



PENTAIR POOL APP

FLEXIBLE DEMAND FEATURES

USER GUIDE

IMPORTANT SAFETY INSTRUCTIONS
READ AND FOLLOW ALL INSTRUCTIONS
SAVE THESE INSTRUCTIONS

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POOL CONTROL SOFTWARE END OF LIFE POLICY

1. PURPOSE

This Pool Control Software End of Life Policy (the “Policy”) outlines the guidelines and timelines for discontinuing support and maintenance of software in Pool Controls.

2. SCOPE

This Policy applies to software in “Pool Controls” (as defined by Cal. Code Regs. Tit. 20, § 1691) offered for sale by Pentair.

3. POLICY

- a. Under this Policy, notification will be provided a minimum of 30 days' notice when consumers are required to take action to avoid significant degradation to the typical use of the Pool Control software
- b. Under this Policy, Pentair will provide a minimum of 12 months' notice prior to discontinuing device support on the End-of-Life Date. Pentair will continue to provide service and support for Pool Control software until End-of-Life Date. After the End-of-Life Date, Pentair will no longer provide maintenance, support, or updates for obsoleted software.

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Hours: 9:00AM to 7:00PM EST (6:00AM - 4:00PM PST)

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Your feedback could play an important role in Pentair's goal to continuously improve our instructional material, and better support those who install, maintain, and use our products everyday.

Scan or click the QR code to take a quick survey and help us provide the most easy-to-use and accurate product manuals possible!



FLEXIBLE DEMAND PROGRAMS

What is Flexible Demand?

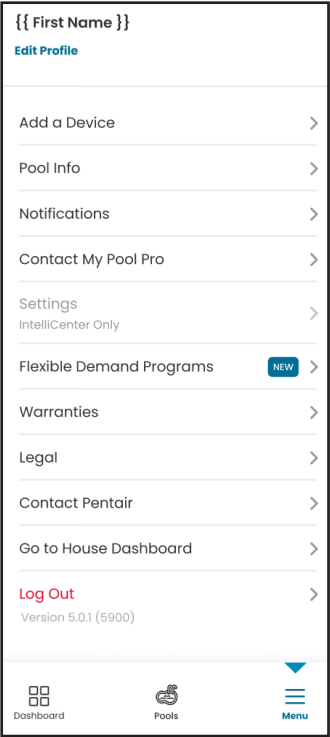
Many energy providers are implementing flexible demand programs (also called demand response or load flexibility) to shift energy consumption of enrolled devices based on energy grid conditions.

These programs enable devices to shift, schedule, or curtail energy use in response to real-time pricing, emissions levels, or overall grid stress. This adjustment helps balance electricity supply and demand.

Navigating Flexible Demand Features

This section provides instruction on how to navigate to the flexible demand features within the Pentair Pool App.

1. On the Pentair Pool App home screen, tap the **MENU** icon () on the bottom right of the screen.
2. Tap on **FLEXIBLE DEMAND PROGRAMS**.
Note: This option will only display when an IntelliFlo3 pump or IntelliCenter system is paired to the app.
3. The Manage FD Programs screen will display.
Tap the appropriate tab:
 - **Enroll New Device** - Tap to begin enrolling a new device.
 - **View Enrolled Devices** - Tap to display a list of devices and their enrollment status.
 - **View Scheduled Events** - Tap to display a list of all active or scheduled Flexible Demand events for all enrolled devices.



ENROLL NEW DEVICE

This section provides instructions on how to enroll a device within an available flexible demand program in your service area.

