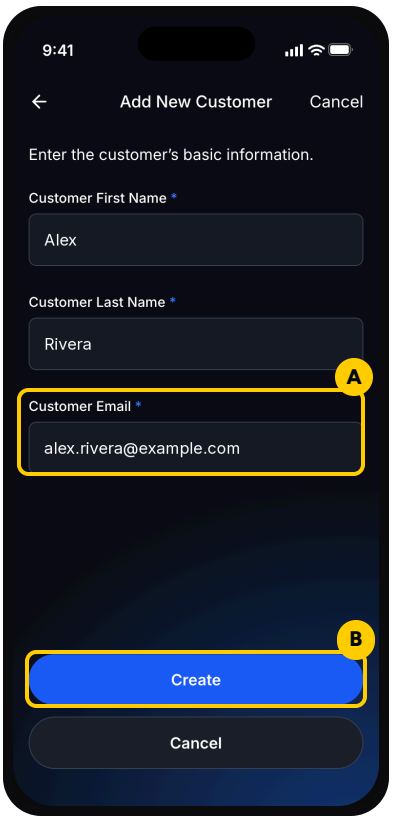
8 **Home.** Tap **"Add New Customer"**.

9 **Add New Customer.** Enter **"Customer First Name"** and **"Customer Last Name"**.

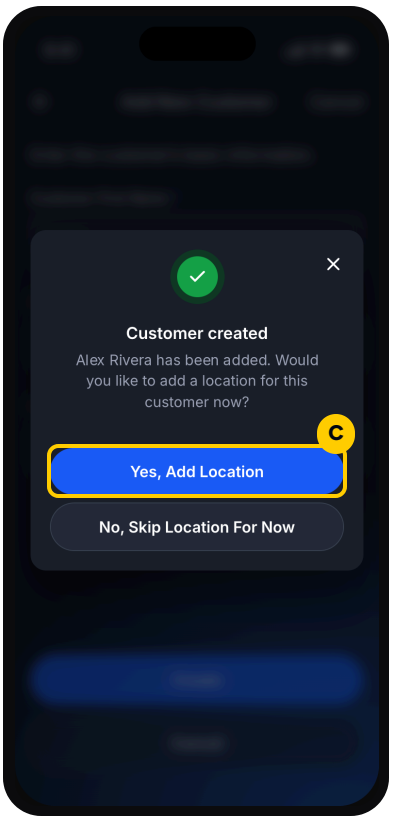
10 **Add New Customer.** Enter **"Customer Email"**. This is the address the homeowner will log in with, so confirm the spelling with them.

11 **Add New Customer.** Tap **"Create"**.

12 **Customer created.** Tap **"Yes, Add Location"**. Tap **"No, Skip Location For Now"** only if you will add the location later from **"View Customers"**.



Add New Customer



Customer created

A Customer Email

B Create

C Yes, Add Location

Add the location

Type, nickname and address, size, rooms.

13 **Add New Location.** Tap the type: **“House”**, **“Apartment”**, **“Condo”**, **“Business”** or **“Other”**. Tap **“Next”**.

14 **Location Details.** Enter **“Location Nickname”**, something the homeowner will recognize, and **“Location Address”**.

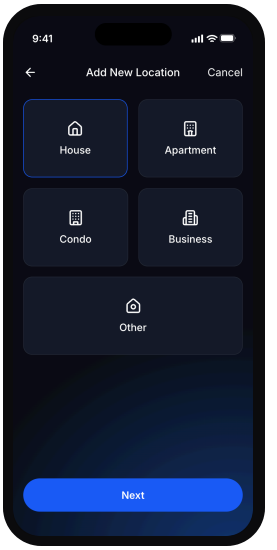
15 **Location Details.** Under **“Where is this device installed?”** tap **“Indoors”** or **“Outdoors”**, then tap **“Next”**.

16 **Location Size.** Tap the size: **“Unknown”**, **“Less than 1,500 sq ft”**, **“1,500 to 3,000 sq ft”**, **“3,001 to 4,500 sq ft”** or **“Greater than 4,500 sq ft”**. Tap **“Next”**.

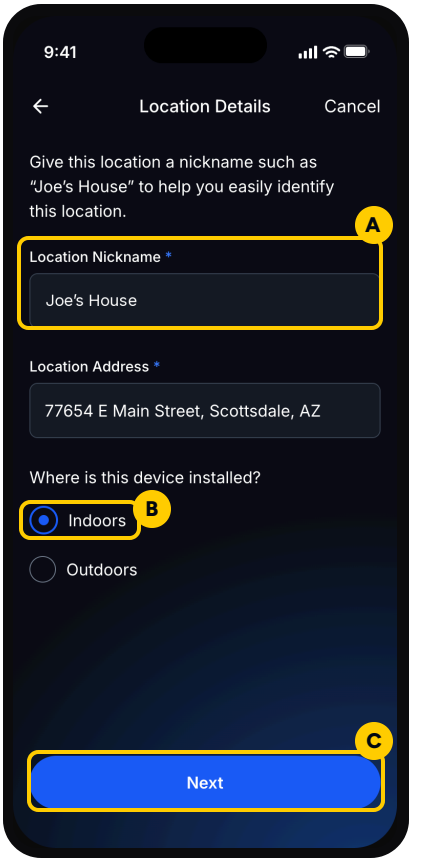
17 **Location Details.** Set **“How many bathrooms?”**, **“How many floors?”** and **“How many people live at this location?”** with the minus and plus buttons. Tap **“Next”**.

