



Water Hero®

Conserve. Protect. Save.

P-100
INSTALLATION AND OPERATION
MANUAL

Water Hero P-100

Thank you for purchasing the Water Hero P-100, which offers whole-building leak detection and water conservation monitoring.

This box contains:

Main Controller



Sensor Cable
[~6 foot length]



5V Power Supply
[~6 foot cord length]



**Water Meter, Sensor
Cap & Unions**



Motorized Ball Valve
[~6 foot cord length]



Warning

Water Hero P-100 is plumbed into a water supply line. Improper installation can cause leaks. Ensure installation is completed by a licensed plumber and abides by the following guidelines:

- In accordance with state/local building codes
- Wear personal protective equipment when installing the Water Hero P-100
- Do not open the Water Hero Main Controller or Sensor Cap. If you have trouble, contact Water Hero support
- Use the Water Hero only where it complies with applicable rules and regulations
- Install the Water Hero P-100 System indoors where it will not be exposed to direct sunlight, water or extremely low or high temperatures. No exposure to water. RH < 90%; Temp 0 to 140 F
- Accuracy of the Water Hero P-100 is dependent on flow rate – accuracy is typically within 10%

Terms & Conditions

All Water Hero terms and conditions, privacy policies and warranty policies can be found on the Water Hero website

www.waterheroinc.com/legal

Contact Us

For installation and technical support questions, reach out to us at:

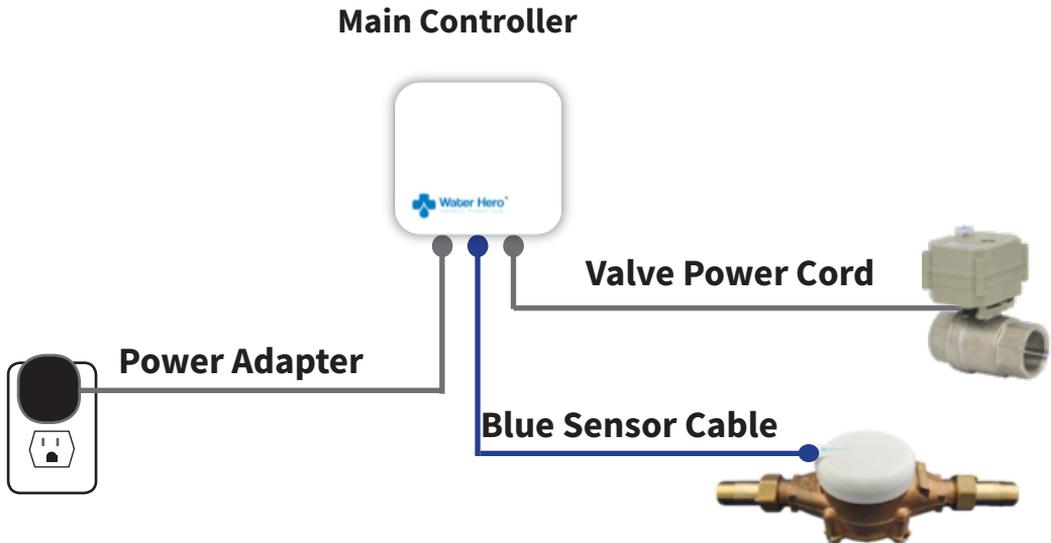
support@waterheroinc.com



Start- Up Guide P-100

Set up your Water Hero

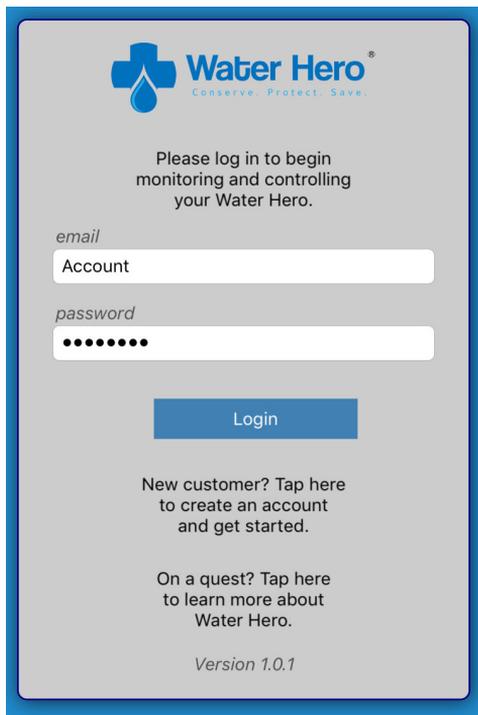
1. Place Water Hero near location it will be plumbed
2. Screw round white Sensor Cap to top of brass meter
3. Connect blue Sensor Cable to jacks on round white Sensor Cap and Main Controller
4. Connect Valve Power Cord to Main Controller
5. Water Hero Main Controller will power up; a blinking green LED and solid yellow LED will illuminate