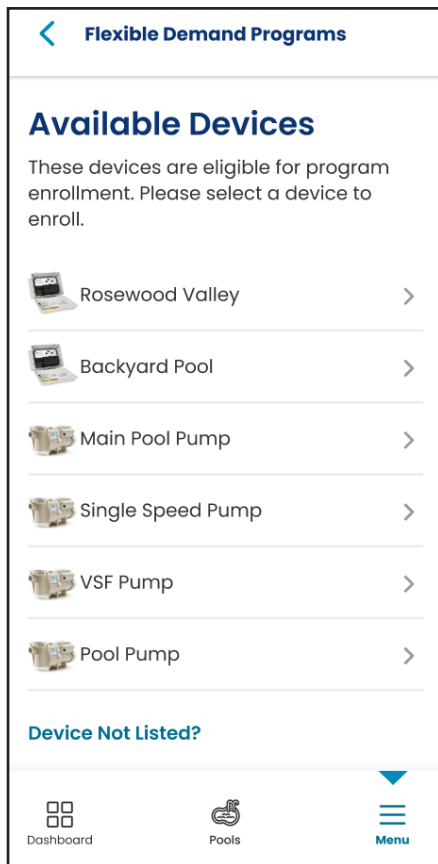
Users enrolled into an energy providers' flexible demand program would allow the provider the ability to control the operation of these devices when certain flexible demand 'peak' events are needed.

To begin this process, it is advisable to gather the meter number (from the utility meter at the device location) and the account number for the electric utility that this device is powered by. This information will be required as part of the enrollment process.

1. On the Pentair Pool App home screen, tap the **MENU** icon (☰) on the bottom right of the screen.
2. Tap on **FLEXIBLE DEMAND PROGRAMS**.
Note: This option will only display when an IntelliFlo3 pump or IntelliCenter system is paired to the app.
3. The Manage Programs screen will display. Tap **ENROLL NEW DEVICE**.
4. The Available Devices screen will display. Tap the device you wish to enroll.

Note: Only program eligible devices will display. If an eligible device is not displayed, tap **DEVICE NOT LISTED?** for more information.

- Continue to next page -



ENROLL NEW DEVICE (continued)

5. The Device Location screen will display. Enter the necessary information.
Note: This information must match the billing information of your electrical utility account.
Note: If you are unsure of your Meter or Utility Account Numbers, these can be provided by the electrical utility provider.
- First/Last Name:**
Enter the name associated with the electric utility account for the device location.
 - Address:**
Enter the address associated with the electric utility account for the device location. The zip code shall only be the first 5 digits associated with the device location.
 - Mobile Phone Number/Email Address:**
This information is pulled from your Pentair Pool App profile. Any incorrect information displayed here will have to be updated within your profile.
 - Meter No./Utility Account No.:**
Enter the meter number and utility account number associated with the electric utility account for the device location. This information is used to verify that you have an active account with the utility provider offering any flexible demand program(s) within your service area.

Flexible Demand Programs

Device Location

Rosewood Valley

This address does not update or sync with the device's current address.

First Name

John

Last Name

Doe

Address 1

4618 West Ox Rd

Address 2

Apt, Suits etc

Continue

Dashboard

Pools

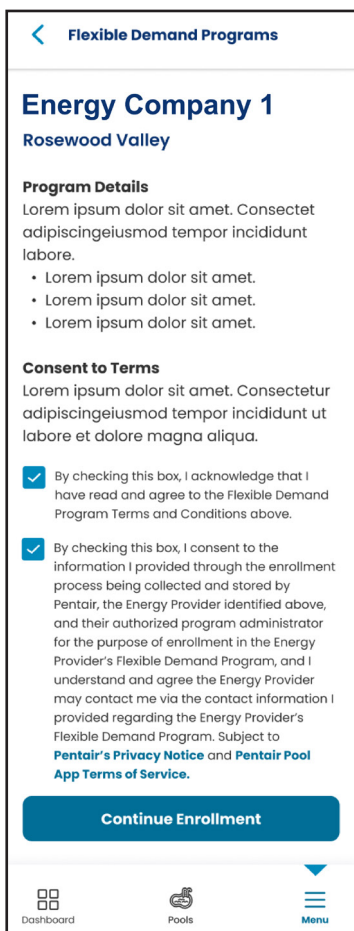
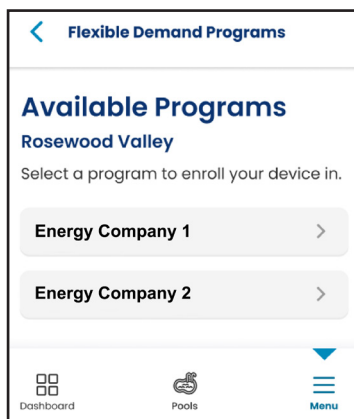
Menu