Why these answers matter

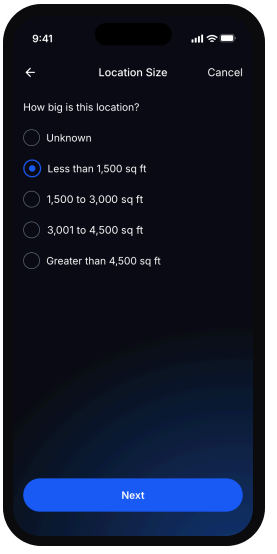
The answers on this page and the next set the device’s starting thresholds. They are a baseline, not a final setting. Thresholds and alert settings can be changed at any time after the installation and setup, under **“Alert Settings”** in the PRO app (page 14).



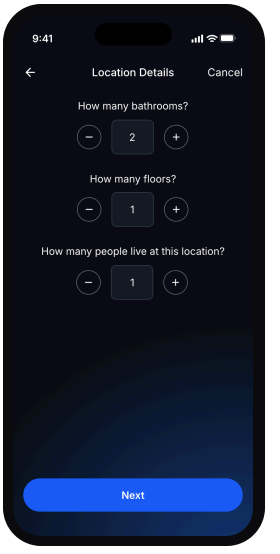
Add New Location



Location Details



Location Size



Location Details (rooms)

A Location Nickname

B Indoors

C Next

Add the location, continued

Plumbing, history and insurance can be skipped. Saving cannot.

18 **Plumbing Details.** Choose **“Plumbing Type”**, **“Plumbing Size”** and **“Water Source”**, then tap **“Next”**. If the homeowner does not know, tap **“Skip”**.

19 **Location History.** Enter **“Home Builder”** and **“Approximately, what year was your home built?”**, then tap **“Next”**, or tap **“Skip”**.

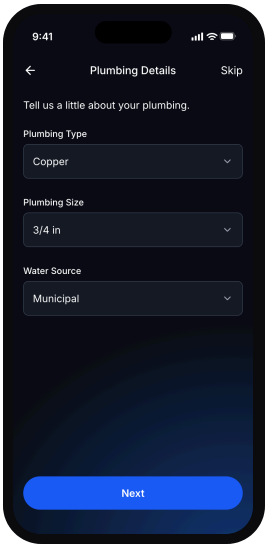
20 **Homeowners Insurance.** If the homeowner wants a Certificate of Installation for their insurance agent, choose their **“Insurance Provider”** and tap **“Next”**. Otherwise tap **“Skip”**. The certificate is emailed to the homeowner’s address on file once the account setup and the installation are complete. Some carriers offer credits for automatic shutoff; the homeowner asks their agent.

21 **Saving Location.** Wait. The app saves the location.

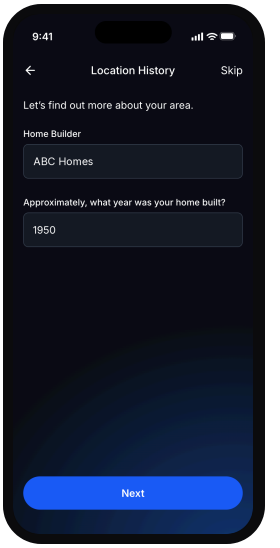
22 **Location added successfully!** Tap **“Add Device”**. Tap **“View Location”** only if you will add the device later.

Why these answers matter

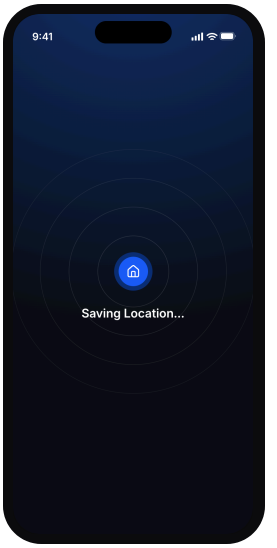
The plumbing answers set the starting thresholds too. Thresholds and alert settings can be changed at any time after setup, under **“Alert Settings”** in the PRO app (page 14).



