INTELLICENTER® POOL CONTROL SYSTEM APP MIGRATION FAQ

Why is IntelliCenter moving to the Pentair Home app?

The Pentair Home app experience provides improved usability, user experience and design, allowing IntelliCenter owners to control pool equipment from anywhere with an expanded line of Pentair pool products.

What happens if I already have a Pentair Home app account but use a different email for my IntelliCenter2 account?

You will need to change your email ID in the Pentair Home app before you hit the Upgrade button in the "We're Moving" pop-up in the IntelliCenter2 app. If you have already moved from IntelliCenter2 to the Pentair Home app, you will have to reprogram all your connected pool devices other than your IntelliCenter.

What if I have the same email for the IntelliCenter2 and Pentair Home apps?

Once you see the "We're moving" pop-up in the IntelliCenter2 app, hit Upgrade and follow the instructions. Log out and log back into your Pentair Home app. Your IntelliCenter will appear on your dashboard along with any other connected pool products (any house products will appear on the House Dashboard).

What if I have the same email for the IntelliCenter2 and Pentair Home apps, but I forgot my Pentair Home app password?

Reset your password in the Pentair Home app, then log out and log back into your Pentair Home app. Your IntelliCenter will appear on your dashboard along with any other connected Pool products (any house products will appear on the House Dashboard).

If I have the same email for the IntelliCenter2 and Pentair Home apps, will my Pentair Home products stay connected to my account?

Connected pool products like the Prowler® 930W Robotic Inground Pool Cleaner or the IntelliFlo3® VSF pool pump will remain on your Pentair Home app account even after you move your IntelliCenter.

What if a dealer owns all the systems they install? Will these systems migrate along with their account?

The Managed Users function and previous user settings will also migrate to Pentair Home app.

Is 2.017 firmware required to migrate?

Firmware 1.064 or higher is required to use the Pentair Home app, and the most recent firmware release– firmware 2.017 – is recommended, as it comes with enhanced security and usability. The Pentair Home app requires stronger passwords, so firmware 2.017 introduced a new keyboard with more characters to meet the Pentair Home app password requirement.

If the IntelliCenter has firmware version 1.064, IntelliCenter owners can only use certain special characters, such as: ! @ # % ^ & * ( ) + - .

What if I use the IntelliCenter2 website and not the app?

To continue using the IntelliCenter2 website, you must download the IntelliCenter2 app and follow the steps to move your account to Pentair Home. Once moved over to the Pentair Home app, you can access the app from a mobile device or web application.

What if I skip downloading the IntelliCenter2 app and try to log in to the Pentair Home app?

Downloading the IntelliCenter2 app allows both apps to identify the products connected to your profile for a more seamless experience. Downloading the IntelliCenter2 app is the only way to move your account to the Pentair Home app.

What if I have already winterized my pool?

If your pool is closed for the winter - don't worry, you can still move to the Pentair Home app. If you prefer to wait until you open your pool, Pentair will send you a reminder with instructions for how to move when you're ready to re-open your pool.

What if I choose not to move my IntelliCenter?

Failure to move to the Pentair Home app will activate a forced move 30 days after the initial invitation is received.

Note: Promptly moving your IntelliCenter to the Pentair Home app will ensure you have all the latest updates. Failure to move to the Pentair Home app will stop future firmware, software and in-app updates.