



Variable Flow Controller

User Manual and Installation Guide

Model N10000271

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Applies to	Model N10000271, production configuration: 120 V AC power cord, internal power supply and backup battery

WARNING

IMPORTANT SAFETY INSTRUCTIONS. READ AND SAVE THESE INSTRUCTIONS.

Read this entire manual before installing or using the unit. Keep the printed card that comes with the unit: its QR code opens this manual. The unit must be installed by a licensed plumber who is a Namara Certified Installer. Failure to follow these instructions can result in electric shock, fire, property damage from water, or serious injury.

Namara Water Technologies, Inc.

2292 Faraday Ave., Carlsbad, CA 92008, USA

www.namarawater.ai · support@namarawater.ai

Contents

- 1** About this manual
 - 2** Important safety instructions
 - 3** Product overview
 - 4** Specifications
 - 5** Markings and labels
 - 6** What is in the box
 - 7** Installation (for the installer)
 - 8** Using your Namara (for the homeowner)
 - 9** Care, maintenance and service
 - 10** Troubleshooting
 - 11** Regulatory information
 - 12** Warranty
 - 13** Contact and support
- Revision history

1 About this manual

This manual covers the Namara Variable Flow Controller, model N10000271 (“the unit”). Section 7 is written for the licensed plumber who installs the unit. Sections 8 to 10 are written for the homeowner. Sections 2 and 11 apply to everyone.

This edition describes the production configuration of the unit. This manual is published online at www.namarawater.ai/manual; the QR code on the printed card in the box opens it. Keep the card with the product and pass it on to any later owner.

Safety signal words

Safety messages in this manual use the following signal words:

 WARNING	Indicates a hazardous situation which, if not avoided, could result in death or serious injury.
 CAUTION	Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.
NOTICE	Indicates information about property damage or correct operation that is not related to personal injury.

2 Important safety instructions

READ AND SAVE THESE INSTRUCTIONS. When installing and using this electrical product, basic safety precautions should always be followed, including the following.

2.1 Installation

WARNING

Risk of electric shock and water damage. The unit must be installed by a licensed plumber who is a Namara Certified Installer, in accordance with the local plumbing code, the National Electrical Code (NFPA 70) and all other local codes and regulations.

- Use the unit only for its intended use as described in this manual: control of the main cold-water supply to a home.
- The unit may be installed indoors or outdoors. In areas that experience freezing conditions, it must be installed indoors. Do not install it where it can be submerged.
- For cold potable water only. Do not install the unit on a hot-water line or on a line that carries non-potable water.
- Install a pressure-reducing valve upstream of the unit on every installation. Set it to 70 psi (483 kPa); never set it above 78.9 psi (544 kPa). The static supply pressure at the unit must be 30 to 78.9 psi (207 to 544 kPa). The pressure at the unit must never exceed 150 psi (1034 kPa).
- Install the unit where the ambient temperature stays within its operating range (Section 4.4).
- Do not install the unit where it can shut off water to a fire sprinkler system. If the home has a fire sprinkler system supplied from the domestic water line, the sprinkler supply must branch off upstream of the unit.
- Every installation requires a relief drain line (Section 7.5).
- The unit weighs about 9 kg (20 lb). Whether it needs support is the plumber's decision.

2.2 Electrical

WARNING

Risk of electric shock. Connect the unit only to a properly grounded, grounding-type 120 V receptacle. Where the National Electrical Code or local code requires it — including outdoors, and in garages, basements, crawl spaces and laundry areas — the receptacle must be protected by a ground-fault circuit-interrupter (GFCI). Outdoors, the receptacle must have a weatherproof cover that stays closed with the plug inserted (in-use cover).

- Use only the power cord supplied with the unit. It is rated for outdoor use. Do not use an extension cord or a plug adapter. Do not remove the grounding prong or modify the plug. If the plug does not fit the receptacle, have a qualified electrician install a proper grounded receptacle.
- Connect the power cord to the unit only when the unit, the connector and your hands are dry.
- Route the power cord so that it cannot be stepped on, pinched, cut or pulled, and keep it away from hot surfaces.
- Do not operate the unit with a damaged power cord, plug or connector. Contact Namara for a replacement cord.
- Do not open the unit's enclosure. It contains parts at line voltage and has no user-serviceable parts. The only parts you may open are the lid (name cover) and the rubber plug used to turn the valve by hand (Section 8.8). The battery cover is opened only to connect the battery at installation (Section

7.4) and to replace the battery (Section 2.4). Other service must be performed by Namara, with the power cord and the battery disconnected.

2.3 Water supply

CAUTION

The unit shuts off the water supply to the home automatically: when it detects a large leak or freezing water, when asked to, and for about 20 minutes during its nightly leak check, which starts between 2 and 4 AM in the home's time zone. Do not install it where an unexpected loss of water supply could create a hazard, such as on a supply to water-dependent medical equipment.