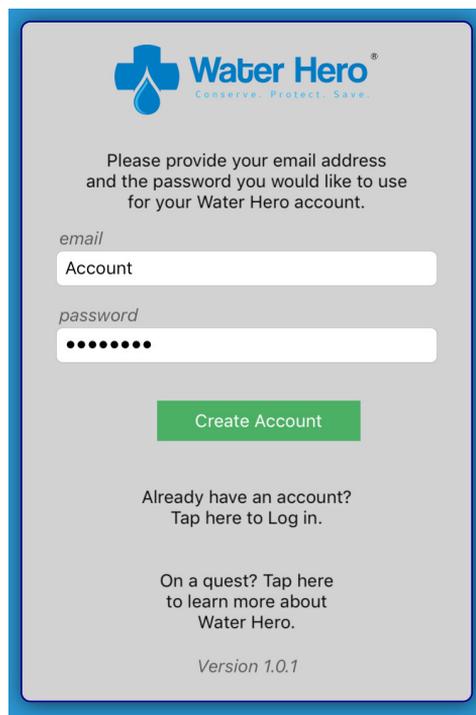
Connect to Your WiFi Network

Option #1: Using an iPad or iPhone

1. Search the Apple App Store for “Water Hero Remote” and download
2. Open the app and tap the text that reads “New Customer? Tap here to create an account”
3. Enter your e-mail address & password; tap the green tab
Note: This e-mail is where you’ll receive leak e-mail alerts



The image shows the login screen of the Water Hero app. At the top left is the Water Hero logo, which consists of a blue cross with a water drop in the center, followed by the text "Water Hero" and the tagline "Conserve. Protect. Save." below it. The main text reads "Please log in to begin monitoring and controlling your Water Hero." Below this are two input fields: one for "email" with the placeholder text "Account" and one for "password" with a masked input of seven dots. A blue "Login" button is centered below the fields. At the bottom, there are two links: "New customer? Tap here to create an account and get started." and "On a quest? Tap here to learn more about Water Hero." The version number "Version 1.0.1" is at the very bottom.



The image shows the "Create Account" screen of the Water Hero app. It features the same Water Hero logo at the top left. The main text reads "Please provide your email address and the password you would like to use for your Water Hero account." Below this are two input fields: one for "email" with the placeholder text "Account" and one for "password" with a masked input of seven dots. A green "Create Account" button is centered below the fields. At the bottom, there are two links: "Already have an account? Tap here to Log in." and "On a quest? Tap here to learn more about Water Hero." The version number "Version 1.0.1" is at the very bottom.

Connect to Your WiFi Network

Option #1: Using an iPad or iPhone

4. You'll be directed to the "My Devices" page; on the bottom right tap "+"

5. Follow Step 1 instructions, and tap "Next" at the bottom of the page, then continue through Step 4



Enter "Water Hero Access Point" Mode

To add a new Water Hero to your account, you provide your email address when you configure it for WiFi access to your network.

If the unit is not already in Access Point mode, clear the network settings from the device:

1. On your Water Hero controller, press and release the button furthest from the LEDs.
2. While all three LEDs are lit, press and hold the button closest to the LEDs until the red goes out.
3. The device will clear all network settings and reboot into Access Point mode.

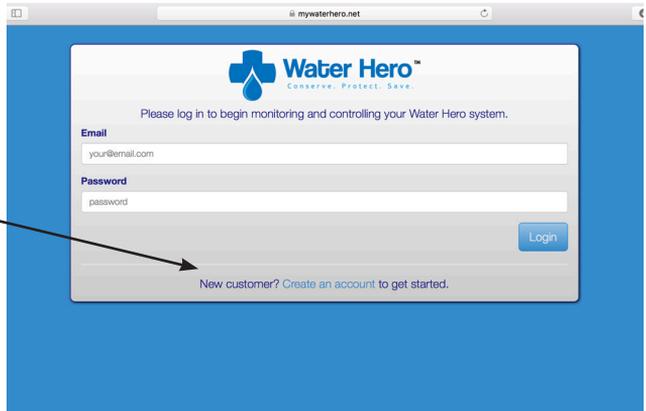
When the Yellow LED is on and the Green LED is blinking, the device is in Access Point mode and ready for network setup.

