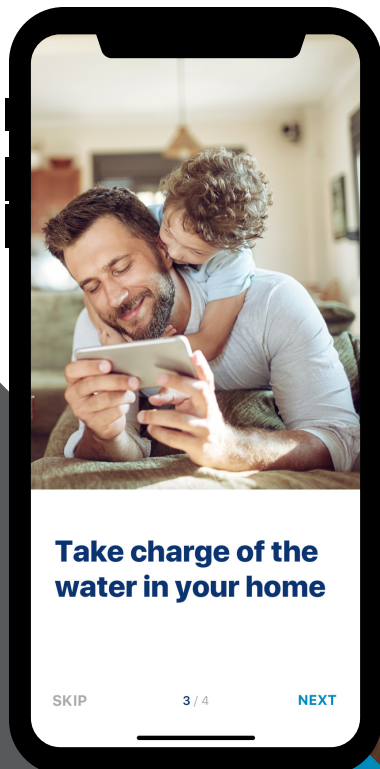




PENTAIR HOME

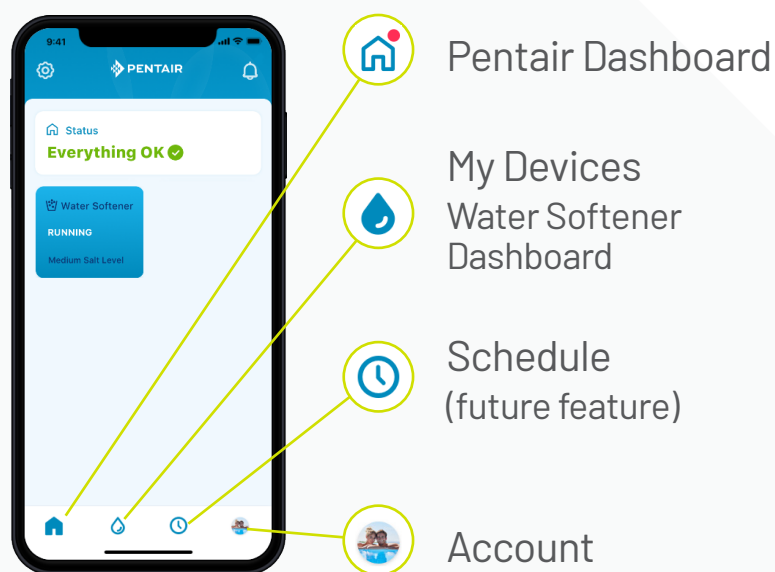
CONNECTED WATER SOFTENER

Homeowner Guide



GET CONNECTED TO THE WATER IN YOUR HOME

Water is essential to our well-being. The Pentair® Home Connected Water Softener is WiFi-enabled and designed to sync with the Pentair Home app, giving you the information you need about your water anytime, anywhere.



Using the app is simple. Use the bottom icons to navigate wherever you need to go. See the following pages for full instructions.

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Visit

Pentair.com/connectedsoftener-home

or talk to a Pentair Certified Fleck
Connected Pro.

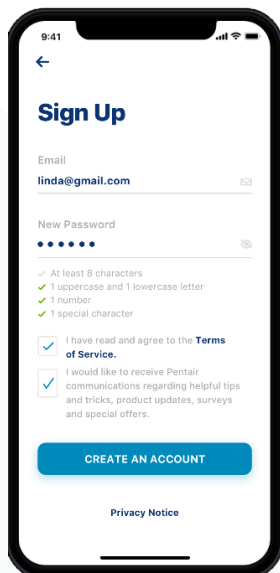
GETTING STARTED

GET THE APP



STEP 01

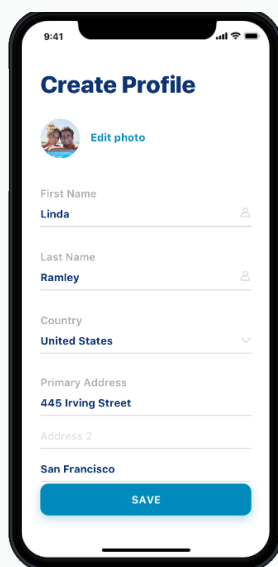
Search for and download Pentair[®] Home in the App Store or Google Play.



STEP 02

Open the app and select Sign Up. Create a username and password. Check your email and click on the verification link to get started.

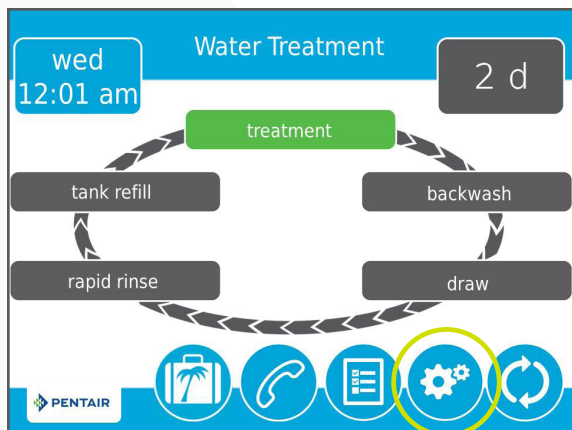
SET UP YOUR ACCOUNT



Using your verified email address, log into the app.

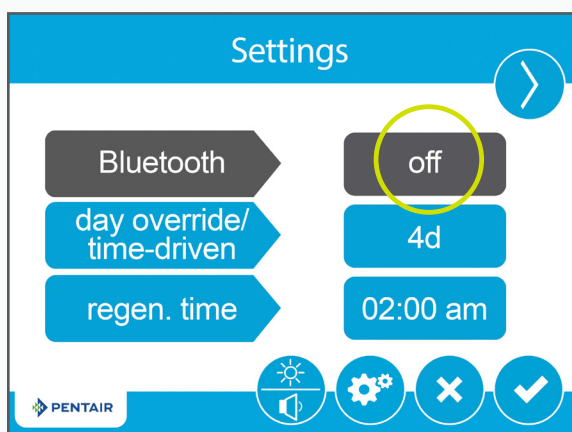
Create your profile.

CONNECT YOUR SOFTENER TO THE APP



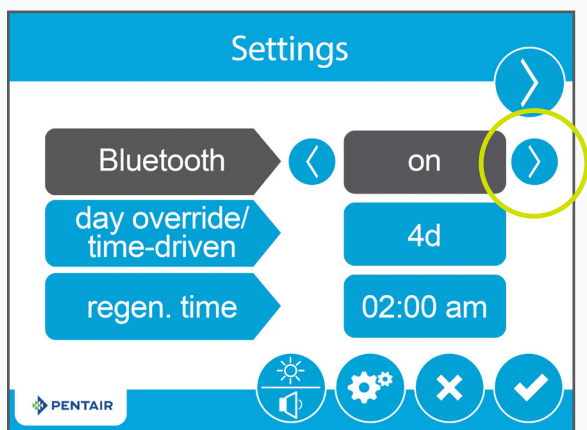
STEP 01

At your softener, press the Gear icon on the valve.

