Water Hero®

Conserve. Protect. Save.

INSTALLATION AND OPERATION MANUAL

P-100

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

Water Meter, Sensor Cap & Unions

Sensor Cable
[~6 foot length]

Motorized Ball Valve
[~6 foot cord length]

5V Power Supply
[~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:

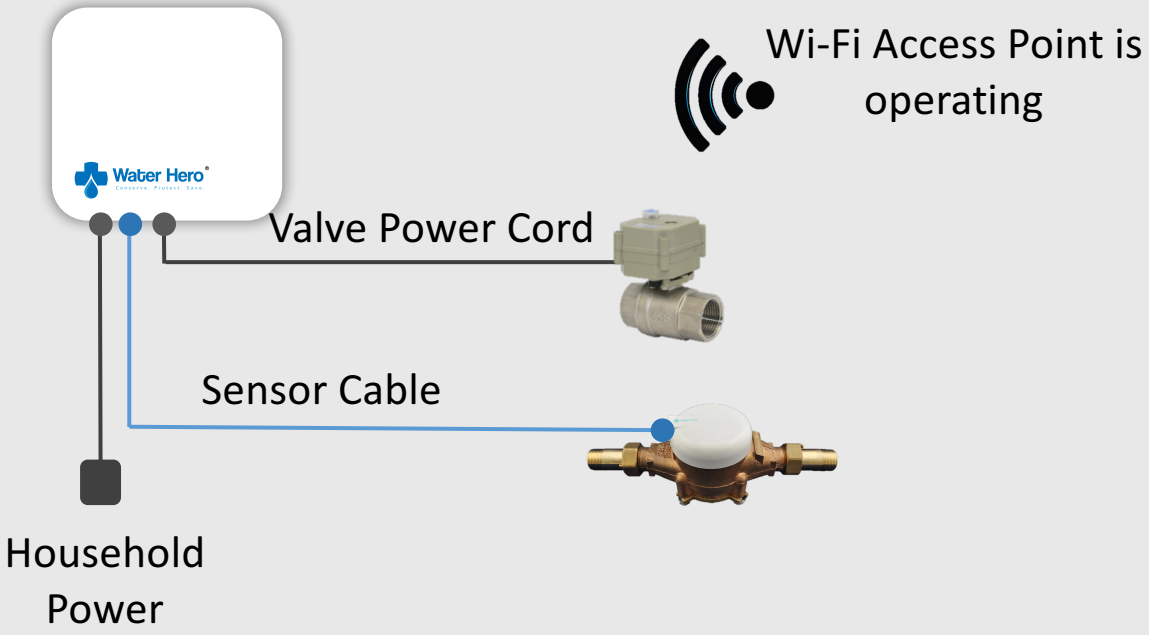
support@waterheroinc.com

Start-up Guide

P-100

Connect your Water Hero

1. Place Water Hero near desired installation site
2. Connect Sensor Cable from Main Controller to Sensor Cap
3. Connect your Valve Power Cord to the Main Controller
4. Ensure that your Wi-Fi Access Point is on and operating
5. Plug Power Supply into Main Controller and then into outlet

