

Welcome to the Flo Family

Thanks to your purchase of a Smart Water Shutoff, not only are you one step closer to protecting your home from water damage and leaks but also, you're positively impacting the environment by helping save our most precious resource, water.

This guide will walk you through everything you need to know about your Smart Water Shutoff and installation.

Still have questions? Don't hesitate to reach out to support by email at support@meetflo.com or call **844-MEETFLO**.



What's In The Box

- 1 SMART WATER SHUTOFF**
The heart of your system, installed by a licensed plumber on your main water line. *(Can be installed in a horizontal or vertical position).*

 **DO NOT INSTALL ON FIRE SPRINKLER OR SUPPRESSION SYSTEMS OR HOT WATER DISTRIBUTION LINES.**

- 2 CONNECTION FITTINGS**
2 brass tail pieces* used to install your Smart Water Shutoff on the main water supply line.

** Connection fittings may vary in size and style based on the model purchased*

- 3 POWER ADAPTER**
10ft power adapter used to power your Smart Water Shutoff. Plug into the nearest power outlet. *(If needed, a low voltage 25' extension cord is sold separately)*

- 4 O-RINGS**
Spare parts used to secure a sealed connection to the home piping.

- 5 INSTALLATION SPACER**
Used in place of your device during installation or replacement.

- 6 HEX KEY**
If the Smart Water Shutoff goes offline, the Hex Key is used to manually close the knob, which will turn off your home's water.



An Overview of the Smart Water Shutoff

Proactively monitors the home for leaks as small as a drop per minute. Uses FloSense™ AI technology, and measures all aspects of a home's plumbing health such as flow rate, temperature and pressure.



24/7 MONITORING

Constantly monitors your home's water usage, detecting leaks of all sizes.



SMARTPHONE CONTROL

Sends alerts in real-time to your Flo by Moen App if an issue is detected. Also, turn your home's water on/off remotely through the app.



DAILY HEALTH TESTS

Runs daily Health Tests, using MicroLeak™ technology, to catch pinhole leaks that often go undetected.



AUTOMATIC SHUT-OFF

Automatically shuts off the water if a catastrophic water event is detected to help prevent damage.

WATER-RESISTANT HOUSING

Feel confident that your Smart Shutoff is safe from elements and pests with a sealed protective shell.

SENSORS

Monitor your water's pressure, temperature, and flow rate.



SYSTEM STATUS

Verify that your Smart Water Shutoff is connected to your WiFi network



VALVE STATUS

Confirm whether your valve is open (green) or closed (red), or in transition (white)



POWER INPUT

Power your Smart Shutoff by simply plugging it into the nearest outlet.

BACKUP SHUTOFF

If app connectivity is lost, open or close the manual shutoff by using the hex key* to press down and turn the knob.

(Refer to page 9 for supplied hex key.)



Control at Your Fingertips

Installs on your iOS or Android mobile devices, the free Flo by Moen App helps you make the most of your water security system.

DASHBOARD

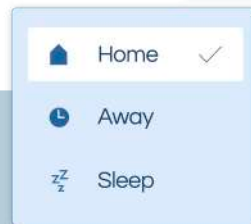
Track your daily and monthly water consumption, and set conservation goals. Also update your home/away settings.

CONTROL PANEL

See pressure, temperature, and flow rate in real time. Run Health Tests, and turn your water off or on as needed.

ALERTS

When a leak or abnormal usage is detected, your Flo by Moen App notifies you. Alerts let you take action immediately or ignore the alarm and test again later.



SYSTEM MODES


The Smart Water Shutoff has three modes that can be activated using your app.

HOME MODE is the regular system mode that is recommended for day-to-day use.


AWAY MODE can be activated when you're away from home for an extended period of time, such as if you're on vacation. It adds additional protection to your home and allows your system to take quicker action by shutting off your water as needed.

SLEEP MODE, all tests, parameters, and alarm notifications are ignored, effectively putting the Smart Water Shutoff to sleep. Sleep Mode should only be used when the home is experiencing or will experience irregular water usage, such as when you are washing a car or refilling a pool. This ensures that you do not trigger an undesired alarm.

