



User Manual



securiteaquadetect.com

IMPORTANT : PLEASE READ CAREFULLY BEFORE USING YOUR SYSTEM

To ensure that your system is kept in good working order and to preserve your guarantee, it is important to maintain it properly and to inspect it regularly. The following guidelines must be followed in order to maintain your protection.

1. KEEPING THE DETECTORS IN PLACE AND WORKING

Water leak sensors are placed in strategic areas known to be exposed to water spills. It is the user's responsibility to not move sensors permanently from their original position. Detectors must not be bypassed using the panel keyboard or the UltraSync application.

2. PERIODIC TESTS

It is the user's responsibility to carry out a complete test of the system following directives outlined in section 4 below, at least once a year. User is to advise Sécurité AquaDéfect at 514 375-5678 (extension 3) should any anomaly arise.

3. SHUTTING OFF THE MOTORIZED VALVE

The valve should only be opened manually as a last resort, for example in the event of an extended power outage. To manually open the valve, lift the round button on top of the valve and turn clockwise until the red line in the clear round window indicates an open position.

Once power is restored, it is ESSENTIAL to push the round opening button into place. After these steps are completed, the system must also be tested by following the procedure in section 4.

4. PROCEDURE FOR CONDUCTING A SYSTEM TEST

IMPORTANT: Before performing your test, be sure to inform your building management (or the alarm centre to which your system is linked, if applicable) to avoid any false alarms.

- a) Run the hot and cold water from a kitchen or bathroom sink.
- b) Wet two fingers and place them on two adjacent (not diagonal) metal contacts under a single sensor. The valve should close each time there is a detection. Ensure that the water stops flowing completely. The piping that connects the Nowa valve to the faucet may take a few moments to empty. **THE WATER MUST STOP FLOWING COMPLETELY; THIS WILL BE CONFIRMED WHEN THERE IS ABSOLUTELY NO DRIPPING WATER.**
- c) Keep your fingers on the sensor's metal contacts and go to the control panel. The green Ready light will be on Off, the Status button will not be green but red, and the red Alarm light will be on.
- d) Press the Status button, and a voice message will give you the number of the zone under alarm.
- e) Remove your wet fingers from the metal contacts and dry off the sensor. For mounted sensors, you can use a vacuum cleaner or a hair dryer. The green Ready light will turn on.
- f) Press the Reset button. The Status button will go from red to green, and the red Alarm light will turn off.
- g) Press the Open Valve button. The valve will take a few seconds to open.
- h) Repeat the procedure with each sensor.
- i) Once the test is completed, be sure to close all faucets.
- j) Immediately report any malfunction or anomaly to Sécurité AquaDéfect by calling 514 375-5678, ext. 3.

5. ADDITIONS, REPAIRS OR MODIFICATIONS TO THE SYSTEM

With the exception of replacing the batteries in the sensors, all additions, repairs or modifications to the system must be performed exclusively by a trained and authorized technician sent by Sécurité AquaDéfect. It is the responsibility of the user of the system to report to us as soon as possible any additions to the system that have been made after the initial installation of the system. Insurers insist that all devices with a water supply be protected by a leak sensor.

LIMITATION OF LIABILITY

WE WILL NOT BE HELD RESPONSIBLE FOR UNDETECTED LEAKS IF THE GUIDELINES LISTED ABOVE ARE NOT FOLLOWED.

It is also important to note that the Nowa system will only shut off the water inlet valve and send notifications if water reaches a Nowa sensor. The sensors are strategically placed in areas most likely to experience water damage. We cannot guarantee protection against all leaks that may occur in a property.

Therefore, we cannot be held responsible for damage caused by a leak that does not reach a sensor.

We firmly believe that your new Nowa 360 system will provide you with precious peace of mind knowing that, from now on, the least amount of water to touch a Nowa detector will immediately close the motorized valve attached to your water supply pipe and prevent the worst. Your home will be protected, as will those of your neighbours.

We have taken the necessary steps to ensure that your system is in perfect working order. We are now asking for your collaboration to make sure that it will continue to work properly for the months and even years to come.

Here's how to ensure that the system protects you at all times from water leaks:

1. Never move a detector permanently. You may move a detector to clean the floor, as long as you put it back in its original position later on. The Nowa system only closes the valve on the water inlet if a water leak touches one of the detectors installed in your condo. Detectors are placed in locations that are known to be the most vulnerable. It is important to leave detectors at the location we have selected during the installation.

2. Perform a periodic system test (ideally every 60 days).

If the test does not go as planned, contact our technical department immediately at 514 375-5678, extension 1. If you reach the voicemail, leave a message so we can call you back as soon as possible.

If Your Nowa Panel Beeps Continuously?

Beeps indicate a system malfunction. To stop the beeping, press the “Reset (*Réinitialisation*)” button. If the beeps continue, call us at 514 375-5678, extension 3.

Manual Valve Opening CAUTION: USE ONLY AS A LAST RESORT

The valve should only be opened manually as a last resort, for example in the event of an extended power outage. To manually open the valve, lift the round button on top of the valve and turn clockwise until the red line in the transparent round window indicates an open position.

Once power is restored, it is important to return the round button used to manually open the valve back to its original position to ensure the system functions properly. After these steps are completed, the system must be tested to confirm correct operation of the valve.

We cannot be held liable for undetected water leaks when the valve has been manually opened, if the round button is not returned to its original position and if a system test is not performed once the power returns.

Steps to Follow if a Water Leak is Detected

1. Go to the control panel. The red “Alarm” light will be on, and the “Ready” light will be off.
2. The “Status” button will change from green to red. Press the “Status” button: a voice message will tell you which zone (specifying its number) triggered the alarm. Check the list of zones and locations that was provided to you to find out which zone this number is linked to. (Always leave the list near the control panel.)
3. **ONLY ONCE THE LEAK HAS STOPPED AND THE DETECTOR IS COMPLETELY DRY:**
 1. Make sure the green “Ready” light is on;
 2. Press the “Reset” button;
 3. Then press the “Open valve” button;
 4. Wait a few seconds for the valve to open.

The system is ready to detect leaks again.

The NOWA 360 panel can control more than just water leak detectors. Many of its additional functions are not called on when the system is only used to detect and stop water leaks. Remember that the only buttons and lights used to prevent water damage are the following:

“Status” button:	Allows you to know the status of the panel using a voice message
“Reset” button:	Allows you to stop the alarm mode
“Open Valve” button:	Allows the valve to be opened after reset
“Close Valve” button:	Allows the valve to be closed at any time
“Ready” light:	Green in normal mode; off in alarm mode
“Alarm” light:	Off in normal mode; red in alarm mode

THE OTHER BUTTONS AND LIGHTS ARE NOT USEFUL TO YOU.