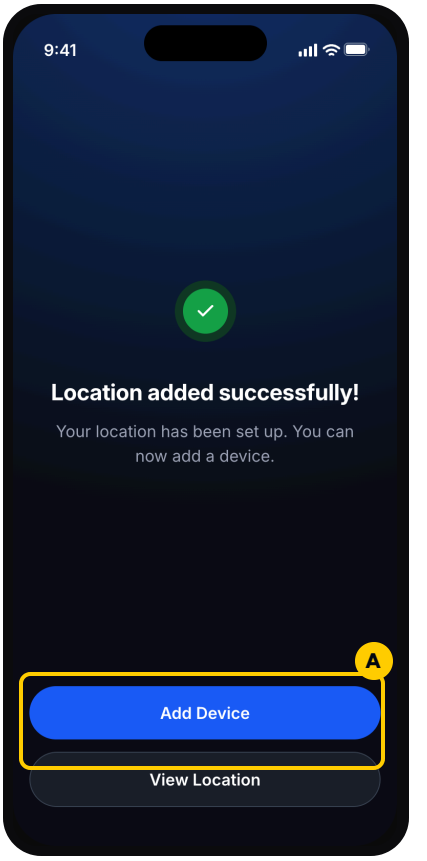
Plumbing Details



Location History



Saving Location



Location added successfully!

A Add Device

Connect the device

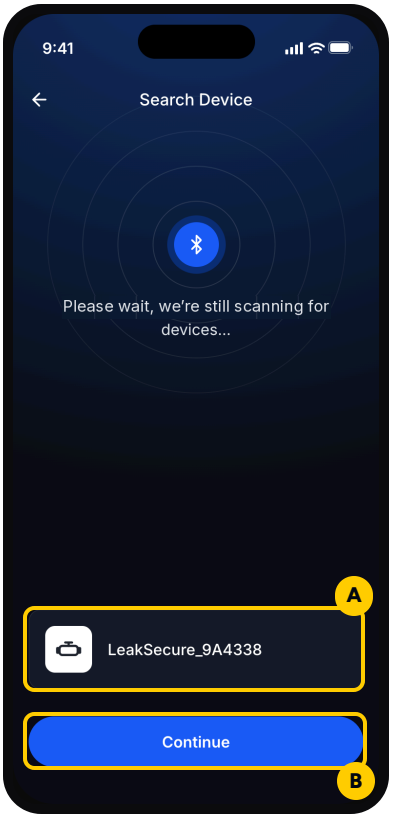
Pair it. Hand it off. Watch it connect.

23 **On the device.** The device is in pairing mode whenever it has power, so there is nothing to press. The pairing light turns green once the device is connected over Bluetooth or Wi-Fi; unlit means not connected. Keep your phone near the device with Bluetooth on.

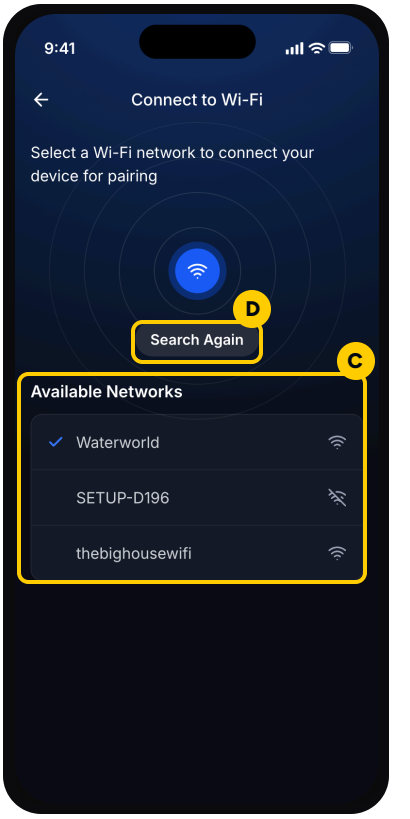
24 **Search Device.** Wait for the card that reads **"LeakSecure_"** followed by the device id, for example **LeakSecure_9A4338**. Tap the card, then tap **"Continue"**. The id is on the ID tag on the bottom of the unit and on the side of the LeakSecure box.

25 **Connecting.** Wait. The app shows Connecting to the device.

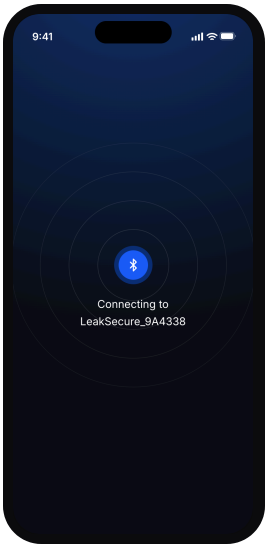
26 **Connect to Wi-Fi.** Under **"Available Networks"** tap the home's 2.4 GHz network. If it is not listed, tap **"Search Again"**. Depending on signal strength, range and where the device is installed, you may need to tap it more than once before the network appears.



Search Device



Connect to Wi-Fi



Connecting

A LeakSecure_9A4338
B Continue
C Available Networks
D Search Again

Connect the device, continued

Seamless. And sealed.

27 **Enter Wi-Fi Password.** Type the **“Wi-Fi Password”** for the network you picked, then tap **“Join”**.

