

# User Manual

## AQUA ALERT® APP



**AQUA ALERT®**

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# WELCOME TO AQUA ALERT®

## OVERVIEW

Your water softener is an important appliance that protects your home's plumbing and water-using appliances from costly scale damage. With the new AQUA ALERT® Wi-Fi App you can ensure your system is performing properly with both push notifications to your cell phone and e-mail notifications.

## FEATURES:

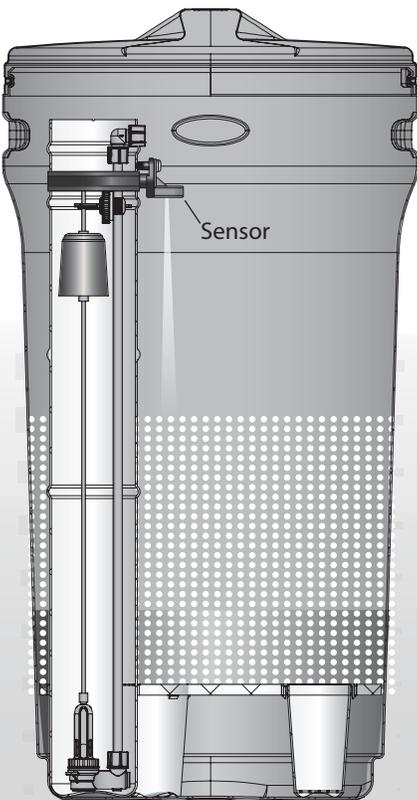
### PERFORMANCE DATA

- ◆ Daily water treated
- ◆ Total water treated
- ◆ Last regeneration date
- ◆ Days to next regeneration
- ◆ Current flow rate
- ◆ Peak daily flow rate

### SALT SENSOR

Never run out of salt again! The Aqua-Alert salt sensor measures the percentage of salt remaining in the brine tank so you know when you need to add salt.

When adding salt, take care not to pour salt on the sensor that is attached to the brine well as it could cause damage. Ensure the salt is evenly distributed in the tank for accurate measurement.



### DIAGNOSTICS

If something is not quite right with your softener's performance you will get a diagnostic alert indicating what the problem may be:

- ◆ Meter not working
- ◆ Regeneration interrupted
- ◆ Valve failed to complete or advance to next cycle position
- ◆ Device disconnected from Wi-Fi
- ◆ Soft Water recharge required

### SERVICE REMINDER

For periodic service requirements you can set a reminder to notify you. For example, if you have iron in your water you may need to add a resin cleaner annually.

### REMOTE MANUAL REGENERATION

Manually regenerate unit remotely from anywhere.

### LEAK ALERT

An alert will be sent if a constant flow of 2 gpm or greater is detected for 30 minutes. This will avoid dishwashers and washing machines but signal a faucet left open or a toilet continuously running!

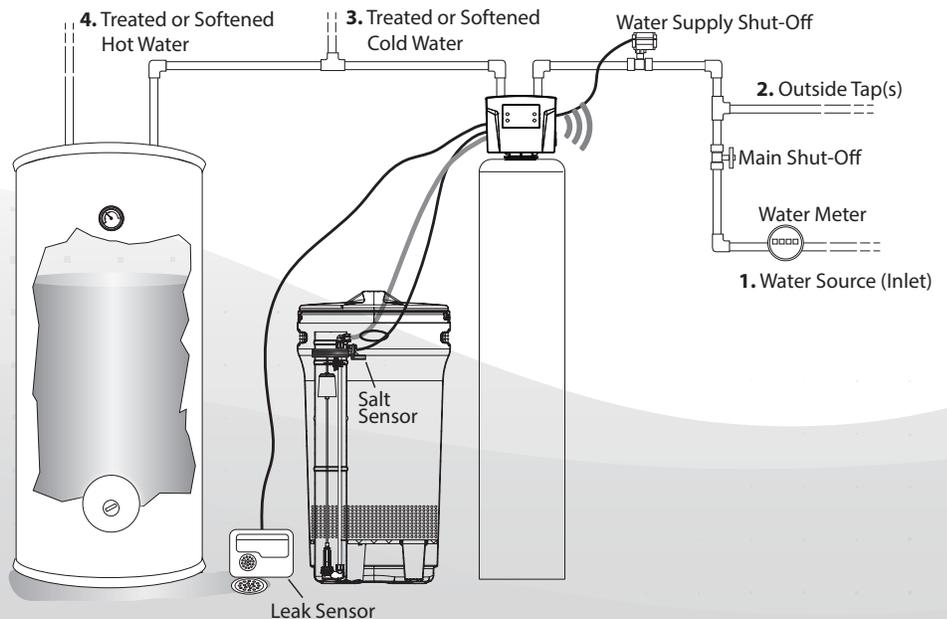
## OPTIONAL FEATURES:

### LEAK ALARM

A physical leak alarm placed near the floor drain will sound if a leak is detected. A Leak Alarm message will be sent to your phone and e-mail

### REMOTE WATER SHUT-OFF

A ball valve installed in your plumbing will allow you to shut off the water to your entire home in case of a leak concern. You can also turn your water back on while away from home or on vacation.



