LEAKSECURE

USER GUIDE

SMART LEAK DETECTION + AUTOMATIC SHUTOFF

Installation and operation manual

Everything you need to install LeakSecure, set it up in the app and protect your home every day.



Inside this guide

- Installation guide
- Display and dimensions
- Manual shutoff procedure
- Technical specifications
- Homeowner app setup
- Bluetooth (Local Mode)
- Using your app
- Warranty and privacy

Download the app

App Store

Google Play

rev. 11.12.26

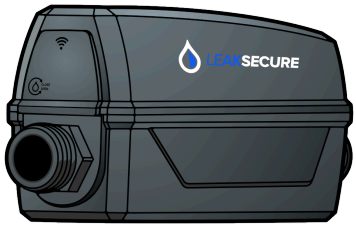
CONTROL YOUR WATER®

USER GUIDE

Contents

What's in the box	2
Dimensions and display	3
Installing LeakSecure	4-5
Manual valve operation	6
Technical specifications	7
Homeowner app setup (onboarding)	8-15
Bluetooth (Local Mode)	16
Using your app	17-18
Warranty	19-21
Privacy policy	21-23

What's in the box



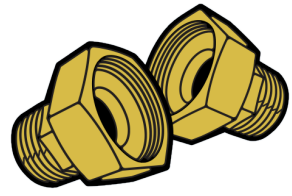
LeakSecure device



20 ft power supply



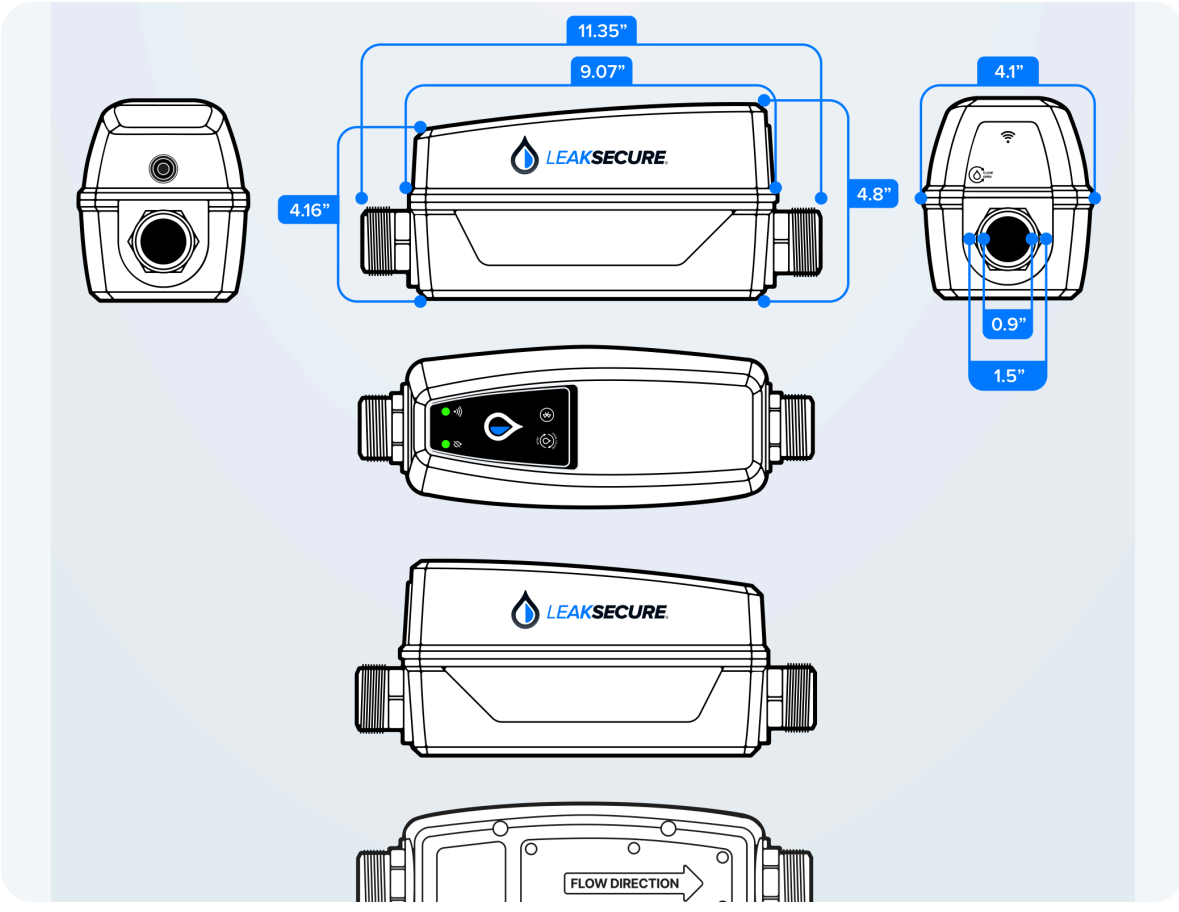
1 1/4 in. NPSM installation tube



1 1/4 in. NPSM to 1 in. NPT fittings (2)

THE DEVICE

Dimensions



Display diagram



Pairing button
Press to put the unit in pairing mode.

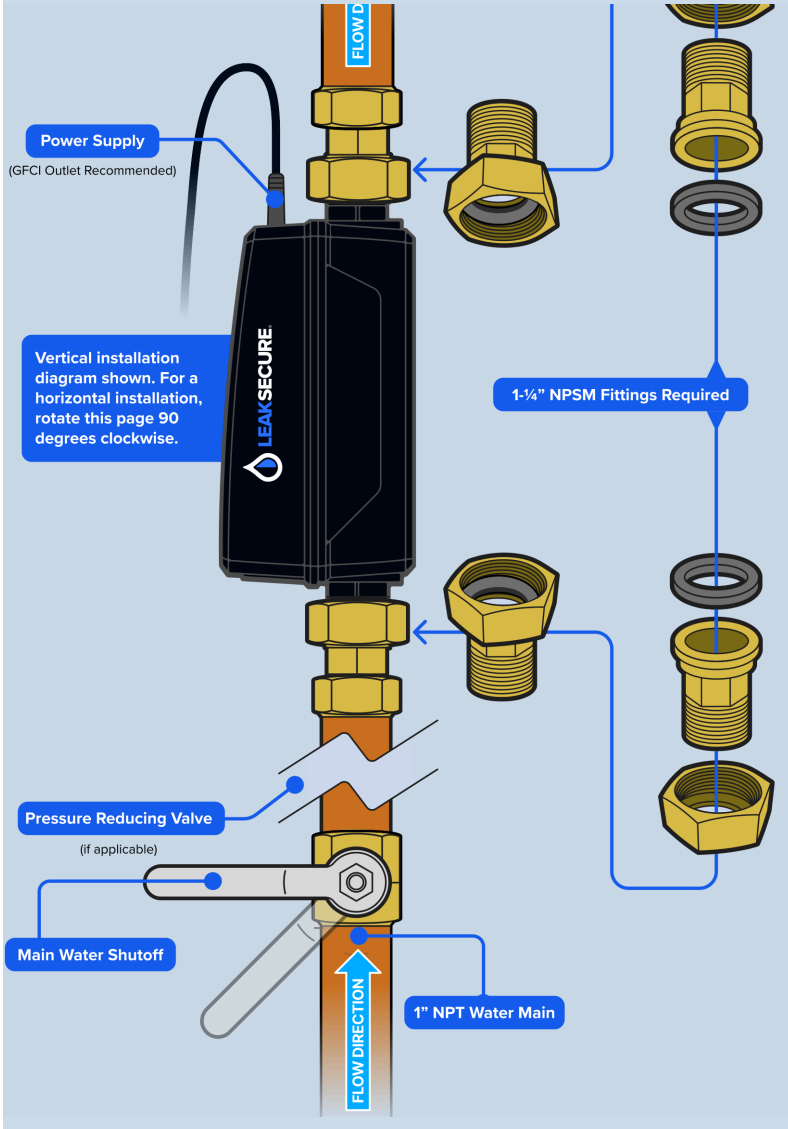
Pairing light
Green: connected to Bluetooth or Wi-Fi.
Unlit: not connected.