Types of Detectors

There are four types of detectors that protect your property.

Triangular detector: Mounted under sinks and washbasins, the wireless detector transmits a signal to the Nowa panel if a puddle of water touches the two screws placed under it. It is equipped with a lithium battery that lasts more than 10 years.

Round detector: Installed behind the washing machine and the refrigerator (if equipped with water supply), under the dishwasher, near the water heater and the main water line entry point, behind the toilets and in front of the washbasins, this wireless detector transmits a signal to the Nowa 360 panel if a puddle of water touches two of the four metal points located under it. It is equipped with a lithium battery that lasts more than 10 years.

Miniature detector: This detector, which can be mounted on a sink or washbasin toe kick, is connected to a triangular wireless detector. If water spills over the edge of the sink or washbasin, it sends a signal to the Nowa panel via the triangular wireless sensor.

Motion Detector (Optional)

A motion detector located in the central part of your condo unit will automatically close the Nowa valve if no movement is detected for a 12-hour period. When someone enters the condo, the motion detector automatically opens the valve.

You can also decide to manually shut off the valve when you leave (regardless of how long you are away) by pressing the “Close Valve” button on the Nowa panel.

CAUTION: If you shut the valve manually when you leave by pressing the “Close Valve” button on the Nowa panel, you will need to press the “Open Valve” button upon your return.

HUMIDIFIERS: If your residence is equipped with a humidifier and you wish to have it functioning while you are away, do not close the Nowa valve when leaving. The valve will close automatically if your Nowa system detects water.

Make Sure There is no Water Under a Detector Before Calling us

When the valve shuts off the water supply, it can be difficult to accurately determine whether there is really water under the detector sounding the alarm. We suggest that you slide your hand under the detector to check for any traces of water. If the detector is installed behind the washing machine, pass a dry mop behind the machine so that the mop touches the ground. If the mop is wet, this means that there is a puddle of water behind the washing machine.

If we must send a technician and water is found under the detector when you thought it was a false alarm, you will be charged for the service call.

Transmission of Notifications by Wi-Fi

If your Nowa system is connected to your WiFi network, it will be possible to send notifications to your smart phones or tablets and, if your syndicate created a special email address to receive alarms is suggested by us, the administration will also be notified and will be able to react to an alarm in case you are away.

In addition, a WiFi connection can, in some cases, allow us to solve problems remotely and thus save you the cost of a service call.

If your Nowa system is connected to your WiFi network and you intend to change your router, take the following precautions to avoid having to pay extra fees:

- keep the same network name for the 2.4 MHz part of the new router;
- keep the same password;
- set the security level to WPA2.

These measures should allow all your devices, including the Nowa 360 panel, to automatically connect to your new router.

IMPORTANT: Our warranty does not include the service call required should you bring any changes to your WiFi system.

Please see instructions at the end of this manual to reconnect your Nowa system to your Wi-Fi network if you change your network name or password or if you change provider or your router.

Transmission of alarms via the cellular network (Optional)

If you do not have a Wi-Fi network in your condo, notifications and alarms can be transmitted via the cellular network (Bell, Rogers, Telus) rather than by Wi-Fi.

Additional charges apply.

Free Application for Your Smartphones and Tablets

Users whose Nowa system is connected to their WiFi network can download the free UltraSync+ application, which allows them to control the system from anywhere in the world as long as they have a WiFi connection.

You will be able to:

1. open or shut off the system valve;
2. receive the four types of notifications defined below;
3. view the history of all of your system's activities.

Please refer to the attached document for information on how to download and program the UltraSync+ application.

Types of Notifications Transmitted by the Nowa System

Nowa systems can transmit four types of notifications:

1. valve shut-off following the detection of a water leak, with specification of the location;
2. valve shut-off following the detection of a freezing hazard (5°C / 41°F);
3. loss of contact with a detector (detector moved out of the condo unit);
4. low battery with indication of the corresponding detector (see “Battery Replacement”).

Power Failure

In the event of a power failure, the rechargeable batteries of the Nowa panel will keep the system running. If the power failure lasts and the batteries are completely discharged, the valve will shut off. You can then open it by using the blue and white knob on the top of the valve. Slightly pull this knob and turn until the valve opens. You may have to turn the knob for a while before the valve stays in the open position.

IMPORTANT: Always push the knob back completely after using it. If this knob is not properly returned to its original position, the valve will stop working and lock in the open or closed position.

Weekly Valve Test

Every Wednesday at 3:00 p.m., the valve will shut off and open automatically. This will prevent the accumulation of limescale and test the operation of the system.

Battery Replacement

The system will notify you when a battery has to be replaced.

To replace the battery in a round detector, remove the three white pads placed under the detector and remove the three screws to open the detector. Replace the battery with a new CR2450 lithium battery. Replace the screws and pads.

To replace the battery of a triangular detector, lift the cover by inserting a screwdriver into the slot on the inclined tip of the detector. Replace the battery with a new #123 lithium battery.

See battery replacement instructions at the end of this manual.

Warranty

The Warranty Period Starts on the Date of the System’s Installation.

Sécurité Aquadéct guarantees the system and all its components (parts and labour) for a period of twelve (12) months. We will therefore replace, on site, any component that stops working because of a manufacturing defect.

The manufacturer of the Nowa systems, Inflatrolix, guarantees the electronic components for a second year, the valve motor for two additional years (three-year warranty) and the body of the stainless steel valve for life.

The terms of the Inflatrolix manufacturer’s warranty are set out in the document entitled “LIMITED WARRANTY – NOWA,” which is included in this document.

Repair or replacement of a component under warranty will be performed between 9:00 a.m. and 5:00 p.m., Monday to Friday. Any service call outside these normal hours of operation will be charged at an hourly rate of \$75 (minimum 1.5 hr).

IMPORTANT: Our warranty does not include the service call required should you bring any changes to your WiFi system.

Technical Assistance

Technical assistance is available 24 hours a day, every day of the week at 514 375-5678, extension 3.

Responsibilities of Nowa System Users

DO NOT MOVE DETECTORS PERMANENTLY

Water leak detectors are placed in strategic areas known to be subjected to water spills. It is the user's responsibility to not move detectors permanently from their original position.

We cannot be held liable for undetected water damages if one or more detectors have been moved from their original positions.

OBLIGATION TO CARRY OUT PERIODIC TESTS OF THE SYSTEM

It is the user's responsibility to carry out periodic tests of the system and to advise Sécurité AquaDéTECT at 514 375-5678 (extension 3) if the test does not produce the result mentioned in the test procedure outlined at the bottom of this document.

We cannot be held liable for any undetected leaks if periodic testing is not carried out or if a malfunction is not reported to us upon detection. A full periodic system test should be performed at least once within 6 to 12 months following the system installation and once per year thereafter.