# AQUA ALERT® APP QUICK INSTALL GUIDE

## YOU WILL NEED:

- A water softener with AQUA ALERT® that has been professionally installed.
- A smart phone or tablet with an Android operating system (works on all Android OS?) or Apple IOS 8.0 systems or higher.
- Wireless router (Wi-Fi) with enough signal strength to reach your softener.  
**NOTE: Recommended that Wi-Fi signal strength be at least 90%.**

You will need to know your Wi-Fi name and password before you begin set-up.

Wi-Fi Name: \_\_\_\_\_ Wi-Fi Password: \_\_\_\_\_

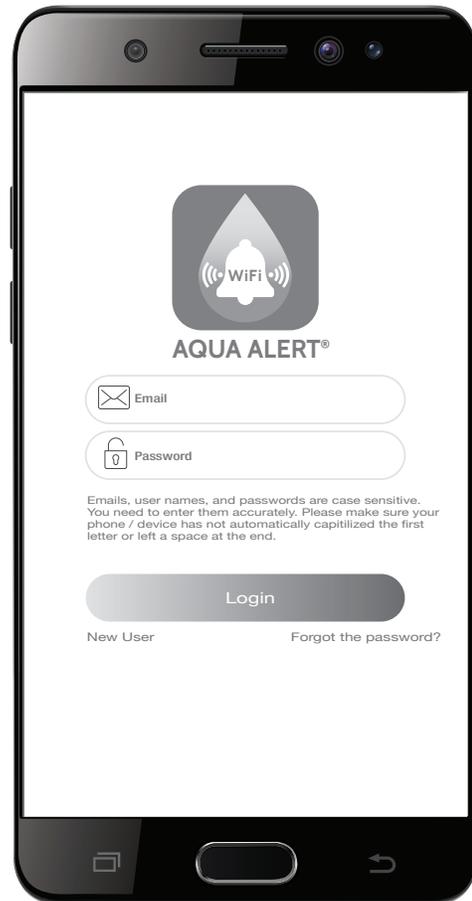
**AQUA ALERT® can be installed on multiple mobile devices by using the same username and password. If you connect more than one device and create a new username/password, the new device will replace any device paired before it.**

## STEP 1: CREATE AN ACCOUNT

Download the AQUA ALERT® app from your device's app store. Be sure to include the hyphen between words: Aqua-Alert. Look for this icon:



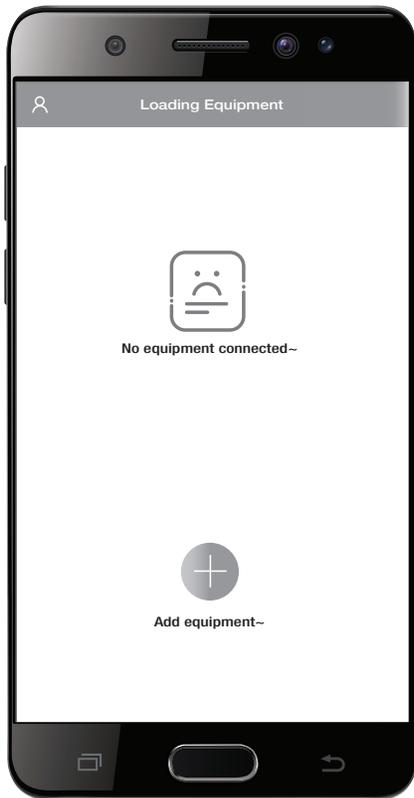
After downloading, open the app and choose "New User" at the bottom left side of the screen. Register by entering your email address and a password. You will be prompted to read the privacy policy. After reading the policy, return to the app to continue with registration.



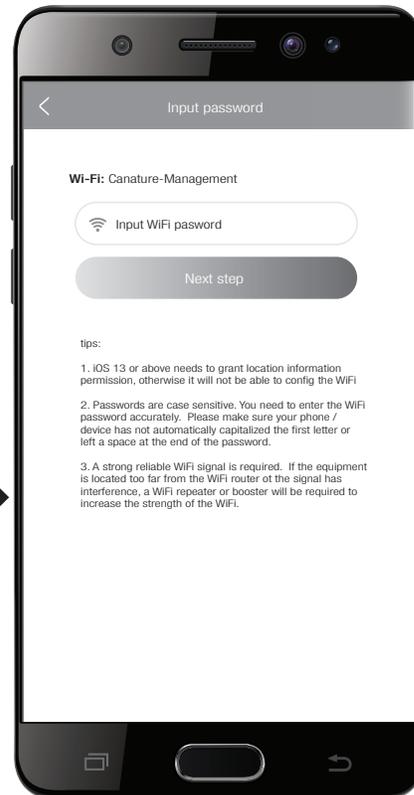
# AQUA ALERT® APP QUICK INSTALL GUIDE (CONTINUED)

