



Water Leak Detector User Guide

Thank you for choosing water leak detection with sfty

This user guide will help you understand how to use and respond to your new device.



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Welcome to your new water leak detector

Your is designed to help detect water leaks and freeze concerns. This compact device works 24/7 to monitor for:

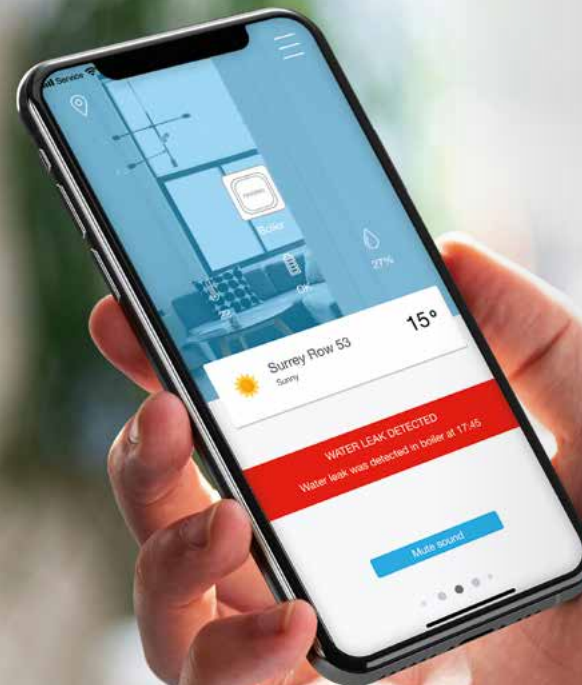
- **Water leaks**
detects water in places where it shouldn't be, such as under sinks, near water heaters, or behind appliances
- **Low temperatures**
alerts you when temperatures drop to levels that could cause pipes to freeze
- **High humidity**
warns you if moisture levels rise, helping prevent mould and mildew

Key features of your detector include:

- ✓ **WiFi connectivity** – sends alerts to your smartphone or tablet via the sfty Resident App, so you'll be notified of an issue no matter where you are
- ✓ **100 dBA audible alarm** – sounds loudly to alert anyone nearby if water, freezing, or humidity issues are detected
- ✓ **LED indicators** – visually show device status and alerts
- ✓ **Sensor cable detection** – the included sensor cable increases the monitored area and can detect water along its entire length
- ✓ **Battery powered** – works even if the power goes out (requires 2 AA batteries)

The device is installed in water leak risk areas of your home, such as under sinks, near washing machines, dishwashers, boilers, or anywhere leaks or freezing pipes might occur. Once set up, it quietly monitors your home 24/7 and alerts you if action is needed, helping you prevent or minimise water damage.

By combining audible alerts with app notifications, the device gives you peace of mind that you'll be in the know if a leak happens—even if you're not home.



Get started: Download the app

To begin monitoring and receiving alerts:

- 1 Download the sfty app from your device's app store (available on iOS and Android).
- 2 Launch the app and create an account.
- 3 Log into your account using the link sent to you via sfty Control, if you haven't received a link please contact your building manager / board member.
- 4 The device is already connected to your WiFi network as part of our installation process.

If a leak alarm is triggered

Here's what to do if you hear the device alarm or receive an app leak notification:

- 1 Press the button on the detector or use the app to mute the alarm.
- 2 Investigate the area around the detector:

If an active leak is found:

- 1 Remove the detector from the wet area.
- 2 Dry both the device and the sensor cable thoroughly.
- 3 Set the detector aside until the issue is resolved.
- 4 Building admin will also receive an alarm notification via their sfty Control Management.

If no active leak is found:

- 1 Dry the device and sensor cable completely.
- 2 Return the detector to its original location.

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Common questions and troubleshooting

Q: What do the LED indicators mean?

Green (solid): Device is connected and functioning normally.

Red (blinking): Leak detected.

Yellow (blinking): Low battery.

White (blinking): Firmware update in progress.

Red (solid): Factory reset in progress.

Off: Device is idle or has no power.

Q: How do I reset the detector to factory settings?

Press and hold the reset button on the detector for 15 seconds until the LED indicator blinks.

Q: How do I replace the batteries?

- 1 Open the battery cover on the detector.
- 2 Remove the old AA batteries and insert two new AA batteries, ensuring correct orientation.
- 3 Close the battery cover securely.

Q: Can I extend the sensor cable?

Yes, you can connect additional sensor cables (sold separately) to extend the detection area up to 500 feet.

Q: What should I do if the device won't connect to WiFi?

- 1 Ensure your WiFi network is operational.
- 2 Restart your router and the detector.
- 3 Use the sfty app to attempt reconnection.
- 4 If issues persist, perform a factory reset and set up the device again. Or contact your building manager / board member for assistance.



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