Set Up the Flo by Moen App

1  Download the Flo by Moen App from App Store or Google Play.

2  Setup your user account.

3  Answer on-boarding questions.

4  Pair Device to home network.

5  Schedule installation with a Moen FloPro or local plumber.*

* Need help with coordinating your installation? Contact us at 844-MEETFLO.



Visit the **Help Center** for video tutorials and troubleshooting.



Login to user.meetflo.com to view detailed usage graphs and make changes to your account preferences.



YOU MUST PAIR YOUR SMART WATER SHUTOFF TO THE FLO BY MOEN APP AND WI-FI BEFORE THE INSTALLER ARRIVES.



LEARNING MODE

Following the installation of the Smart Water Shutoff, your device will take up to 7 days to learn your home's water habits in order to better protect your home. Certain features of the Smart Water Shutoff will be disabled until this period is over.

Installing Flo by Moen Smart Water Shutoff



This is where the **Flo by Moen Smart Water Shutoff** belongs on the main water supply line:



Water Meter



Water Shutoff



Pressure Reducing Valve



Smart Water Shutoff

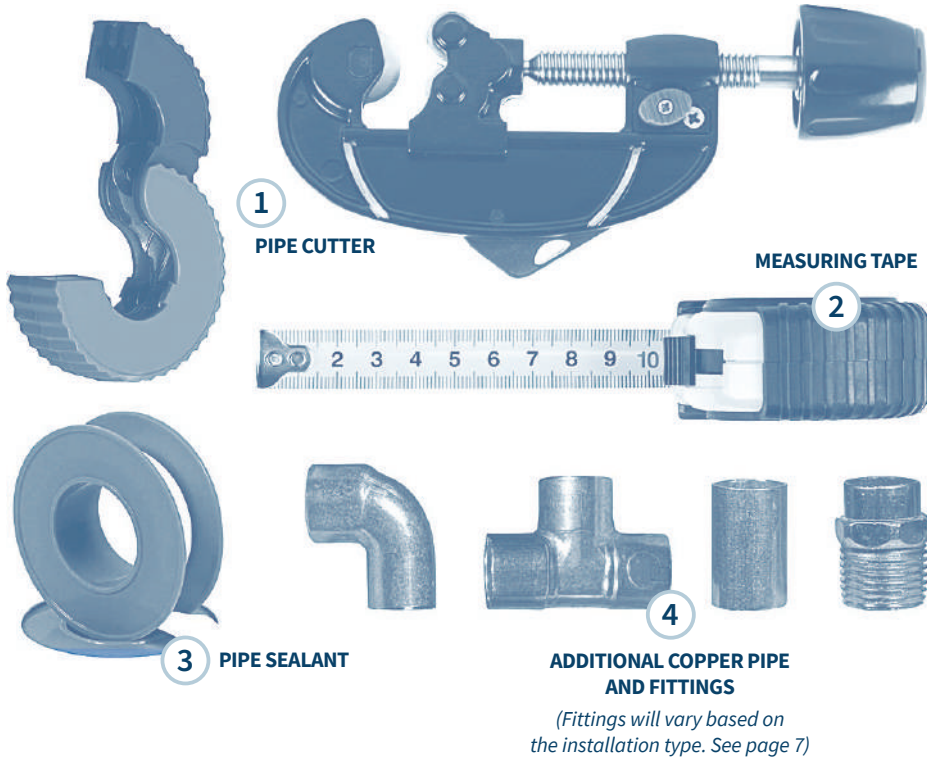


Wireless Router



This install guide outlines the recommended installation for your Smart Water Shutoff. It provides the necessary information on how to install the Shutoff and make it a smooth process for both you and the homeowner.

Here are the **basic tools** you need to install the Flo by Moen Smart Water Shutoff



Choose from these 3 options to complete the installation:

OPTION 1 Solder

YOU NEED

- Basic Tools
- Solder, Flux and Torch

OPTION 2 Quick Connect

YOU NEED

- Basic Tools
- Quick Connect or 'Push to Connect' Style Fittings

OPTION 3 Crimp / Press

YOU NEED

- Basic Tools
- Crimp / Press Style Fittings
- Crimping / Press Tool

Flo by Moen recommends compliance with all local building and safety codes when installing the Smart Water Shutoff.