## STEP 2: CONNECT TO AQUA ALERT®

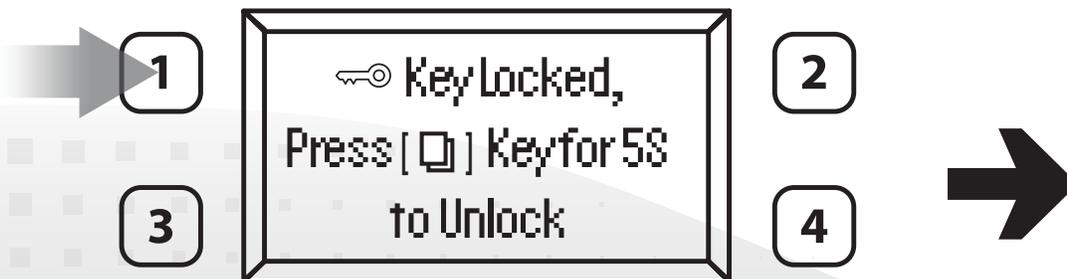
**2a** Press “Add Equipment” button.



**2b** Choose your home Wi-Fi network and enter your Wi-Fi password.



**2c** Press and hold **button one (1)**, the display will read “PRESS [ ] 5 Seconds to Unlock”. After 5 seconds, the display will beep confirming unlock.



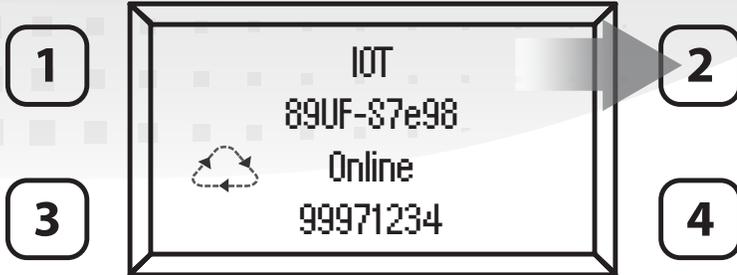
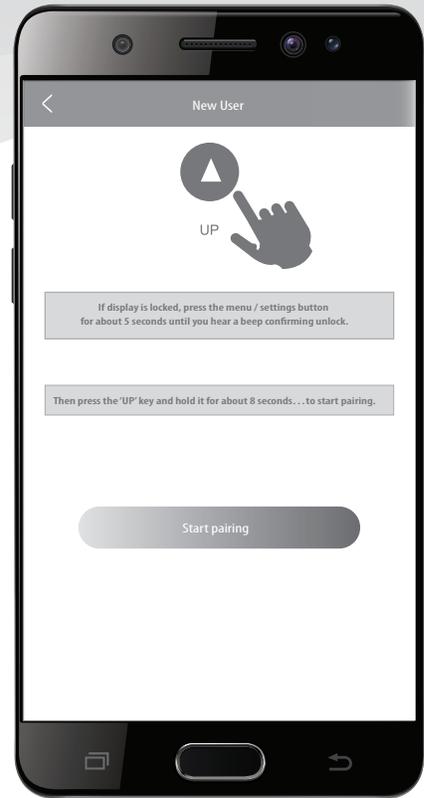
**STEP 2: CONNECT TO AQUA ALERT®**  
(CONTINUED ON PAGE 6)

# AQUA ALERT® APP QUICK INSTALL GUIDE (CONTINUED)

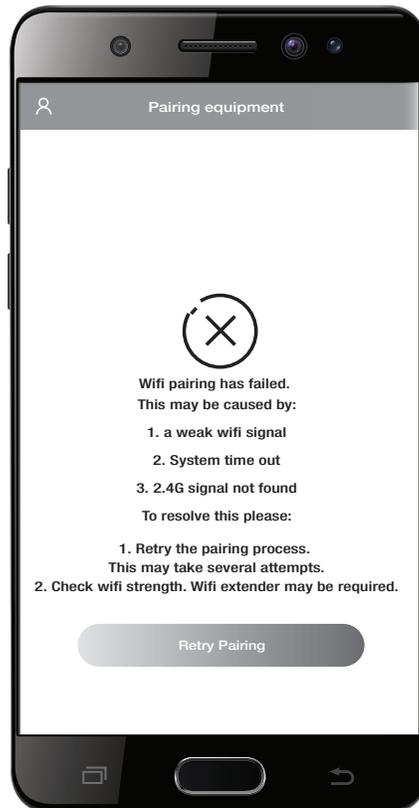
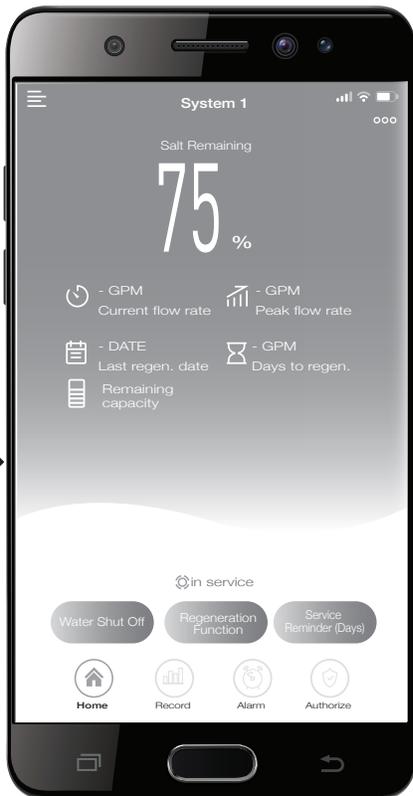
## STEP 2: CONNECT TO AQUA ALERT® (CONTINUED)