- Shut off the water and relieve the pressure before working on the plumbing.
- The unit discharges water through the relief drain line during normal operation: when its relief opens (at 79 psi on the home side with no water in use, for example from thermal expansion); when freeze protection drains the home's piping, and while it holds a freeze shut-off; when a low battery leads it to close the valve and drain the piping in cold weather; during the installer's install check; and during tests run by Namara. The relief drain line is described in Section 7.5.
- If the unit fails completely, from an electrical or a mechanical failure, the valve can be turned by hand with the tool stored under the lid: to the left to open it and let water in, to the right to close it (Section 8.8). Use the tool only in that emergency, or to reconnect the unit to Wi-Fi as Namara's offline text explains (Section 8.6). Never use it to override a leak or freeze shut-off.
- In an emergency, close the home's main shut-off valve (Section 8.7).

2.4 Battery

CAUTION

Risk of fire and burns. The unit contains a 12.8 V lithium iron phosphate (LiFePO₄) battery. Do not open, crush, puncture or short-circuit the battery, and do not expose it to fire or high temperatures. Replace it only with the battery type specified by Namara (ECI Power ECI125, 12.8 V, 5 Ah).

- The unit ships with its first battery fitted but disconnected. The installer connects it during installation, before plugging in the power cord (Section 7.4). The battery wears with age and will need to be replaced during the life of the unit. The plumber who installed the unit replaces it.
- Once the unit is installed, do not disconnect or remove the battery. The unit relies on it to protect the home during a power outage.
- Recycle or dispose of used batteries according to local regulations. Do not put them in household trash.

2.5 California Proposition 65



WARNING: This product can expose you to chemicals including lead, which is known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

SAVE THESE INSTRUCTIONS

3 Product overview

3.1 What the unit does

The Namara Variable Flow Controller is an electrically operated valve installed on the main cold-water supply line of a home. A stepper motor turns a paddle valve inside a brass body. It is engineered and built to meet UL 1951, NSF/ANSI 61 and NSF/ANSI 372. The unit:

- **Regulates pressure while water flows.** Pressure sensors upstream and downstream of the valve let the unit hold the home's water pressure at a set point while water is flowing. When no water is flowing, the valve rests open and the home's piping is at the supply pressure.
- **Shuts off water for large leaks.** It shuts off the main supply automatically when water runs without a break for longer than a set volume. Every night it also checks the home's piping for small leaks while no water is in use.
- **Protects against freezing.** When the water temperature measured at the unit's inlet nears freezing, it warns the household. If the water keeps cooling, it shuts off the supply and drains the pressure from the home's piping through the relief drain line.
- **Relieves thermal-expansion pressure.** When no water is in use and the pressure on the home side reaches 79 psi (545 kPa), for example from thermal expansion when the water heater heats water, an internal relief valve releases water through the relief drain line. The unit is the home's thermal-expansion control: its relief releases the pressure, so the plumber removes the expansion tank or puts a shut-off valve on it. It does not replace the water heater's temperature and pressure (T&P) relief valve.
- **Reports by text message.** It connects to the home's 2.4 GHz Wi-Fi network and reports to Namara's cloud service, which sends text messages to the household.
- **Keeps working in a power outage.** An internal backup battery powers the unit when wall power is lost.

The unit has no indicator lights, display or buttons. Its status is reported by text message. Because it does not lower the pressure when no water is flowing, it is not a pressure-reducing valve and does not replace one: a pressure-reducing valve is required upstream on every installation (Section 7.2). It is not a backflow prevention device.

3.2 Main parts

Part	Description
Valve body	Brass body. Brass adapters with female 1 in. NPT threads are fitted at the inlet and the outlet. IN and OUT are marked on the enclosure beside them.
Motorized valve	Stepper-motor linear actuator with a self-locking lead screw, which turns the paddle valve. The valve stays where it last stopped when the unit has no power.
Pressure sensors	Two sensors give the pressure upstream and downstream of the valve. The inlet sensor also measures the water temperature used for freeze protection.
Relief valve and outlet	Internal solenoid relief valve. It discharges through a relief outlet tube on the front of the unit, with a 1/8 in. NPT male thread.
Enclosure	Enclosure, opened only with tools, containing the controller, the internal AC-to-DC power supply, the radio module and its antenna. Contains parts at line voltage. No user-serviceable parts.