Installation



STEP 1

Locate and turn off the main water supply valve



STEP 2

Relieve water pressure by opening as many fixtures as possible



STEP 3

Install the Smart Water Shutoff on the main water line after the manual shutoff and the pressure reducing valve (if applicable)

- A. Do not solder fittings with the Smart Water Shutoff on the line. Doing so risks damage to the Smart Water Shutoff
- B. Use the Installation Spacer if needed
- C. Position the Smart Water Shutoff with the arrow pointing in the direction of the flow of water into the home (*Shutoff can be installed in either a horizontal or vertical position*)
- D. On well systems, install the Smart Water Shutoff after the well pressure tank with 100 mesh or finer wye strainer

DO NOT install the Smart Water Shutoff on fire sprinkler or suppression systems or hot water distribution lines.
DO NOT install the Smart Water Shutoff underground.

After Installation



STEP 4

Slowly turn on the main water supply and look for any possible leaks around the point of installation



STEP 5

Turn off the fixtures opened from Step 2 and check for any possible leaks in the installation



STEP 6

Connect the power adapter

If there is no outlet nearby you may have to drill through the home's exterior wall to an interior outlet. Verify that there are no pipes or obstructions behind the wall before drilling. (You may also wish to purchase a power extension cord)

Note: For outdoor installations, a weatherproof receptacle enclosure **MUST** be used.



STEP 7

Verify LED status

- A. Valve LED is solid green when valve is open; solid red when closed
- B. Status LED is green when connected to the home's WLAN; Status LED is blinking green when connected to the home's WLAN but there is no internet connection; Status LED is solid white when there is no connection to the home's WLAN or internet connection

Run a Health Test



Go to Device Settings,
turn off all the fixtures
and tap 'Run Health
Test'.



Warranty Information

Limited Warranty

Flo Technologies, Inc. | Limited Warranty | Flo™

THIS LIMITED WARRANTY CONTAINS IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS, AS WELL AS LIMITATIONS AND EXCLUSIONS THAT MAY APPLY TO YOU. THE FOLLOWING IS THE COMPLETE WARRANTY FOR THE PRODUCTS AND SERVICES OF FLO TECHNOLOGIES, INC., AND ITS SUBSIDIARIES AND AFFILIATES (COLLECTIVELY “FLO”), AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH HEREIN, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO FLO PRODUCTS AND SERVICES AND FLO EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF NONINFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, ARE LIMITED TO THE PERIODS OF TIME SET FORTH HEREIN.

This Limited Warranty covers the Flo by Moen Device (as defined below) contained in the Flo by Moen box. We reserve the right to change the terms of the Limited Warranty at any time, so please review the Limited Warranty each time prior to placing an order or otherwise acquiring any Flo by Moen Device from Flo. Every time you place an order or otherwise acquire Products from Flo, the Limited Warranty in force at that time will apply between you and Flo. If you have any questions regarding this Limited Warranty, you can contact Flo by email at support@meetflo.com, or by telephone at 1(844) Meet-Flo.

WHAT THIS LIMITED WARRANTY COVERS; PERIOD OF COVERAGE

Flo, 3750 Robertson Blvd., Suite 202, Culver City, CA 90232, warrants to the owner of the enclosed Flo by Moen Device contained in this box (“Product” or “Device”) will be free from defects in materials and workmanship for a period of one (1) year from the date of delivery following the original retail purchase (collectively, the “Warranty Period”). If the Product fails to conform to this Limited Warranty during the Warranty Period, Flo will, at its sole discretion, either (a) repair or replace any defective Product or component; or (b) accept the return of the Product and refund the money actually paid by the original purchaser for the Product. Repair or replacement may be made with a new or refurbished product or components, at Flo’s sole discretion. If the Product or a component incorporated within it is no longer available, Flo may, at Flo’s sole discretion, replace the Product with a similar product of similar function. This is your sole and exclusive remedy for breach of this Limited Warranty. Any Product that has either been repaired or replaced under

this Limited Warranty will be covered by the terms of this Limited Warranty for the longer of (a) ninety (90) days from the date of delivery of the repaired Product or replacement Product, or (b) the remaining Warranty Period. This Limited Warranty is transferable from the original purchaser to subsequent owners, but the Warranty Period will not be extended in duration or expanded in coverage for any such transfer.