Open/Close button
Press to open or close the valve.

Valve status light
Green: valve is open.
Red: valve is closed.
Unlit: unit is not powered.

INSTALLATION

Installing LeakSecure



Vertical or horizontal

A vertical install is shown. For a horizontal install, turn this page 90 degrees clockwise.

Fittings

1 1/4 in. NPSM fittings are required. Two 1 1/4 in. NPSM to 1 in. NPT fittings are included.

Power

Plug the power supply into an outlet within 20 ft. A GFCI outlet is recommended.

Flow direction

Match the arrow on the bottom of the device to the direction water flows into the home.

INSTALLATION

Installation requirements

1. The LeakSecure device is installed in an accessible location on the main cold water supply line from the water provider.
2. The device must be installed AFTER the water meter, main water shutoff and pressure reducing valve (if applicable).
3. For accurate leak detection and water usage data, the device must be installed BEFORE water heaters, water softeners, whole-home filtration and similar equipment.
4. The power supply and device must not be buried, or installed where the air temperature can rise above 140°F (60°C) or fall below 32°F (0°C).
5. 110V 15W power supply with continuous power within 20 ft of the installation. A GFCI outlet is recommended.
6. A smartphone with the LeakSecure app is required to activate the device, receive notifications and shut off water remotely.
7. The device must be in range of a 2.4 GHz Wi-Fi network (IEEE 802.11 b/g/n).

Important

LeakSecure should be installed by a licensed plumbing professional. Not following the installation instructions may lead to an improperly working or leaking device and void the manufacturer's warranty. See the warranty terms on page 20.

POWER OUTAGE

Manual valve operation

Do not use a drill as a screwdriver. Use a manual screwdriver only.

Only do this during an extended power outage or when there is no other option. If closing the home's main water valve does the same job, use that until power is restored.

Step 1

Find out if the valve is open or closed. With the power off, LeakSecure has no open or closed indicator, so turn on a faucet in the home and check whether water flows normally or not at all.

Step 2

If water flows at the faucet, there is no need to turn the valve by hand. Doing so will cause problems when power is restored. If you need to shut off water, use the home's main water shutoff instead of the LeakSecure valve if possible.

Step 3

If water does not flow and you need it, remove the rubber cover on the end of the unit to reveal the manual override port. Insert a screwdriver and turn it counterclockwise until water flow returns to normal. It takes only 5 to 7 full turns to restore typical flow, and 15 full turns open the valve completely. Replace the rubber cover.

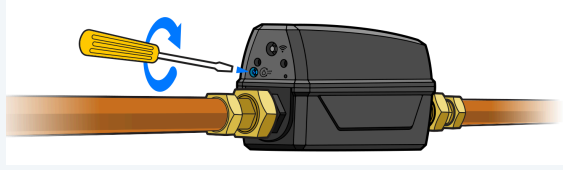
Step 4

When power is restored, LeakSecure must be recalibrated. Start the recalibration from the LeakSecure app. Calibration makes 2 to 3 full turns (about 2 minutes) and then leaves the valve fully open.

Close the valve

15 full turns

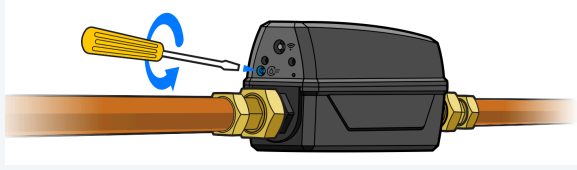
Clockwise



Open the valve

15 full turns

Counterclockwise



SPECIFICATIONS

Technical specifications

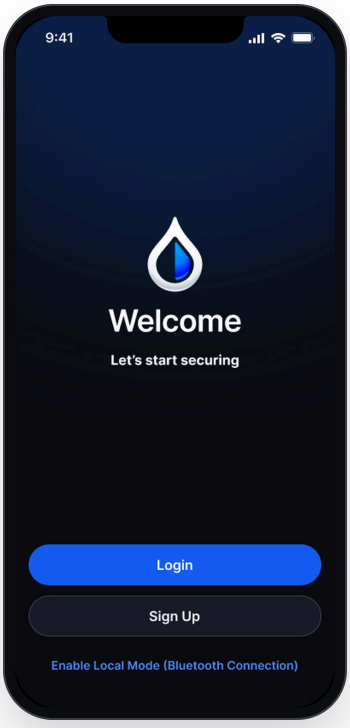
Name	LeakSecure®
Location	Indoor, or outdoor in an approved enclosure
Orientation	Vertical or horizontal
Fitting size	1 1/4 in. male threaded (NPSM) ends adapt to different fittings and plumbing materials (PEX, copper, PVC and more). Compatible with pipe sizes up to 1 1/4 in. 1 1/4 in. NPSM to 1 in. NPT adapters are included.
Dimensions and weight	11.35 in. L x 4.1 in. W x 4.8 in. H, 2.85 lbs
Max pressure	125 psi
Sensors	Proprietary ultrasonic flow sensor, high definition pressure sensor (+/- 0.5%), air temperature sensor (+/- 5°F), humidity sensor, TDS sensor (water quality)
Flow reporting threshold	The app shows flow data once it reaches 0.03 gpm
Shutoff valve	Stainless steel full bore construction, electronic for remote control, manual override with a standard slotted screwdriver
Power	110V 15W power supply with continuous power within 20 ft of the installation. A GFCI outlet is recommended. Input 110V AC, output 5V/3A DC.
Features	Leak alert notifications, automatic and remote water shutoff, custom automatic shutoff settings, weekly 2-minute Leak Test, monthly, weekly and hourly water use data, single device whole-home protection
Connectivity	Wi-Fi 802.11 b/g/n at 2.4 GHz, Bluetooth (service professional access to the device), phone or tablet with iOS 16+ or Android 10+ and the LeakSecure app
Certifications	FCC 15.109 Radiated Emissions and 15.107 Conducted Emissions Class B, IC ICES-003 Issue 7 (October 2020) Class B, Host Integration KB 996369, FCC Part 15.209(a) / 15.205, RoHS 2011/65/EU compliant, UL 1310/60950, CAN/CSA C22.2, IAPMO, NSF 61/372
Warranty	2-year limited warranty

ASSEMBLED IN THE USA

HOMEOWNER APP SETUP

Set up the LeakSecure app

Congratulations on your new LeakSecure device. The app walks you through setup. If you need help, the steps are here too.