**2d** On the control panel of your softener press **button three (3)** hold it for about 8 seconds until it beeps. The Wi-Fi signal icon will flash off and on to indicate the system is ready to pair with your device.

### 2e Press "Start to Pair"



**2f** If you see this screen, set-up is complete.



If you see this screen, follow the instructions in **2a** again (on Pg 5). If that doesn't work you may need to strengthen your Wi-Fi signal. See **Checking Your Wi-Fi Connection** section in this manual if you are having trouble connecting.

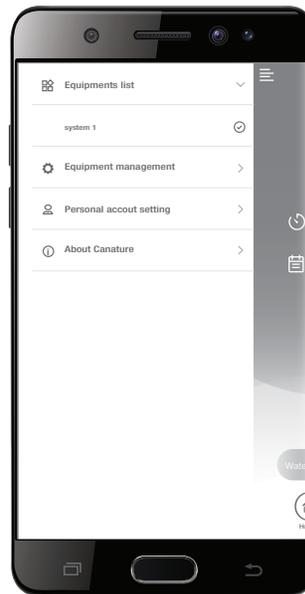
# USING YOUR AQUA ALERT®



This is the AQUA ALERT® homepage.

The three dot icon on the top right corner of your home screen is a shortcut to the **Manage Your Equipment** menu.

The icon on the left upper corner of the screen is the **Main Menu**.



**Click on the top left Main Menu to:**

- See your Equipment List. This is used to add or remove water treatment equipment enabled with AQUA ALERT®.
- Manage Your Equipment. This can be used to see your system's performance as well as to delete equipment if you replace your current AQUA ALERT® valve with a new AQUA ALERT® valve.
- Change any of your Personal Account Settings. This can be used to update your username, password, or email address.

## AQUA ALERT® ICONS



Home

Returns you to the main screen.



Record

Press the record button to see your daily soft water usage (available for last 30 days) as well as the total gallons of water treated since your system was installed.



Alarm

Press the alarm button see a complete history of reminders and notifications generated by AQUA ALERT®.



Authorize

Press the authorize button to allow your dealer to remotely monitor your system. If you'd like to enable this function, you will need your dealer's code.



Water Shut Off

Press to shut-off your main water line so the treated water line (all water that runs through your softener) will be shut-off to the entire home. This function is only available if you have the optional AQUA ALERT® ball valve installed.

Regeneration Function

Press to regenerate your system immediately or at 2 a.m. (pressing the "Delay Regeneration" option will schedule the regeneration for 2 a.m.). This can be handy if you have guests and are using more soft water than usual or if you've ran out of salt and need to immediately regenerate the system.

Service Change Reminder

Press this button to schedule a service or maintenance reminder. This can be used for your AQUA ALERT® softener (e.g. if you are on well water and add Res Care to your softener, you can schedule a reminder) or to remind you to perform service or maintenance on another Novo water system (e.g. set a reminder to change your UV bulb or R.O. filters). Consult your dealer about the maintenance schedule for your system(s).

# HOMEPAGE ANALYTIC ICONS

**THE HOMEPAGE OF YOUR AQUA ALERT® APP SHOWS YOU THE FOLLOWING ANALYTICS:**



**Salt Remaining:** This info tells you how much salt you have remaining in your brine tank expressed as a percentage.



**Current Flow Rate:** This icon tells you how many gallons per minute of water your softener is softening.



**Peak Flow Rate:** This icon tells you the most gallons per minute that your water softener has softened.



**Date:** This icon tells you when your softener last regenerated.



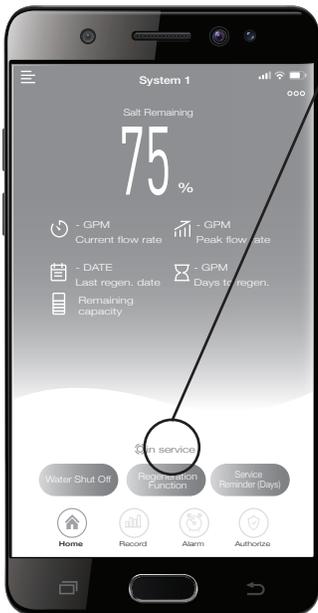
**Days to Regen.:** This icon tells you the estimated days before your softener is planned to regenerate again.

