



**WaterHub**

User Instructions

**LeakSafe** ™

## USER INSTRUCTIONS

### A. General

LeakSafe's WaterHub water On/Off and automatic leak detection and leak notification system comprises a motorised water shut off valve and lengths of leak detection tape installed in areas where leaks are likely e.g., behind your kitchen sink & dishwasher, the utility area and under baths, showers, WCs and basins. The tapes are connected to the WaterHub control panel.

The WaterHub can be used to turn your incoming water supply on and off, and LeakSafe recommend you turn your water off whenever you leave your property as this provides the best possible protection against leaks and bursts.

---

### B. Turning your water On and Off

Press the Blue On/Off button The LED around the blue button will flash once, green if the control is opening the valve, red if it is closing the valve. The small red LED above the valve port will light to indicate that the command has been sent, and the valve will open/close.

If the valve is closed, the red LEDs will flash every few seconds to show that the valve is closed.



### C. Leak Detection and Notification

If the leak detection tape in any area gets wet, the WaterHub will close the valve on the incoming water supply and send a message to Leaksafe's data platform that will immediately send a SMS and/or email with the time the leak was detected, and where the leak was detected.

The notifications will look like this:

#### SMS Notification:

Re: (Property & location e.g., XX House, Flat XX Kitchen)

Leak detected

#### Email Notification:

**From:** noreply@m3h.co.uk

**Subject:** Alert from Leaksafe

**Date:**

**To:**

This is a message from Leaksafe, reference:

RE: (Property & location)

Leak detected

This is for information only - please do not reply to this email

If your water turns off and you don't receive notifications, a red LED will light above the leak detection tape port to tell you which zone has activated. If your water is off but none of the zones are illuminated it indicates that the tape has dried since the leak alarm was raised.

**PLEASE NOTE** that the leak detection tape is deliberately sensitive and will activate with just a few drops of water.

## Responding to an SMS or Email Leak Alarm

If an alarm is raised and you don't see a puddle of water in the location, please consider whether anything that uses water in the area specified in the message has been used within 30 minutes of the alarm being raised, as it may be a very small drip leak or seepage that has caused the alarm.

If an alarm is raised, the red Zone LED on the WaterHub into which the wet tape is plugged will be lit. If you get a notification but when you look at the WaterHub the Zone LED is not on, please still check the area, NO LED signifies that the tape has dried since the alarm was raised.

When you find the source of the leak, disconnect the leak detection tape by unplugging it from the bottom of the WaterHub. Repair the leak and let the tape dry completely before plugging it back in. If an alarm is raised as soon as you plug the tape back in, then it is not yet dry. Disconnect and leave for a further period to dry then re-connect.

**PLEASE REMEMBER** to re-connect the tape as soon as possible once it is dry. The location where the tape was activated is not protected unless it is plugged into the WaterHub.

Once a day, behind the scenes, each WaterHub monitors its battery level, the ambient temperature and humidity and whether the connected tape is wet. We call this a "daily heartbeat". If a leak alarm has been activated and the tape is still wet when the next daily heartbeat is transmitted, you will receive a further notification and will continue to receive them every 24 hours all the time the tape is wet. If the tape dries then wets again, a new alarm will be raised.

## Manual Override

If needed, the valve can be opened or closed manually. To manually operate the valve, lift and turn the operating button. The button must be fully out. When the valve is open the red line in the valve status window is parallel to the water pipe and at right angles when closed. Push the operating button down when finished.



## Maintenance

The WaterHub is either mains powered with lithium battery backup or can run off lithium battery alone. Battery life is between 2 - 5 years. Usage, temperature and humidity can all affect battery life. If the device appears offline for more than 2 weeks on your client dashboard or on your automated weekly email reports we recommend that you test the control panel on battery power only, and replace the battery if required. To change the battery, slide the Control Panel upwards to release it from its wall bracket and reveal the battery compartment on the back. Lithium battery type ER26500.



**LeakSafe Solutions Limited**

Unit D, Rose Court, 89 Ashford Road, Bearsted, Maidstone, ME14 4BS, United Kingdom

Tel: **0344 848 0488** Web: [www.leaksafe.com](http://www.leaksafe.com) Email: [info@leaksafe.com](mailto:info@leaksafe.com)