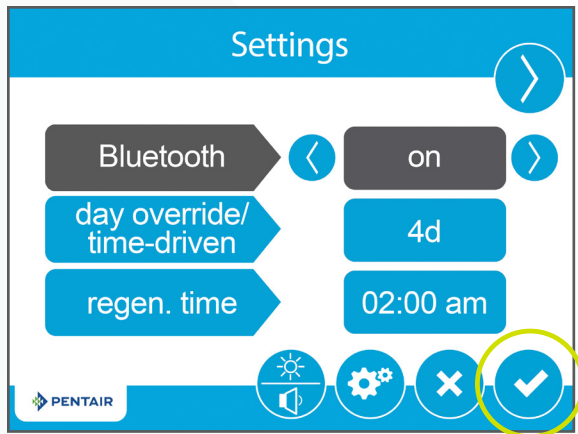


STEP 02

Press the *Bluetooth*® Off button then use the right arrow to turn *Bluetooth*® On (also make sure your phone's *Bluetooth*® is on).

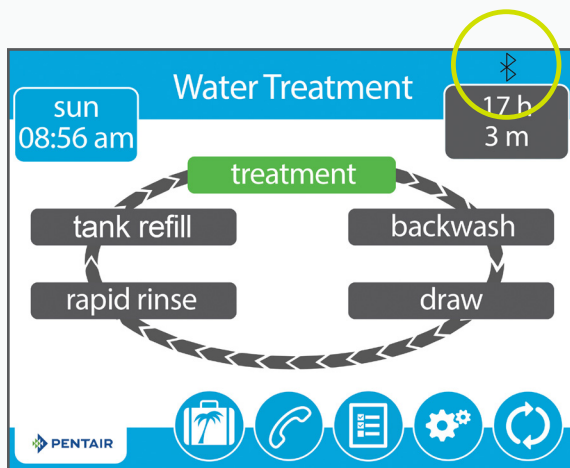


CONNECT YOUR SOFTENER TO THE APP



STEP
03

Press the Checkmark icon.

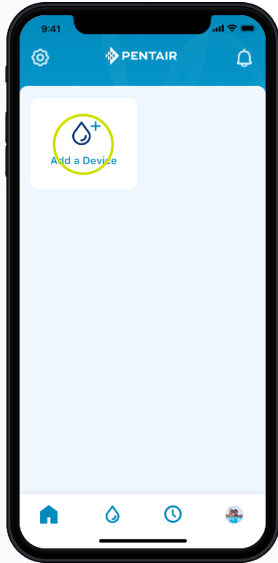


STEP
04

The black *Bluetooth*® logo signifies the connection is now open.

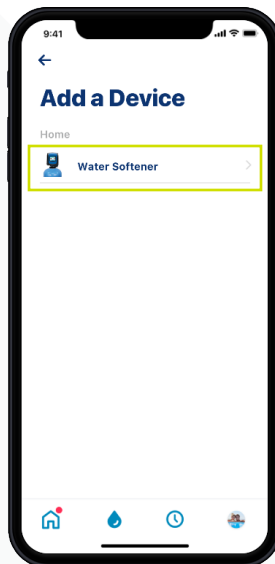
ADD YOUR DEVICE

Tip: Before you begin the next steps, make sure your phone's Bluetooth® is enabled.



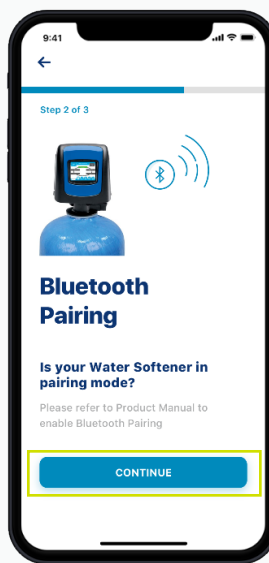
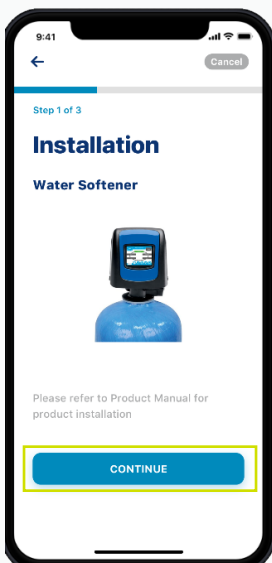
STEP 01

On your phone, go to the Pentair dashboard, then press Add a Device.



STEP 02

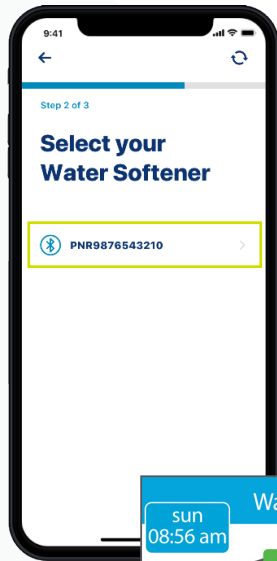
Select Water Softener.



STEP 03

Press Continue, then Continue again.

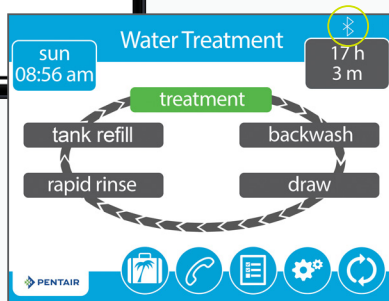
ADD YOUR DEVICE



STEP 04

Choose the device (name will always start with the letters PNR).

Note: The Bluetooth® icon on the softener valve will turn white after connecting, so you know you've made a successful connection.



STEP 05

Press Continue on your phone when prompted.

CONNECT YOUR SOFTENER TO WiFi

STEP 01

Select your home WiFi account, add your home WiFi password, then press Continue.