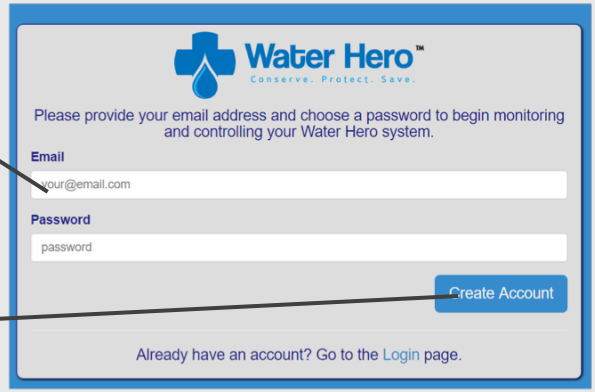


Create a Water Hero Account

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

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

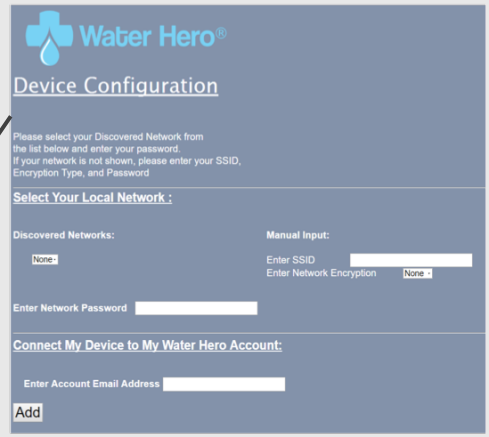
3. Select “Create Account”



Access the Device Configuration page

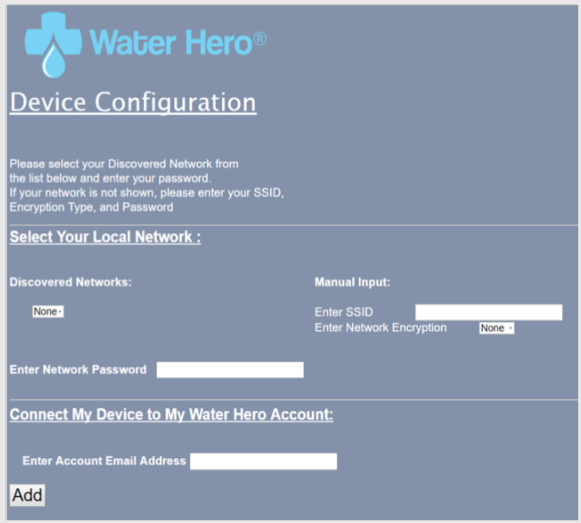
1. Turn the Main Controller to its side; ensure the yellow light is on and the green light is blinking*

2. Connect your device to the "Water Hero AP" network
3. Open an internet browser (e.g. Internet Explorer, Chrome) and enter URL "http://192.168.1.1" to be directed to the Device Configuration page



*If Yellow light is not illuminated perform a Network Reset, P. 19 of manual

Enter Wi-Fi Network Information



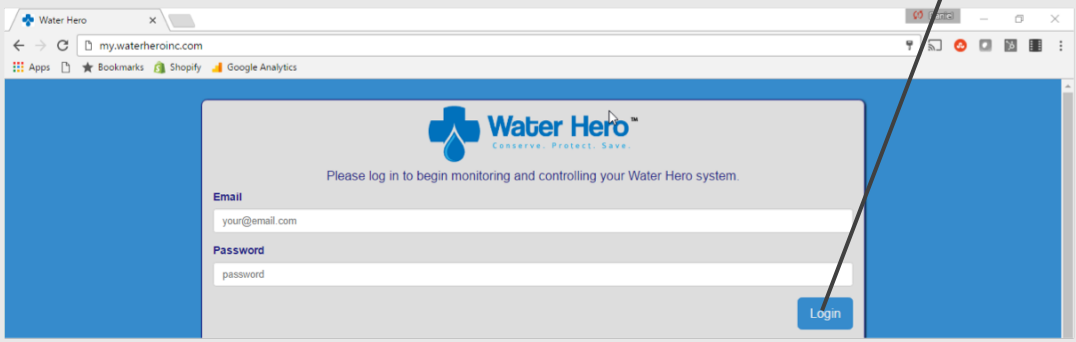
1. Click the drop down menu under “Discovered Networks”. If available, select the (SSID) Wi-Fi Network that you’d like Water Hero to connect with. Next to each discovered network is an indication of signal strength - the closer to zero, the stronger the signal. If your network is not shown select “None” and manually input your SSID and web encryption (on your router)*
2. Enter your Wi-Fi network password**
3. Enter the account e-mail address (from P. 6)**
4. Once all information is entered, press “Add”