OPENING THE MOTORIZED VALVE MANUALLY

The valve should only be opened manually as a last resort, for example in the event of an extended power outage. To manually open the valve, lift the round button on top of the valve and turn clockwise until the red line in the transparent round window indicates an open position.

Once power is restored, it is important to return the round button used to manually open the valve back to its original position to ensure the system functions properly. After these steps are completed, the system must be tested to confirm correct operation of the valve.

We cannot be held liable for undetected water leaks when the valve has been manually opened, if the round button is not returned to its original position and if a system test is not performed once the power returns.

SÉCURITÉ AQUADÉTECT DISCLAIMER

It is important to note that the Nowa system only closes the water inlet valve if the leak reaches a Nowa detector. Detectors are placed in the areas judged to be the most vulnerable. We cannot guarantee protection against all leaks that may occur at a property, and we cannot be held liable for any damage caused by a leak that does not reach a detector.

ADDITIONS OR MODIFICATIONS TO THE SYSTEM

Any addition or modification to the system must be performed exclusively by a technician trained by and employed by Sécurité AquaDéTECT. Any addition or modification to the system made by someone other than a technician trained by and employed by Sécurité AquaDéTECT will terminate the telephone and in-person technical assistance service offered by Sécurité AquaDéTECT. We will not be held responsible for any undetected water damage if the customer makes any addition or modification to the system.

SYSTEM TEST PROCEDURE

1. Run the hot and cold water from a sink or wash basin.
2. Wet two fingers and place them on two adjacent (not diagonal) metal contacts under a detector. The valve should close each time there is a detection. Ensure that the water stops flowing completely. The piping that connects the Nowa valve to the faucet may take a few moments to empty. **THE WATER MUST STOP FLOWING COMPLETELY; THIS WILL BE CONFIRMED WHEN THERE IS NO LONGER ANY DRIPPING WATER.**
3. Keep your fingers on the detector's metal contacts and go to the control panel. The green Ready light will turn off, the Status button will go from green to red, and the red Alarm light will turn on.
4. Press the Status button, and a voice message will give you the number of the zone under alarm.

5. Remove your wet fingers from the metal contacts and dry off the detector. For mounted detectors, you can use a vacuum cleaner or a hair dryer. The green Ready light will turn on.
6. Press the Reset button. The Status button will go from red to green, and the red Alarm light will turn off.
7. Press the Open Valve button. The valve will take a few seconds to open.

Repeat this procedure with each detector.




Immediately report any malfunction to Sécurité AquaDéfect by calling 514 375-5678, ext. 3.

**If you have any questions or to report any system problems
please call 514 375-5678, ext. 3.
Please always leave a detailed message if you reach voicemail.**

Please note that all prices mentioned are subject to change without notice.

What to do when the system is in alarm?

Instructions

1. Press on the "status" button 
2. Go to the sensor in alarm location
3. Stop the water leak & dry the sensor
4. Press the "Reset" button 
5. Press the "Open valve" button 

If step 5 does not work, follow the manual override procedure

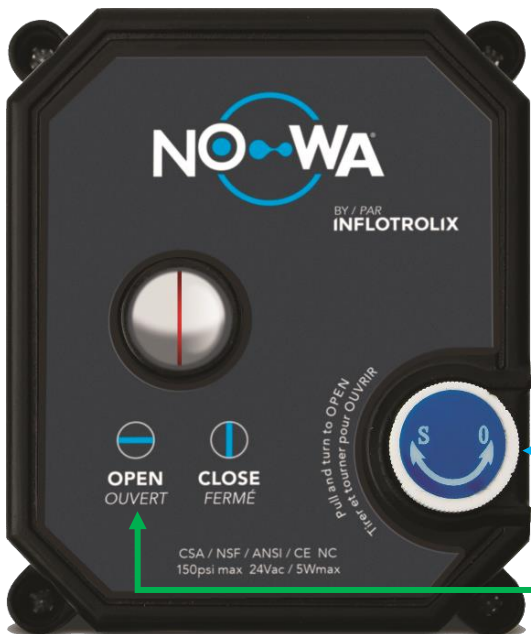


Manual Override

1. Go to the valve location
2. Locate the white wheel and lift it
3. Turn the wheel clockwise until the valve is in the open position (do not push the wheel back)

If the valve begins to rotate on its own, let it complete its rotation and repeat step 3

4. Make sure there is no water leak in your home
5. Once the problem is resolved, push the wheel back to its original position to put the valve back into operation



WARNING




**Manual override compromises the proper functioning of the Nowa 360 system
Nowa and the installer cannot be held responsible for any damage resulting from manual opening of the valve**

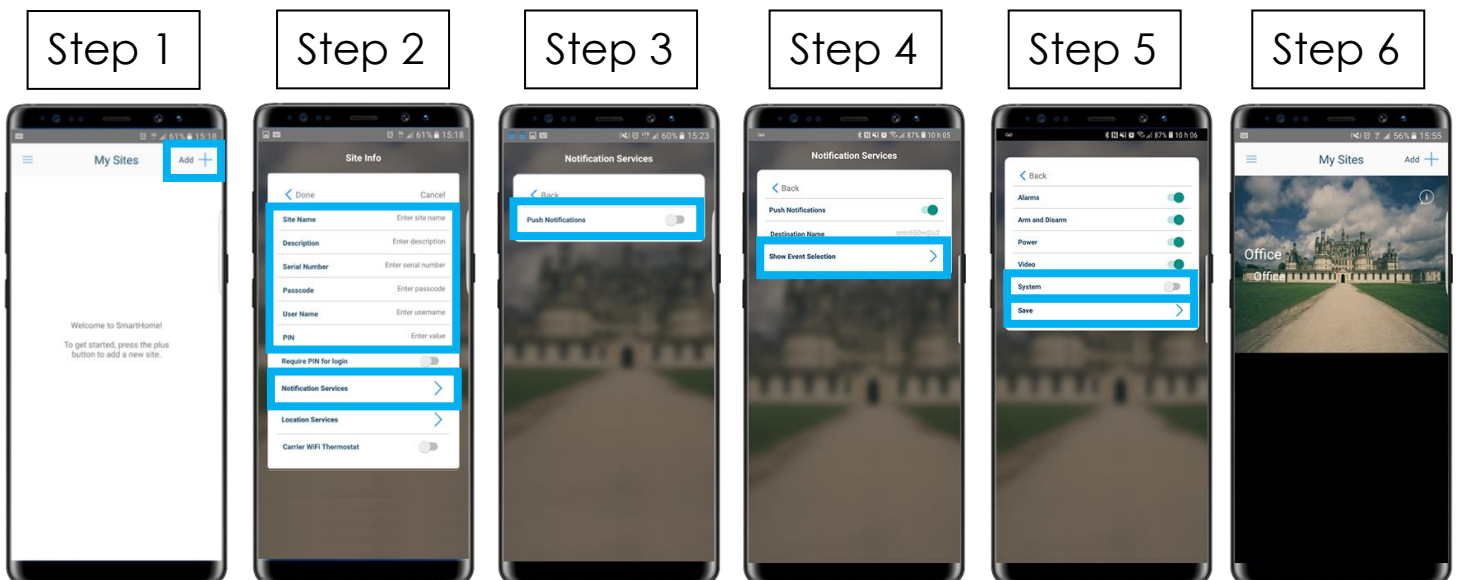
It is your sole responsibility to make sure that there is no water leak and that it is safe to open the valve