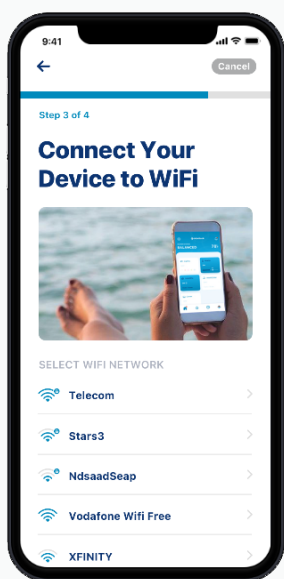
Tip: Make sure your phone is connected to the 2.4GHz WiFi signal from your router. The Water Softener cannot be connected to the 5GHz frequency.

STEP 02

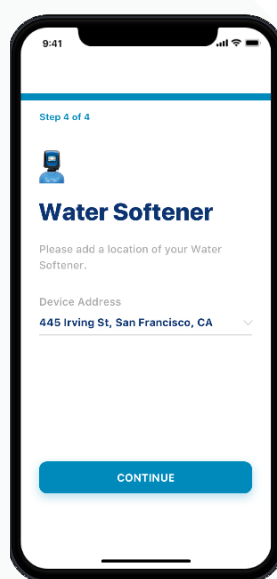
Set the location of your water softener. Press Save.

STEP 03

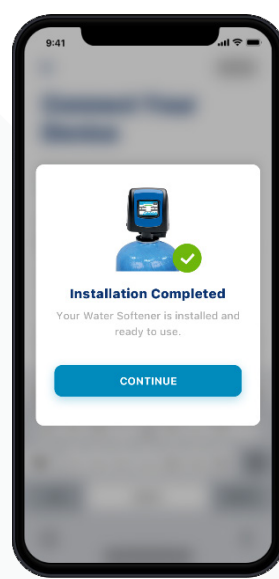
You are now connected!



STEP 01



STEP 02



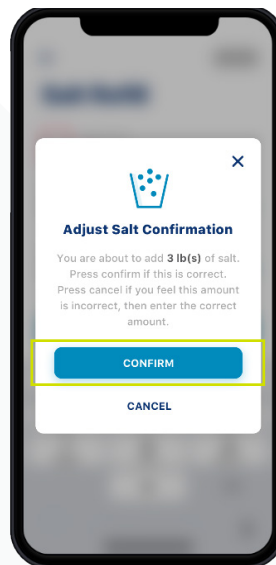
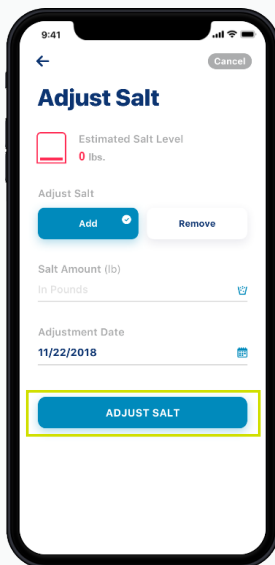
STEP 03

ADDING SALT AT SET UP

STEP 01

Type in the pounds of salt you added, the date you added the salt and then press Adjust Salt.

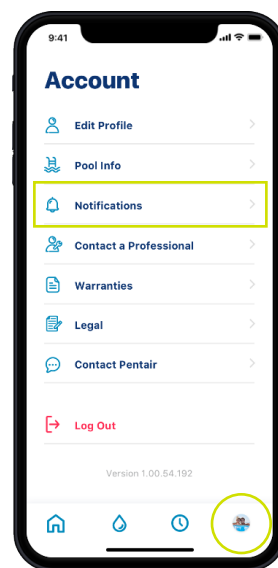
Press Confirm or Cancel to go back to the previous page.



NOTIFICATION PREFERENCES

STEP 01

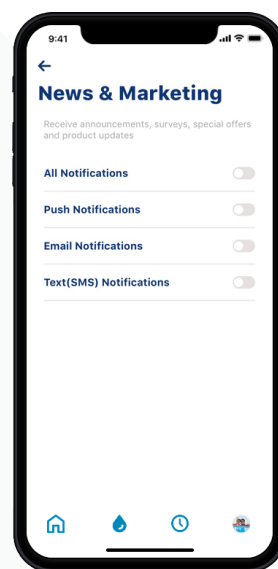
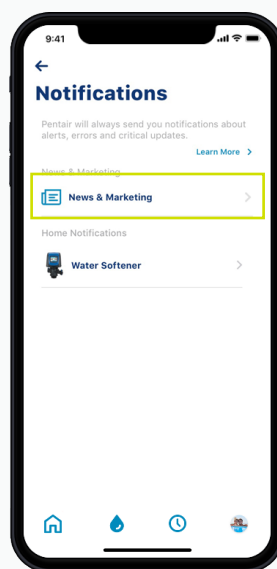
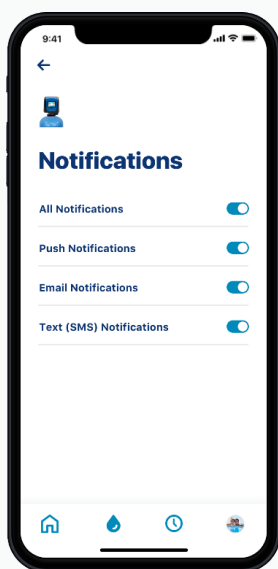
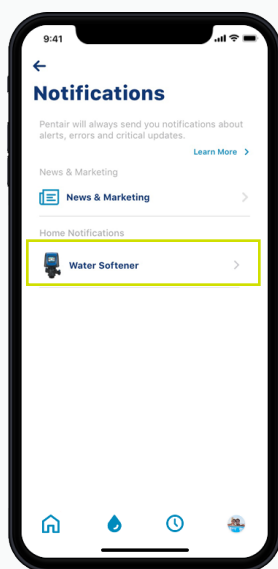
To adjust your notification preferences, go to your Account and select Notifications.



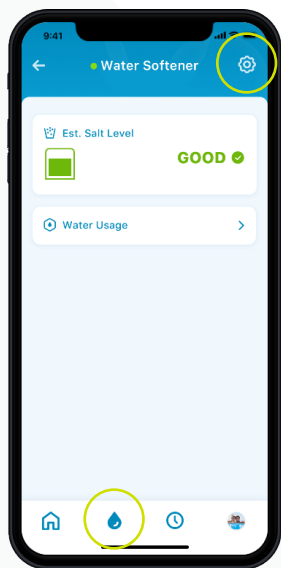
STEP 02

Select Water Softener, then choose how to receive Water Softener alerts.

Return to the Notifications screen and select News & Marketing, then choose how to receive News & Marketing alerts.