*Use “Manual Input” only if “Discovered Networks” drop down menu is full

**Text Entry Fields are sensitive to spelling, capitals and spaces

Verify Water Hero Connection

1. Upon successful connection, red light will blink, yellow light will blink and then green light will remain blinking*
2. Open a browser and enter URL my.waterheroinc.com
3. Enter account username and password and press login to view your device online



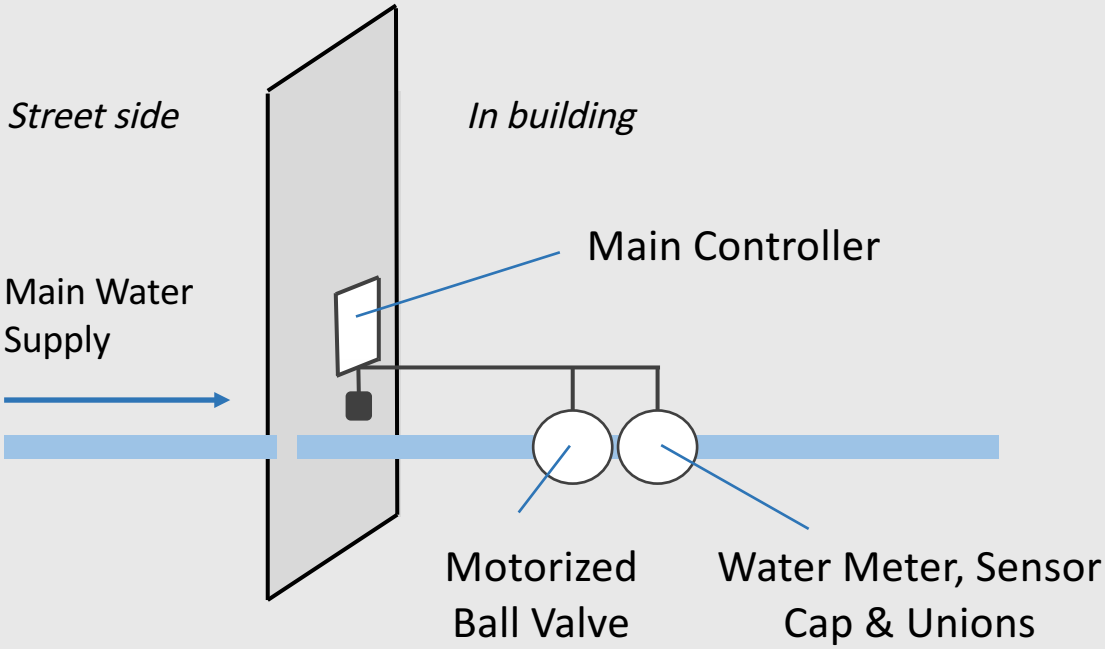
*If green light not blinking, conduct Network Reset on P. 20 of manual

Prepare for installation of Water Hero P-100

- The Water Hero P-100 **can be installed in a horizontal or vertical orientation**
- **Motorized Ball Valve should be installed upstream from the meter**
- Water Hero P-100 **MUST be installed downstream of fire suppression systems** and is recommended for installation downstream of irrigation and water softener systems
- Water Hero should be **installed indoors**, protected from the elements, freezing temperatures or excessive humidity
- 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***
- **Unscrew Sensor Cap and disconnect Motorized Ball Valve from Main Controller before plumbing in Water Hero**

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

Plumb Water Hero Meter & Motorized Ball Valve into pipe - reconnect cords and assembly when complete; verify connection (blinking green light)*



WARNING: Water Hero P-100 MUST be plumbed after (downstream of) fire suppression systems.