Next

Connect to your WiFi Network

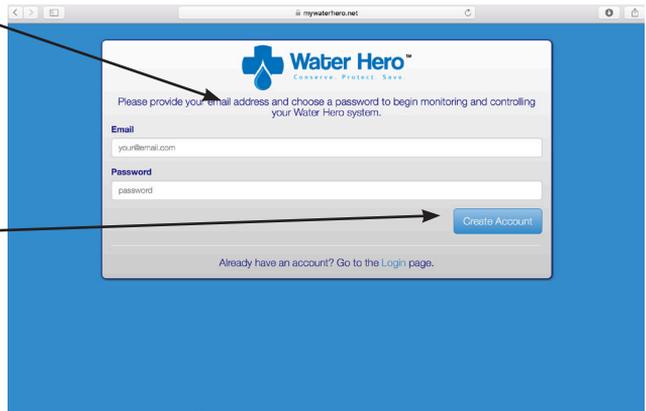
Option #2: Using any smartphone or computer

1. Using your device (i.e. computer, laptop, or mobile device), open a web browser. Enter URL `mywaterhero.net` and select “Create an account”



2. Enter your e-mail address and desired password. Remember your account e-mail and password

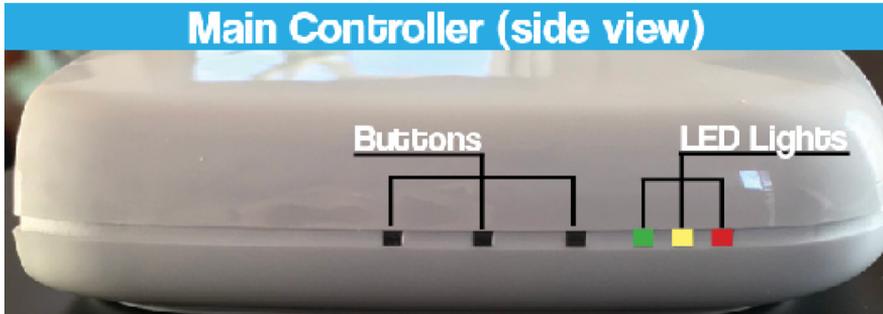
3. Select “Create Account” and wait for the page to load for approximately 30 seconds