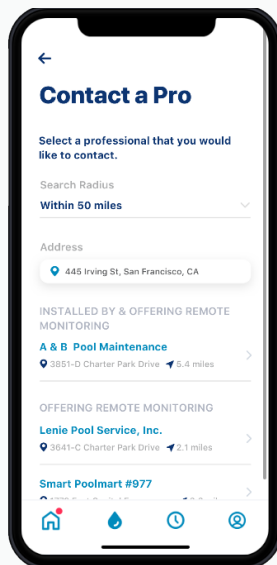
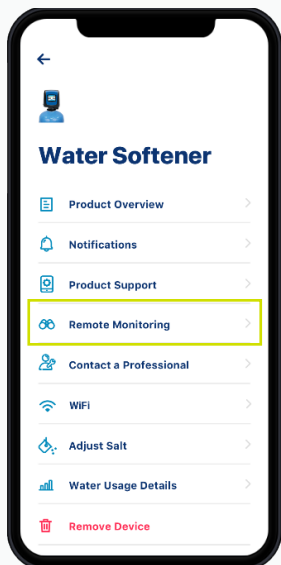


REMOTE MONITORING



STEP 01

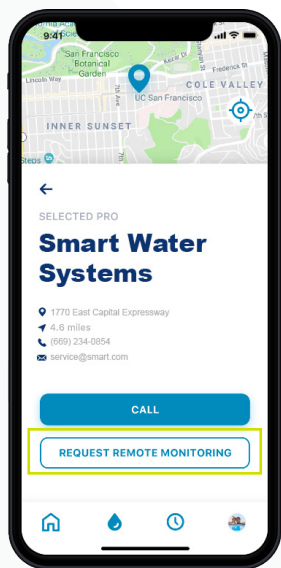
To request remote monitoring by your local water treatment professional, press the Gear icon on the Water Softener dashboard.



STEP 02

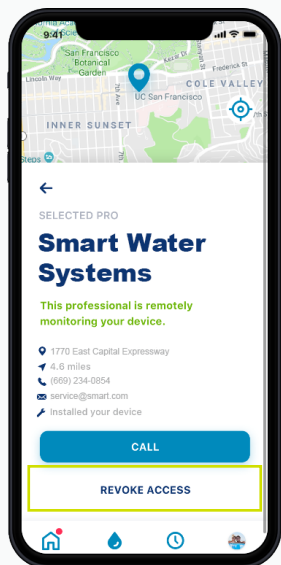
Select Remote Monitoring and a list of local water treatment professionals will automatically load. Choose the one you want to remote monitor your device.

REMOTE MONITORING



STEP 03

Press Request Remote Monitoring to send a remote monitoring request to your chosen water treatment professional. They will either accept or deny your request via their Pentair Pro app or contact you for further information.



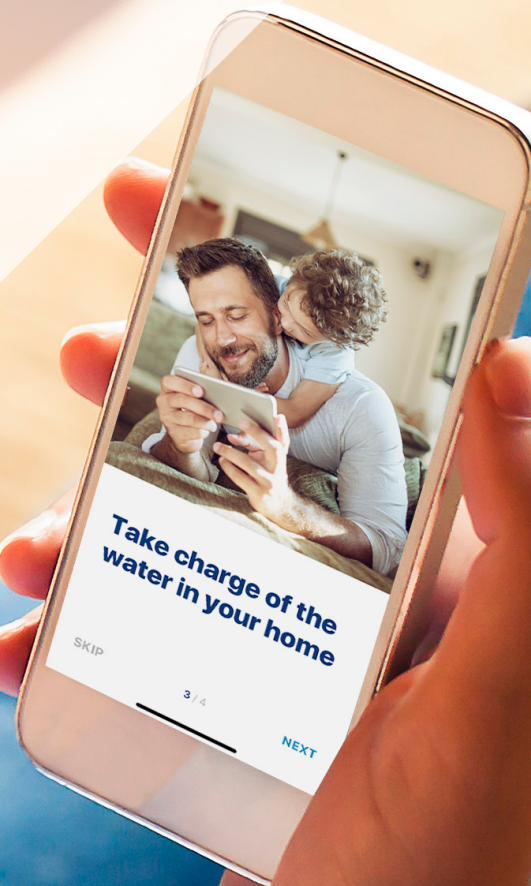
STEP 04

If you choose to suspend remote monitoring in the future, press Revoke Access.

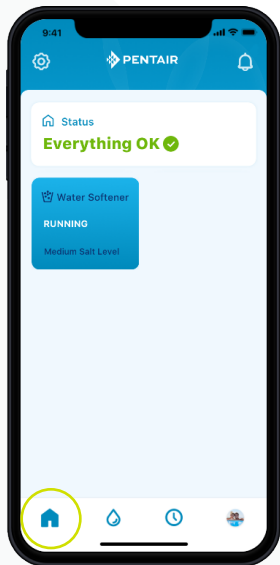
Tip: When you revoke monitoring, you are discontinuing your pro's ability to view your device details and receive alerts. You can still, however, locate a pro when you need one (see pg. 24)



USING THE APP

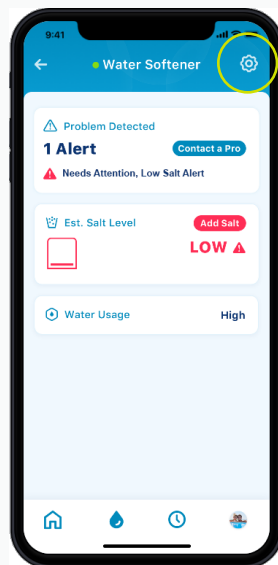
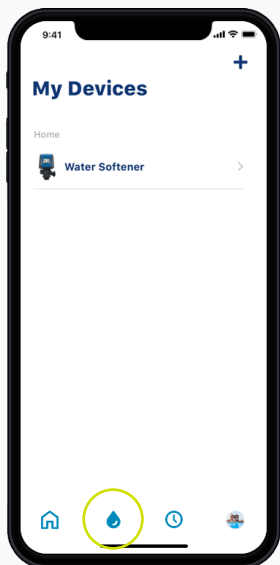


APP OVERVIEW



The Pentair dashboard displays the current status of your device(s) and any alerts.

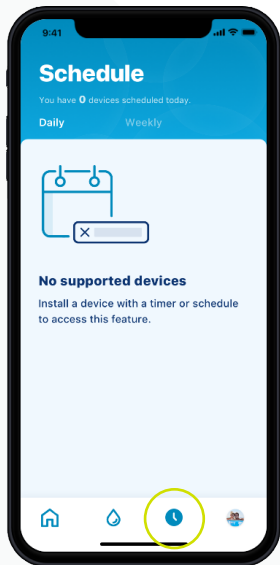
Tip: Water softener tile will be blue when it is connected to WiFi. A white tile means your system is offline. Offline does not mean it is not functioning; it means that the system has been disconnected from WiFi for over 60 minutes.