Technical assistance

Mobile App Configuration

Android & iPhone

1. Open the "Play Store" or "Apple Store" application in your cell phone
2. In the search bar, enter "**UltraSync +**"
3. Click on the application "**UltraSync +**" whose logo looks like one of them:
 
4. Once the application is downloaded and installed, open the application named "**UltraSync +**"
5. Once the application is at the home page, click the "**Add**" button located at the upper-right corner of your screen
6. Fill in the fields using the following information:
 - a. **Site Name:** The protected Location Name
 - b. **Description:** The description of the protected location
 - c. **Serial number:** The Serial number of the system (on the back of the control panel)
 - d. **Passcode:** 12345678
 - e. **User Name:** User *(Uppercase letter "U")
 - f. **PIN code:** 1234
 - g. **Requires a pin for connection:** off
7. Activate notifications by pressing on "**Notifications services**" then press on "**Push Notifications**"
8. After the service has been activated, press on "**Show Event Selection**", uncheck "**System**" and press on "**Save**"
9. After saving the event selection, press on the "**back**" button, then the "**back**" button again and finally on the "**Done**" button
10. You can now access the control panel with the mobile application. Simply tap the image associated with your site



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Quick Mobile App Guide

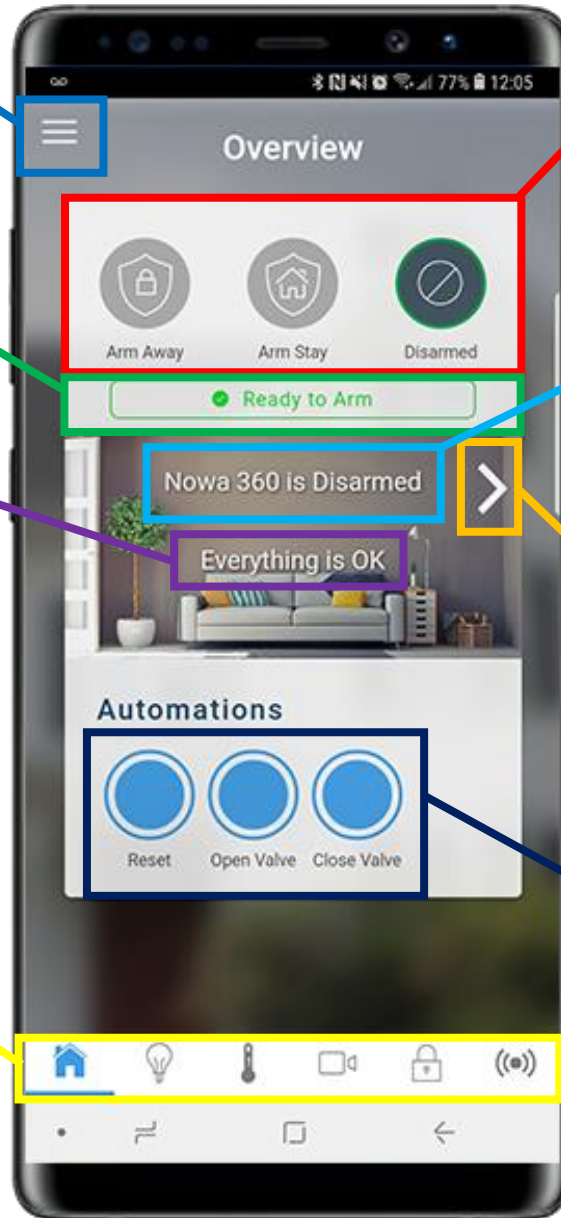
Menu Button
Let you navigate throughout the menus such as settings, history, users and more

System Status
This indicate the system status to indicate if the system can be armed and if it is in alarm.

Error Message
This indicate the reason of alarm or of trouble such as supervision fault or low battery. If no troubles are detected, it will be written Everything is ok.

Devices Controls
Those buttons bring you to the control page of the specific device type while the home icon brings you back to the overview.

-  Lights and motors
-  Thermostats
-  Cameras
-  Door locks
-  Sensors



Security Functions
Let you arm away, arm stay and disarmed. Those functions are **ONLY USED** for security system usage.

System Armed Status
This indicate if the system is armed or not. Even if the system is "Disarmed" **the Nowa water leak protection always works**

Navigate Through Areas
Tap on the arrow to go to the next area of your system (Ex: Nowa 360, Security, Motion)

Nowa Valve Control
Those buttons are used to control the Nowa valve. The reset button, will cancel the leak alarm if no water is detected. Once the alarm is cancelled you can use Open valve and Close valve to control it.

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How to use the UltraSync+ Mobile App

The name of your system is displayed on the home page.

On the home page, touch the grey area to display the “Overview” (« Survol ») page.

The three icons at the top serve only for users whose Nowa 360 system includes an anti-theft/vandalism system. If applicable, these icons enable you to arm your anti-theft/vandalism system partially (if you are at home) or fully (if no one is at home). If no detector is in alarm status, a message is displayed to indicate whether the system is ready for arming. You may also check remotely if the system is armed.

If you have not added a anti-theft/vandalism alarm system to your Nowa 360 system, these icons are of no use to you.

The three icons that appear in the “Automation” (« Automatisations ») section of the screen are connected to your Nowa 360 system’s water leak detection and shutdown function.

“Réinitialisation” (Reset): Press this button to confirm that you have received the notification and fixed the leak problem (puddle wiped up and detector dried).

“Ouvrir valve” (Open valve): Press this button to open the valve from within your home or remotely. In the event that a leak has just been reported, this button will only work once the leak has been stopped and repaired (puddle wiped up, detector dried and “Réinitialisation” [Reset] button pressed).

“Fermer valve” (Close valve): This button allows you to close the valve from any location with a cellular or Internet connection.

The icons in the lower bar have the following functions:

Home: Back to the “Overview” (« Survol ») page

Light bulb: Lighting control using intelligent switches

Thermometer: Heating control using one or several intelligent thermostats

Camera: Real-time viewing of scenes captured by one or several Wi-Fi cameras

Padlock: Control of one or several intelligent locks

Waves: Verification or modification of the status of each water leak detector

Green: The system communicates normally with the corresponding zone's detector. There is no alarm in progress.