28 **Connecting.** Wait. The app shows Connecting to the network.

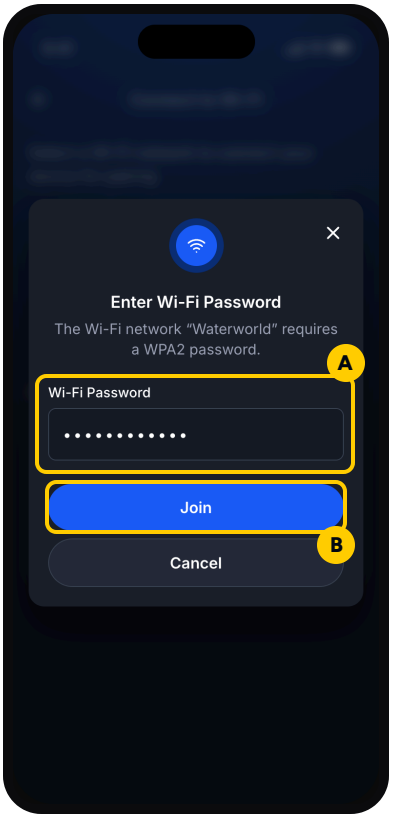
29 **Network Connection Success!** Tap **“Continue”**. The pairing light on the device is green.

Bluetooth first

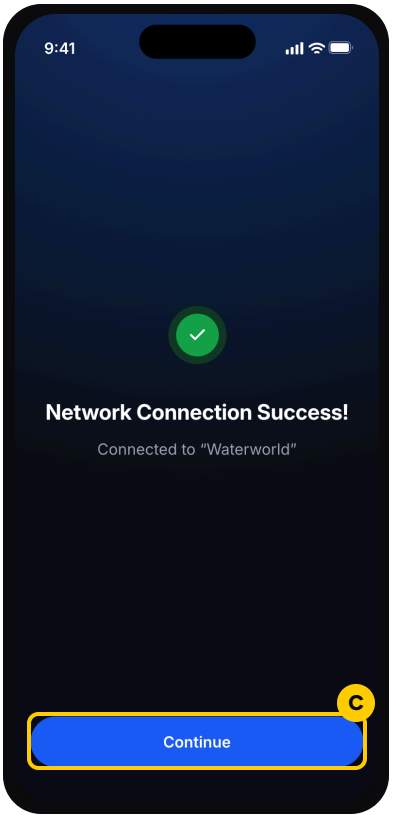
Bluetooth does the pairing before the home’s Wi-Fi ever matters. Your phone talks to the device directly, then hands it the network.

Secure by design

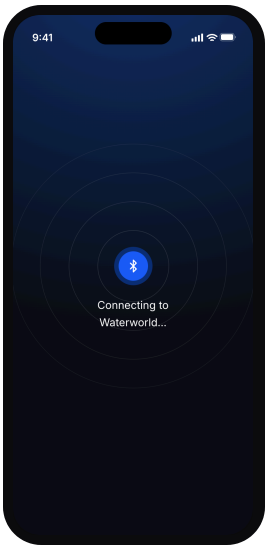
The Wi-Fi password is entered once, in the PRO app. It crosses to the device encrypted. It is never typed into the device and never broadcast.



Enter Wi-Fi Password



Network Connection Success!



Connecting

A Wi-Fi Password

B Join

C Continue

Finish the setup

Name it, note the plumbing, set the Leak Test, then run one.

30 **Device Nickname.** Enter **“Device Nickname”**, for example Main Valve, then tap **“Save”**.

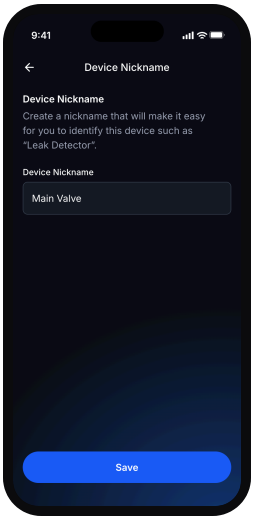
31 **Connected Equipment.** Tap **“Add Equipment”** to list water softeners, filtration, humidifiers or automatic pool fillers downstream of the device, or tap **“Skip”**. Listed equipment keeps expected water use from raising alerts or closing the valve.

32 **Plumbing Technician.** Enter **“Plumbing Technician Name”**, then tap **“Next”**, or tap **“Skip”**.

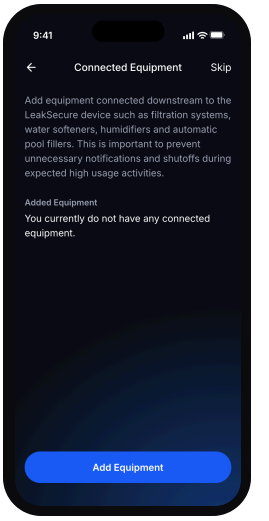
33 **Default Plumber.** If the location already has a default plumber, a message names them over the Leak Test Schedule screen. Tap **“Yes, Keep Plumber”**, or **“No, Choose Different Plumber”** to choose another plumber or skip choosing one.