6. Tap **CONTINUE**.

- Continue to next page -

ENROLL NEW DEVICE (continued)

1. The Available Programs screen will display. Tap the utility provider associated with the device location.
Note: If the No Programs text displays, then no programs are currently available in your service area. The provided information will be used to promote Flexible Demand programs in your immediate area.
2. The Program Details screen will display. Review the program details and tap the Consent Checkboxes to agree to program terms. Tap **CONTINUE ENROLLMENT**.
3. The Enrollment Detail screen will display. Review this information and tap **COMPLETE ENROLLMENT**.
4. A notification will display stating that the request has been submitted. Tapping the **MANAGE PROGRAMS** tab will return you to the Manage Programs screen.



VIEW ENROLLED DEVICES

This section provides instructions on how to view devices enrolled in flexible demand programs, along with their enrollment status.

1. On the Pentair Pool App home screen, tap the **MENU** icon (☰) on the bottom right of the screen.
2. Tap on **FLEXIBLE DEMAND PROGRAMS**.

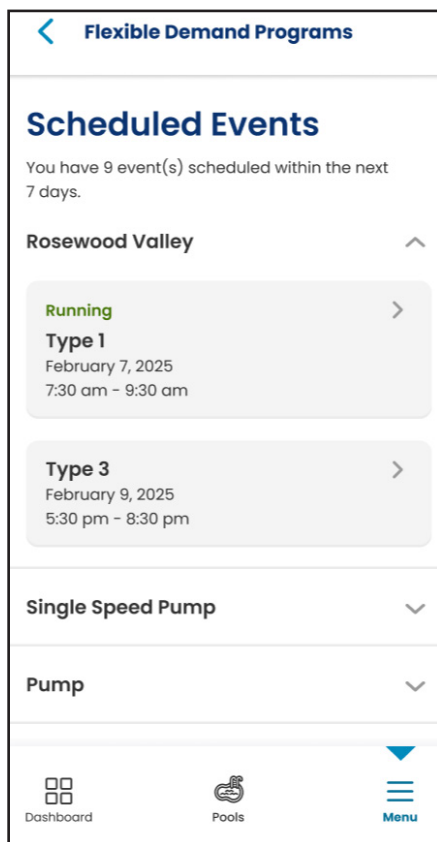
Note: This option will only display when an IntelliFlo3 pump or IntelliCenter system is paired to the app.
3. The Manage Programs screen will display. Tap **VIEW ENROLLED DEVICES**.
4. The Enrolled Devices screen will display. A list of the devices and their enrollment statuses will be displayed. An explanation of the enrollment statuses are as follows:
 - **Active** - Device is currently enrolled in a flexible demand program.
 - **Enrollment Pending** - Device is pending enrollment acceptance into a flexible demand program.
 - **Enrollment Denied** - Device enrollment was rejected from being accepted into a flexible demand program.
 - **Unenrollment Pending** - Device is pending unenrollment acceptance from a flexible demand program.
5. Tap the device you wish to view the details on.
6. The Enrollment Details screen will display. Details include the flexible demand program associated with the device.
 - If a device status is **Enrollment Denied**, tapping on **CORRECT ENROLLMENT INFO** will allow you to validate the enrollment information for enrolling the device, then allow you to submit an updated enrollment request to the flexible demand program provided. Tapping on **CANCEL ENROLLMENT REQUEST** will stop the enrollment process for the device. The device will then appear as an eligible device within the program.
 - If a device status is **Active**, tapping on **UNENROLL DEVICE** will start the unenrollment process for the device (see the *Unenrolling a Device* section to learn more about this task).