Part	Description
Weep-hole plugs	Small rubber plugs in weep holes around the unit's body. Once the unit is mounted, the installer removes the ones that face down, so water can drain out if the unit ever leaks inside (Section 7.3).
Power connector	8-pin connector on the front of the unit, for the supplied power cord.
Antenna	Inside the enclosure. There is no antenna or antenna connector on the outside of the unit.
Name cover	Latched lid, opened without tools. The product labels, the serial number and the setup PIN are on its inside face, and the hand-operation tool is clipped beside the labels.
Battery cover	Screwed cover over the backup battery compartment. Opened only to connect the battery at installation (Section 7.4) and to replace it (Section 2.4).
Hand-operation access	Rubber plug on the end of the unit. With the plug removed, a hex shaft on the motor's lead screw is visible. Turning it with the supplied 5/16 in. nut driver turns the valve by hand: to the left (counter-clockwise) to open, to the right (clockwise) to close. For use after a complete failure of the unit (Section 8.8), and to reconnect the unit to Wi-Fi (Section 8.6).

4 Specifications

4.1 Electrical

Rated input	120 V~, 60 Hz, 0.5 A
Power connection	Supplied power cord, type SJTW (rated for outdoor use), 2.0 m (6.56 ft), 16 AWG, 3-conductor, with grounding-type plug (NEMA 5-15P) and an 8-pin connector at the unit
Internal power supply	12 V DC, 30 W (Mean Well RPS-30-12)
Backup battery	Lithium iron phosphate (LiFePO ₄), 12.8 V nominal, 5 Ah, 64 Wh (ECI Power ECI125)
Other power inputs	None. The unit is powered only from the supplied 120 V cord and its internal battery.

4.2 Radio

Wi-Fi	IEEE 802.11 b/g/n, 2.4 GHz band, U.S. channels 1 to 11 (2412–2462 MHz). 5 GHz networks are not supported.
Radio module	Espressif ESP32-S3-WROOM-1U, FCC ID: 2AC7Z-ESPS3WROOM1U
Antenna	Internal

Setup	When no Wi-Fi network is saved, or for 15 minutes after the reconnect step in Section 8.6, the unit provides its own setup Wi-Fi network and setup page, protected by the unit's PIN
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4.3 Water

Service	Cold potable water only
Connections	Female 1 in. NPT, in brass adapters fitted at both ends. Fits 3/4 in. to 1-1/2 in. main lines with standard reducing or enlarging fittings.
Straight pipe required	8.5 in. (216 mm) minimum
Maximum working pressure	150 psi (1034 kPa)
Supply pressure	A pressure-reducing valve is required upstream on every installation, set to 70 psi (483 kPa) and never above 78.9 psi (544 kPa). Static supply pressure at the unit: 30 to 78.9 psi (207 to 544 kPa). The unit does not operate below 30 psi continuous inlet pressure.
Outlet pressure	While water flows: held at one of three set points, Max Savings 40 psi (276 kPa), Normal 50 psi (345 kPa) or Max Performance 60 psi (414 kPa). New units start on Normal. The homeowner picks a setting by text message to Namara, or on the personal web page Namara texts them. Namara staff can set a value from 30 psi to 80 psi (207 to 552 kPa); the unit refuses a value outside that range. With no water flowing: the home is at the supply pressure.
Relief valve	Opens at 79 psi (545 kPa) on the home side when no water is in use
Leak shut-off	Shuts off the water automatically when it detects a large leak (Section 8.3)
Nightly leak check	Every night, starting between 2:00 and 4:00 AM in the home's time zone; the valve is closed for about 20 minutes
Relief outlet	1/8 in. NPT male thread, for the relief drain line

4.4 Environment and physical

Installation	Indoors or outdoors. Indoors in areas that experience freezing conditions. In a horizontal or a vertical run of pipe, facing either direction, with the end marked IN toward the water supply.
Operating ambient temperature	0 to 60 °C (32 to 140 °F)
Overall dimensions	316 × 188 × 187 mm (12.4 × 7.4 × 7.4 in), width × depth × height. The depth is the length between the ends of the adapters.
Weight	About 9 kg (20 lb)

5 Markings and labels

The labels are on the inside face of the name cover. Do not remove or cover the markings.

Marking	Content
Rating label	NAMARA · Variable Flow Controller · Model N10000271 · 120 V~ 60 Hz 0.5 A · Contains FCC ID: 2AC7Z-ESPS3WROOM1U · FOR COLD WATER APPLICATIONS ONLY · country of origin · serial number (barcode and text) · FCC Part 15.19 statement · web address www.namarawater.ai/manual
Identification label	QR code that starts the installation by text message (Section 7.6), the serial number and the unit's setup PIN. It carries the only QR code under the lid.
Manual override label	Headed MANUAL OVERRIDE. Steps for turning the valve by hand after a failure (Section 8.8), with the tool clipped beside the label.
IN and OUT	Marked on the enclosure beside the inlet and the outlet. Water flows from IN to OUT, toward the home.

The FCC Part 15 statements for this product are in Section 11.