## WHAT DOES REGENERATION MEAN?

When your softener regenerates it is sending sodium ions from the brine tank (where the salt is stored) to the softening tank. This process removes built-up hardness minerals from the softener by sending them to the drain. The softener is then ready to soften water again

# HOMEPAGE SERVICE ICONS

On the lower centre of the homepage screen you will see an icon that shows the status of your system.



STATUS	MEANING
In service	Your your softener is currently softening water
Regenerating	Your softener is regenerating
Backwashing	Your softener is rinsing out hardness minerals from the softening tank
Refill	Your system has completed regeneration and is refilling. Soft water won't be available until the system has refilled.

# ADDING AND REMOVING EQUIPMENT

There are two ways to add additional equipment to your AQUA ALERT® app:

1. If you have a second AQUA ALERT® enabled water treatment system (e.g. AQUA ALERT® whole home water filter), you can add it to your AQUA ALERT® app by following the same steps you used to set-up your softener.
2. If you have other water treatment equipment (e.g. RO system, UV system, water filter) that is not AQUA ALERT® enabled you can add scheduled service or maintenance by pressing the "Service Change Reminder" button. Please note that these reminders are based only on the schedule you set in the system. AQUA ALERT® will not be monitoring the system.

## How to remove equipment:

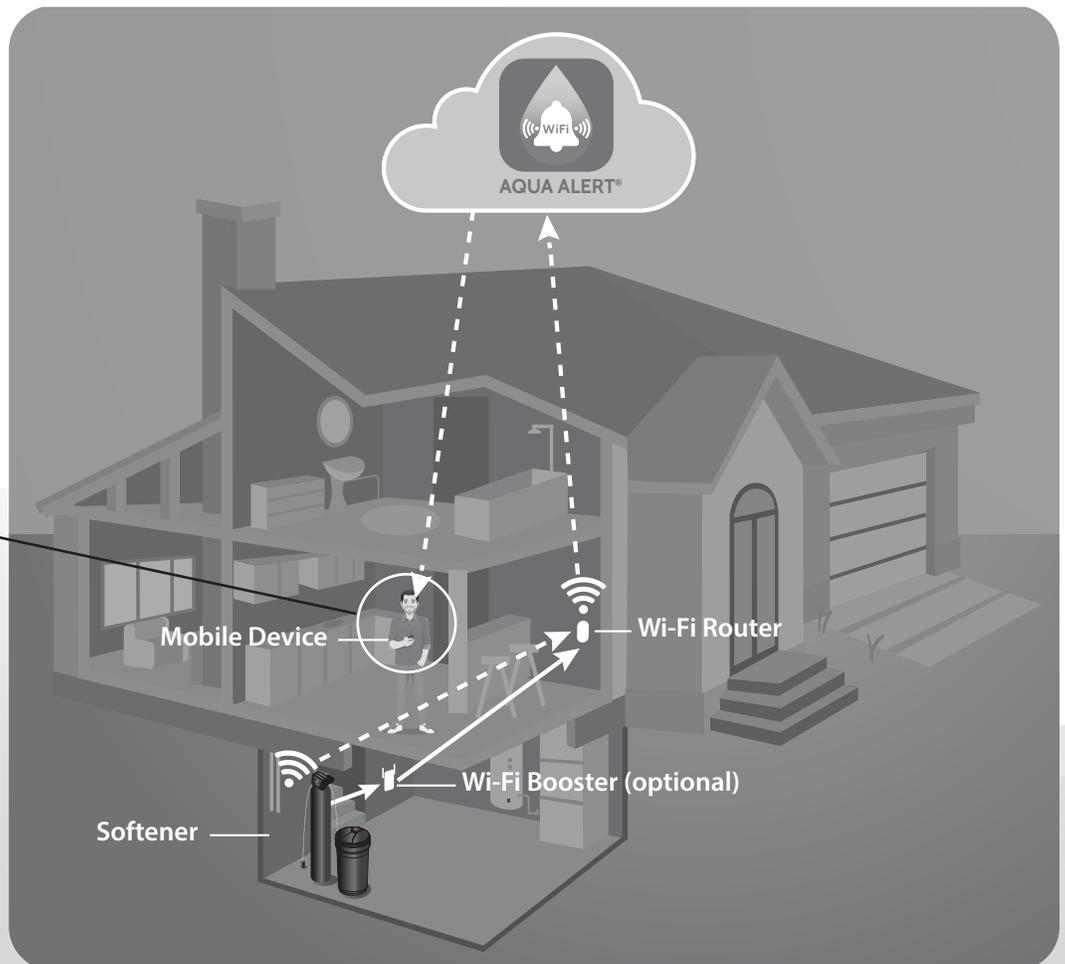
Go into Equipment Management and select the system. Press the "Delete Equipment".



# CHECKING YOUR WI-FI CONNECTION

In order for AQUA ALERT® to work, the Wi-Fi signal from your router needs to be strong enough to reach the softener.

Your AQUA ALERT® system sends information to the AQUA ALERT® Cloud and then to your mobile device.



# CHECKING YOUR WI-FI CONNECTION (CONTINUED)

## TESTING THE WI-FI SIGNAL STRENGTH USING AN APPLE® DEVICE:

For iPhone or other Apple® devices such as an iPad, you can test the strength of your Wi-Fi signal for free by following the steps below.