34 **Leak Test Schedule.** Choose the days the test runs and the time, then tap **“Save”**. By default the Leak Test runs once a week, Thursday at 3:00 AM, and takes two minutes. Pick a time when no water is used at the home.

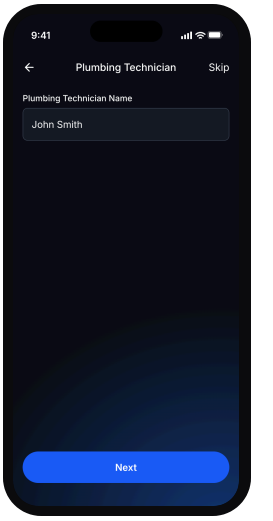
35 **Device added successfully!** Tap **“View Location”**, then go to step 36 and run a Leak Test before you leave. **“Add Another Device”** pairs a second device here.



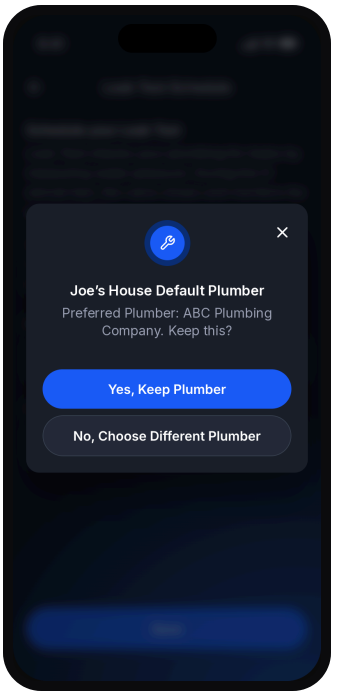
Device Nickname



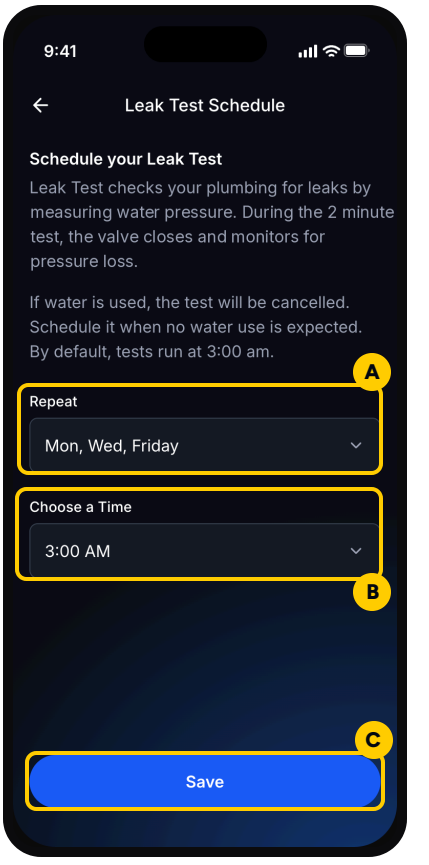
Connected Equipment



Plumbing Technician



Default Plumber



Leak Test Schedule

A Repeat

B Choose a Time

C Save

Run a Leak Test before you leave

The last step of every install. Pressure that holds for two minutes means tight plumbing.

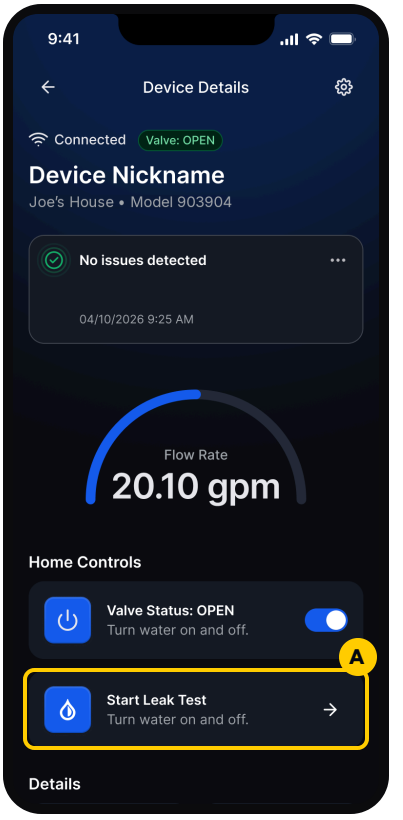
36 **Tell the homeowner.** No connected equipment: no taps, no flushes, no running water for two minutes. Equipment listed (page 11): run the test as the home runs, change nothing and shut nothing off, so the result shows what the scheduled test will see.

37 **Device Details.** Tap **“View Location”**, open the location, tap **“Devices”** and tap the device. Under **“Home Controls”** tap **“Start Leak Test”**.