4. Close browser

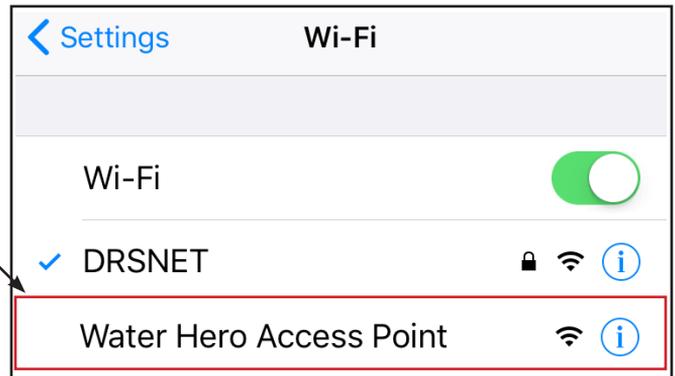
Access the Device Configuration Page

1. Turn the Main Controller to its side; ensure the yellow light* is lit solid and the green light is blinking



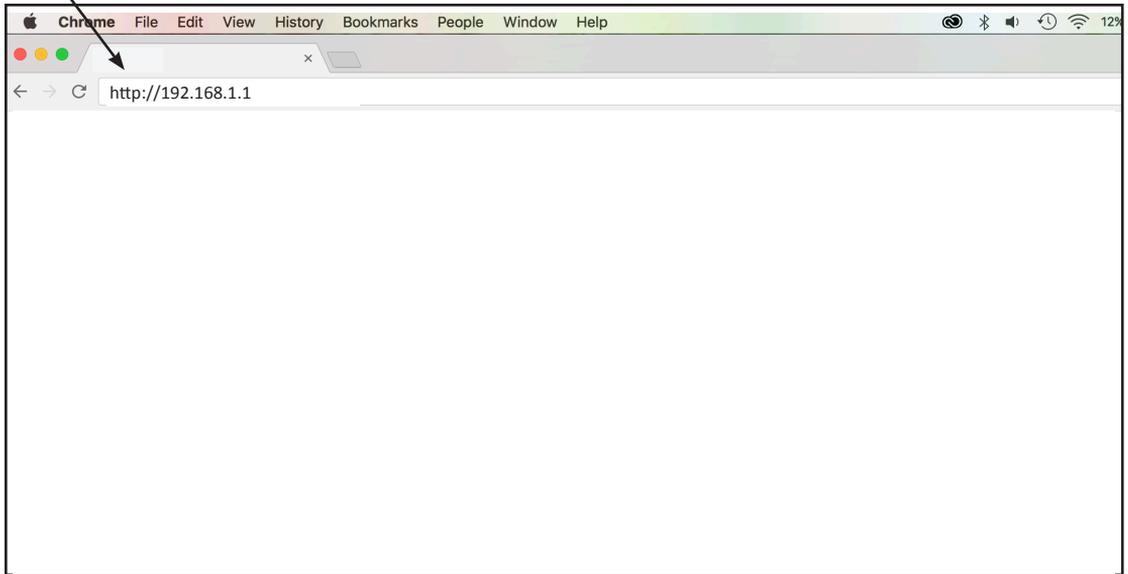
*If Yellow light is not illuminated perform Network Reset, P. 23 of manual

2. Go to WiFi settings on your smartphone or computer; select "Water Hero Access Point" as your WiFi network



Access the Device Configuration Page

3. Once connected to “Water Hero Access Point” WiFi network, open an Internet browser (we recommend Chrome) and go to URL <http://192.168.1.1> to access Water Hero’s “Device Configuration Page”



Enter Wi-Fi Network Information

1. Click the drop down menu under “Discovered Networks”. If available, select the (SSID) Wi-Fi Network that you’d like Water Hero to connect with. Signal strength is indicated and should be between -60 and -20 for optimal connection strength.
2. Enter your Wi-Fi network password (Case Sensitive)
3. Enter the e-mail address associated with your Water Hero Account
4. Once all information is entered, press “Add”

Water Hero®

Device Configuration

Please select your Discovered Network from the list below and enter your password.
If your network is not shown, please enter your SSID, Encryption Type, and Password

Select Your Local Network :

Discovered Networks:

Manual Input:
Enter SSID
Enter Network Encryption

Enter Network Password

Connect My Device to My Water Hero Account:

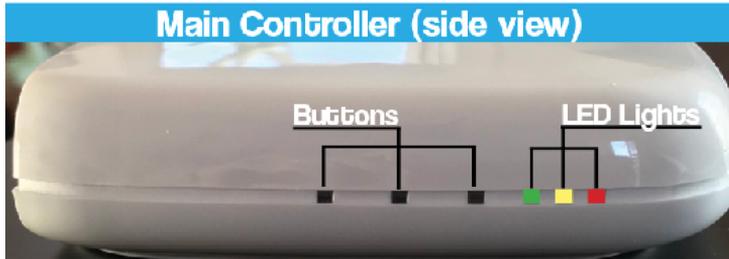
Enter Account Email Address

Add

Do NOT enter data in "Manual Input" Section unless prompted by Water Hero staff

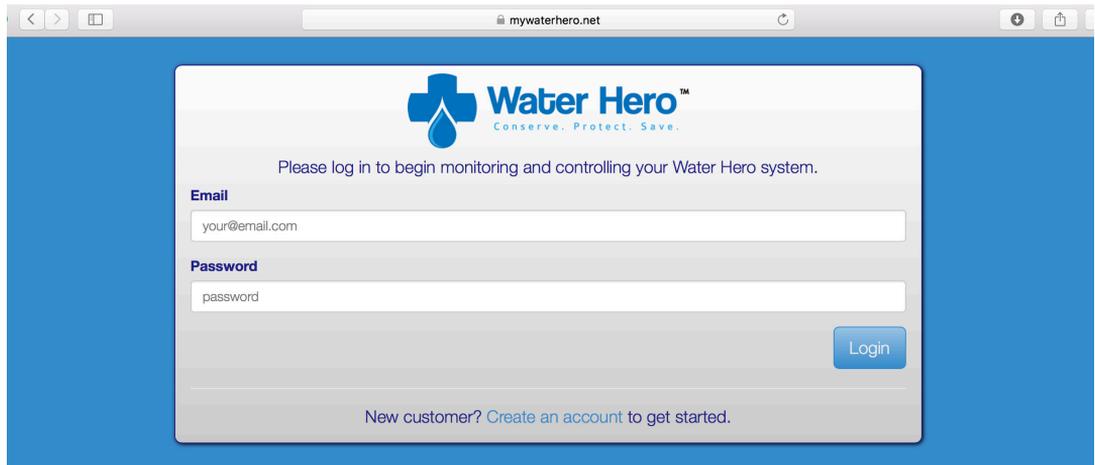
Verify Water Hero Connection

1. Upon successful connection, red light will blink, yellow light will blink and then green light will remain blinking*



*If green light not blinking, conduct Network Reset on P. 23 of manual

2. Open a browser and enter URL www.mywaterhero.net
3. Enter e-mail address associated with your Water Hero Account password and press login to view your device online