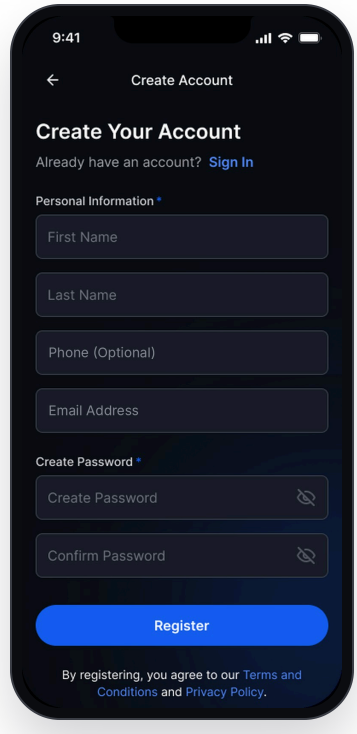
1 Open the app

Open the LeakSecure app. If you already have a LeakSecure account, skip to step 3.

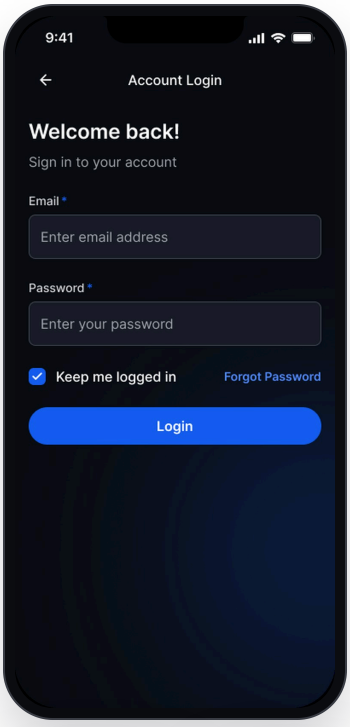
On the Welcome screen, tap "Sign Up".

2 Create your account

Fill in the Create Your Account screen (phone is optional), then tap "Register".



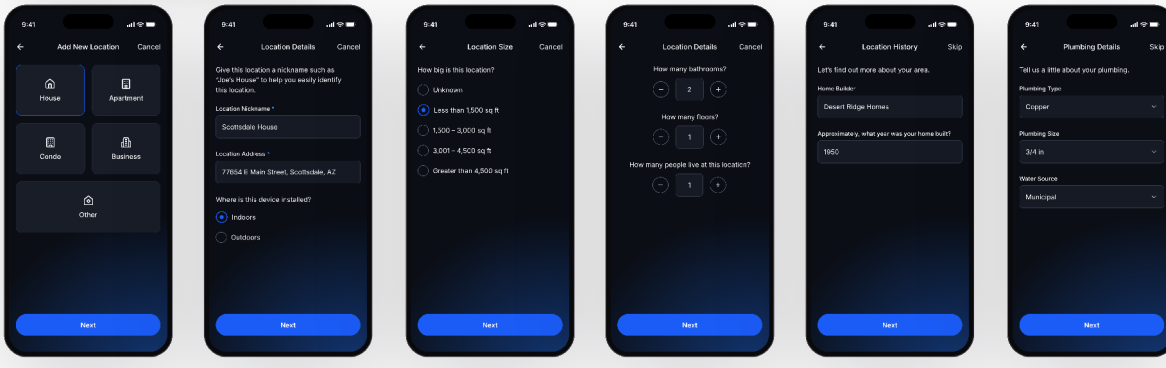
Log in and add your location



3 Log in

Open the LeakSecure app and tap "Login". Enter the email and password you used to create your account, then tap "Login" again.

Select "Keep me logged in" to stay signed in for 70 days.



4 Add your first location

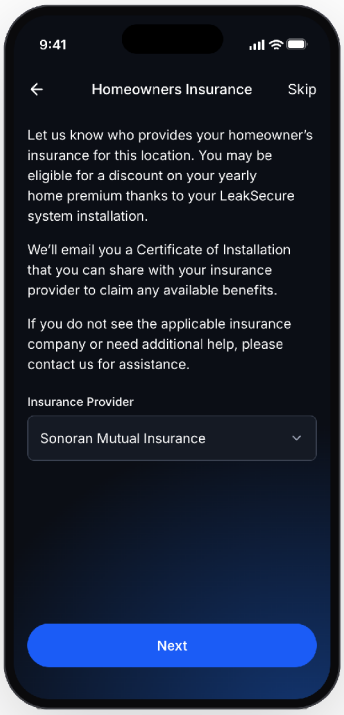
Follow the on-screen prompts. Your answers set up your LeakSecure settings, which the device uses to identify water flow events, and help the app give you feedback on your water use.

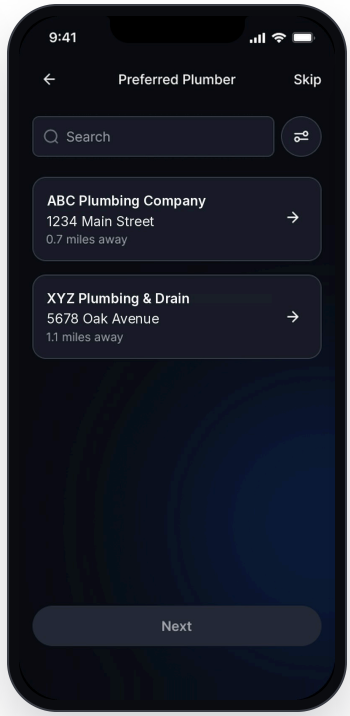
Have this ready

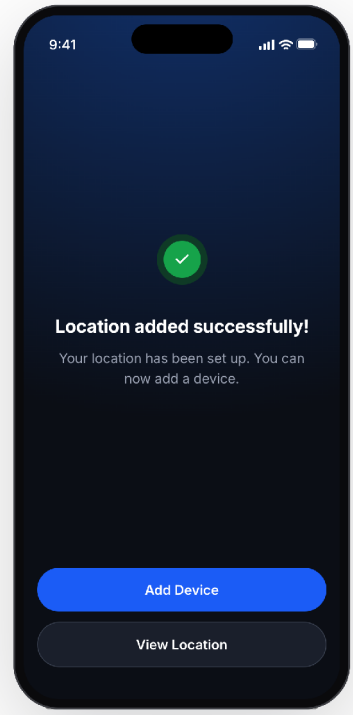
- Location type and install location
- Address
- Location size (sq ft)
- Number of bathrooms, floors and occupants
- Plumbing information
- Insurance provider

Accurate answers tailor your default settings. Some questions can be skipped.

Plumber and insurance







5 Insurance provider

Select your homeowners insurance provider, or tap "Skip" to add it later.

6 Preferred plumber

The app can share your LeakSecure system information with your Preferred Plumber, which makes troubleshooting quick and easy.

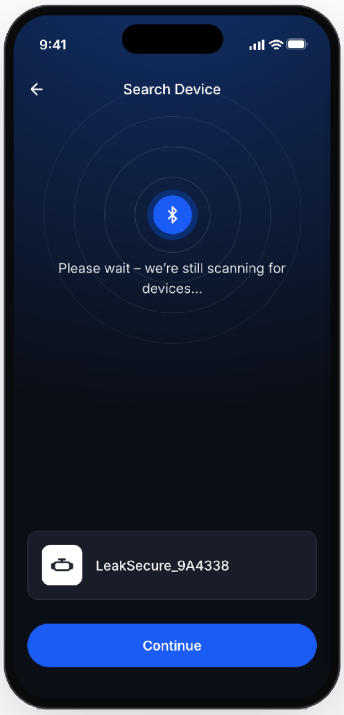
Search for your plumber, tap the listing, then tap "Select Plumber", or tap "Skip".