*Press Reboot (Button 1, P. 19) if green light is not blinking after reconnection

Features & Functionality

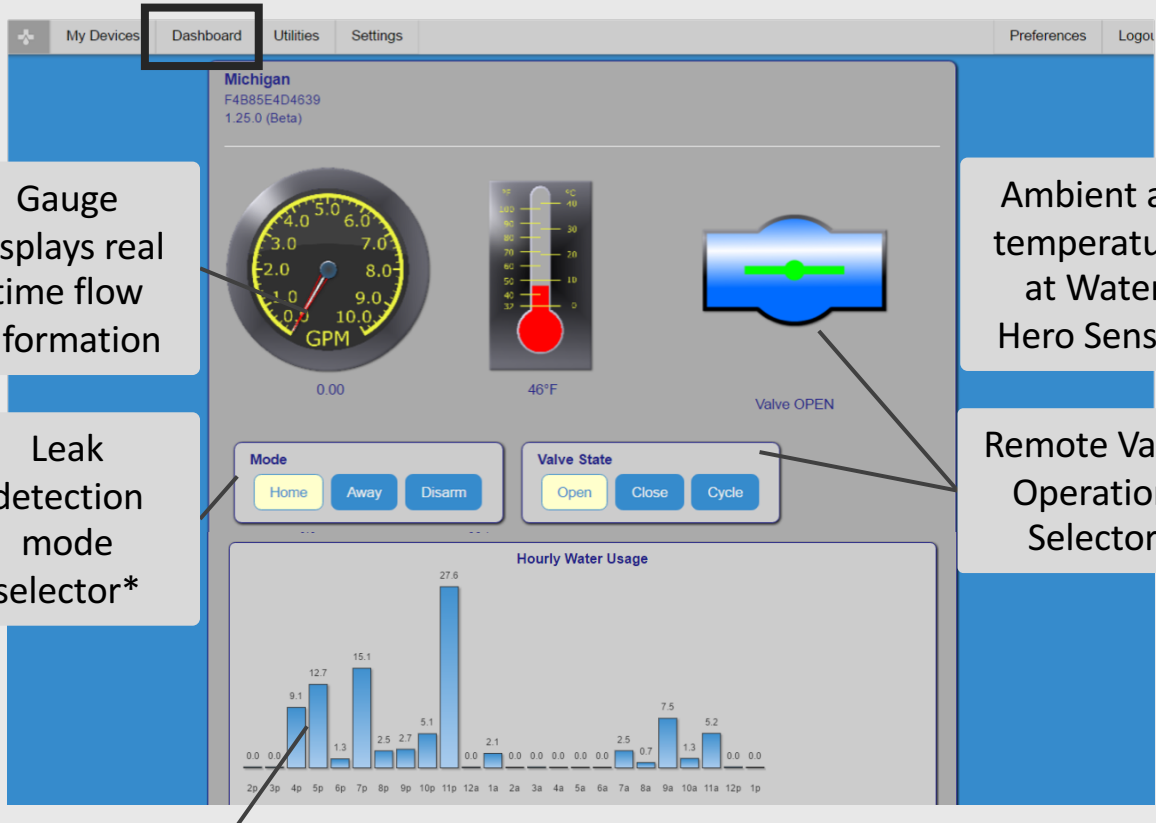
P-100

My Devices

Login to your account at my.waterheroinc.com 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.