1. Download the **AirPort Utility** app from the App Store.



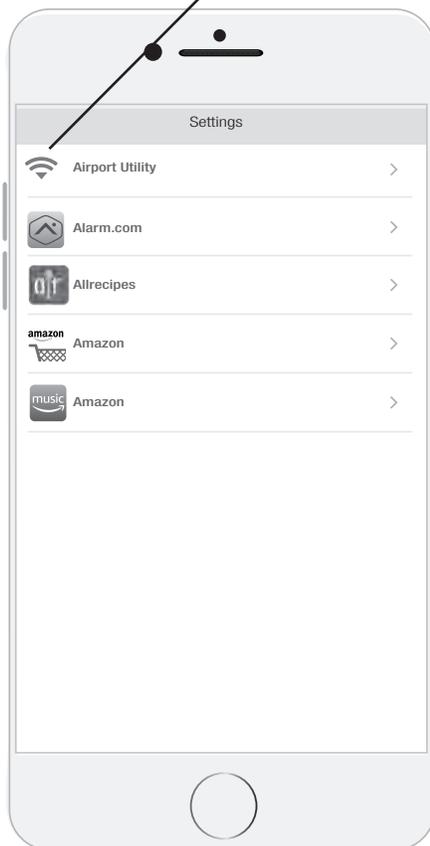
Airport Utility

2. Go to your phone/tablet Settings.

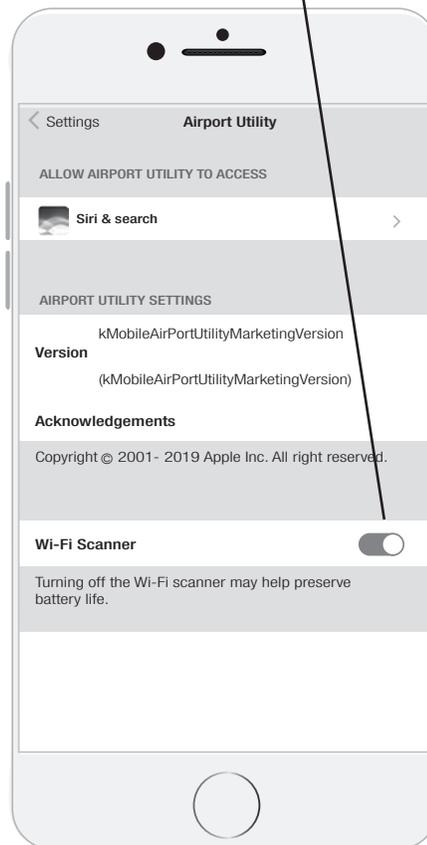


Settings

- Scroll down and click on **AirPort Utility**.



- Enable the Wi-Fi Scanner by moving the toggle button to the right.



3. Stand **beside your softener** and launch the AirPort Utility.



Airport Utility

# CHECKING YOUR WI-FI CONNECTION (CONTINUED)

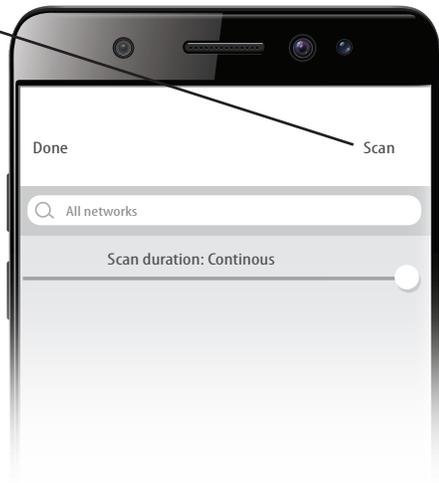
- Click on Wi-Fi Scan found at the top right of the screen.



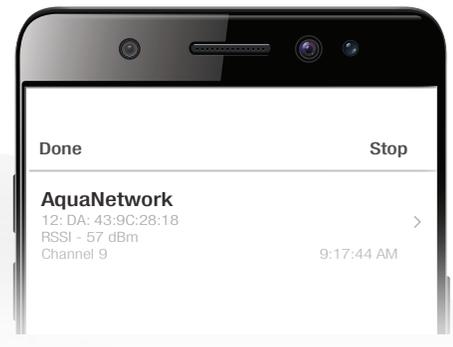
- Click scan

The app will scan the area and show the signal strength for all the networks in range.

You might see several networks. Find the signal strength associated with your Wi-Fi network, as shown in the following example (Note: Your network name will be different than shown below). You should see a negative dBm reading below the network name.



If your signal strength is anywhere between -30 and -80 dBm, the Wi-Fi signal strength should be adequate to connect your AQUA ALERT® softener. If your signal strength is -81 to -100 you will likely need a Wi-Fi booster/ range extender.