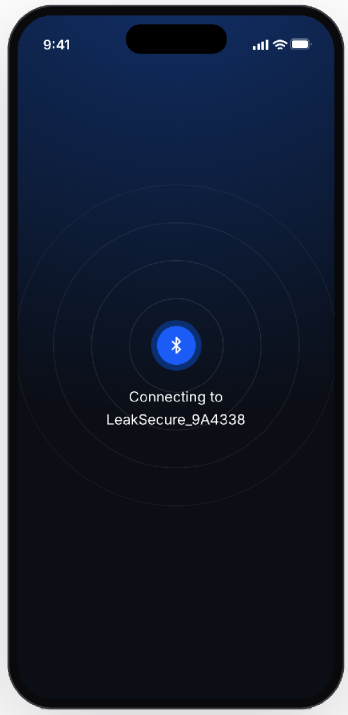
7 Location added

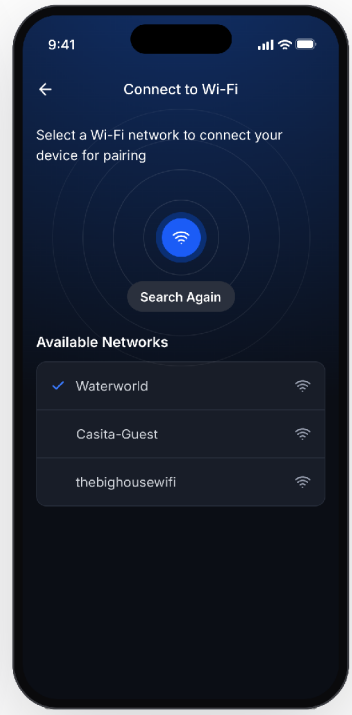
Your location is saved. Make sure your LeakSecure device is powered on. If it is not, check that the included power supply is firmly connected to the device and a working outlet.

Then tap "Add Device" to pair it with your account.

Pair your device







8 Search for the device

The app scans for your device. Turn on Bluetooth on your phone, then press the Pairing button on your LeakSecure device.

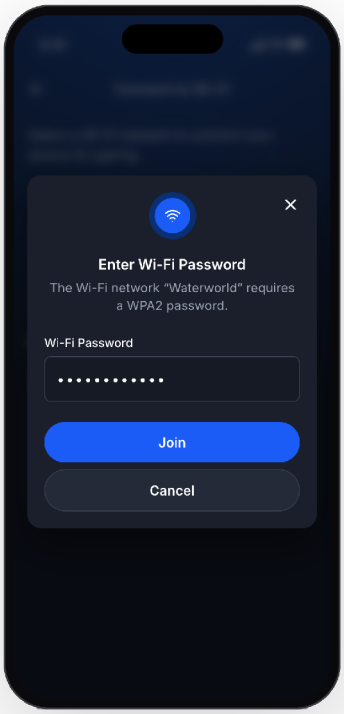
9 Connect

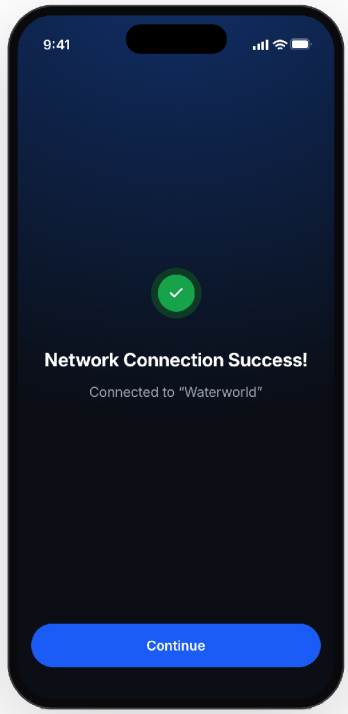
When your device appears on the Search Device screen, select it and tap "Continue". Keep your phone near the device while it connects over Bluetooth.

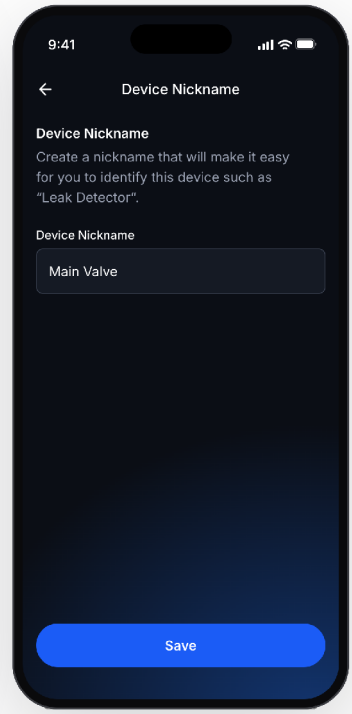
10 Choose your Wi-Fi

Select your location's 2.4 GHz Wi-Fi network from the list. If it is not shown, tap "Search Again".

Connect to Wi-Fi







11 Enter the password

Enter your network password, then tap "Join". The app connects your device to the network.

Make sure the signal is strong where the device is installed. If your network did not show in step 10, you may need to tap "Search Again" more than once.

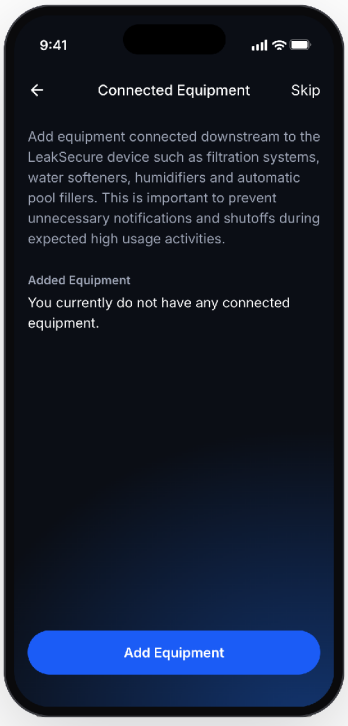
12 Connected

When the device connects, you will see "Network Connection Success!". Tap "Continue".

13 Name your device

Enter a name in the Device Nickname box, then tap "Save". Pick a name that sets this device apart from others at this location.

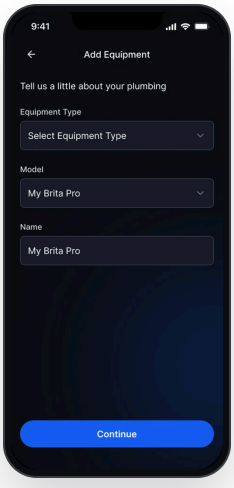
Add connected equipment

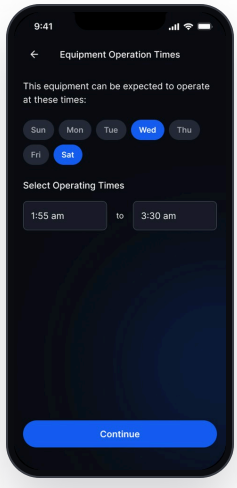


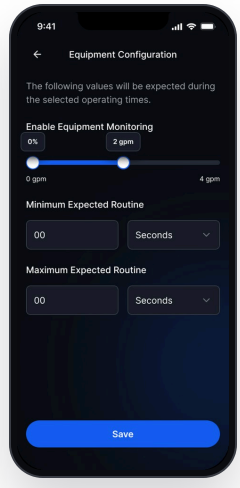
14 Tell LeakSecure what uses water

To improve leak detection and avoid false alerts, add any equipment that uses water or has a flush cycle, such as water softeners, filtration systems and pool fillers.

