



# WaterHub Pro: Type A

Installation and User Guide

LeakSafe 

## INSTALLATION GUIDE

### A. General

WaterHub Pro A is an 8-port leak detection and leak notification system that can be installed as a centrally located control panel with leak detection zones wired away from it, or as stand-alone units installed in risk areas with leak detection tape connected.

Every port that is used is programmed with a location tag so that if a leak is detected the email or SMS notification gives precise date, time, and location information.

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### B. Components

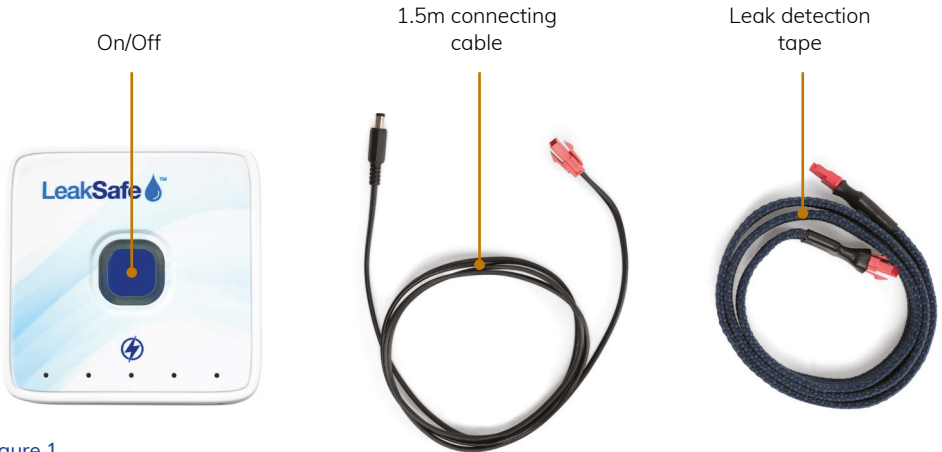


Figure 1.

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### C. Testing the WaterHub Pro device

Ensure the lithium ER26500 battery is installed.

Test the device in its intended position to ensure that it connects to the IoT network by simulating a leak. Plug a test cable into port 1 of the device and hold the two male test pins together for 20 seconds then release the pins.

The Port 1 red LED will light; a green LED will flash and blue LED indicators on either side of the central blue On/Off button will flash to indicate that it is connecting. The blue LED is constant whilst transmitting a leak alarm.

Check that you receive a SMS (or email).

#### D. Installation method: leak detection tapes

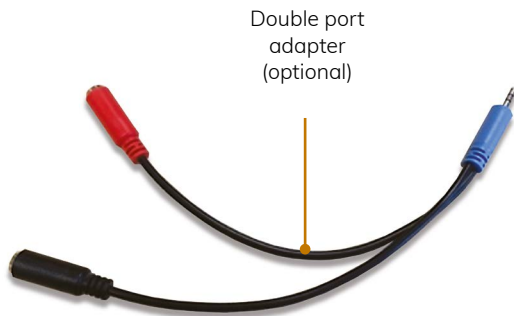
LeakSAFE leak detection tapes are supplied in standard lengths of 1M or 2M and can be daisy chained together if longer lengths are required.

If the system is being used as a centrally located panel, then the connecting cable can be extended using either 2 wire 13 core audio cable or YY 0.05mm<sup>2</sup> cable. No more than 25M of cable and tape can be connected in a single length.

Position the tape as required. Tape should be laid under pipe joints and connections. The tape can be laid directly on a floor or surface with or without retaining clips depending on the location and whether the tape is likely to be disturbed

If more than 4 leak detection zones are to be installed, two zones can be connected to one port using a LeakSAFE colour coded double adaptor (supplied to order). Zones 1-4 are connected to the black port and zones 5-8 to the red.

Figure 2.



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#### E. Installation method: WaterHub Pro control panel

Mount the WaterHub Pro device in the desired location using the supplied backplate.

Plug the leak detection tape(s) and connecting cable(s) into the allocated ports on the control panel.

## USER GUIDE

### A. General

LeakSafe's WaterHub Pro leak detection and leak notification system comprises lengths of leak detection tape installed in areas where leaks are likely e.g., behind a kitchen sink & dishwasher, the utility area and under baths, showers, WCs and basins. The tapes are connected to the WaterHub Pro using a connecting cable.

If the leak detection tape in any area gets wet, the WaterHub Pro sends a signal 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

Battery level: x:xx  
Temperature: xx.xx  
Humidity level: xx.xx

#### 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

Battery level: x:xx  
Temperature: xx.xx  
Humidity level: xx.xx

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

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



Figure 3.

## B. 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 an appliance e.g., a sink, washing machine or bath in that area 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 Pro device into which the wet tape is plugged will be lit. If you get a notification but when you look at the device the Zone LED is not on, please still check the area, but no LED signifies that the tape has dried since the alarm was raised.

If the leak is still active, disconnect the leak detection tape by unplugging it from the bottom of the WaterHub Pro device. 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 Pro.

Once a day, behind the scenes, each WaterHub Pro 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.

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## C. Maintenance

The WaterHub Pro 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 WaterHub Pro is offline for any period, we recommend that you test the control panel as described in Section C of the Installation Guide above and replace the battery if required. To change the battery, slide the WaterHub Pro to release it from its bracket and reveal the battery compartment. Lithium battery type ER26500.



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