Click on the Device Name to access a dashboard that shows real-time information

Dashboard



Gauge displays real time flow information

Ambient air temperature at Water Hero Sensor

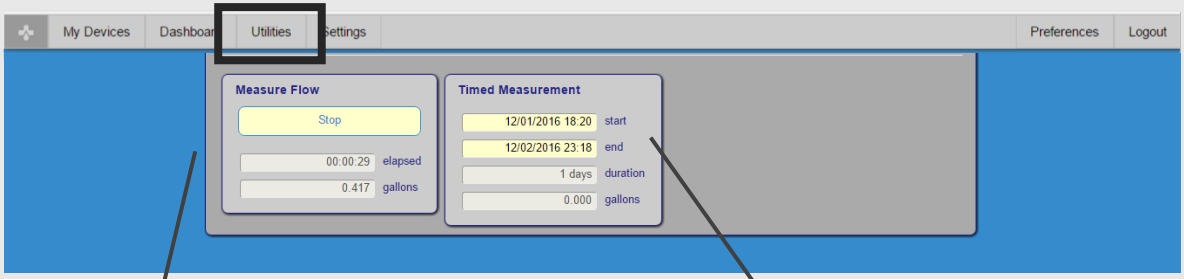
Leak detection mode selector*

Remote Valve Operation Selector

Hourly water usage data

*Home/away mode alerts and shut-offs can be adjusted in Settings

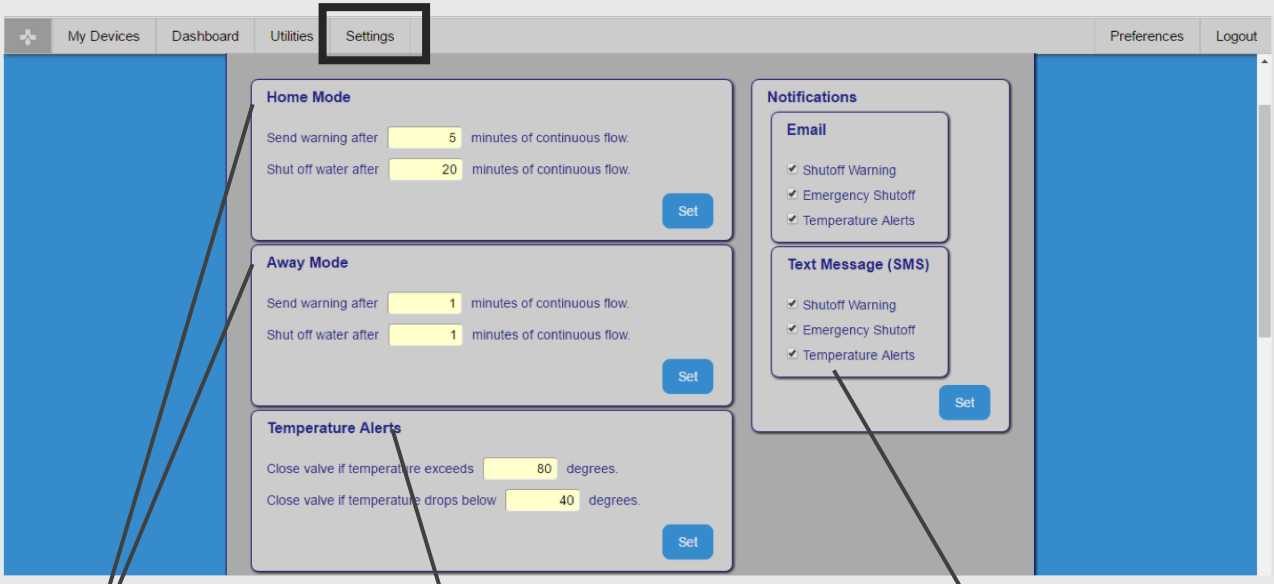
Utilities



“Measure Flow” is a stopwatch feature that allows user to view the amount of water that has been used over a period of time

“Timed Measurement” allows user to find out how much water was used during a specific period of time