Tap "Add Equipment" to begin, or tap "Skip" if the home has none.







15 Enter the details

The app asks for the equipment type, model and name, the days and times it runs, and its expected flow rate and run time.

Give each piece of equipment its own entry. Repeat steps 14 and 15 until everything is added.

HOMEOWNER APP SETUP

Your installer and plumber

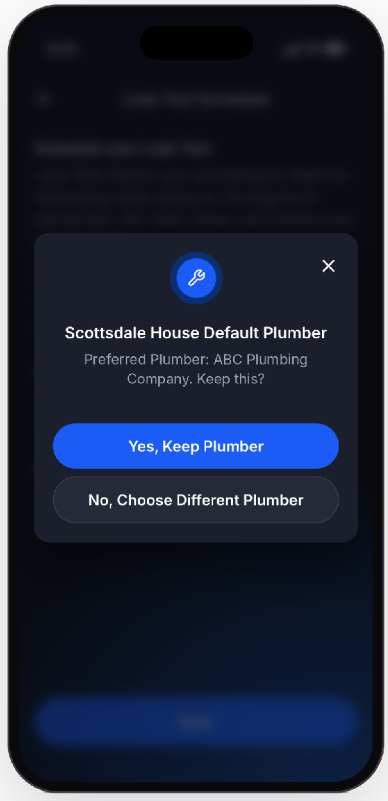


16 Plumbing technician

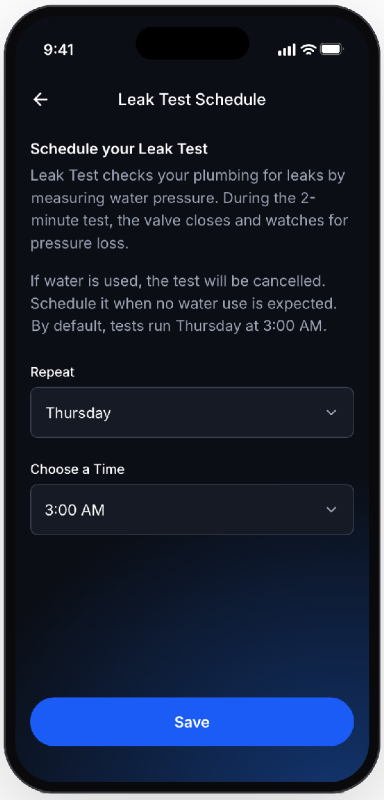
Enter the name of the plumbing technician who installed your device, then tap "Next". If you do not know the name, tap "Skip".

17 Confirm your plumber

The app shows the Preferred Plumber saved for this location. Tap "Yes, Keep Plumber" to keep them for this device, or "No, Choose Different Plumber" to pick another.



Schedule your Leak Test



18 Leak Test schedule

Leak Test checks your plumbing on a schedule and helps find small leaks and dripping fixtures. The valve closes and the device measures the pressure change for 2 minutes.

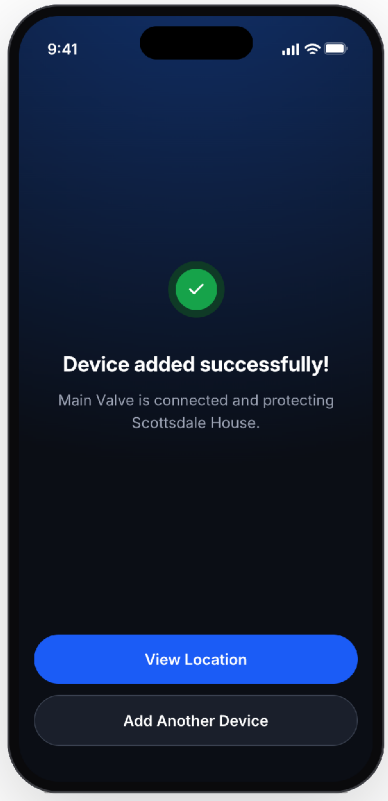
Running water cancels the test, so pick a time when no water use is expected. By default it runs once a week, Thursday at 3:00 AM. Choose other days or a time, then tap "Save".

If the valve is closed, it must be reset before a Leak Test can run.

19 You're all set

Congratulations, setup is complete. Tap "View Location" to see your home, or "Add Another Device".

You can add more locations, devices and equipment any time. Thank you for choosing LeakSecure!



BLUETOOTH

Local Mode (Bluetooth)

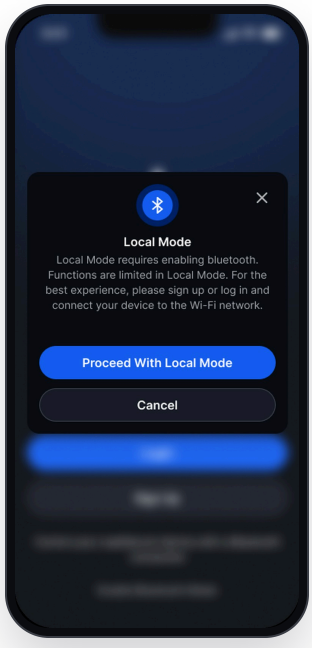
When Wi-Fi is not available, you can control LeakSecure directly over Bluetooth. The app calls this Local Mode, and your Preferred Plumber may use it to troubleshoot. In Local Mode you can open and close the valve, run a Leak Test, turn automatic shutoff on or off, and view live sensor data.

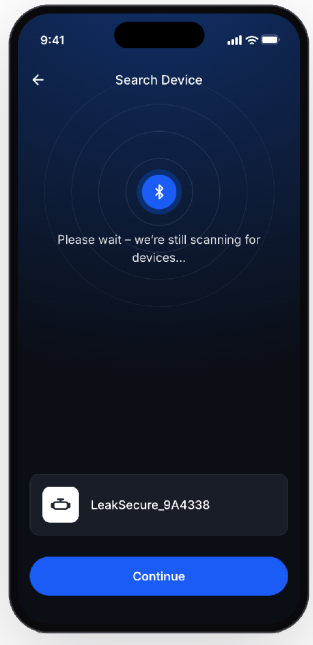
1 Turn on Bluetooth

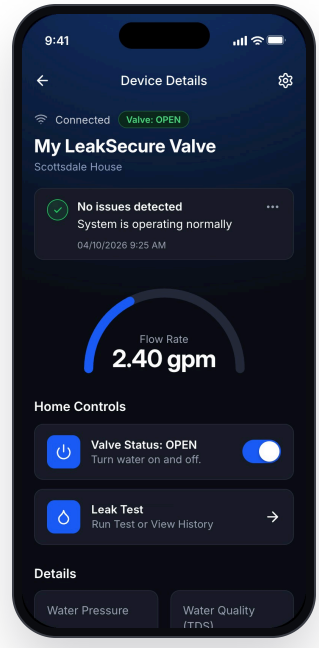
Turn on Bluetooth on your phone. Wi-Fi is not needed.

2 Press Pairing

Press the Pairing button on your LeakSecure device.







3 Open Local Mode

Open the app. On the Welcome screen, tap "Enable Local Mode", then "Proceed With Local Mode".

4 Pick your device

Tap your device in the list. It shows as its device ID or nickname. Then tap "Continue".