Red: An alarm is in progress in the corresponding zone. If so, the affected zone appears at the top of the list. You will receive a notification specifying at what time the valve was closed and naming the zone in alarm status.

The two buttons to the right of the zone's name are used to turn off the zone's audible alarm and to delete notifications coming from the zone.

The three white horizontal lines in the upper left corner give access to the following functions:

“Sites”: Back to home page

“Périphériques” (Devices): The elements in this section each provide the same functions as the icons in the lower bar of the “Survol” (Overview) page.

“Change PIN”

“History”: This function allows you to view all past system operations.

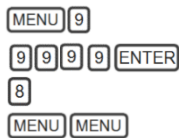
“Paramètres” (Settings), “Avancée” (Advanced) and “Configurer un périphérique” (Configuring a device): These functions are reserved for manufacturer-trained and authorized technicians.


Quick Configuration Guide

1 Connect the Nowa 360 to Internet

Via Wi-Fi

1. Power up the Nowa 360 control unit
2. Press the following buttons on the control panel, one after the other, to activate the "Wi-Fi Discovery Mode"



3. Wait for the panel to emit a 2 second beep
4. Open your smart phone and go to the Wi-Fi networks settings
5. Search and select a Wi-Fi network name starting with "**ZEROWIRE**"
6. Wait for your phone to connect to the network (blue checkmark will appear on the left for iPhones, "**Connected, Internet may not be available**" will appear for Android). Some phones will prevent accessing those kinds of networks by default. Press dismiss, if it shows you "Internet may not be available" notification
7. Open a web browser such as **Safari, Chrome, Internet**
8. Type this IP address in the address bar:
192.168.1.3
9. Wait for the browser to bring you to a login page
10. Enter the following credentials to sign in
 - a. Name: **installer**
 - b. Password: **3275**
11. Once signed in, press on the  button on the top right of your screen
12. Press on "**Settings**"
13. Once landed on the settings page, press on the drop-down list underneath "**Settings Selector**" and select "**WiFi Setup**"
14. Press on the "**Scan for Wi-Fi Networks**" button and wait for the system to finish scanning networks
15. Select your Wi-Fi network and enter your password (make sure to respect uppercase and lowercase letter, no spaces after or before)
16. The system will now try to connect to the Wi-Fi network. Once connected you will be able to use the mobile app to finalize the configuration.

Via Ethernet

1. Power up the Nowa 360 control unit
2. Press the following buttons, one after the other, on the control panel to activate the "**Ethernet mode**"



3. The panel will say: "**Ethernet is on**". If it says "**Wi-Fi is on**" press on the button "**7**" again
4. Connect the Ethernet cable to your router and to the Nowa 360 panel
5. Once connected you will be able to use the mobile app to finalize the configuration.

Via Cellular module

1. Power up the Nowa 360 control unit
2. Connect the GSM module using the 6-pin connector cable located on the back of the panel underneath the right small door.
3. Ask your portal manager to configure the system in "**IP Cellular**" or "**Dual Path**"
4. Once connected you will be able to use the mobile app to finalize the configuration.
5. If the mobile app is not working, check if your module is correctly connected. You can verify the signal strength in the "**Connection Status**" section of settings using the Wi-Fi discovery mode.

Cellular Signal Strength Chart



2 Configure Sensor Names

1. Configure your mobile app using the "**Mobile App Configuration**" document
2. Access your system via your mobile app on your smart phone
3. Go to "**settings**". You will land on the sensor configuration page
4. Change the sensor name in the "**Sensor Name**" field and enter the sensor location as the name
5. Press on the blue "**save**" button
6. Select a new sensor from the drop-down list aligned with "**Select a sensor to configure**" and repeat steps 4 and 5 until all sensors are named

Important Notice

Configuration of a Nowa 360 on a Helix router

It was brought to our attention that several installers were having difficulty configuring a Nowa 360 system on a Wi-Fi network of a Helix router from the company Videotron.

This document will explain the important points about this configuration and how to achieve it.

Separations of the two frequencies

As you already know, the Nowa 360 system is often not able to connect to a Wi-Fi network with the same SSID for the 2.4GHz and 5GHz frequencies of the router.

You must give a unique name for the 2.4GHz frequency as well as a unique name for the 5GHz frequency.

This will have the effect of separating the customer's network into 2. The customer will be able to choose for himself which Wi-Fi network is the most suitable depending on the distance between the router and his smart device.

2.4GHz

- + Stability and long range
- Limited download speed

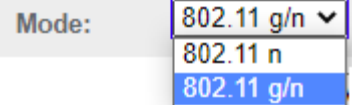
5GHz

- + Super fast download speed
- less stable at long range

Communications protocols

The Nowa 360 system can communicate over Wi-Fi over 802.11B and 802.11G protocols on the 2.4GHz frequency. Some routers are configured by default to communicate over the 802.11 N protocol only.

You must change the configuration in the router to allow devices communicating on older protocols to connect. The value in the parameter is often called "Legacy".



Wi-Fi network SSID

Following several steps with the engineers at Videotron, we identified a problem in the Helix router. The problem is that:

If the name of the SSID (name of the Wi-Fi network) has more than 12 characters (for example: VIDEOTRON1234 has 14 characters), it will prevent the Nowa 360 system from connecting to the Helix router.

In this situation, you need to change the SSID name to a word with 12 characters or less such as "VIDEOTRON12". The Nowa 360 system will then be able to connect to it.

Technical support

If you have any questions regarding this notice, please feel free to contact our technical support for assistance.

Website: www.nowasupport.com

Email: support@nowa360.com

Telephone: [1 877 287-7777](tel:18772877777) # 2 or [450 445-0700](tel:4504450700) # 2

How to configure the date and time

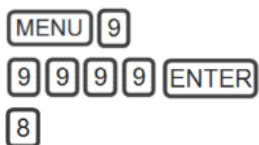
Context

The Nowa 360 system can be configured to be installed locally without an internet connection even if it is better to connect it to the Internet.

If the system loses AC power and the backup battery becomes empty (due to a prolonged power outage), the date and time must be reconfigured to resume the system operation.