# HOW TO RESPOND TO AQUA ALERT® ERROR CODES

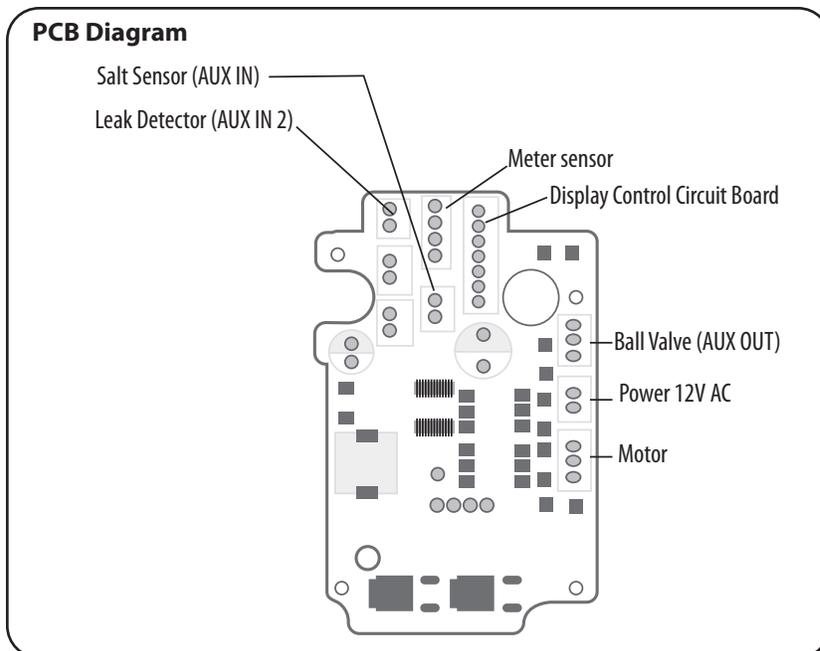
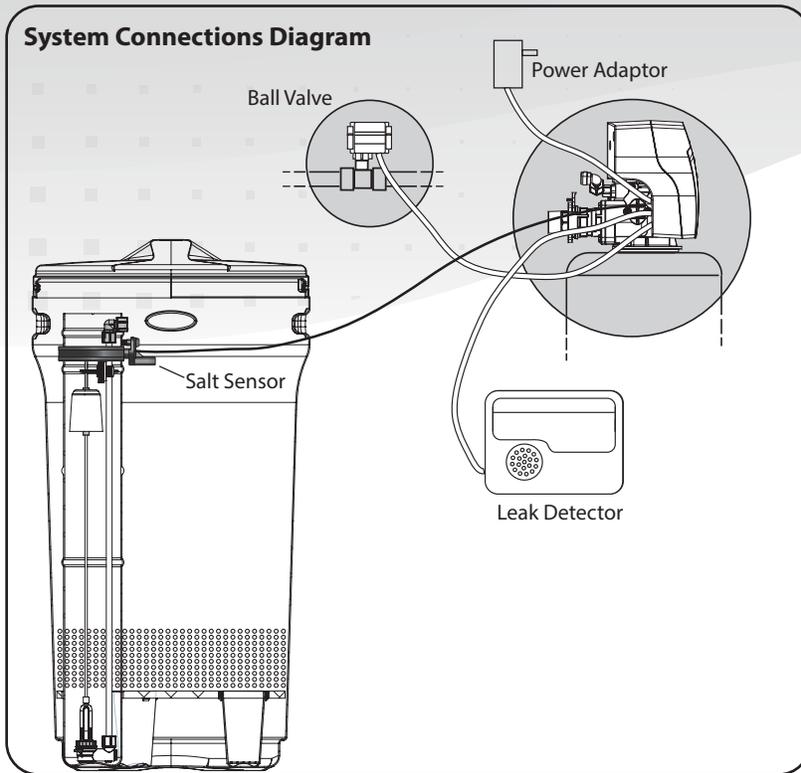
AQUA ALERT® will automatically send push notifications to your mobile device and to your email address. The instructions below explain why you're receiving the notification and what to do.

It's important that after taking the action you clear the alert from your softener's AQUA ALERT® system by pressing the "Settings" button on the valve. That will clear the alert from the system.