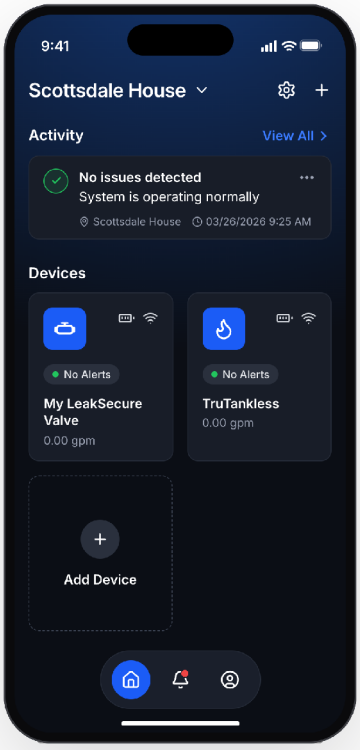
5 Control your device

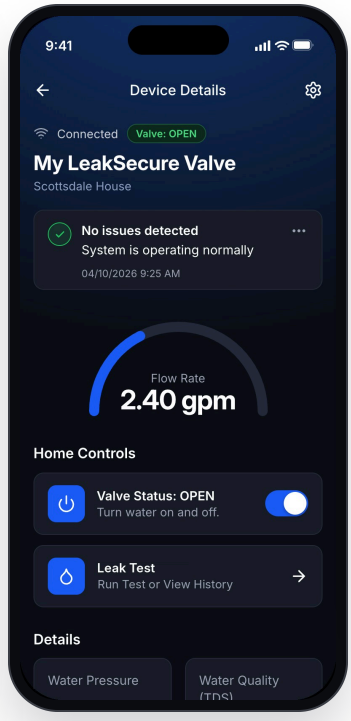
Device Details opens. Open or close the valve, turn shutoff on or off, run a Leak Test and view live data.

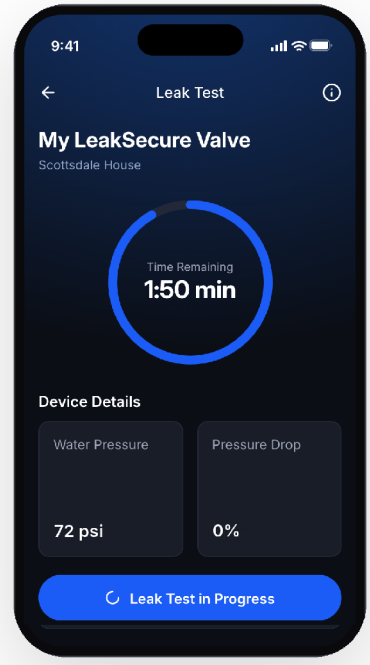
EVERYDAY USE

Using your LeakSecure app

After setup, the app is where you check your water, run a Leak Test and manage alerts.







1 Home

Home shows each location, its devices and recent activity. Tap a device card to open Device Details, or tap "Add Device" to add another.

2 Device Details

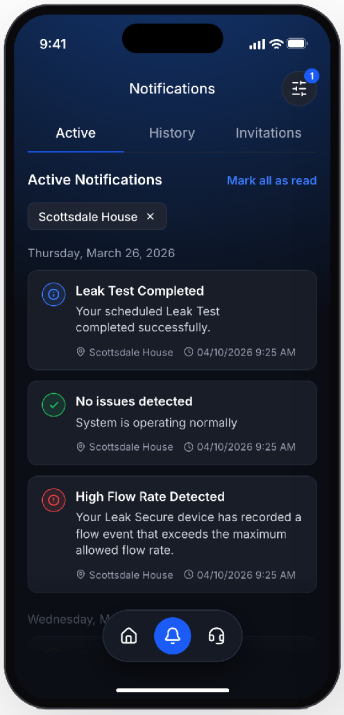
See flow rate, valve status and live readings. Use the valve switch to turn water on or off. Tap "Leak Test" to run a test or view past results.

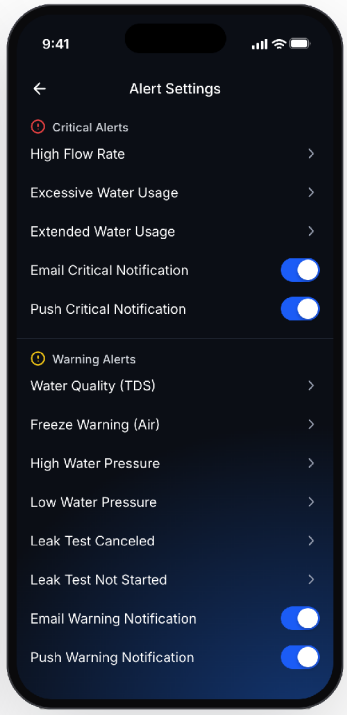
3 Leak Test

The screen shows time remaining, the starting water pressure and any pressure drop. Results are saved under Leak Test History. Avoid running water until it finishes.

EVERYDAY USE

Alerts, settings and help





4 Notifications

Notifications lists active alerts and history for each location. Tap an alert for details, or tap "Mark all as read".

5 Alert Settings

Choose which critical and warning alerts you get, and whether they arrive by email, push notification or both.

Changing your Wi-Fi network

Open Device Details, tap the settings (gear) icon, then tap Wi-Fi under General and follow the prompts. You do not need to remove the device.

Your insurance provider

Skipped this during setup? Add your provider later in Location Settings. Your Certificate of Installation is emailed to the address on your account. Some carriers may offer credits for automatic shutoff, so ask your agent.

Need help?

Contact your Preferred Plumber from the app, or reach LeakSecure Support.

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

Guides and support

Two-year limited warranty

What is covered under this limited warranty (including, if applicable, the Supplemental Warranty as defined and set forth below) (the "Limited Warranty")

Notation Labs, Inc. ("LeakSecure") warrants to the original purchaser of this LeakSecure product that, when properly installed, the product will be free from defects in materials and workmanship under normal conditions of use for a period of two (2) years from the date of installation to the purchaser (the "Limited Warranty Period").

We reserve the right to change the terms of the Limited Warranty at any time so please review this Limited Warranty every time you place an order or otherwise acquire any LeakSecure product.

What will we do to correct problems

If LeakSecure determines that the product was installed appropriately and has failed or is defective within the scope of this Limited Warranty, LeakSecure will, at its option, either (i) repair or replace, free of charge, any defective LeakSecure product, or (ii) accept the return of the product and refund the money actually paid by the original purchaser for the product. Repair or replacement may be made with a new or refurbished product or component, at LeakSecure's sole discretion. LeakSecure reserves the right to discontinue any of its products without notice and disclaims any warranty to repair or replace any such discontinued products. In the event that LeakSecure is unable to repair or replace a product (for example, because it has been discontinued) covered by the Limited Warranty, LeakSecure will offer a credit toward the purchase of another LeakSecure product in an amount equal to the purchase price of the product as discounted. If the product or a component incorporated within it is no longer available, LeakSecure may, at its sole discretion, replace the product with a similar product of similar function.

This is your sole and exclusive remedy for breach of this Limited Warranty. This Limited Warranty is transferable from the original purchaser to subsequent owners, but the Warranty Period will not be extended in duration or expanded in coverage for any such transfer.

What is not covered by this Limited Warranty

In order for this Limited Warranty to be in effect, the LeakSecure product must be: (i) installed, maintained, repaired and operated in accordance with the instructions provided by LeakSecure; (ii) installed in an end-use environment as intended for the product; and (iii) installed in accordance with then-applicable building, mechanical, plumbing, electrical, or other applicable code requirements.