Via Wi-Fi Discovery mode

1. Plug the AC adapter of the control unit, if it was disconnected.
2. Press on the following buttons on the panel to activate the **"Wi-Fi discovery mode"**



3. Wait for the panel to emit a **2 seconds beep** then press on **MENU MENU**
4. Open your smartphone and go to your **Wi-Fi settings**
5. Look for a Wi-Fi network starting with the name **"ZEROWIRE_XXXX"** and connect to it
6. Wait for your phone to connect to this network (blue checkmark on the left of the name of the network for iPhones, "connected, no internet access" for Androids). Some phones, will prevent you from connecting to these networks. If you are asked to connect to another network, just press ignore.
7. Open a web browser (**Safari, Chrome or Internet**)
8. In the address bar, remove everything and type: **192.168.1.3**
9. Wait for the web browser to show you a **login page**
10. Enter the following credentials into the login page, and then login
 - a. **Name:** installer
 - b. **Password:** 3275
11. Once you are connected, press on the **"Menu"** button at the top right of your screen
12. Press on **"Settings"**
13. Once on the settings page, press on **"sensors"** underneath **"Settings Selector"** this should show you a dropdown list.
14. Select **"System"** in the list
15. Enter the date and time underneath the section **"System date and time"** and press on **"Save"** at the top of the screen
16. The panel should go back to **green** and have **removed the error codes**. The **normal operation** of the system should be back

How to fix a low battery problem on a wireless sensor

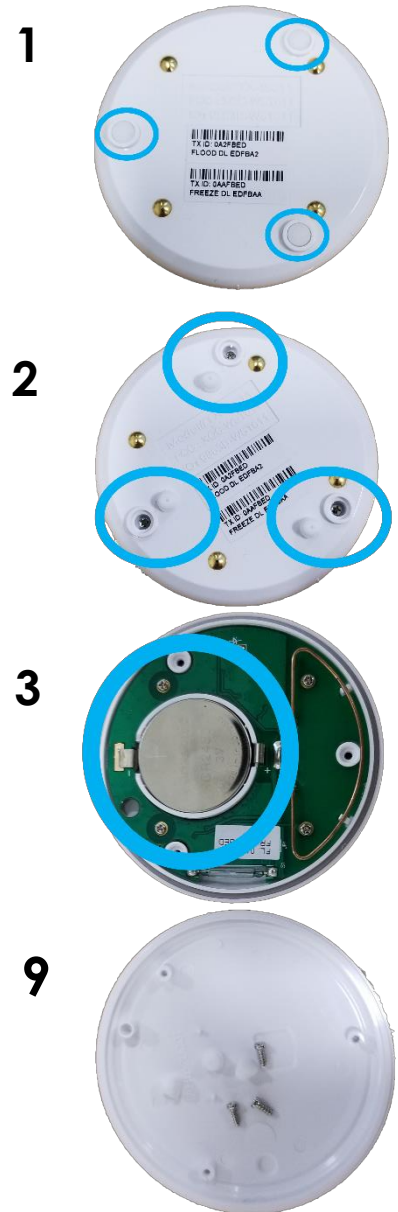
Round Sensor (NOWDSF360)

Necessary Equipment

- 3V CR2450 Battery
- Phillips precision screwdriver
- Flat precision screwdriver
- Magnet

Procedure

1. Remove the pads under the wireless sensor tabs
2. Unscrew the 3 small screws from the sensor tabs
3. Lift the top shell of the sensor
4. Remove the CR2450 battery by lifting it with the flat screwdriver
5. Heat up the battery for a few minutes
6. Put the battery in the space provided, making sure to see the positive side
7. Replace the top shell on the sensor making sure the gasket is in place
8. Screw the small star screws
9. Replace the pads in the sensor tabs
10. Use a magnet and tap it against the mark on the side of the sensor while being close to the Nowa 360 panel.
- **If your sensor is configured to detect freeze, you can follow the same steps but instead, hold the magnet on the sensor for 3 seconds.**
11. If the magnet is strong enough, it should send a tamper alarm and restore the low battery in the control panel state.
12. Use the "Reset" button to cancel the alarm.



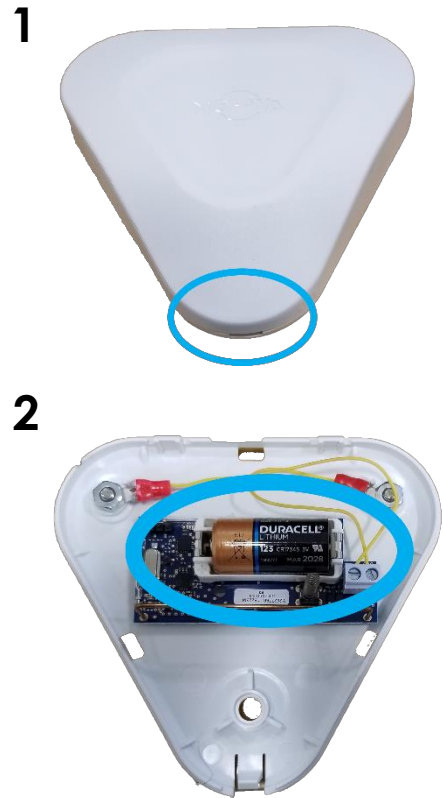
Triangular Sensor (NOWDSF300)

Necessary Equipment:

- 3V CR123 Battery
- Flat precision screwdriver

Procedure

1. Lift the upper shell using the flat screwdriver
2. Remove the CR123 battery from it's base on the circuit board
3. Heat up the battery for a few minutes
4. Put back the battery in the sensor base
5. Replace the upper shell starting with the flattened side
6. Perform a water detection to ensure that the sensor is operating normally and that the low battery error is no longer present





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Letter to Your Property and Casualty Insurer

There are two reasons why we suggest that you send your property and casualty insurer a copy of the letter on the following page.

1. First, this letter will allow you to request an update of your insurance file by confirming that your condominium is protected by a Nowa water damage prevention system, as are all condominiums in your building.
2. Most claims received by condo insurers are related to water damage. By installing a Nowa system, you significantly reduce the risks of water damage. This letter will allow you to document a request for a reduction of your premium rate.

We cannot guarantee that a rate reduction will be granted to you. In this regard, there are many variables, including the identity of your insurer and the history of your building as far as water damage is concerned. Some insurers do not grant any reduction whatsoever, while others do. Still, we encourage you to request it.





Certificate of Installation – Co-owner

Thank you for purchasing the Nowa 360 water leak detection and shutoff system.