VIEW SCHEDULED EVENTS

This section provides instructions on how to view active or future events scheduled for your devices enrolled in flexible demand programs.

1. On the Pentair Pool App home screen, tap the **MENU** icon (☰) on the bottom right of the screen.
2. Tap on **FLEXIBLE DEMAND PROGRAMS**.
Note: This option will only display when an IntelliFlo3 pump or IntelliCenter system is paired to the app.
3. The Manage Programs screen will display. Tap **VIEW SCHEDULED EVENTS**.
4. The Scheduled Events screen will display. A list of the devices with scheduled events will be displayed. Tap the device to show the list of events scheduled for that device. Tap the device again to hide the list of events.
5. Tap on an event to show details of the event. Details will include the type of event running, the date of the event, and the time when the event will start.

Note: Tapping **OPT OUT OF EVENT** will start the opt-out process for the event (see the *Opting-Out of Event* section to learn more about this task).



VIEW SCHEDULED EVENTS (continued)

Event Types

There are three types of 'peak' events that energy providers request on Pentair's smart devices and each event provides a different operation of the devices when requested.

The event types are the following:

- **TYPE 1 (Schedule / Load Shed)**

Reduces the operating speed of filtration pumps by 33% of their current operating speed. Supporting equipment such as booster pumps, waterfall pumps, and heat pumps, will be turned off during the event.

- **TYPE 2 (Curtil / Emergency Shed)**

Turns off all operation to filtration pumps. Supporting equipment such as booster pumps, waterfall pumps, and heat pumps, will be turned off during the event.

- **TYPE 3 (Shift / Load Up)**

Turns on filtration pumps (if they are not running) or increases the operating speed of filtration pumps (if they are running) by 10% of their maximum operating speed for the length of the event.

After completing a scheduled event, the device will automatically adjust operation to ensure efficient filtration and proper chemical dispersion.

These devices are pre-programmed to understand how an event may have affected the normal schedule of your device, then automatically run a 'make-up' schedule to ensure proper water chemistry and turnover rates. After your device has completed making up for any filtration time, it will resume operating as originally programmed.

Event Notifications

Notifications are sent when an event is scheduled and when an event has been started. Notification of these events follow the profile preferences assigned within the Pentair Pool App.

OPTING-OUT OF EVENT

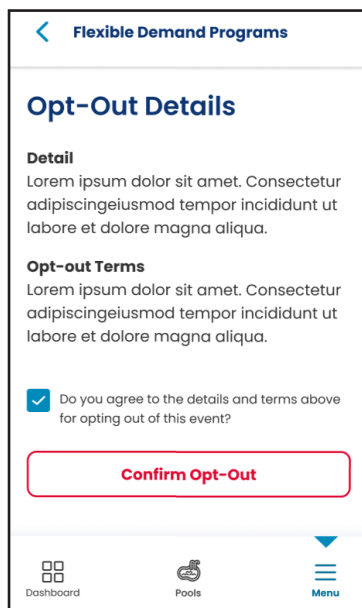
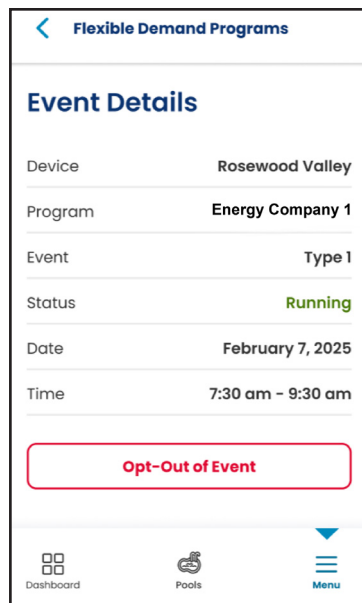
This section provides instructions on how to opt-out of active or future events scheduled for your devices enrolled in flexible demand programs.