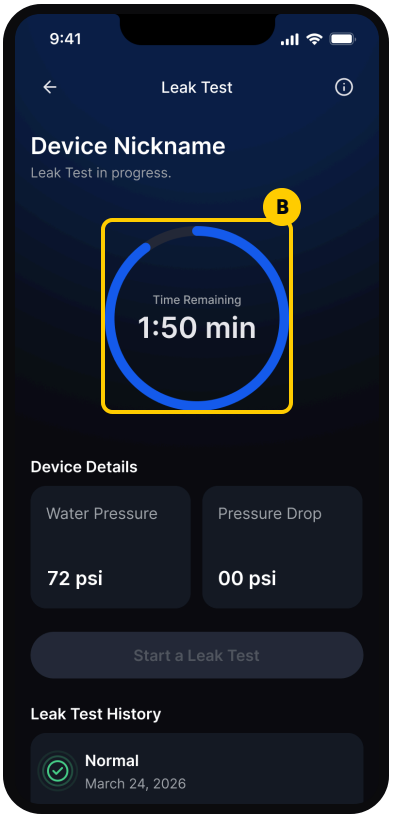
38 **Leak Test.** Tap **“Start Leak Test”** again and confirm the prompt. The ring counts down **“Time Remaining”** until the valve reopens.

39 **Read the result.** Completed: the pressure held. Canceled: water was used during the test. Not Started: water was in use at the start. The LeakSecure PRO Dashboard calls these Unable To Complete and Unable To Start.

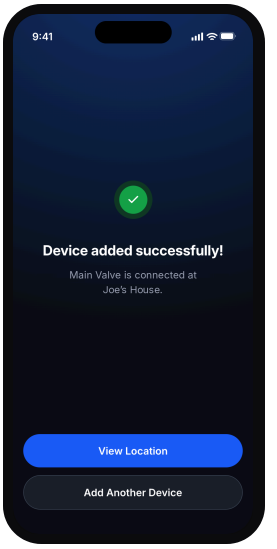
40 **If the test did not pass.** No equipment: check for an open tap, a running fixture or a filling appliance and run it again. Equipment: the result is your finding. Fix the schedule and the equipment (page 15), then run it again with the equipment idle. Still not passing? Walk the homeowner through what you found before you go.



Device Details



Leak Test, running



Device added successfully! (step 35)

Every install, before you go

The scheduled test may not run for days. A manual test now shows you the result while you are on site, finds a problem before it turns into a callback, and starts the homeowner with a result in Leak Test History.

Flow reporting threshold

The app displays flow data only after it reaches **0.03 gpm**. A slow leak can sit under that, which is why the Leak Test matters.

A Start Leak Test

B Time Remaining

Hand off to the homeowner

What they have, how they get in, where to read more.

The homeowner now has the device on their account under the location you created, and a Leak Test that runs on the schedule you set. Your company is their preferred plumber, one tap away in their app.

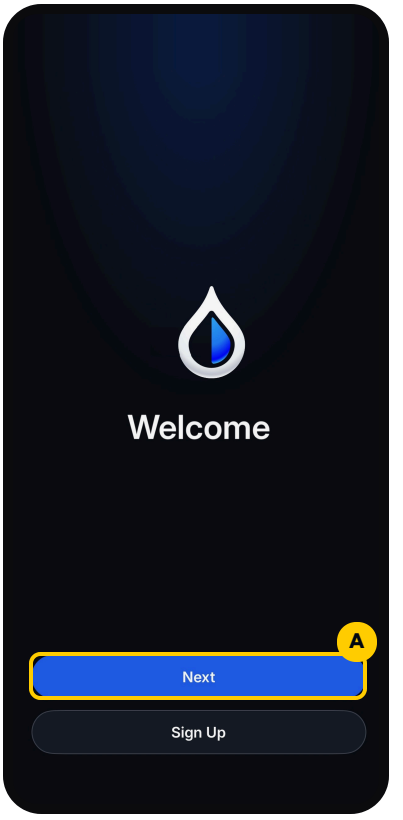
1 **Download.** Ask the homeowner to download the LeakSecure app from the App Store or Google Play.

2 **Log in.** The homeowner gets an email with a temporary password or the option to create one. On the Welcome screen they tap **“Next”**. On Account Login they enter the email you entered at Add New Customer and that password, then tap **“Login”**.