6 What is in the box

- Namara Variable Flow Controller, model N10000271, with the backup battery installed but disconnected (the installer connects it, Section 7.4) and brass adapters (female 1 in. NPT) fitted at both ends
- Power cord, type SJTW (rated for outdoor use), 2.0 m (6.56 ft), with grounding-type plug (NEMA 5-15P)
- 5/16 in. nut driver, clipped under the lid, for turning the valve by hand after a failure (Section 8.8)
- Printed card: packing list, quick start, FCC statement, the Proposition 65 warning, and a QR code that opens this manual online. No printed manual is supplied.

No mounting, plumbing or drain fittings are included. If anything is missing or damaged, do not install the unit; contact Namara.

7 Installation (for the installer)

7.1 Who may install

- The unit must be installed by a licensed plumber who holds a current Namara Certified Installer certification. There is no homeowner or do-it-yourself installation.
- The unit connects to an existing receptacle with its power cord. Any new receptacle or circuit work must be done by a qualified electrician in accordance with the National Electrical Code and local codes.

7.2 Site requirements

Confirm every item before cutting any pipe. If an item cannot be met, choose another location or do not install.

Item	Requirement
Location	Indoors or outdoors; indoors in areas that experience freezing conditions. Not where the unit can be submerged. In a horizontal or a vertical run of pipe, facing either direction, with the end marked IN toward the water supply. On the main cold-water supply line, downstream of the water meter, the main shut-off valve and the pressure-reducing valve, and upstream of the branch lines that serve the home.
Fire sprinklers	If a fire sprinkler system is supplied from the domestic water line, its supply must branch off upstream of the unit.
Supply pressure	A pressure-reducing valve upstream of the unit on every installation, set to 70 psi (483 kPa) and never above 78.9 psi (544 kPa). Static supply pressure at the unit 30 to 78.9 psi (207 to 544 kPa); the unit does not operate below 30 psi continuous inlet pressure. The pressure at the unit must never exceed 150 psi (1034 kPa).
Piping	Female 1 in. NPT adapters on the unit, adapted to 3/4 in. to 1-1/2 in. lines with standard fittings. At least 8.5 in. (216 mm) of straight pipe.
Support	The unit weighs about 9 kg (20 lb). Whether it needs support is the plumber's decision; no bracket is supplied.
Access	Leave clear access to the name cover, the battery cover, the hand-operation access, the power connector and the relief outlet for service.
Power	A grounded 120 V receptacle within reach of the supplied 2.0 m (6.56 ft) cord. GFCI-protected where code requires it, including outdoors. Outdoors, a weatherproof in-use cover. No extension cord.
Relief drain	Every installation has a relief drain line from the 1/8 in. NPT relief outlet, not supplied: 1/8 in. minimum, the size of the relief outlet; rubber, copper or PVC where local code allows. Where it runs and where it empties is the installer's decision, under local code (Section 7.5).
Wi-Fi	Wi-Fi is required to install: the home's main 2.4 GHz network. At the mounting point, 3 bars (–70 dBm or better) is the target and 2 bars (–75 dBm) works. At 1 bar (–75 to –80 dBm) the setup page saves the network with a weak-signal warning; recommend a Wi-Fi extender, added by the homeowner or their internet provider. The setup page does not accept a network weaker than –80 dBm. Do not use a phone hotspot, a temporary network, or a guest network with a sign-in page.