ERROR CODE	NOTIFICATION:
<b>Water Leak Detected</b>	<p><b>Note:</b> You will only receive this notification if you have the optional AQUA ALERT® leak detector installed.</p> <p><b>Reason for the Alert:</b> AQUA ALERT® has detected a possible water leak. You should immediately shut-off the main water supply line to your home to minimize potential damage.</p> <p><b>What to do:</b></p> <ul style="list-style-type: none"> <li>• If you have the optional water shut-off valve it has already turned off the water to your water softener.</li> <li>• Inspect the area around the leak sensor immediately.</li> <li>• If you are away, have someone check your home.</li> <li>• If the leak is not caused by your water softener please contact a plumber of your choosing to repair the leak before turning water back on to the home.</li> <li>• If the leak is from the water softener please review trouble shooting guide in your softener's Home Owner Manual then contact a dealer if necessary, to facilitate repairs. You can turn the two bypass handles on the back of the unit to maintain water flow for the rest of your home until your softener can be repaired.</li> <li>• Once leak is resolved ensure Leak Detector is dry and placed back near floor drain.</li> </ul>
<b>Low Salt Alarm</b>	<p><b>Reason for the Alert:</b> Your salt level sensor has detected you are low on salt.</p> <p><b>What to do:</b> Add salt to your brine tank then clear the alarm by pressing the "Settings" button on your softener valve.</p>
<b>Water Flow Alert</b>	<p><b>Reason for the Alert:</b> Your system has detected continuous water flow through your softener for 20 minutes at a rate of 2 gpm or more. This could indicate that a faucet is left on, a toilet is running or there is a potential leak somewhere in your home that can't be detected by the AQUA ALERT® Leak Detector.</p> <p><b>What to do:</b></p> <ol style="list-style-type: none"> <li>1. Check your home for unwanted running water and turn off the faucet</li> <li>2. If the water was intended to run for that duration and you don't want to receive an alarm in the future for such use you can adjust the alert. The factory setting for this alert is 20 minutes of continuous water flow at a rate of 2 gpm or higher. The flow rates of most water using appliances are below 2 gpm and your outside spigots (e.g. watering a lawn) are not monitored by AQUA ALERT®. If you'd like to adjust the time trigger for this alert, please see your AQUA ALERT® User's Manual.</li> </ol>
<b>Water No Flow Alert</b>	<p><b>Reason for the Alert:</b> Your system has not detected any water flow for a while.</p> <p><b>What to do:</b> If you are on an extended holiday, enjoy! If not, please check your water softener to make sure it has not been left in the bypass position (the bypass sends the incoming water past the water softener without being softened). To check if your softener is set to bypass, please refer to your softener's Homeowner Manual.</p>
<b>Interrupted Regeneration</b>	<p><b>Reason for the Alert:</b> There has been an interruption while your softener was regenerating and the regeneration was not properly completed.</p> <p><b>What to do:</b> verify there wasn't a power disruption of outage before blaming the softener. Review the trouble shooting guide in your softener's Homeowner Manual. If the water softener doesn't appear to be causing this problem, it could have been caused by a power disruption or outage. Start a regeneration by selecting 'Regenerate Immediately' under the 'Regeneration Function' of your app. This will restore your softener's media so it's ready to soften water again</p>

ERROR CODE	NOTIFICATION:
<b>Valve Cycle Position Error</b>	<p><b>Reason for the Alert:</b> We have detected that there may be a problem with the sensor that controls the cycle position on your softener.</p> <p><b>What to do:</b> Check power outages before looking to softener problems, use app to start regeneration. Please review trouble shooting guide in your softener's Homeowner Manual. If the water softener doesn't appear to be causing this problem, it could have been caused by a power disruption or outage. Please start a manual regeneration of the softener by following the start-up guide in your softener's Homeowner Manual. This will restore your softener's media so it's ready to soften water again.</p>
<b>Soft Water Recharge</b>	<p><b>Reason for the Alert:</b> Due to higher than normal water usage in your home, your softener performed a partial regeneration so you have soft water for the rest of the day.</p> <p><b>What to do:</b> No action is required. Tonight, the system will do a complete regeneration to restore your softener's media so it's ready to soften water again.</p>
<b>Reminder to Add Salt</b>	<p><b>Reason for the Alert:</b> It's time to add a bag of salt to your softener system.</p> <p><b>What to do:</b> Add salt to the brine tank and clear the alert from the AQUA ALERT® system. You can do this by pressing the "Settings" button on your softener valve (2nd from the left). Until the Alert is cleared on the valve, your softener will make a "beeping" sound and you will continue to receive reminders daily until you clear the alert from your system.</p>
<b>Service Reminder</b>	<p><b>Reason for the Alert:</b> This is a reminder to contact your service provider to perform preventative maintenance on your system.</p> <p><b>What to do:</b> Contact your service provider to perform preventative maintenance on your system.</p>
<b>Device Disconnected from Wi-Fi</b>	<p><b>Reason for the Alert:</b> Your water softener has been disconnected from your Wi-Fi system for more than 24 hours.</p> <p><b>What to do:</b> Perform these steps in this order:</p> <ol style="list-style-type: none"> <li>1. Ensure that your water softener is getting power.</li> <li>2. Reboot your Wi-Fi router by disconnecting the power for 10 seconds and then reconnecting.</li> <li>3. Repair the Wi-Fi connection to your water softener. Unplug your softener for 10 seconds and then plug it back in. Open the AQUA ALERT® app and follow the instructions to add equipment and re-connect to Wi-Fi. This will restore your softener's media so it's ready to soften water again</li> </ol>
<b>Service Change Reminder</b>	<p><b>Reason for the Alert:</b> It's time to perform the service or maintenance that you programmed this reminder for.</p> <p><b>What to do:</b> Perform the service or maintenance as per your system's recommended schedule.</p>

# SYSTEM CONNECTIONS & PCB DIAGRAMS







**AQUA ALERT®**  
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