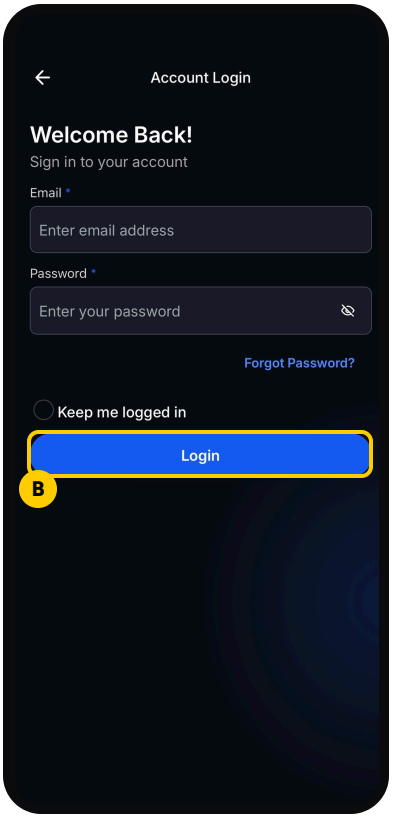
3 **Show them Device Details.** The valve control and the live readings for flow, water pressure, air temperature, humidity and water quality. Tap **“Start Leak Test”** to show them today’s result under Leak Test History. They can run a test there any time.

4 **The certificate.** If you chose an insurance provider during setup, the Certificate of Installation is emailed to the homeowner’s address on file once the setup and the installation are complete.

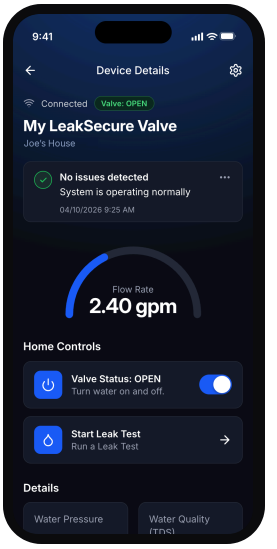
5 **Where to read more.** The LeakSecure User Guide and the Settings Guide at leaksecure.com/support cover the app’s settings and alerts.



Welcome



Account Login



Device Details (LeakSecure app)

A Next

B Login

View your customers

All customer accounts, one tap from Home.

1 **Home.** Tap **“View Customers”** to see all customer accounts.

2 **Customers.** All customer accounts, with alerts and locations. Tap the customer, or search by name.

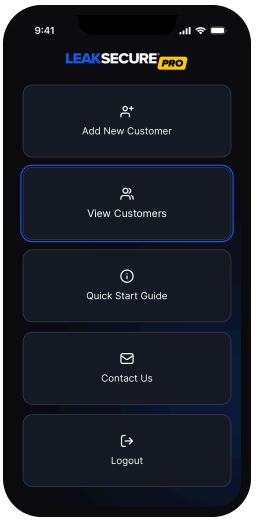
3 **Customer Details.** The customer’s locations with their alerts and device counts. Tap the location. **“Add Location”** adds another.

4 **Location Details.** The address, the contact and the home’s details. Tap **“Devices”**: each tile shows a device’s alerts and live flow. Tap a tile to open Device Details, or **“Add Device”** to pair another device here (pages 9 to 11).

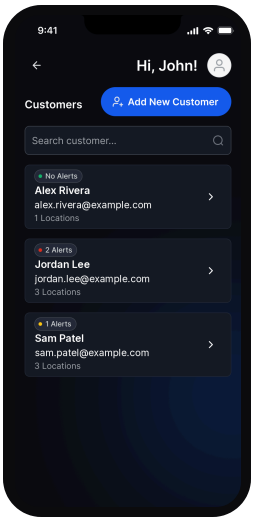
5 **Device Details.** The valve control, live readings and **“Start Leak Test”** work from your phone (page 12). The gear opens Device Settings: the Wi-Fi network, the Leak Test Schedule and **“Alert Settings”**, which alerts email and push to you and each alert’s threshold.

What your office sees

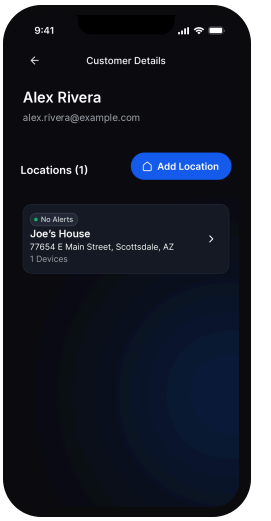
Every device you set up appears on the LeakSecure PRO Dashboard (page 2). The map shows a dot per location: red for a critical alert, yellow for a warning, green for none. The dashboard also holds the customer, location and device records, alerts and live readings. An alert email goes to your company’s address on file; the alert also shows on the dashboard and in the PRO app under the customer’s device.