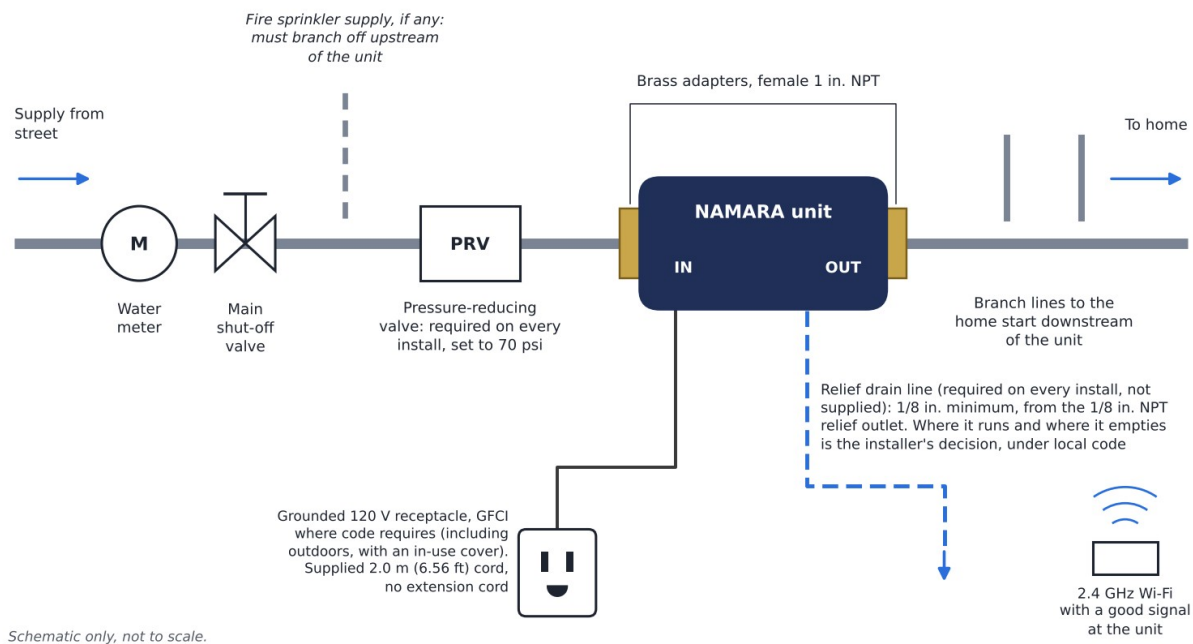


Figure 1. Typical installation (schematic, not to scale).

7.3 Plumbing the unit

1. Shut off the water at the main shut-off valve or curb stop. Open a low fixture to drain the line and relieve the pressure.
2. Make any soldered or brazed joints before connecting the unit, and keep heat away from the unit.
3. Install the unit with the end marked IN toward the water supply and the end marked OUT toward the home. Connect both sides to the unit's female 1 in. NPT adapters, using thread sealant or tape rated for potable water. Supply any transition fittings the installation needs. Hold the adapter's hex with a backup wrench while tightening; do not use the enclosure as a handle or lever.
4. Support the unit if it needs support. That is the plumber's decision; no bracket is supplied.
5. Remove the small rubber weep-hole plugs that face down, so water can drain out if the unit ever leaks inside. Leave the others in place.
6. Install the relief drain line (Section 7.5) before restoring water.
7. Restore the water slowly. Check every joint for leaks at full supply pressure.

7.4 Battery and power connection



WARNING

Risk of electric shock. Connect only to a properly grounded, grounding-type 120 V receptacle, GFCI-protected where code requires it, with a weatherproof in-use cover outdoors. Do not use an extension cord or plug adapter. Do not connect power with wet hands or while the unit or the connector is wet.

1. Connect the backup battery: remove the battery cover, connect the battery, and put the cover back. When you connect the battery, the valve homes.
2. Make sure the unit, the power connector and your hands are dry.

3. Push the power cord's connector onto the power connector on the unit until it latches.
4. Plug the cord into the receptacle.
5. Route and secure the cord so it is not under strain and stays away from hot surfaces. Form a drip loop so water cannot run along the cord to the receptacle.

Always connect the battery first, then plug in the power cord. The backup battery charges from wall power.

NOTICE

After installation, do not unplug the unit or disconnect its battery for any reason: the unit relies on both to protect the home.

7.5 Relief drain line (required)

Every installation must have a relief drain line. The unit discharges water through it when its relief opens, when freeze protection drains the home's piping and while it holds a freeze shut-off, during the install check, and during tests run by Namara. The install check detects a blocked or kinked drain line, but not a missing one: check the line by eye.

- Fit a 1/8 in. NPT female fitting to the unit's relief outlet, holding the outlet's hex with a wrench while tightening, and connect the drain line to it. No drain fitting or line is supplied.
- Use a drain line of 1/8 in. minimum, the size of the relief outlet: rubber, copper or PVC where local code allows.
- Suggested (not required): drain it through an air gap, the way a water filtration system's drain does.
- Where the line runs and where it empties is the installer's decision, under local code.
- If the drain line freezes, freeze protection cannot drain the home's piping.

7.6 Commissioning

Commission the unit once it is plumbed, including the relief drain line (Sections 7.3 and 7.5), its battery is connected and it is powered (Section 7.4). The unit's setup PIN is on the identification label under the lid.

1. Open the lid (name cover).
2. From the phone that is your Namara Certified Installer number, scan the QR code on the identification label. It opens a text message to Namara containing INSTALL and the unit's PIN. Send it, and confirm the address of the home when Namara asks.
3. Connect the unit to the home's Wi-Fi. On your phone, join the Wi-Fi network whose name starts with Namara-Setup, using the PIN as the password. On the setup page, choose the home's 2.4 GHz network and let the homeowner type its password.
4. Once the unit has joined the home's Wi-Fi, run the install check on the setup page; no one may use water in the home while it runs (Section 7.7). The check does not run below 30 psi street pressure. You can also run it any time during the installation by texting CHECK to Namara.
5. When you're finished on the page, tap Done. The setup network then closes.
6. Hand the unit over as Namara's text explains: text DONE followed by the homeowner's mobile number. Namara accepts DONE only after an install check has finished with a pass or a failure verdict since your INSTALL text. Namara texts the homeowner, who replies YES to take ownership.

