



CONNECTED Homeowner App Guide

Pentair Home App Guide

GET CONNECTED TO THE WATER IN YOUR HOME

Water is essential to our well-being. The Pentair IntelliWater™ 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.



PENTAIR HOME APP

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Add/Edit Photo	
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Change or Add an Address	
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Visit Pentair.com/IntelliWaterSoftener or talk to a Pentair Water Solutions Representative.



GETTING STARTED



2 Set up your account

Using your verified email address, log into the app.

Create your profile.



3 Connect your Intelliwater™ Softener to the app

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

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



Settings b Bluetooth off day override/ time-driven 4d 02:00 am regen. time Ċ, × > PENTAIR 1 Settings Bluetooth on day override/ time-driven 4d regen. time 02:00 am Ċ° × PENTAIR

• Press the **Check Mark** icon.



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





5 Connect your Intelliwater™ softener to wifi



• You are now connected!



b Set the location of your water softener. **Press Save**.

IntelliWater Softener Please add a location of your IntelliWate Softener.	Step 4	of 4	
IntelliWater Softener Please add a location of your IntelliWate Softener.	l		
Softener Please add a location of your IntelliWate Softener.	Int	elliWater	
Please add a location of your IntelliWate Softener.	So	ftener	
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Device regarded	Devic	e Address	
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CONTINUE			



8 Remote monitoring

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



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

-		Contact a Pro
lu		Contact a Pro
IntelliWater	- 1	Select a professional that you would like to contact.
Softener	_	Search Radius
	- E-	Within 50 miles
Product Overview	->	Address
Product Support	- × -	• 445 Irving St, San Francisco, GA
8 Remote Monitoring	>	INSTALLED BY & OFFERING REMOTE MONITORING
Contact a Professional	>	A & B Pool Maintenance S 3851-D Charter Park Drive S.4 miles
< WiFi	>	OFFERING REMOTE MONITORING
Adjust Salt	>	Lenie Pool Service, Inc. ♀ 3641-C Charter Park Drive ◀ 2.1 miles
all Water Usage Details	>	Smart Poolmart #977
T Equipment	>	n 👌 🕐

• 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. 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).

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← SELEC	TED PRO		
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Take charge of the water in your home

USING THE APP

APP OVERVIEW



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

Tip: IntelliWater™ 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.



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The Schedule icon is currently unsupported for the IntelliWater™ Softener.

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No sup Install a	× pported device device with a time s this feature.	ces er or schedule
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My Devices displays all connected devices. Once you select your IntelliWater 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.





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 29 to add your own profile picture to this icon.



Adding salt at refill

a On the IntelliWater™ Softener dashboard, press the Brine Tank icon, then press Add Salt.



°



sait you auueu, the	Before adding salt, please check your
date you added the	brine tank and indicate the salt level:
salt and then press	I'm not ready for a salt refill.
Adjust Salt.	
Press Confirm or	I can see water above my salt.
Cancel to go back to	I am out of salt.
the previous screen.	
Tip: You can also	
remove salt.	

×
Adjust Salt Confirmation You are about to add 3 lb(s) of salt. Press confirm if this is correct. Press cancel if you feel this amount is incorrect, then enter the correct amount.
CONFIRM

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Estimated Salt Level

CLOSE

ADD SALT

r salt level is **Low**



Alerts

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



PENTAIR HOME APP

Alerts - low salt

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



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

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←	
Che	ck Your Salt
Lev	el
Before : brine ta	adding salt, please check your nk and indicate the salt level:
I'm ne	ot ready for a salt refill.
I can	see water above my salt.
I am o	out of salt.

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.

Adjust Salt	
Estimated Salt Level 2 lb	
Adjust Salt	
Add [©] R	emove
Salt Amount (Ib)	
	U
Adjustment Date	
11/22/2018	
ADJUST SALT	



Alerts - other

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



Water usage

a The water usage is displayed on the IntelliWater™ Softener dashboard.

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

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

nessen jaonnoo	Water Usage
Image: Weight of the second secon	As you use your water, it depletes the volume capacity from your tank. Your IntelliWater Softener will then regenerate to its full capacity of water it can treat before the next regeneration.
€ Water Usage >	This is shown by the vertical lines.
Carbon Filter 11 mos Romaining Installed On: July 30, 2021	California Per Day Calify Weekly Monthly Yearly 10.7
Iron Filter I mo Remaining Installed Orr. July 30, 2021	10 18 17 Mon Tue Wed Thu Fri Sat Su
Acid Neutralizer O mo Remaining Installed Orc Aug 01, 2021	Low Medium High Shout water softening & regeneration
	March 1997
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№ ● ● ● 844 ▲ ▲ € Water Usage ▲ Noticer Usage ■ ■ Notater Usage ■ ■ The Water Schener will then regenerate to is full capacity of water it can traat before the next regeneration. This is shown by the vertical lines. ■	Nater Usage Nater Usage Details
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CONTACT A PROFESSIONAL If You Are Remote Monitoring

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



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CONTACT A PROFESSIONAL If You Are **Not** Remote Monitoring

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



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

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	Contact a Pro		
elliWater	Select a professional that you would like to contact.		
tener	Search Radius		
	Within 50 miles		
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roduct Support	• 445 Irving St, San Francisco, CA		
ote Monitoring	INSTALLED BY & OFFERING REMOTE MONITORING		
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	OFFERING REMOTE MONITORING		
ist Salt	Lenie Pool Service, Inc.		
ter Usage Details	Smart Poolmart #977		
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move Device			

Change Wifi Network

Press the Gear icon on the IntelliWater™ Softener dashboard. Then select WiFi.

Press Change WiFi Network. See instructions on

page 10 to complete the new set up.

€-41 ← IntelliWate Remotely M	r Softener
增 Est. Salt Level	GOOD ©
• Water Usage	>
Carbon Filter	11 mos Remaining
Iron Filter Installed On: July 30, 2021	1 mo Remaining
Acid Neutralizer Installed On: Aug 01, 2021	0 mo Remaining
ି 💧	0 0





Nickname your product

a Press the Gear icon on the IntelliWater™ Softener dashboard.

Select **Product Overview**.

 Press Nickname, update it, then press Save.

9.41 - IntelliWater Softener Remotely Monitored	€.41 ←
St. Salt Level	IntelliWater Softener
⊙ Water Usage >	Product Overview
Carbon Filter 11 mos Remaining	Product Support
	8 Remote Monitoring
Iron Filter 1 mo Remaining stalled On: July 30, 2021	Scontact a Professional
	🔿 WIFi
stalled Or: Aug 01, 2021	💩 Adjust Salt
	III Water Usage Details
1 🜢 🛈 🐵	Equipment
	Remove Device

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Product Ove	rview
Manufacturer	Pentair
Model	IoT 321
Device ID PNR12	2345000B590
Controller Software Version	2.01
IoT Software Version	6.01
Nickname IntelliV	/ater Softener
Address 445 Irving St, Sa	in Francisco, CA
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Edit profile

- **a** Go to your **Account**.
- **b** 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.

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rsion 1.00.54.192		Version 1.00.54.192		Primary Address 445 Irving St, San Francisc
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SUPPORT

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 IntelliWater[™] 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 IntelliWater Softener cannot be connected to the 5GHz frequency.

Why does my system say Offline on the IntelliWater 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 Pent air 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.

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 back-end architecture to identify security threats and limit exposure.

Can I turn the alarm off on the IntelliWater[™] 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 IntelliWater 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.

Product Support

a Press the Gear icon on the IntelliWater™ 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.**









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