Settings

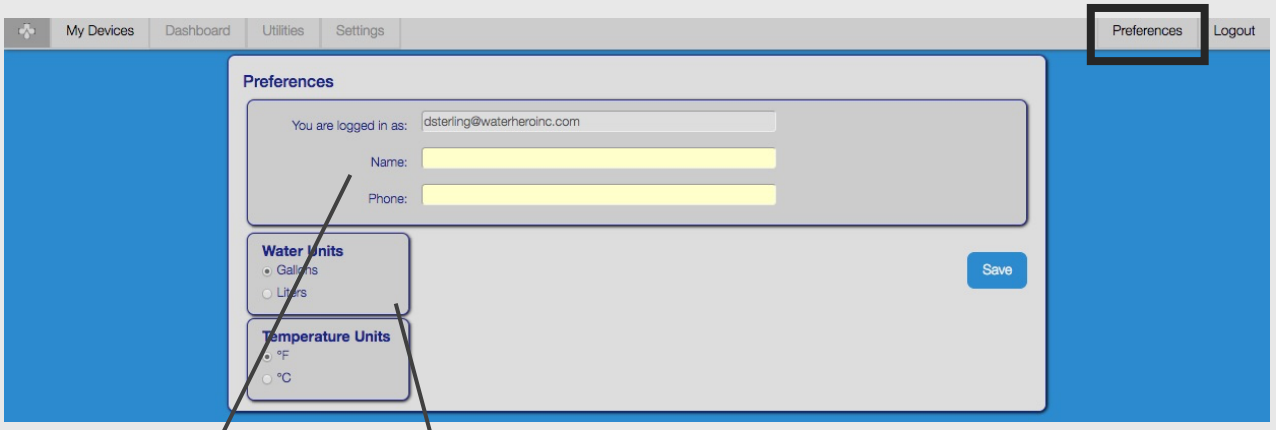


Home and Away Mode panels allow user to set limits after which alerts and automatic shut-off are triggered

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

Preferences



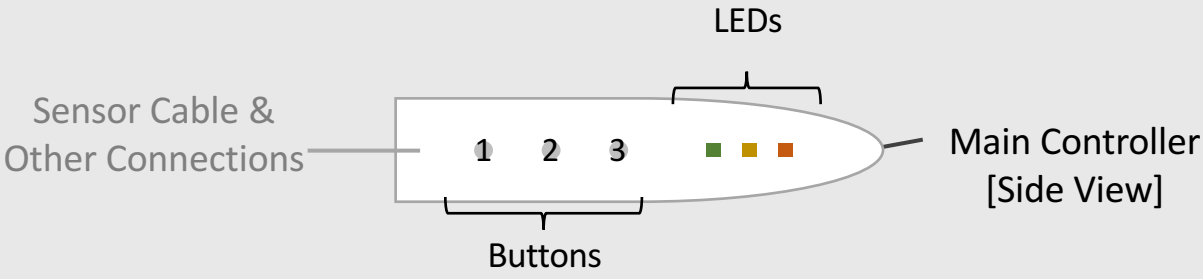
Indicates e-mail, name and phone number for your account

Enables switching between imperial and metric units of measurement for volume and temperature

Advanced Setup

P-100

Diagnostics



LEDs

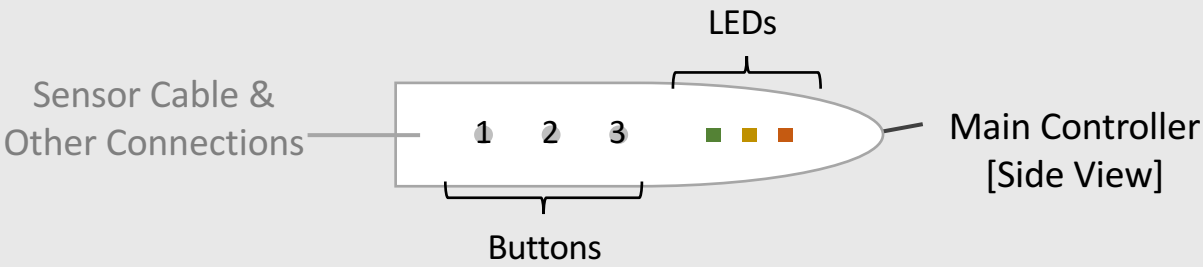
- Water Hero Access Point Mode
  [green blinking; yellow solid]
- Normal Operation
  [green blinking]
- Sensor cable not connected
  [red blinking]

Buttons

1. Reboot
2. Valve Open/Close
3. Network Reset (See P. 20)

Network Reset

Perform a network reset to connect the device to a new wireless network or modify e-mail account*



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

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