Project: _____

Protection includes a water leak detector for each appliance that is equipped with a water supply and present in the condo at the time of installation:

- under the kitchen sink
- on the sink's front toe kick to detect any overflow
- under the dishwasher
- behind any fridge with a water supply (if present at the time of installation)
- under any steam oven with a water supply (if present at the time of installation)
- under any coffee machine with a water supply (if present at the time of installation)
- behind each toilet
- on the floor of each bathroom to detect any spill from a washbasin, bathtub or shower
- behind the washing machine
- near the water heater
- under the air-conditioning unit (if present at the time of installation)

Additional components :

- 1 motorized valve installed directly after the condo's water inlet main manual shutoff valve
- 1 control panel installed near the motorized valve

Condo number: _____

Installation date : _____

Name of co-owner: _____
First Name Last Name

Phone Number Email

Insurance Company Policy Number





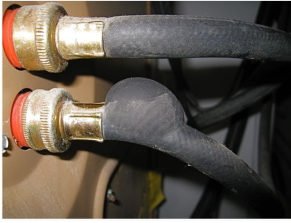

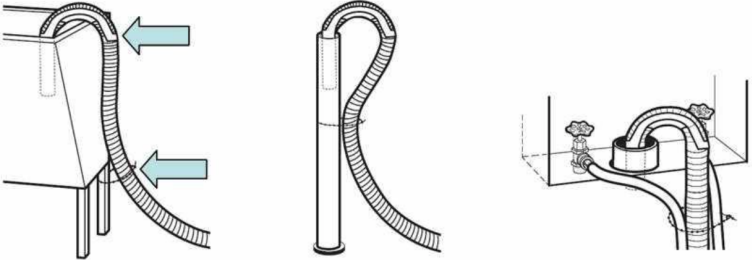
We hereby certify that the Nowa 360 system has been installed in accordance with the manufacturer's instructions and industry standards, and that all components were in good operating condition at the time of installation. We are not responsible for any changes made following this installation that may result in water damage (e.g., addition of any water-supplied appliance not present at the time of installation). We must be notified in writing of any such changes, and we must confirm the compliance of any new installation.


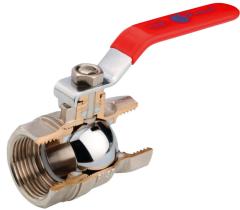
Gilles Fréchette, President


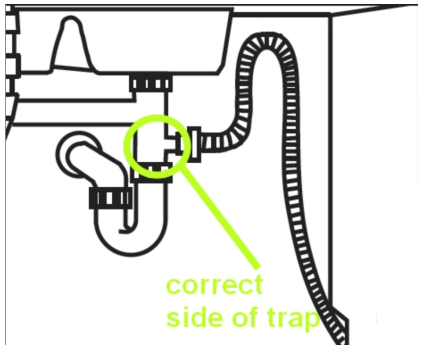
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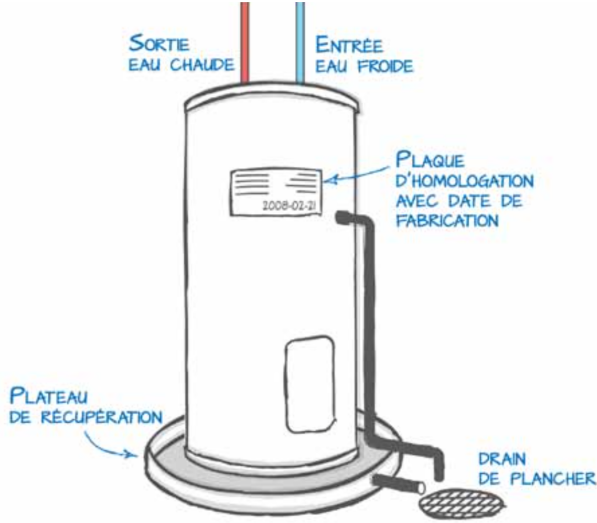


Recommendations to minimize the risks of water damage

Recommandation	Avoid	Recommended
<p>The most effective way to reduce water damage incidents consists of installing a water leak detection system equipped with a motorized valve that automatically shuts off the water supply once a leak has been detected.</p> <p>The Nowa 360 system has proven its efficiency in thousands of installations.</p>		
<p>Replace the regular speedways under sinks, washbasins and toilet bowls with braided stainless steel speedways.</p>		
<p>Replace the regular fittings under sinks, washbasins and toilet bowls with braided stainless steel fittings.</p>		
<p>Replace the washing machine's supply hoses with braided stainless steel hoses.</p>		
<p>Solidly attach the washing machine's outlet hose to the drainage pipe and make sure not to insert it down more than 20 cm (8 in.). Inspect yearly and replace every 10 years.</p>		


Recommandation	Avoid	Recommended
<p>Replace the water inlet pipe's compression valve with a ball valve.</p>		

<p>Verify if the dishwasher's drain hose is connected to the upper part of the air trap. Attach the hose higher than the air trap connection such as to prevent water from the sink from returning into the dishwasher. Regularly clean the gasket of the dishwasher door to remove any debris that could prevent the gasket from keeping the water inside. A sponge and a degreasing agent are usually appropriate for cleaning the gasket.</p>		
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<p>Replace the water heater every 10 years, At the time of replacement, install a drain pan connected to a floor drain if possible.</p>	
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<p>Avoid connecting a water supply to the refrigerator.</p>	<p>Such a connection may cause significant water damage.</p>	<p>Remove the connection or place a water leak detector under or behind the refrigerator.</p>
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<p>NEVER flush frying oil or grease or cat litter down sinks or toilets.</p>		<p>Pour the used oil into a container and dispose of the container in the garbage. Throw the cat litter directly away in the garbage</p>
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Recommandation	Avoid	Recommended
Regularly clean out bathtub, shower and washbasin drains to prevent the accumulation of hair or other debris.		
Verify if the overflows of the bathtub and sinks are effective at keeping the water from overflowing if a faucet is left open at full capacity.	Leaving a faucet open at full capacity without supervision is one of the most frequent causes of water damage.	Install water leak detectors in front of each washbasin to detect and quickly stop any overflow of water.
Replace caulking around doors and windows every five years as recommended by most insurers. Inspect every year to detect signs of premature decay.		
Install sprinkler head guards wherever there are objects that could come into contact with the sprinkler heads (e.g., in mechanical rooms and closets). IMPORTANT ; Make sure to use guards that are NFPA listed.		
Avoid storing cleaning products under sinks or bathroom wash basins. These products are corrosive and fumes can damage braided stainless steel speedways and cause water damage. These products should be stored elsewhere in cool well-ventilated storage places.		

LIMITED WARRANTY – NOWA

Mandatory Statutory Rights. This Limited Warranty sets forth Inflotrolix Inc. (“**Inflotrolix**”)’s responsibilities regarding the Nowa product. To the extent Inflotrolix cannot lawfully disclaim any applicable implied or statutory rights relating to the Nowa product, nothing in this Limited Warranty affects such rights. If you are a consumer you may be protected by consumer protection laws and regulations in your country, state or province of domicile, therefore certain limitations in this warranty may not apply to you.