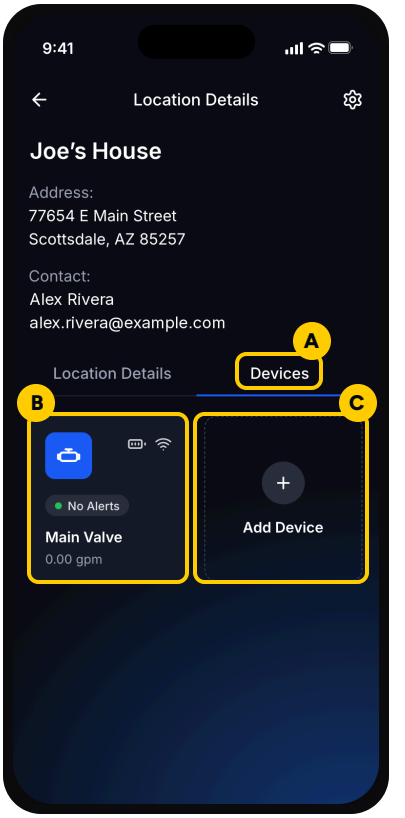
Home



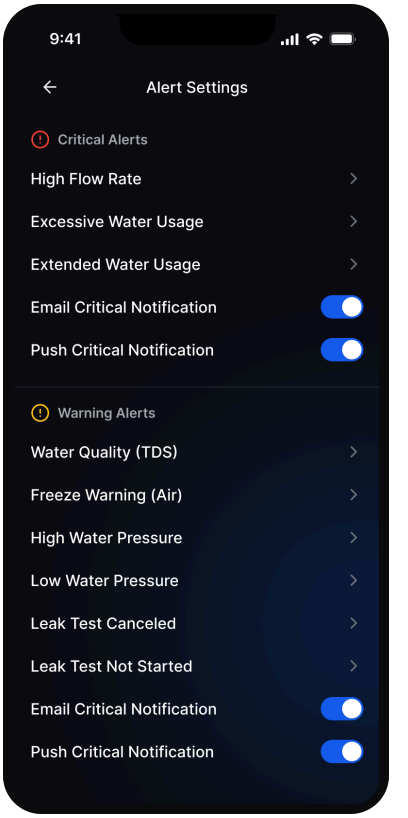
Customers



Customer Details



Location Details, Devices tab



Alert Settings

A Devices

B Main Valve

C Add Device

Setup problems

What you see, what it means, what to do.

What you see	What it means	What to do
Search Device shows no device card	The device has no power, or your phone is out of Bluetooth range	Valve status light: green or red means power, unlit means none. Move closer and search again; after a timeout the app prompts you. Allow the PRO app to use Bluetooth in the phone's settings.
The home's network is not under **"Available Networks"**	The network is 5 GHz only, or the signal is weak where the device sits	Tap **"Search Again"**. Use the 2.4 GHz network name. Ask the homeowner to check the router for a 2.4 GHz band.
"Join" does not connect	Wrong password, or the wrong network	Tap **"Cancel"** on Enter Wi-Fi Password, pick the network again and enter the password again with the homeowner.
Connecting to the network does not finish	Weak Wi-Fi signal where the device is installed	Check the signal near the device; the homeowner may need to move the router or add coverage. Tap the back arrow and try again.
Pairing light unlit after setup	The device is not connected to Bluetooth or Wi-Fi	Check the router is on. Allow the PRO app to use Bluetooth and Wi-Fi in the phone's settings, then connect the device to Wi-Fi again from the PRO app.
Valve status light red	The valve is closed	Press the open/close button on the device to open the valve, or open it from the app.
Valve status light unlit	The device has no power	Check the power supply and the outlet. The device needs continuous 110V power within 20 feet, GFCI outlet recommended.
A line through the Wi-Fi symbol on the device tile (offline)	Wi-Fi dropped, the router changed, or the device lost power	Check power and the router. If the network name or password changed, connect the device to Wi-Fi again from the PRO app (pages 9 to 10). No offline filter; check the tiles under the customer.
The manual Leak Test does not pass	Water was drawn during the test by a fixture or connected equipment, or there is a leak	Find what drew the water and when it runs. Move the Leak Test Schedule (page 11) clear of it; put a continuous or automatic pool filler on a timed shutoff valve. Run it again with the equipment idle.

Device lights. Pairing light: green, connected to Bluetooth or Wi-Fi; unlit, not connected. Valve status light: green, valve open; red, valve closed; unlit, no power.

Sources: the LeakSecure User Guide (Display Diagram, Homeowner's Guide (Onboarding), Technical Specifications, Installation requirements) and the PRO app store listing.



Help and contact

Your Key Account Manager (KAM)

Training, certification and stock. Your office has your KAM's direct line.

Partner hub

leaksecure.com/partner-hub. This guide, the LeakSecure User Guide, the PRO Dashboard User Guide and the PRO Dashboard Alerts Guide.

Support

support@leaksecure.com. (480) 825-7463
9 AM to 9 PM Eastern Standard Time (EST).

Installation questions

LeakSecure User Guide: Installing LeakSecure, Manual Shutoff Procedure, Technical Specifications.

Warranty, privacy and terms

See the LeakSecure User Guide and leaksecure.com.

Training for your team

LeakSecure trains technicians on the PRO app and office staff on the PRO Dashboard, virtually or in person, 30 minutes to an hour. To book a session, ask your Key Account Manager (KAM) or email support@leaksecure.com.

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PATENTED. U.S. Pat. No. 12,584,774, Non-Obstructive High-Sensitivity Flowmeter. U.S. Pat. No. 12,584,876, Continuous Whole-Home Water Quality Analyzer.

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