If an event might interfere with plans to use your pool, you may 'opt-out' of any current or scheduled event.

While opting-out of an event is voluntary, most flexible demand programs require a minimum participation rate (typically around 70%) to receive program incentives.

IMPORTANT: Too many opt-out requests may disqualify the device from continued participation in the enrolled flexible demand program and future enrollment opportunities.

1. On the Pentair Pool App home screen, tap the **MENU** icon (☰) on the bottom right of the screen.
2. Tap on **FLEXIBLE DEMAND PROGRAMS**.
Note: This option will only display when an IntelliFlo3 pump or IntelliCenter system is paired to the app.
3. The Manage Programs screen will display. Tap **VIEW SCHEDULED EVENTS**.
4. The Scheduled Events screen will display. Tap a device to show the list of events scheduled for that device.
5. Choose the event that you wish for your device to opt-out of. Tap **OPT-OUT OF EVENT**.
6. The Opt-Out Details screen will display. Review the opt-out details and tap the Consent Checkbox to agree to the terms. Tap **CONFIRM OPT-OUT**.
7. A notification will display stating that the opt-out request has been received. The device will not participate in the event any longer. Tapping **OK** will return you to the Manage Programs screen.



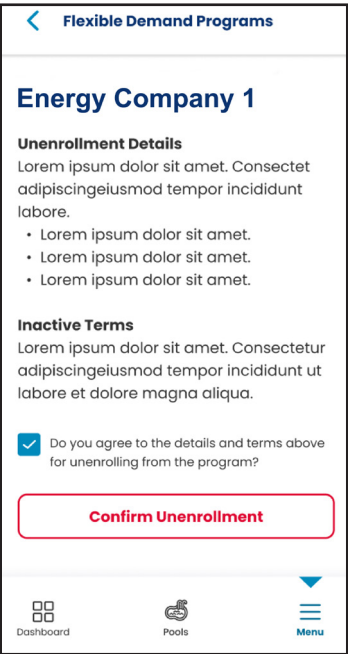
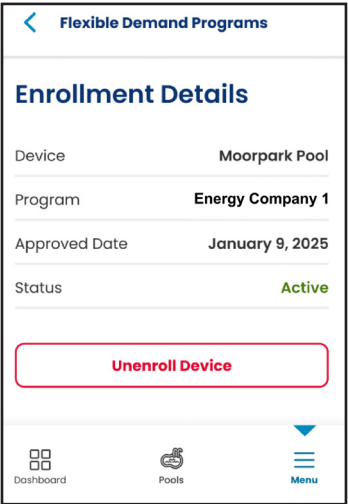
UNENROLLING A DEVICE

This section provides instructions on how to unenroll a device enrolled in a flexible demand program.

IMPORTANT: Most flexible demand programs require a minimum participation rate to be incentivized from the program.

Unenrolling a device from a flexible demand program may disqualify the device from any incentives and future enrollment opportunities.

1. On the Pentair Pool App home screen, tap the **MENU** icon (☰) on the bottom right of the screen.
2. Tap on **FLEXIBLE DEMAND PROGRAMS**.
Note: This option will only display when an IntelliFlo3 pump or IntelliCenter system is paired to the app.
3. The Manage Programs screen will display. Tap **VIEW ENROLLED DEVICES**.
4. The Enrolled Devices screen will display. Choose the Active device that you wish to unenroll from the flexible demand program it is currently participating in. Tap on **UNENROLL DEVICE**.
5. The Program Unenrollment Details screen will display. Review the program unenrollment details and tap the Consent Checkbox to agree to the terms. Tap **CONFIRM UNENROLLMENT**.
6. The Reason for Unenrollment screen will display. Check any of the pre-determined reasons listed and/or provide other explanations in the Other Reason section. Review this information and Tap **COMPLETE UNENROLLMENT**.
7. A notification will display stating that the request has been submitted. Tapping **MANAGE PROGRAMS** will return you to the Manage Programs screen.



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