If the code does not scan, text INSTALL followed by the PIN to the number printed on the label. Never type the homeowner's Wi-Fi password yourself.

7.7 If the install check is red

Read the reason shown. Correct what you can — clear a blocked or kinked drain line, stop a running fixture — and run the check again: on the setup page within 15 minutes of the Wi-Fi join, or any time during the installation by texting CHECK to Namara. If the only red is a house-side leak you cannot find, tell the homeowner, note it, and complete the installation. For any other red that stays red, do not hand off the installation; contact Namara.

If no battery is found, the check stops before anything moves, and the setup page shows: “Failed. No battery found: the backup battery is missing or not connected. Connect the battery as the installation guide shows, then text CHECK to Drippy to run the check again.” Drippy is Namara’s text service. Connect the battery (Section 7.4, step 1), then text CHECK to run the check again.

7.8 Before you leave

- Every joint is dry at full supply pressure.
- The relief drain line is connected; check it by eye (Section 7.5).
- The downward-facing weep-hole plugs are removed.
- The install check is green, or its only red is a house-side leak you could not find and have told the homeowner about (Section 7.7).
- The battery is connected and the battery cover is back in place.
- The power cord is connected, routed and secured. No extension cord is used. The receptacle is grounded and, where code requires, GFCI-protected; outdoors it has an in-use cover.
- The hand-off is complete, and the printed card is left with the homeowner.

8 Using your Namara (for the homeowner)

8.1 Normal operation

Your Namara works in the background. While water is flowing, it holds your home’s water pressure at its set point; when no water is flowing, your pipes are at the supply pressure. It watches for leaks and for freezing water. There are no lights or buttons for you to use. Namara keeps you informed by text message.

- Motor sounds while water is in use are normal.
- Every night, starting between 2 and 4 AM your local time (daylight saving included), the valve closes for about 20 minutes to check your pipes for small leaks, and you may hear the motor. If you use water during the check, it stops and tries again later the same night, never after 4 AM.
- Water discharged from the relief drain line at the times listed in Section 2.3 is normal, for example when the water heater heats water.

8.2 Messages from Namara

After installation, Namara texts you. Namara then texts you when something needs your attention, for example a leak warning or shut-off, a freeze warning or shut-off, a power outage (after 5 minutes) or a lost connection (after about 2 hours). There is no app to download. Text APP to Namara for a link to your own web page, with your unit’s live readings and the same controls as the texts; every control asks you to confirm first.

8.3 Leak protection

- If water keeps running without a break, the unit counts how much flows. At its set limit, it shuts off the water and Namara texts you. Before that, Namara texts you so you can say the use is on purpose: reply IGNORE and confirm with YES to pause the shut-off.
- Every night the unit checks your piping for small leaks while no water is in use. If a small leak keeps showing up over several nights, Namara texts you during the day. These texts need the internet.
- Before planned heavy water use, such as filling a pool, you can pause the automatic leak shut-off for a limited time. Namara first warns you that the unit cannot stop a major leak while it is paused, and asks you to confirm with YES; only YES pauses it. Protection turns itself back on at the end, even after a power cut or a restart. You can also end a pause early.
- After a shut-off, the water stays off, even through a power outage, until you restore it. Find and fix the leak, then follow the instructions in Namara's message to restore water. If you cannot find the cause, call a licensed plumber before restoring water.

8.4 Freeze protection

When the water temperature measured at the unit's inlet falls to 40 °F (4.4 °C), Namara texts you a warning. If it reaches 36 °F (2.2 °C), the unit shuts off the water after a 2-minute countdown and drains the pressure from your home's piping through the relief drain line. The water stays off after the temperature rises, until you restore it by following Namara's instructions; the unit first checks your pipes for a leak. If you need the water to stay on, you can reply KEEP to a freeze message. Namara asks you to confirm with KEEP YES, because freeze protection is then off for up to 24 hours. Freeze protection works without an internet connection. Keep the relief drain line clear: freeze protection depends on it.

8.5 Power outages

- Losing wall power does not move the valve. The unit keeps working on its backup battery for about 24 to 36 hours (estimate): it keeps regulating pressure, and leak and freeze protection stay on. If your Wi-Fi router has power, Namara texts you after 5 minutes.
- If the water was shut off — for a leak, for freezing or at your request — it stays off through the outage until a person restores it.
- If the battery runs down to 20 %, the unit takes one last step: it opens the valve fully so the home keeps its water. If the water was shut off, it stays off; if the water at the unit is at 45 °F (7.2 °C) or colder, the unit closes the valve and drains the home's piping instead. After this step, if the valve was opened, the unit no longer regulates pressure, the automatic leak shut-off is off, and it sends no messages until wall power returns. If the water is off for freezing, the unit keeps reporting while its battery lasts, and the water stays off until wall power returns and you restore it.
- Do not unplug the unit or disconnect its battery.