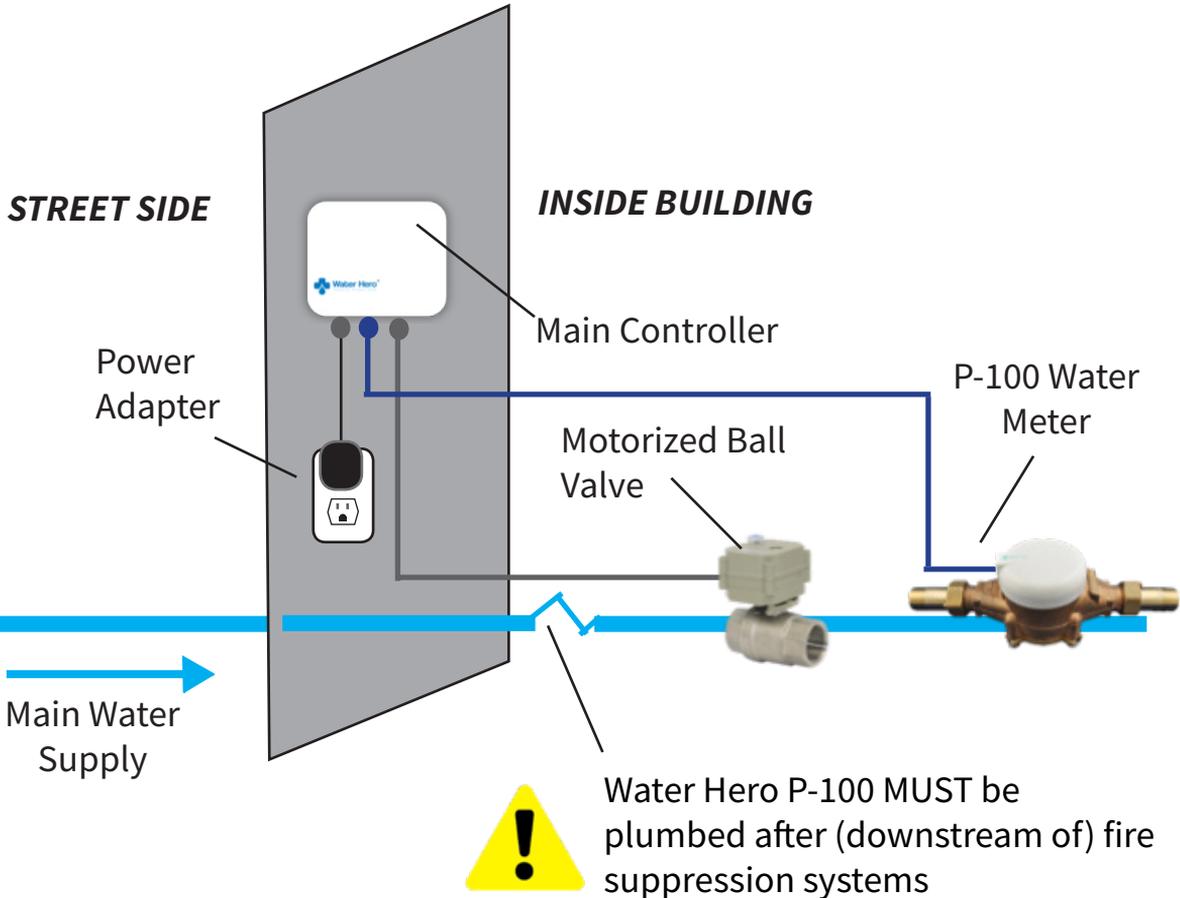
A screenshot of a web browser displaying the login page for mywaterhero.net. The page has a blue background and a white login form. At the top of the form is the Water Hero logo, which consists of a blue cross with a water drop in the center, followed by the text "Water Hero™" and the tagline "Conserve. Protect. Save." Below the logo is the instruction "Please log in to begin monitoring and controlling your Water Hero system." There are two input fields: "Email" with the placeholder "your@email.com" and "Password" with the placeholder "password". A blue "Login" button is positioned to the right of the password field. At the bottom of the form, there is a link that says "New customer? Create an account to get started."