(1) TOTAL SATISFACTION RETURN POLICY

If you are the original purchaser of the Product and you are not satisfied with this Product for any reason, you may return it in its original condition within thirty (30) days of the original purchase and receive a full refund. You will be solely responsible for (and Flo disclaims) any and all loss, liability, or damages, including to your wiring, plumbing, fixtures, electricity, water, Wi-Fi, home, product, product peripherals, computer, mobile device, and all other items, people, and pets in your home, resulting from the removal of the Product.

(2) WARRANTY CONDITIONS; HOW TO GET SERVICE IF YOU WANT TO CLAIM UNDER THIS LIMITED WARRANTY

We will not provide any warranty coverage unless your claim is in compliance with all terms of this limited warranty statement and you follow proper return procedure. Before making a claim under this Limited Warranty, the owner of the Product must (a) notify Flo of the intention to make a warranty claim by visiting meetflo.com/support during the Warranty Period and providing a description of the alleged failure, and (b) comply with Flo's return shipping instructions. Flo will have no warranty obligations with respect to a returned Product if it determines, in its reasonable discretion after examination of the returned Product, that the Product is an Ineligible Product (defined below).

(3) WHAT THIS LIMITED WARRANTY DOES NOT COVER

This Limited Warranty does not cover and is void with respect to the following (collectively "Ineligible Products"): (i) Products marked as "sample", "engineering sample" or "Not for Sale", or sold "AS IS"; (ii) Products that have been subject to: (a) modifications, alterations, tampering, or improper or lack of maintenance or repairs; (b) handling, storage, installation, testing, or use not in accordance with the User's Guide or other instructions provided by Flo; (c) abuse or misuse of the Product; (d) breakdowns, fluctuations, or interruptions in electric power, water provided to the home, or the telecommunications network; (e) Acts of God, including but not limited to lightning, flood, tornado, earthquake, or hurricane; or (f) commercial use; (iii) any non-Flo branded hardware products, even if packaged or sold

with Flo hardware; (iv) any malfunctions or damage caused by any non-Flo branded products; and (v) any Products that have been self-installed or installed, maintained or repaired by any person who has not been designated a "Flo Pro" or recommended by Flo or is otherwise an unauthorized or recommended service provider. Products installed on anything other than potable water service lines shall be Ineligible Products (for example, irrigation lines, well systems or water containing metallic sediments). This Limited Warranty does not cover consumable parts, including batteries, unless damage is due to defects in materials or workmanship of the Product, or software (even if packaged or sold with the product). Flo recommends that you use only authorized service providers for maintenance or repair. Unauthorized use of the Product or software can impair the Product's performance and may invalidate this Limited Warranty. This Limited Warranty does not cover data loss.

(4) DISCLAIMER OF WARRANTIES

EXCEPT AS STATED ABOVE IN THIS LIMITED WARRANTY, FLO DOES NOT EXTEND ANY EXPRESS WARRANTIES, REPRESENTATIONS, CONDITIONS OR GUARANTEES REGARDING FLO'S PRODUCT OR ONLINE SERVICES ("SERVICES") OR ANY RESULTS THEREOF. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, FLO DISCLAIMS ALL EXPRESS, IMPLIED, AND STATUTORY WARRANTIES AND CONDITIONS WITH RESPECT TO THE PRODUCT AND SERVICES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, FLO ALSO LIMITS THE DURATION OF ANY APPLICABLE IMPLIED WARRANTIES OR CONDITIONS TO THE DURATION OF THIS LIMITED WARRANTY.

(5) LIMITATION OF DAMAGES

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS LIMITATION SHALL APPLY TO ANY AND ALL DAMAGES, REGARDLESS OF THE LEGAL THEORY ON WHICH THEY ARE ASSERTED (INCLUDING, WITHOUT LIMITATION, CONTRACT, BREACH OF CONTRACT OR TORT), AND REGARDLESS OF WHETHER FLO HAS BEEN ADVISED OF THE POSSIBILITY OF LOSS OR DAMAGES - UNLESS YOU PROVE THAT WE CAUSED DAMAGES TO YOU INTENTIONALLY. IN ADDITION TO THE ABOVE WARRANTY DISCLAIMERS, IN NO EVENT WILL FLO BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, OR SPECIAL DAMAGES, INCLUDING ANY DAMAGES FOR LOST DATA OR LOST PROFITS, ARISING FROM OR RELATING TO THIS LIMITED WARRANTY OR THE PRODUCT. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE AMOUNT OF OUR TOTAL CUMULATIVE LIABILITY ARISING FROM OR RELATED TO THIS LIMITED WARRANTY OR THE PRODUCT WILL NOT EXCEED THE TOTAL PRICE ACTUALLY PAID FOR THE PRODUCT BY THE ORIGINAL PUR-