8.6 Internet and Wi-Fi outages

If your internet or Wi-Fi is down, the unit keeps protecting your home on its own: pressure regulation, the leak shut-off and freeze protection continue. Namara texts you when the unit has been offline for about 2 hours. Other messages wait until the connection returns, and water the unit has shut off cannot be restored by text until then. Contact your installer or Namara before you change your Wi-Fi network name or password: the unit cannot move to a new network by itself. If the unit has already gone offline, Namara's offline text walks you through reconnecting it: when the unit has been offline for 30 minutes or more, a quarter turn of the hand tool (Section 8.8) and back brings its setup network up for 15 minutes.

8.7 In an emergency

WARNING

Risk of electric shock. If there is water near the power cord, the connector or the receptacle, do not touch them. Switch off the circuit breaker for that receptacle first.

- To shut off water to the whole home, close the home's main shut-off valve, or ask your water utility to close the curb stop. You can also shut off your water by text to Namara.
- If the unit has failed and your water stays off, you can open the valve by hand (Section 8.8). Do not open the unit's enclosure.
- If water is leaking from the unit itself, close the main shut-off valve and contact Namara.

8.8 Turning the valve by hand after a failure

If the unit fails completely, from an electrical or a mechanical failure, you can turn the valve by hand: open it to let water back into your home, or close it to shut the water off. Use this only in that emergency. Do not use it to restore water after a leak or freeze shut-off: follow Namara's message instead (Sections 8.3 and 8.4). The tool has one other use: reconnecting the unit to Wi-Fi after it has been offline for 30 minutes or more, as Namara's offline text explains (Section 8.6).

1. Open the lid (name cover). The tool, a 5/16 in. nut driver, is clipped beside the labels.
2. Remove the rubber plug from the end of the unit.
3. Fit the tool over the hex shaft you can see inside the opening. Put nothing but the tool into the opening.
4. **Turn the tool to the left (counter-clockwise) to open the valve** and let water in. Turn it to the right (clockwise) to close the valve.
5. Put the rubber plug back in place, and clip the tool back under the lid.
6. Contact Namara. Until the unit is repaired, it cannot regulate your water pressure or shut off your water for a leak or for freezing.

9 Care, maintenance and service

- There is no routine maintenance beyond the checks below. Keep the area around the unit clean and accessible.
- Clean the outside with a soft, damp cloth. Do not use solvents, abrasives or a pressure washer. Do not paint the unit or cover its markings.
- From time to time, check that the relief drain line is in place, not kinked and not blocked.
- Check the power cord for damage. If it is damaged, do not use it; contact Namara.
- Namara updates the unit's software over the internet. An update normally installs when no water is running: the unit restarts once and is offline for well under a minute, the valve does not move, and your settings are kept. If a new version fails to start, the unit goes back to the previous one by itself. No action is needed from you.
- The backup battery wears with age and will need to be replaced during the life of the unit. The plumber who installed the unit replaces it.
- There are no user-serviceable parts. Service and repairs must be performed by Namara.
- To move or remove the unit, contact Namara. Removal must be done by a licensed plumber.

- At the end of its life, the unit contains electronics and a lithium iron phosphate battery. Recycle them according to local regulations, and do not put them in household trash. Contact Namara for battery removal.

10 Troubleshooting

What you notice	What to do
Water is off unexpectedly	The unit has shut off for a leak, for freezing, at a request, or near the end of a long power outage in cold weather; or the nightly leak check is running (about 20 minutes, starting between 2 and 4 AM). Read your messages from Namara, check for leaks, and follow the instructions to restore water. If the unit has failed and the water stays off, see Section 8.8.
No messages from Namara	Check that your router is on and has a 2.4 GHz network, and that the unit has power. Do not unplug the unit to reset it. If the problem continues, contact Namara.
Low water pressure at fixtures	Text Namara to switch to Max Performance (60 psi), or contact Namara.
Water runs continuously from the relief drain line	Discharges at the times listed in Section 2.3 are normal. If water keeps running, contact Namara.
Loud or continuous motor noise	Motor sounds during water use and during the nightly check are normal. If the noise is loud or does not stop, contact Namara.
Damaged power cord or plug	Do not use it. Contact Namara for a replacement.

11 Regulatory information

11.1 FCC

Contains FCC ID: 2AC7Z-ESPS3WROOM1U

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Contact Namara before switching the unit off for this purpose.

RF exposure: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm (8 in) between the radiator and your body.