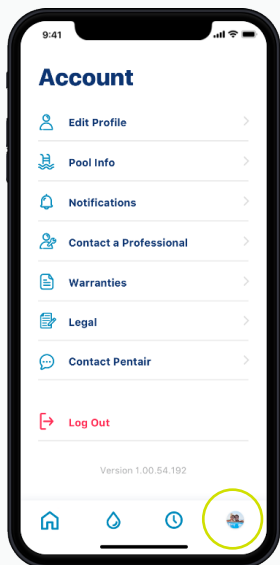
My Devices displays all connected devices. Once you select your Water Softener, you'll find a dashboard featuring specific details, including salt levels, water usage, alerts and more.

Press the Gear icon for additional features specific to your device.

APP OVERVIEW



The Schedule icon is currently unsupported for Water Softener.



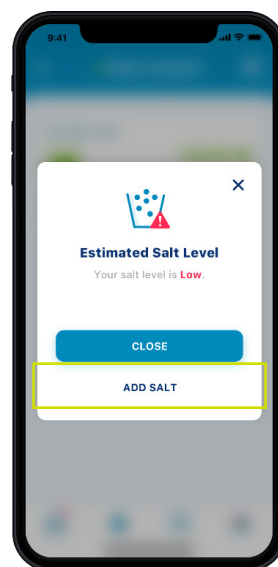
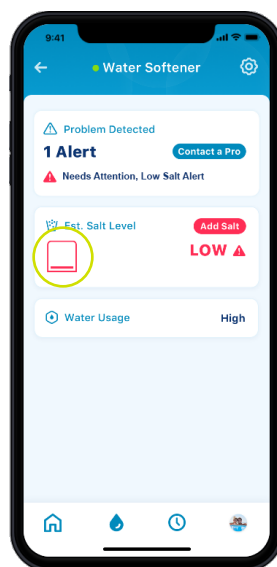
The Account icon takes you to general details of your account, from your profile and device notifications to contacting a professional for service and warranty information.

See page 27 to add your own profile picture to this icon.

ADDING SALT AT REFILL

STEP 01

On the Water Softener dashboard, press the Brine Tank icon, then press Add Salt.



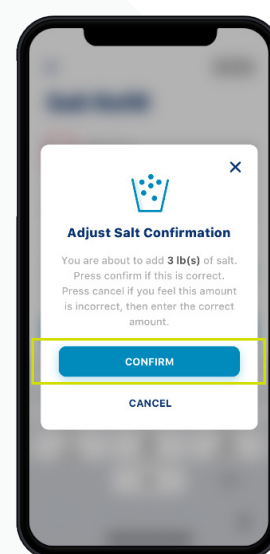
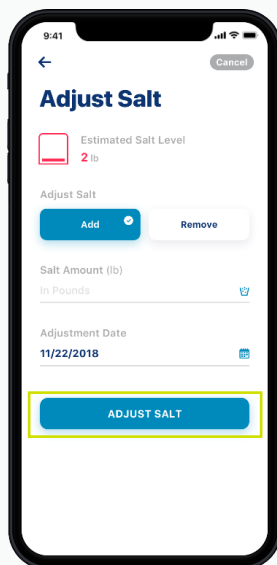
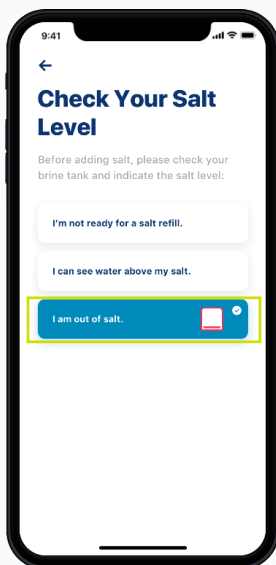
STEP 02

Select the level of salt you have in your brine tank.

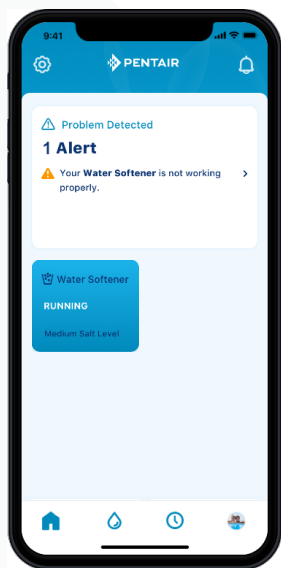
Type in the pounds of salt you added, the date you added the salt and then press Adjust Salt.

Press Confirm or Cancel to go back to the previous screen.

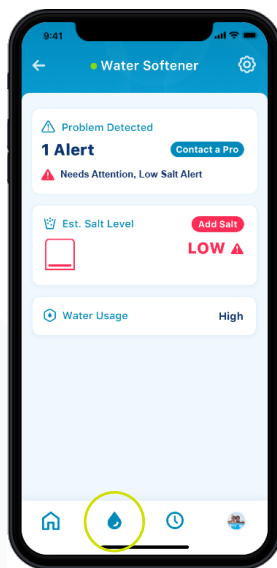
Tip: You can also remove salt.



ALERTS



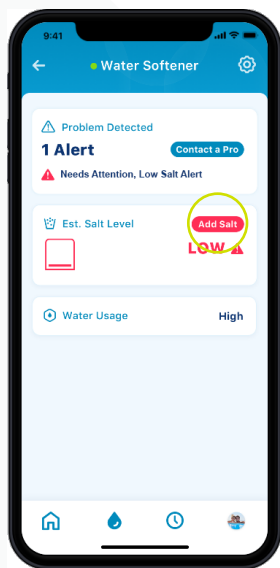
Pentair
Dashboard



Water Softener
Dashboard

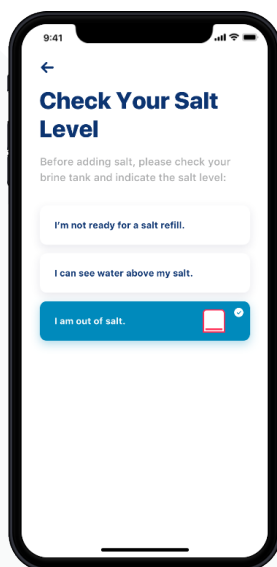
All alerts will be displayed on both the Pentair dashboard and Water Softener dashboard through the My Device icon.