CHASER. THIS ALLOCATION OF RISK IS REFLECTED IN THE PRICE CHARGED FOR THE PRODUCT AND SERVICES, IF ANY. YOU ACKNOWLEDGE THAT THE PRICE OF THE PRODUCT AND SERVICES WOULD BE MUCH GREATER IF WE UNDER-TOOK MORE EXTENSIVE LIABILITY.

(6) LIMITATION OF LIABILITY

THE SERVICES PROVIDE YOU INFORMATION (“PRODUCT INFORMATION”) REGARDING YOUR FLO PRODUCTS OR OTHER PERIPHERALS CONNECTED TO YOUR PRODUCTS (“PRODUCT PERIPHERALS”). THE TYPE OF PRODUCT PERIPHERALS THAT MAY BE CONNECTED TO YOUR PRODUCT MAY CHANGE FROM TIME TO TIME. WITHOUT LIMITING THE GENERALITY OF THE DISCLAIMERS ABOVE, ALL PRODUCT INFORMATION IS PROVIDED FOR YOUR CONVENIENCE, “AS IS,” AND “AS AVAILABLE.” FLO DOES NOT REPRESENT, WARRANT, OR GUARANTEE THAT PRODUCT INFORMATION WILL BE AVAILABLE, ACCURATE, OR RELIABLE OR THAT PRODUCT INFORMATION OR USE OF THE SERVICES OR PRODUCT WILL PROVIDE PROTECTION IN OR TO YOUR HOME. YOU USE ALL PRODUCT INFORMATION, THE SERVICES, AND THE PRODUCT AT YOUR OWN DISCRETION AND RISK. YOU WILL BE SOLELY RESPONSIBLE FOR (AND FLO DISCLAIMS RESPONSIBILITY FOR) ANY AND ALL LOSS, LIABILITY, OR DAMAGES, INCLUDING TO YOUR WIRING, PLUMBING, WI-FI, INTERNET, FIXTURES, ELECTRICITY, WATER, HOME, PRODUCT, PRODUCT PERIPHERALS, COMPUTER, MOBILE DEVICE, AND ALL OTHER ITEMS, PEOPLE, AND PETS IN YOUR HOME, RESULTING FROM YOUR USE OF THE PRODUCT INFORMATION, SERVICES, DATA ALARMS OR PRODUCT. PRODUCT INFORMATION PROVIDED BY THE SERVICES IS NOT INTENDED AS A SUBSTITUTE FOR DIRECT MEANS OF OBTAINING THE INFORMATION OR AS A SUBSTITUTE FOR EMERGENCY SERVICES. FOR EXAMPLE, A NOTIFICATION PROVIDED THROUGH THE SERVICE IS NOT INTENDED AS A SUBSTITUTE FOR AUDIBLE AND VISIBLE INDICATIONS IN THE HOME AND ON THE PRODUCT.

(7) YOUR RIGHTS AND THIS LIMITED WARRANTY

This Limited Warranty gives you specific legal rights. You may also have other legal rights that vary by state, province, nation or jurisdiction. Likewise, some of the limitations in this Limited Warranty may not apply in certain states, provinces, nations or jurisdictions. The terms of this Limited Warranty will apply to the extent permitted by applicable law. For a full description of your legal rights you should refer to the laws applicable in your jurisdiction and you may wish to contact a relevant consumer advisory service.

FLO TECHNOLOGIES, INC. FLO HOME WATER MONITORING AND CONTROL

Federal Communications Commission (FCC) Statement

This equipment has been tested and found to comply with the limits for a class B digital, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures.

- Reorient or relocation the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation of the device.

FCC RF Radiation Exposure Warning:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.



WARNING: THIS PRODUCT CAN EXPOSE YOU TO CHEMICALS INCLUDING LEAD, WHICH ARE KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER OR BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. FOR MORE INFORMATION, VISIT WWW.P65WARNINGS.CA.GOV.



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