11.2 Supplier's Declaration of Conformity: compliance information

47 CFR § 2.1077

Product	Namara Variable Flow Controller, Model N10000271
Compliance statement	This device complies with part 15 of the FCC Rules. Operation is subject to the two conditions stated in Section 11.1.
Responsible party (U.S.)	Namara Water Technologies, Inc. 2292 Faraday Ave., Carlsbad, CA 92008, USA www.namarawater.ai · support@namarawater.ai

11.3 California Proposition 65

See the warning in Section 2.5.

12 Warranty

Namara Limited 5-Year Warranty

Who gives this warranty. Namara Water Technologies, Inc. ("Namara"), 2292 Faraday Ave., Carlsbad, CA 92008.

What is covered. Namara warrants the Namara unit, and everything that comes in its box, against defects in materials and workmanship under normal residential use for 5 years.

Who must install it, and how. This warranty applies only if both of these are true:

1. The unit was installed by a licensed plumber who has completed Namara's certification.
2. The unit was installed according to Namara's installation guide.

When coverage starts. On the installation date recorded when the unit is activated with Namara. If there is no such record, the date on your proof of purchase is used.

Who is covered. The owner of the home where the unit is installed. If the home is sold, this warranty stays with the home and covers the new owner for whatever is left of the 5 years.

What Namara will do.

- **Years 1 to 5:** Namara will provide a replacement unit or replacement parts free of charge.
- **Year 1 only:** Namara will also pay the installer's labor to remove the defective unit and install the replacement.
- **Years 2 to 5:** parts only. Installer labor is not covered.

- **Backup battery:** covered against defects for 1 year from the installation date. Normal loss of battery capacity over time is not a defect and is never covered.

Replacement units and parts may be new or remanufactured and are covered for the rest of the original warranty period.

How to make a claim. Contact Namara first, before calling anyone else. Text Drippy AI or email support@namarawater.ai, and give the unit's serial number. Namara will diagnose the problem, often remotely. If a replacement is needed, Namara arranges the replacement unit and its installation.

What is not covered.

- Installation by anyone who is not a licensed plumber.
- Installation by a licensed plumber who has not completed Namara's certification.
- Installation that doesn't follow Namara's installation guide or local plumbing code, including installation without a pressure-reducing valve (pressure regulator) upstream of the unit.
- Use with hot water or non-potable water.
- Damage from freezing, flood, fire or accident.
- Misuse, or any modification of the unit.
- Normal battery wear and loss of battery capacity.
- Problems caused by Wi-Fi, internet, power or utility outages.
- Cosmetic wear.
- Water damage to the home or its contents. This warranty covers the Namara unit, not the home.

Limits on implied warranties and damages.

- ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE 5-YEAR TERM OF THIS WARRANTY. Some states do not allow limits on how long an implied warranty lasts, so this limitation may not apply to you.
- NAMARA IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WATER DAMAGE TO THE HOME OR ITS CONTENTS. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

Your rights. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Getting a copy. These terms are posted at namarawater.ai/manual. To get a copy another way, email support@namarawater.ai.

13 Contact and support

Manufacturer	Namara Water Technologies, Inc. 2292 Faraday Ave., Carlsbad, CA 92008, USA
Website	www.namarawater.ai
This manual	www.namarawater.ai/manual
Email	support@namarawater.ai
Text	Reply to any message from Namara

Revision history

Revision	Date	Description
01	Jul 2025 to Apr 2026	Installation and User Manual, versions 1.0 to 2.1.
02	8 October 2026	Preliminary, issued for certification evaluation. Rewritten for the production configuration from Namara's device facts and firmware 6.2.8 (8 Oct 2026). Safety instructions, specifications, markings and FCC information added; certification claims removed.
03	21 October 2026	Preliminary, issued for certification evaluation. Brought in line with Namara's product facts master list (21 Oct 2026): a pressure-reducing valve on every installation, set to 70 psi (30 to 78.9 psi at the unit); 150 psi maximum working pressure; 0 to 60 °C; the relief at 79 psi with no water in use, and the unit as the home's thermal-expansion control; the relief drain line, support and weep-hole plugs; IN and OUT marked; the battery replaced by the installing plumber; the web page instead of an app; Wi-Fi signal levels; the install check, Done and red results; the 20 % battery step; the hand tool's reconnect use; the dated FCC test line; the rating label's web address.
04	27 October 2026	First released edition. The backup battery ships installed but disconnected: the installer connects it before plugging in the power cord, and the valve homes when it is connected. The install check's no-battery result; the check can also be run by texting CHECK, and DONE is accepted only after a finished check. The Namara Certified Installer number. The relief drain line's minimum size and materials, and a suggested air gap. About 24 to 36 hours on battery (estimate). The FCC Class B statement, now that the supplier's declaration of conformity is issued. The Namara Limited 5-Year Warranty (Section 12); Contact and support moves to Section 13.