Warranty. Inflotrolix warrants to the original purchaser of a new Nowa (“**YOU**”), that the water leak detection and interruption system including the valve and its actuator, the master module, the wired detectors, the wireless detectors, manufactured by or on behalf of Inflotrolix will be free from defects in materials and workmanship under normal use for a period that concludes three (3) years on the valve and two (2) years for the other components from the date the Nowa was originally purchased by YOU, and is the “**Warranty Period**”. This Limited Warranty is not transferable by YOU. This Limited Warranty is enforceable in the country, the state or province where YOU are domiciled. During the Warranty Period, if the Nowa is found by Inflotrolix to be defective, Inflotrolix may at its absolute and sole discretion: i) repair the defective portion of the Nowa without charge to YOU with new or refurbished parts; ii) replace the defective Nowa with a comparable new or refurbished product; or iii) in the event that Inflotrolix is unable to repair or replace the Nowa as provided under i) or ii), refund to YOU the net purchase price YOU paid for the Nowa. If the Nowa is repaired or replaced during the Warranty Period, except to the extent that Inflotrolix is expressly prohibited by applicable law, the warranty for the repaired Nowa or the replaced Nowa as applicable, will expire upon the expiration of the original Warranty Period. Any warranty or service under this Limited Warranty is conditioned upon the return of your Nowa to Inflotrolix (as set out below under “How to Return the Nowa”). When the exchange of the Nowa or its part is provided under this Limited Warranty, the item replaced becomes Inflotrolix property and the replacement item becomes yours. When a refund is provided under this Limited Warranty, YOU will return the Nowa to Inflotrolix and it becomes Inflotrolix’s property.

Exclusions and Limitations. This Limited Warranty does not apply : i) to normal wear and tear; (ii) if any component of the Nowa is disassembled, modified, or repaired by someone other than an authorized plumber-technician; iii) if any component of the Nowa is replaced with a non-genuine Inflotrolix; iv) to damage caused by misuse, accident, abuse, or neglect; v) to damage to the Nowa caused by operation or use outside the permitted or intended uses described in the user manual and specifications; vi) if the Nowa was submerged in water or other liquid; vii) to an installation done not adequately or done by a person other than a certified plumber-technician allowed to practice legally in the territory; viii) to an installation not in accordance with the codes and regulations applicable locally; ix) to a Nowa not purchased from a Inflotrolix authorized seller; or x) if the Warranty Period has expired.

How to return the Nowa. This Limited Warranty is provided by Inflotrolix. Please contact a Inflotrolix representative to receive instructions on how to return your Nowa to Inflotrolix. Inflotrolix will require that YOU provide proof of purchase of the Nowa in the form of a dated receipt or invoice from an authorized Inflotrolix reseller evidencing that YOU are the beneficiary of this Limited Warranty during the Warranty Period, and a proof of installation by an authorized plumber.

Exclusive Remedies. Except to the extent that Inflotrolix is expressly prohibited by law, this warranty and the remedies expressly set forth above for the Nowa are your exclusive remedies and are in lieu of any other warranties, remedies and conditions, whether expressed or implied.

Limitation of Liability. Except to the extent that Inflotrolix is expressly prohibited by applicable law, Inflotrolix, for itself, and on behalf of its distributors, resellers, subcontractors, and service providers of the Nowa hereby disclaims all other warranties, conditions, representations or guarantees of any kind, either express or implied, including but not limited to implied warranties or merchantability, satisfactory quality and/or fitness for a particular purpose. **To the extent Inflotrolix cannot lawfully disclaim any implied or statutory warranties relating to the Nowa, your statutory rights are not affected by this clause.**

Inclusion of Certain Damages. Except to the extent that Inflotrolix is expressly prohibited by law, in no event shall Inflotrolix be liable for any indirect, incidental, special or consequential loss or damages whatsoever or, damages for loss of profits, business interruption or other pecuniary loss arising out of the use of or inability to use the Nowa, even if Inflotrolix has been advised of the possibility of such damages. This limitation is intended to apply and does apply without regard to whether such damages are claimed, asserted or brought in an action or claim in tort or contract or on the warranty, or under any other law or form of action except in relation to liability for death or bodily injury or statutory liability for intentional and gross negligent act or omissions, for which no limit applies, the liability of Inflotrolix to YOU for loss or damage arising under this Limited Warranty shall not exceed in aggregate the net purchase price YOU paid for the Nowa or the cost or replacing the affected Nowa, whichever is greater. Nothing in this Limited Warranty shall be taken as excluding or attempting to exclude or in any way restrict any liability for death or bodily injury to the extent arising directly from the negligence of Inflotrolix or that of its employees or agents.

Some countries, states, or provinces do not allow the exclusion or limitation of incidental or consequential damages so the above exclusions and limitations may not apply to YOU. If any provision of this Limited Warranty is determined to be invalid or unenforceable the remaining provisions of this Limited Warranty shall remain in full force and effect.

Governing Law. This Limited Warranty, any claim dispute, or controversy (whether in contract, tort or otherwise, whether preexisting, present or future, and including statutory, common law and equitable claims) between YOU and Inflotrolix arising from or relating to this Limited Warranty, its interpretation, or the breach or validity thereof, shall, except to the extent that Inflotrolix is expressly prohibited by applicable law, be governed by the laws of the state or province as provided in this paragraph. If YOU are domiciled in Canada (excluding the Province of Quebec) this limited Warranty is to be construed under the laws of the Province of Ontario, excluding any body of law governing conflicts of law. If you are domiciled in the Province of Quebec, this Limited Warranty is to be construed under the laws of the Province of Quebec. If YOU are domiciled outside of Canada this Limited Warranty is to be construed under laws of the State of New York, excluding any body of law governing conflicts of law. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty.

Dispute Resolution. Unless YOU are domiciled in the Province of Quebec, any disagreement or dispute arising out of or relating to this Limited Warranty shall be settled by final and binding arbitration i) to be conducted in Ontario, Canada, if YOU are domiciled in Canada, under the rules of arbitration of the *Arbitration Act, 1991* (Ontario) (the “**Ontario Rules**”) by a single arbitrator appointed in accordance with the Ontario Rules, and ii) to be conducted in New York, if YOU are domiciled outside of Canada, under the Commercial Rules of the American Arbitration Association (“**CR-AAA**”) by a single arbitrator nominated in accordance with the CR-AAA. The arbitration shall be conducted in the English language. YOU agree that a judgment recognizing and enforcing the award may be entered in any court with jurisdiction, and irrevocably submit to the jurisdiction of any such court. No dispute between the parties, or involving any person but YOU, may be joined or combined together, without the prior written consent of Inflotrolix.

Miscellaneous. Waiver by Inflotrolix of any default will not be deemed a continuing waiver of such default or a waiver of any other default. If any term, provision or subsection of this Limited Warranty is held to be void, illegal or unenforceable, the validity or enforceability of the remainder of such term, provision or subsection and this Limited Warranty will not be affected.