Prepare for installation of Water Hero

1. The valve and meter of the Water Hero P-100 can be installed in a horizontal or vertical orientation
2. Motorized Ball Valve should be installed upstream from the meter
3. Water Hero P-100 MUST be installed downstream of fire suppression systems and is recommended for installation downstream of irrigation and water softener systems
4. Water Hero should be installed indoors, protected from the elements, freezing temperatures or excessive humidity
5. Unit's Main Controller is powered by a 5V power supply and should be located with access to a 2.4 GHz Wi-Fi connection*
6. Unscrew Sensor Cap and disconnect Motorized Ball Valve from Main Controller before plumbing in Water Hero
7. Plumb Water Hero Meter & Motorized Ball Valve into pipe - reconnect cords and assembly when complete; verify connection ***blinking green light= *Press Reboot (Button 1, P. 19) if green light is not blinking after reconnection

*Wi-Fi networks can not be behind a corporate firewall or sign-in page

Prepare for installation of Water Hero



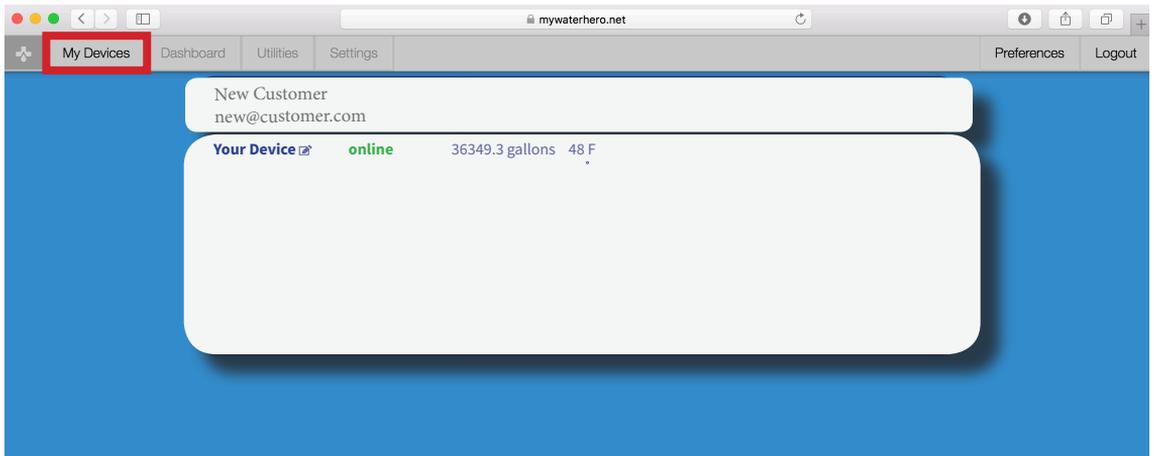


Features & Functionality

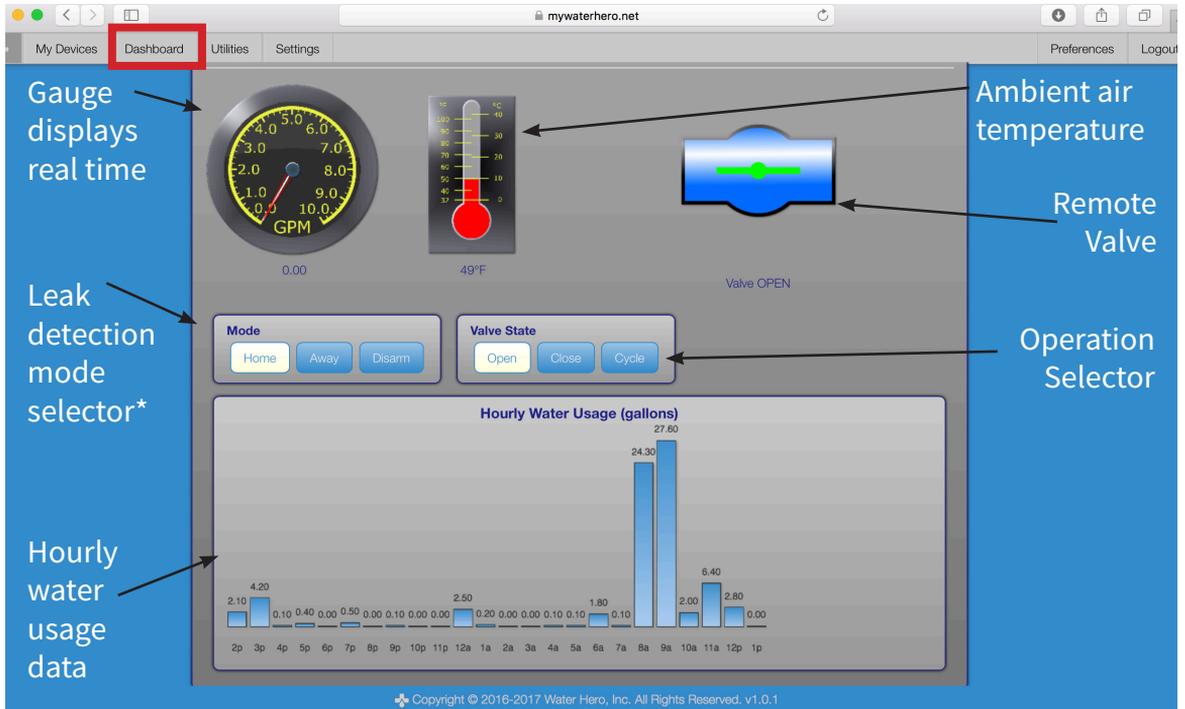
P-100

My Devices

1. Login to your account at mywaterhero.net and you will be presented the “My Devices” tab. This tab shows all Water Hero devices registered to the account. It also shows total water flow amount for each device listed and the ambient temperature at the meter sensor.
2. Click on the Device Name to access a dashboard that shows real-time information



Dashboard



Gauge displays real time

Leak detection mode selector*

Hourly water usage data

Ambient air temperature

Remote Valve

Operation Selector

*Home/away mode alerts and shut-offs can be adjusted under the Settings Tab

Utilities

“Measure Flow” is a stopwatch feature that allows user to view the amount of water that has been used over a period when the feature is engaged. Pressing “Start” or “Stop” controls when water is being recorded

“Timed Measurement” allows user to find out how much water was used during a specific period of time. Set the target date and times to get consumption by clicking on the “start” and “end” panes and toggling. Each calculation takes about 10 seconds.