Without limiting the foregoing, this Limited Warranty does not cover and will be voided if LeakSecure determines that any of the following have occurred: (i) the product was not installed in accordance with the terms of LeakSecure's Installation Guide or other written instructions provided by LeakSecure; (ii) the product has been altered or tampered with in any way or improperly handled or maintained; (iii) the product has been exposed to temperatures and/or pressures that exceed the limitations for the product, exposed to highly corrosive atmospheric conditions or subjected to abnormal physical or electrical stress; (iv) the product was installed, handled, or stored not in accordance with instructions provided by LeakSecure; or (v) the product was combined with any non-LeakSecure hardware products. This Limited Warranty does not cover data loss related to the LeakSecure hardware product regardless of the nature or basis of the loss. Products installed on anything other than potable water service lines shall not be covered by this Limited Warranty (for example, irrigation lines or well systems). Unauthorized use of the product or software can impair the product's performance and may invalidate this Limited Warranty. following are hereby expressly excluded; acts of God such as flood, lightning, earthquake, war, vandalism, theft, and does not protect against losses due to normal-use wear and tear, erosion, depletion, obsolescence, abuse, damage due to low-voltage disturbances (i.e., brownouts or sags), non-authorized program, inadequate connectivity of the LeakSecure hardware product to Wi-Fi networks or otherwise, Wi-Fi throughput below

Two-year limited warranty

In addition, LeakSecure does not give any warranty: (i) in relation to software or services provided or made available by LeakSecure with the product, whether factory loaded on the product, contained on media accompanying the product, or downloadable in connection with the product; (ii) in relation to any third-party software or service offerings which may be included in, accessible by, or bundled with the product; (iii) that the operation of the LeakSecure product, software, or services will be uninterrupted or error free; (iv) that the LeakSecure product, software or services, or any equipment, system or network on which the product, software or services are used, will be free of vulnerability to intrusion or attack; or (v) as to the continued availability of a third party's service which this product's use or operation may require.

Warranty replacement or deposits may be subject to a restocking fee of up to 20% of the purchase price, plus any applicable sales tax, unless the product is defective or the return is a result of a LeakSecure error. Details for any deduction will be shown on your confirmation email for the return.

How to get service for your LeakSecure product warranty

1. Contact LeakSecure by emailing support@leaksecure.com within 5 days of recognizing a defective LeakSecure product within the Limited Warranty Period

IMPORTANT: When submitting a claim under this Limited Warranty be prepared to provide the following information:

The part number of the LeakSecure product (printed physically on the device). Device ID (on the ID tag on the bottom of the unit and on the side of the LeakSecure box).

Copy of the original receipt

2. A LeakSecure customer service representative will provide the information on how to proceed with your claim.

LeakSecure reserves the right to review the damaged LeakSecure product. The damaged product must remain available for inspection until the claim is finalized. Whenever claims are settled, LeakSecure reserves the right to be subrogate under any existing insurance policies the purchaser may have.

Any product that has either been repaired or replaced under this limited warranty will be covered by the terms of this limited warranty for the longer of (a) ninety (90) days from the date of installation of the repaired product or replacement product, or (b) the remainder of the Limited Warranty Period.

LeakSecure will not provide any warranty coverage unless your claim is made in compliance with all terms of this Limited Warranty as set forth above.

Exclusions and disclaimers under this Limited Warranty

This Limited Warranty gives you specific legal rights, and you may also have other rights, which may vary from state to state. Some states do not allow the exclusion or limitation of incidental, consequential, or other damages, so the above limitations may not apply to you. The terms of this Limited Warranty will apply to the extent permitted by applicable law. For a full description of your legal rights you should refer to the laws applicable in your jurisdiction and you may wish to contact a relevant consumer advisory service.

EXCEPT AS PROVIDED IN THIS LIMITED WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL LeakSecure, OR THEIR AFFILIATES, OR THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, LICENSORS AND ASSIGNS, BE LIABLE FOR ANY DIRECT, INDIRECT, EXEMPLARY, PUNITIVE, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOSS OF PROFITS OR REVENUE, FOR DAMAGE TO REAL OR PERSONAL PROPERTY, FOR BUSINESS INTERRUPTION, FOR PERSONAL INJURY, FOR LOSS OF PRIVACY, FOR LOSS OF ABILITY TO USE ANY THIRD-PARTY PRODUCTS OR SERVICES, FOR FAILURE TO MEET ANY DUTY INCLUDING OF GOOD FAITH OR OF REASONABLE CARE, FOR NEGLIGENCE, AND/OR FOR ANY OTHER PECUNIARY OR OTHER LOSS WHATSOEVER), REGARDLESS OF THE THEORY OF LIABILITY (CONTRACT, TORT, OR OTHERWISE), ARISING OUT OF OR IN ANY WAY RELATED TO THE USE OF OR INABILITY TO USE

Warranty and privacy policy

THE WARRANTIES AND REMEDIES SET OUT IN THIS LIMITED WARRANTY ARE EXCLUSIVE AND, TO THE EXTENT PERMITTED BY LAW, IN LIEU OF ALL OTHERS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED.

IN THOSE JURISDICTIONS WHERE IT CAN LAWFULLY DO SO, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, LeakSecure AND THEIR AFFILIATES HEREBY DISCLAIM AND EXCLUDE ALL OTHER WARRANTIES, EXPRESS, STATUTORY, OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, ACCEPTABILITY, SATISFACTORY QUALITY, NON-INFRINGEMENT, TITLE, FITNESS FOR A PARTICULAR PURPOSE, LOSS OF OR DAMAGE TO DATA, LACK OF VIRUSES OR FREE FROM VIRUS OR MALWARE ATTACK, SECURITY, PERFORMANCE, LACK OF NEGLIGENCE, WORKMANLIKE EFFORT, QUIET ENJOYMENT, THAT THE FUNCTIONS CONTAINED IN THE PRODUCT WILL MEET YOUR REQUIREMENTS, OR THAT DEFECTS IN THE PRODUCT WILL BE CORRECTED, OR THAT YOUR USE OF THE PRODUCT WILL GENERATE ACCURATE, RELIABLE, TIMELY RESULTS, INFORMATION, MATERIAL, OR DATA. THE ONLINE SERVICES INTENDED TO OPERATE WITH THE LeakSecure PRODUCTS PROVIDE USERS WITH CERTAIN INFORMATION. ALL SUCH INFORMATION IS PROVIDED “AS IS” AND “AS AVAILABLE”. LeakSecure DOES NOT WARRANT OR GUARANTEE THAT SUCH INFORMATION WILL BE AVAILABLE, ACCURATE, OR RELIABLE OR THAT USE OF SUCH INFORMATION, SUCH ONLINE SERVICES, OR LeakSecure PRODUCTS WILL FULLY PROTECT REAL PROPERTY FROM WATER DAMAGE. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY LeakSecure, OR A DEALER, RESELLER, AGENT, REPRESENTATIVE, OR AFFILIATE OF LeakSecure SHALL CREATE A WARRANTY. TO THE EXTENT WARRANTIES CANNOT BE DISCLAIMED OR EXCLUDED, THEY ARE LIMITED TO THE DURATION OF THE RELEVANT EXPRESS WARRANTY PERIOD.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