ALERTS – LOW SALT



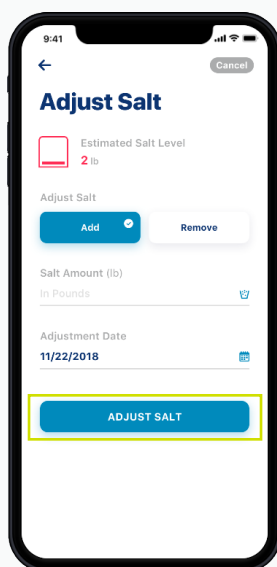
STEP 01

To add salt after a low salt alert, simply press the Add Salt button in the Salt tile on the Water Softener dashboard.



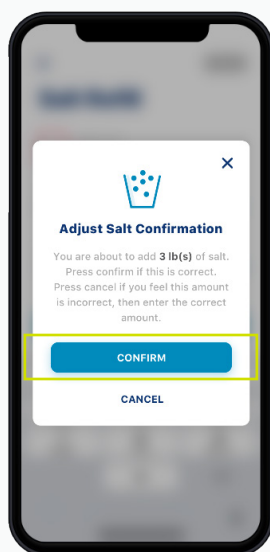
STEP 02

Next, look in your brine tank, then choose the level of salt in the app that most closely reflects the level in your tank.



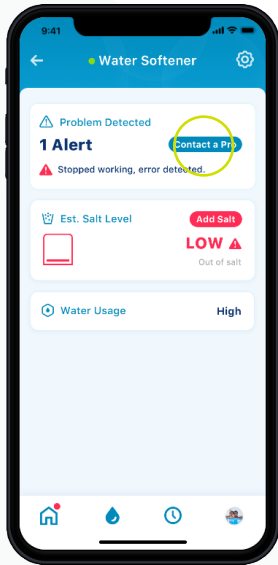
STEP 03

Type in the pounds of salt you added, the date you added the salt and then press Adjust Salt.



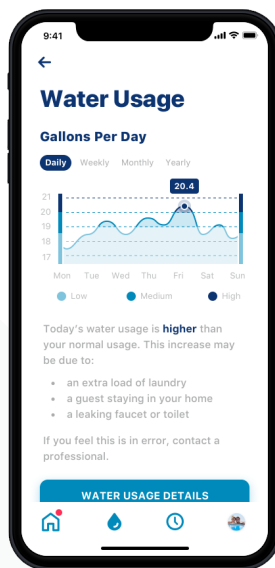
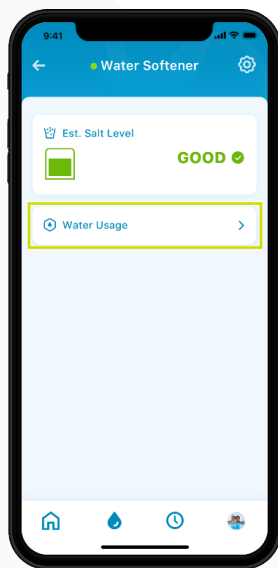
Press Confirm or Cancel to go back to the previous screen.

ALERTS – OTHER



To take action on other alerts, simply press Contact a Pro on the Water Softener dashboard. Alerts will remain on the dashboard until the issue has been resolved.

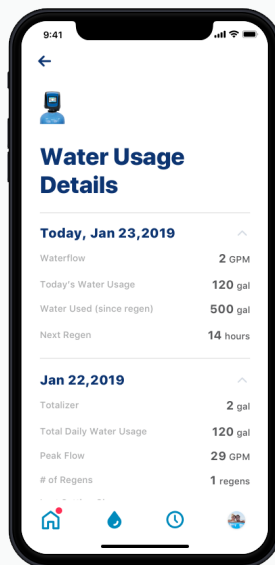
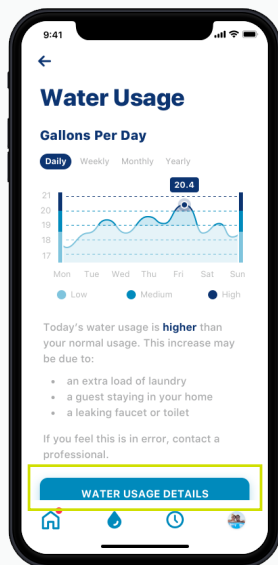
WATER USAGE



STEP 01

The water usage is displayed on the Water Softener dashboard.

Press the Water Usage button to see an overview of daily, weekly, monthly and yearly water usage information.

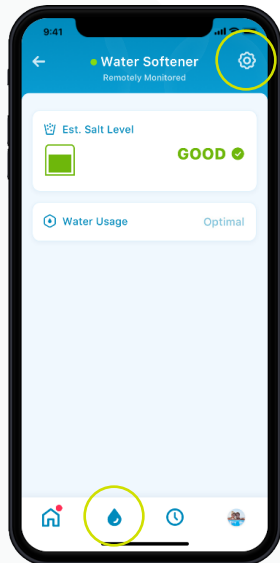


STEP 02

For more in-depth information on your water usage, press Water Usage Details. Select a date to see full water usage details.

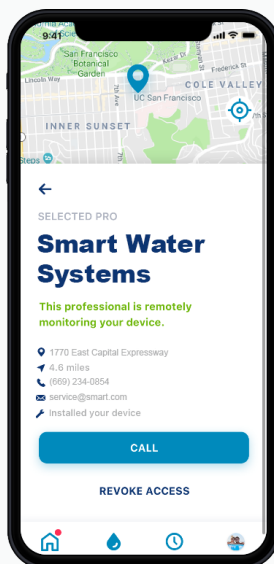
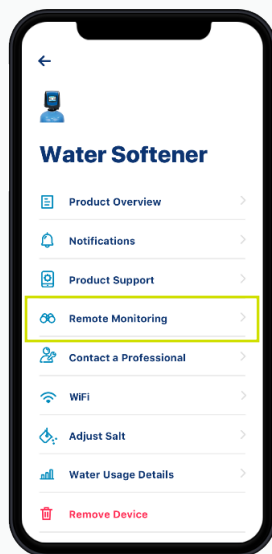
CONTACT A PROFESSIONAL

If You Are Remote Monitoring



STEP 01

To reach the local water treatment professional monitoring your device, go to the Water Softener dashboard, then press the Gear icon.