The screenshot shows a web browser interface for mywaterhero.net. The navigation menu includes Dashboard, Utilities (highlighted with a red box), and Settings. The main content area displays information for Michigan (F4B85E4D4639, 2.8.0) and two utility panels:

- Measure Flow:** Features a blue Start button, an input field for elapsed time, and an input field for gallons.
- Timed Measurement:** Features a start date/time (11/01/2017 00:00), an end date/time (12/31/2017 23:59), a duration (61 days), and a result (8983.200 gallons).

Arrows from the text above point to the Start button in the Measure Flow panel and the end date/time field in the Timed Measurement panel.

Settings

Home and Away Mode panels allow user to set limits after which alerts and automatic shut-off are triggered

Temperature alerts panel allow user to set low and high temperature warnings. Temperature extremes could indicate frozen pipes or a fire

Notifications panel allows user to select method by which warnings and alerts are sent

Michigan
F4B85E4D4639
2.8.0

Home Mode

Send warning after minutes of continuous flow.

Shut off water after minutes of continuous flow.

Away Mode

Send warning after minutes of continuous flow.

Shut off water after minutes of continuous flow.

Temperature Alerts

Close valve if temperature exceeds degrees.

Close valve if temperature drops below degrees.

Notifications

Email

- Shutoff Warning
- Emergency Shutoff
- Temperature Alerts

Text Message (SMS)

- Shutoff Warning
- Emergency Shutoff
- Temperature Alerts

Set

Preferences

The Large Preference panel indicates e-mail, name and phone number for your account

Water and Temperature Unit boxes enable switching between imperial and metric units of measurement for volume and temperature

mywaterhero.net

Dashboard Utilities Settings

Preferences Logout

Preferences

You are logged in as: newcustomer@example.com

Name: New Customer

Phone: 000-000-0000

Enter your mobile phone number if you wish to receive text/SMS water alerts.

Change Password...