Limitations on liability under this Limited Warranty

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS LIMITATION SHALL APPLY TO ANY AND ALL DAMAGES, REGARDLESS OF THE LEGAL THEORY ON WHICH THEY ARE ASSERTED (INCLUDING, WITHOUT LIMITATION, CONTRACT, BREACH OF CONTRACT OR TORT), AND REGARDLESS OF WHETHER LeakSecure HAS BEEN ADVISED OF THE POSSIBILITY OF LOSS OR DAMAGES (UNLESS YOU PROVE THAT LeakSecure CAUSED DAMAGES TO YOU INTENTIONALLY). TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE AMOUNT OF LeakSecure’S TOTAL CUMULATIVE LIABILITY ARISING FROM OR RELATED TO THIS LIMITED WARRANTY OR THE PRODUCT WILL NOT EXCEED THE TOTAL PRICE ACTUALLY PAID FOR THE PRODUCT BY THE ORIGINAL PURCHASER. THIS ALLOCATION OF RISK IS REFLECTED IN THE PRICE CHARGED FOR THE PRODUCT AND SERVICES, IF ANY. YOU ACKNOWLEDGE THAT THE PRICE OF THE PRODUCT AND SERVICES WOULD BE MUCH GREATER IF LeakSecure UNDERTOOK MORE EXTENSIVE LIABILITY.

LeakSecure privacy policy

Notation Labs, Inc. ("Notation") provides LeakSecure® devices to homeowners ("Homeowners") to monitor the flow of water through their main water line (“Data”) for the purpose of detecting and preventing water leaks inside the home (“LeakSecure Device”). Homeowners access their Data with the LeakSecure iOS and Android app (“LeakSecure App”). Homeowners download the LeakSecure App onto their phones or other handheld devices, and register their LeakSecure Device with Notation through the LeakSecure App. The LeakSecure App is connected to AWS cloud servers, and the servers make the Data available through the LeakSecure App to Homeowners. The Data is also shared with the plumbing professional service providers who installed the LeakSecure Device (“Installers”). Each Installer has its own account and dashboard that presents the Data of its Homeowner customers. Notation

LeakSecure privacy policy

This Privacy Policy explains how we, Notation, collect, use, store, and share personal information collected by the LeakSecure Device and the LeakSecure App. It is incorporated by reference into the LeakSecure End User License Agreement (EULA) which is binding on all users of the LeakSecure App. By using the LeakSecure App, you consent to the collection and use of your personal information in accordance with this Privacy Policy. If you do not agree to the terms of this Privacy Policy or the LeakSecure EULA, please do not use the LeakSecure App. If we make material changes to our Privacy Policy, we will advise you of the changes through postings on the LeakSecure App.

What does this Privacy Policy cover?

Personally identifiable information is information that is not publicly available and that identifies, relates to, or describes you specifically (e.g., your name, address, e-mail address, or phone number), or is reasonably capable of being associated with you or your household ("Personally Identifiable Information" or "PII"). What PII do we collect, why, and how is it used and shared?

Contact information: Name, address, email addresses, mobile and other telephone numbers

Source: Provided by Homeowners when they register their LeakSecure Device on the LeakSecure App

Purpose for collection: To provide Data and alerts to Homeowners and Installers. To provide related services. To facilitate water shut off. To verify the identity of the Homeowner.

Categories of recipients: Insurance companies, at the request of the Homeowner, to verify use of the LeakSecure Device

Browsing information: Page views, IP addresses, device identifier of the device on which you are using the LeakSecure App, session identifiers, location information, and other statistics in the form of logs to track user activities

Purpose for collection: This information is necessary for our servers to know where to send back your page requests. To understand how Customers are using the LeakSecure App. To enhance the technical performance of the LeakSecure App. To protect the security and integrity of the LeakSecure App, and our business, such as preventing fraud, hacking, and other criminal activity or to meet legal obligations.

Categories of recipients: Service providers who help Notation with fraud protection and analytics

Payment information: name, card issuer and card type, credit or debit card number, expiration date, CVV code, and billing address

Source: From the Homeowner or the Installer - which is directly collected by our payment processors.

Purpose for collection: To identify LeakSecure Device purchases and purchases of related services

Categories of recipients: Service providers who process payments for us. They are prohibited from using PII for any other purposes and are contractually required to comply with all applicable laws and requirements, including the Payment Card Industry Data Security standards

LeakSecure privacy policy

Suspected crime information: Details of your identity, name and address, suspected or alleged fraud or other criminal behavior

Source: From crime and fraud prevention agencies, witnesses, and law enforcement

Purpose for collection: To respond to subpoenas, search warrants, judicial proceedings, court orders, legal process, or other law enforcement measures, to establish or exercise our legal rights, or to defend against legal claims. To investigate, prevent, or take action regarding alleged or actual illegal activities, violations of the LeakSecure EULA, Privacy Policy, or as otherwise required by law.

Categories of recipients: Law enforcement and other governmental authorities in accordance with applicable law, and our professional advisors

Business Transactions: If we or the LeakSecure business is acquired, or we otherwise transfer any assets (including due to a sale in connection with a bankruptcy), we may provide your PII to the purchaser for use by such purchaser, subject to the terms of this Privacy Policy.

Aggregate Information: Occasionally, we may share, sell or rent aggregated, de-identified market research data with third party partners and vendors.

Customer Communication

Our customer service representatives may use your telephone numbers and email addresses to notify you of the status of your LeakSecure Device and for other purposes, such as quality assurance, product safety, and customer service matters.

Security Information

We use industry standard encryption technologies, such as 2048-bit SSL Secure Sockets Layer with TLS Encryption, when transferring and receiving PII and Data. PII and Data is stored using industry standard AES-256 encryption. However, no commercial method of information transfer over the Internet or electronic data storage is known to be 100% secure. As a result, we cannot guarantee the absolute security of that information during its transmission or its storage in our systems.

The LeakSecure App is Provided in the US under US Law

We do not yet make the LeakSecure App available outside of the U.S. US law governs our provision of the LeakSecure App and your use of it.

Children's Privacy

The LeakSecure App is not designed for, or directed at, anyone eighteen (18) years of age or younger. It is not our policy to intentionally collect or maintain information about anyone under the age of eighteen (18). No one under the age of eighteen (18) is permitted to submit any personal information to Notation. If you learn that anyone under the age of eighteen (18) has submitted personal information to Notation, please contact us immediately at privacy@leaksecure.com.

Opting Out of Data Collection; Information Correction; Data Retained

You may opt out of information collection at any time by uninstalling the LeakSecure Device from your home, uninstalling the LeakSecure App from your phone or other handheld device, and/or by deactivating any account you may have created by emailing us at privacy@leaksecure.com. You can correct or update your PII by re-registering, updating your profile, or by contacting us by email at privacy@leaksecure.com or sending a written request to the address under Contact Us below. However, we will maintain copies of your information to the extent retained as part of our standard backup and archive process, and as required by applicable law. These procedures will not remove or update any information that you or we have provided to Installers or insurers.

Contact Us

If there are any questions regarding this Privacy Policy, please contact us using the information below:

LeakSecure / Notation Labs, Inc.
c/o Privacy Policy
15900 N. 78th Street, Suite 200
Scottsdale, AZ 85260
privacy@leaksecure.com



Questions? We're here to help.

support@leaksecure.com

(480) 825-7463, 9 AM to 9 PM Eastern

leaksecure.com/support

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