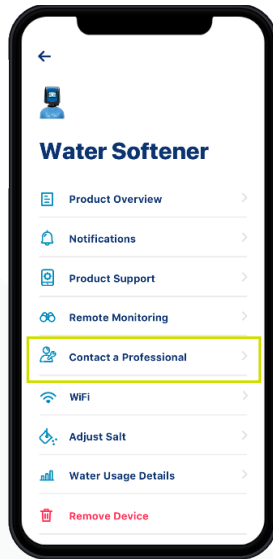
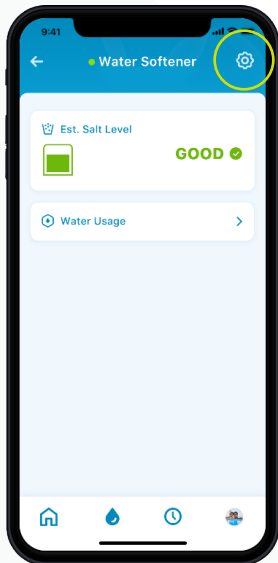


STEP 02

Select Remote Monitoring and you'll find your chosen water treatment professional's full contact details.

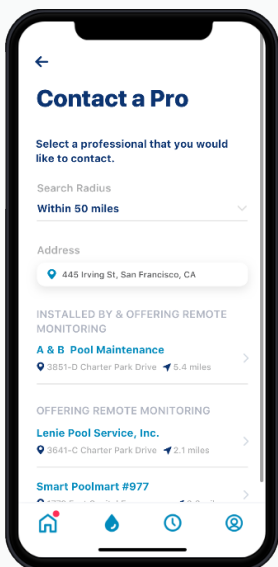
CONTACT A PROFESSIONAL

If You Are Not Remote Monitoring



STEP
01

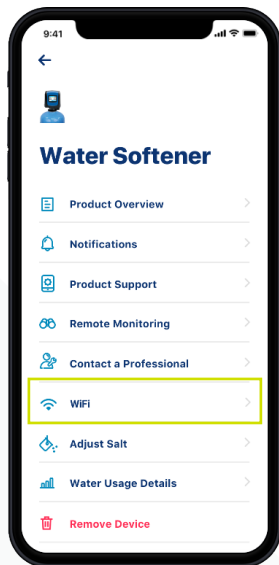
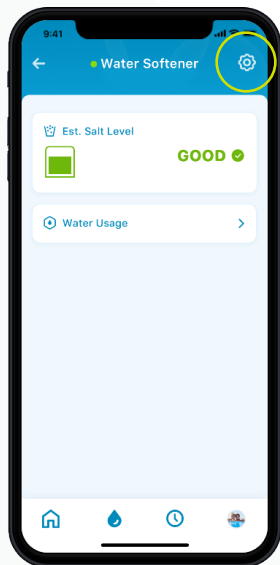
To quickly reach a local water treatment professional for service, press the Gear icon on the Water Softener dashboard, then select Contact a Professional.



STEP
02

Choose a water treatment professional by pressing on their name for full contact details.

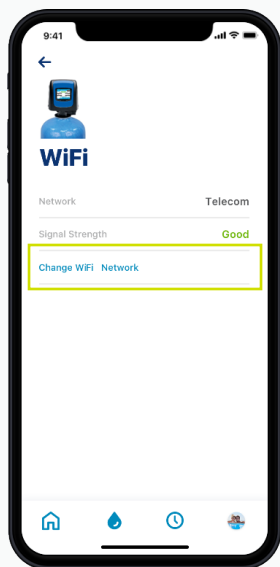
CHANGE WiFi NETWORK



STEP
01

Press the Gear icon on the Water Softener dashboard.

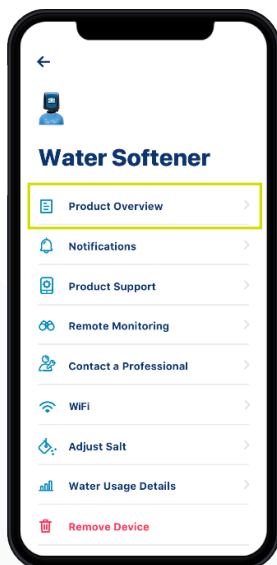
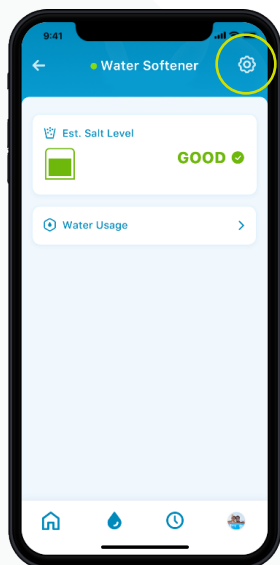
Select WiFi.



STEP
02

Press Change WiFi Network. See instructions on page 10 to complete the new set up.

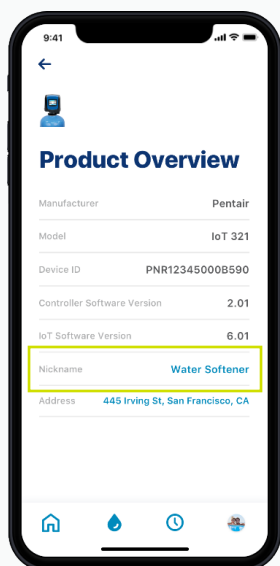
NICKNAME YOUR PRODUCT



STEP
01

Press the Gear icon on the Water Softener dashboard.

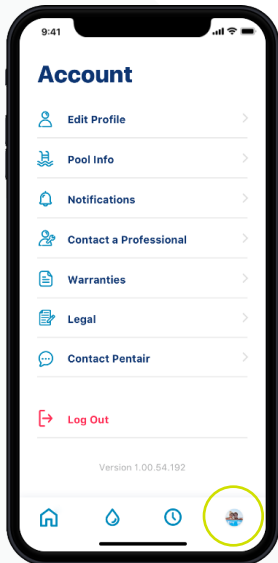
Select Product Overview.



STEP
02

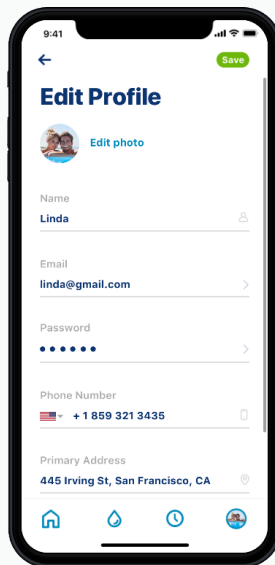
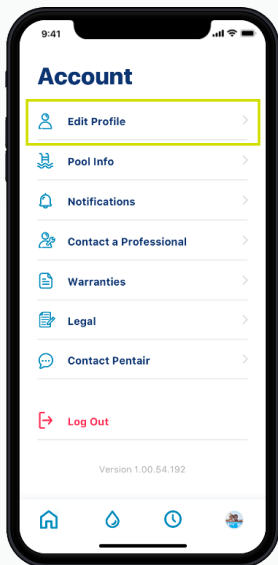
Press Nickname, update it, then press Save.