Water Units

- Gallons
- Liters

Temperature Units

- °F
- °C

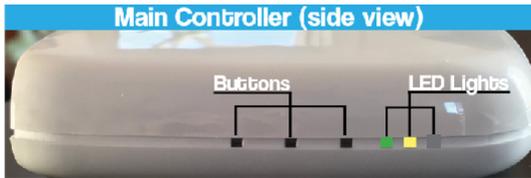
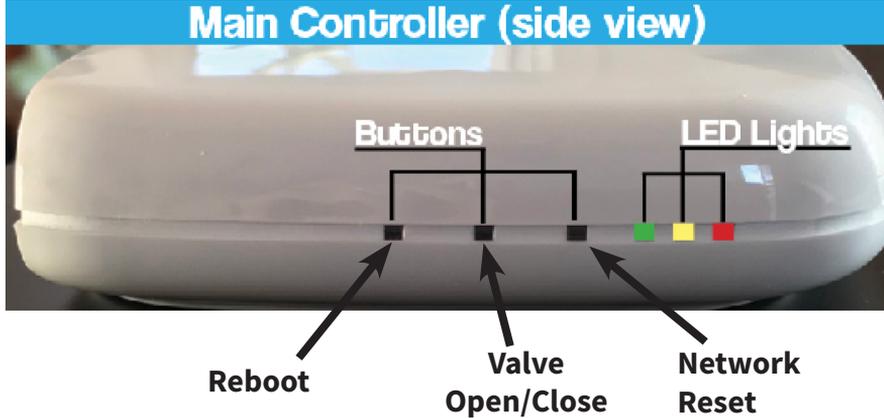
Save



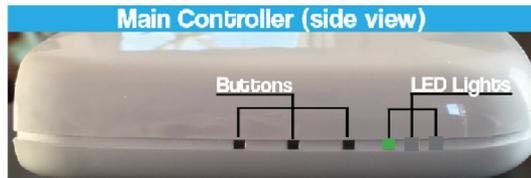
Troubleshooting

P-100

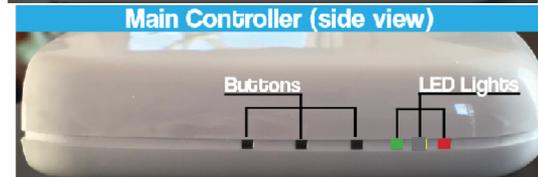
Diagnostics



Water Hero Access Point Mode
(green blinking ; yellow solid)



Normal Operation
(green blinking slowly)



Sensor Cable Not Connected
(red and blinking)

Troubleshooting

Perform a network reset or modify e-mail account*

Note: Only perform a network reset when Water Hero must be paired to a new WiFi network or associated with a new e-mail address, as repeated Network Resets can make your device unstable!

1. Press and release Button 1; all LEDs illuminate
2. While all LEDs are illuminated, press and hold Button 3 until the red LED turns off
3. After approximately 15 seconds, yellow LED will illuminate and the green LED will blink; Water Hero will be in Access Point mode*
4. Follow directions on P. 8 to connect Water Hero to network

*Due to battery back-up unplugging the device will not reset the device

Full Network Reset

Situation 1: Water Hero is Offline

If Water Hero was previously online and is now currently offline, conduct the following steps:

1. Check your WiFi signal near the Water Hero with a laptop or smart phone. If WiFi is down, reset your modem.
2. If WiFi is weak, consider purchasing and installing a range extender.
3. If WiFi is strong and your Water Hero is Offline, press Reboot button once and let it reconnect to your WiFi. Reboot could take 30-60 seconds. (Reboot button is furthest from the LEDS).

Note: Due to the device having a back-up battery, replugging the device will not reboot the device.

Situation 2: You Must Pair Water Hero to a New WiFi Network or E-mail Account*

If Water Hero was previously connected to an e-mail account or WiFi network and you wish to connect to a new e-mail account or WiFi network, perform a Network Reset as shown on the next page.

* If you'd like to switch the email associated with your device, be sure to "Create an Account" as shown on page 8 of this manual prior to conducting a Network Reset

Full Network Reset

Situation 3: To Open or Close Valve from the device Main Controller

If you can not access the Water Hero web interface or iOS app and need to open or close the valve from the device Main Controller, conduct the following:

1. Press the Valve Open/Close Button (this is the middle button on the side of the Main Controller) Once. Each time you press the button you cycle the valve.
2. If the middle button does not cycle the valve, locate the manual override tab on top of valve. Pop up the tab and rotate.

Situation 4: Forgot Your Password

If you forgot your network password, e-mail support@waterheroinc.com to receive a new, temporary password.

Situation 5: Water Hero is Showing Flow When There is No Flow

If you believe that Water Hero is showing flow when there is no flow, conduct the following steps:

1. Check all toilets and appliances for potential leaks
2. If you are confident that there are no leaks, e-mail support@waterheroinc.com