EDIT PROFILE



STEP
01

Go to your Account.



STEP
02

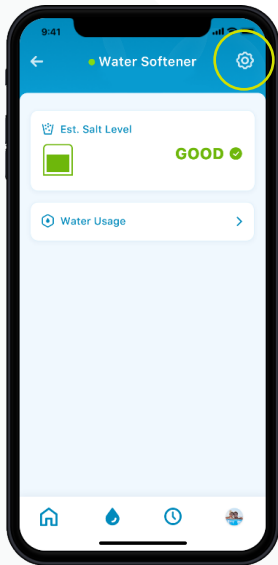
Select Edit Profile to:

- Add/edit your account photo.
- Change your name, email, password or phone number.
- Change or add an address.
- Delete your account.

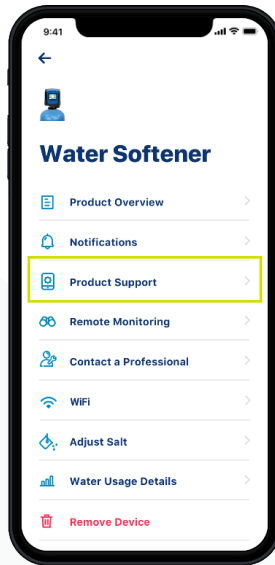


SUPPORT

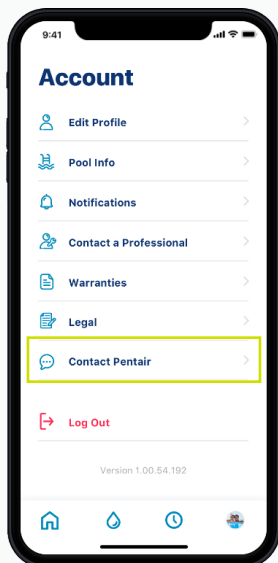
PRODUCT SUPPORT



Press the Gear icon on the Water Softener dashboard.



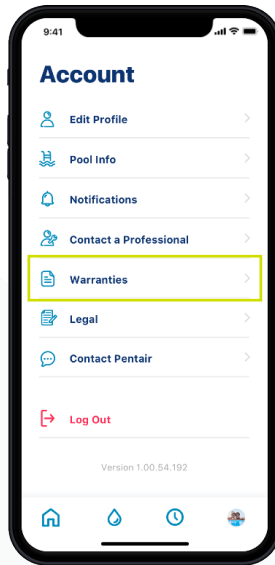
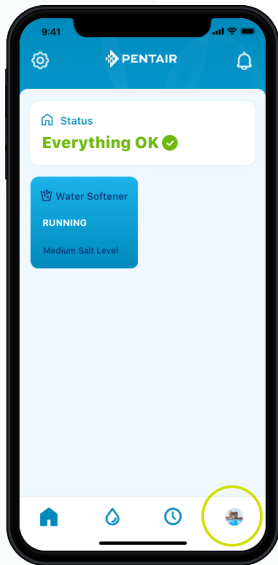
Select Product Support. This will take you to the homeowner product support page on Pentair.com.



To contact Pentair, go to your Account.

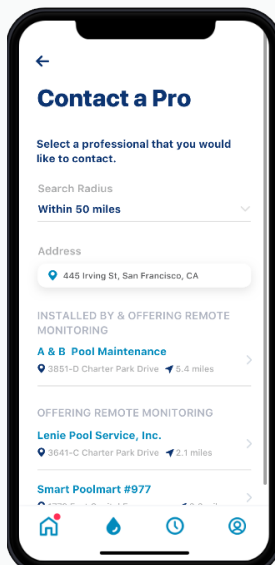
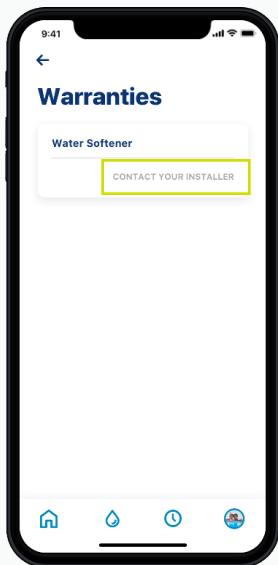
Then select Contact Pentair.

WARRANTY INFORMATION



STEP
01

Go to your Account, then select Warranties.



STEP
02

Press Contact Your Installer.

You will be sent to Contact a Pro.

FREQUENTLY ASKED QUESTIONS

How many users can I have on one account?

You can have only one email address with an associated password on your account. Other persons in your household can use the same email address and password to access your account. This one account can be used across multiple devices.

Does the Pentair Home Connected Water Softener work with my smart home system (Alexa, Google Home, etc.)?

Your water softener is connected to the Pentair Home and Pentair Pro Apps, which are ready to accept additional Pentair Connected devices as they become available. However, at this time, Pentair Home and Pentair Pro are not integrated with a Smart Home Hub, or connected via voice with at home assistants like Alexa or Google Home.

What if my Water Softener is unable to connect to my WiFi?

Make sure your phone is connected to your 2.4GHz WiFi signal from your router. The Water Softener cannot be connected to the 5GHz frequency.

Why does my system say Offline on the Water Softener Dashboard?

If your system is "Offline," it means that your system has been disconnected from Wifi for over 60 minutes. This will not cause an interruption in your softened water cycle or the function of your system, but it could interrupt data flow to the Pentair Home and Pentair Pro Apps. Once Wifi connection has been restored, your Pentair Home or Pentair Pro App will automatically reconnect the water softener.

Why do I get text messages but no email messages?

Your Notification settings are likely set to text but not email. To confirm or change these settings, open your Pentair Home app, go to Account and select Notifications.

Why didn't I receive an email after resetting my password?

- Verify the e-mail that you have listed on the account.
- Check your junk or spam folder for the e-mail.
- Try to reset the password again.

FREQUENTLY ASKED QUESTIONS

What measures are in place to secure my data?

First and foremost, in order to protect your account, we have built our sign up process to be simple but secure with mandatory email verification as well as mandatory strong password requirement. Also, any account changes, such as password reset, require confirmation codes that are sent to the user's verified email. In addition to such user account level security measures, Pentair has structured the backend architecture to identify security threats and limit exposure.

Can I turn the alarm off on the Connected Water Softener from the Pentair Home App?

No, you cannot. The alarm must be turned off on the softener's control panel. The App can only monitor the device, not control it.

Can I change the Connected Water Softener's programming using the Pentair Home App?

No, you cannot. Programming must be done at the device. The App can only be used to monitor the device, not change settings on the softener.



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