

Pentair Dashboard



Product Dashboard



Schedule
(future feature)



Notifications

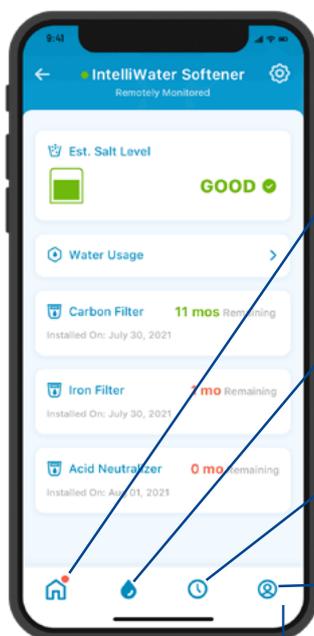
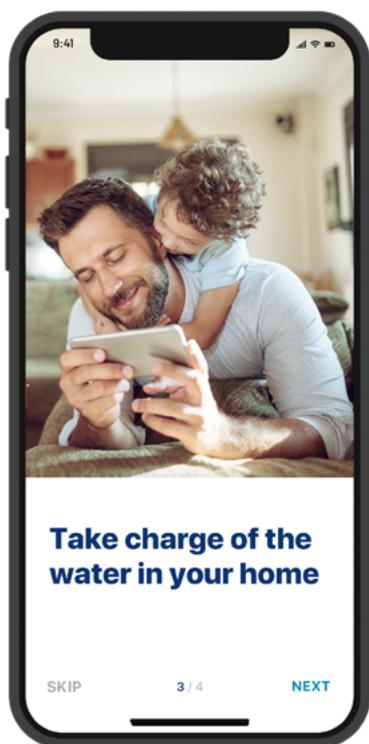
Using the app is simple. Use the bottom icons to navigate wherever you need to go. See the following pages for full instructions.

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.



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Notifications

Using the app is simple. Use the bottom icons to navigate wherever you need to go. See the following pages for full instructions.

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Visit Pentair.com/IntelliWaterSoftener
or talk to a Pentair Water Solutions Representative.



**GETTING
STARTED**

1 Get the app

- a Search for and download **Pentair Home** in the App Store or Google Play.



- b Open the app and select **Sign Up**. Create a username and password. Check your email and click on the verification link to get started.

A smartphone screen displaying the "Sign Up" form. The form includes fields for "Email" (linda@gmail.com) and "New Password" (masked with dots). Below the password field are four green checkmarks indicating password requirements: "At least 8 characters", "1 uppercase and 1 lowercase letter", "1 number", and "1 special character". There are two checkboxes: "I have read and agree to the Terms of Service." (checked) and "I would like to receive Pentair communications regarding helpful tips and tricks, product updates, surveys and special offers." (checked). A blue "CREATE AN ACCOUNT" button is at the bottom, with a "Privacy Notice" link below it.

2 Set up your account

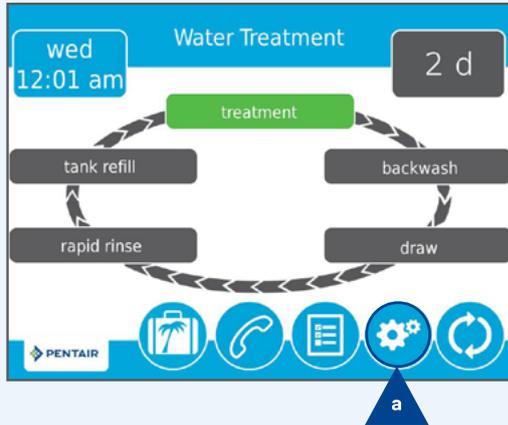
Using your verified email address, log into the app.

Create your profile.

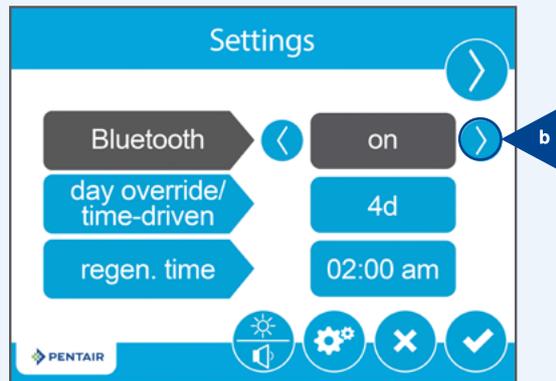
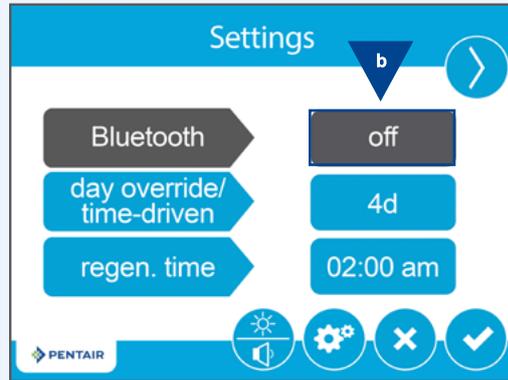
A smartphone screen displaying the "Create Profile" form. It features a profile picture placeholder with an "Edit photo" link. The form has fields for "First Name" (Linda), "Last Name" (Ramley), "Country" (United States), "Primary Address" (445 Irving Street), and "Address 2" (San Francisco). A blue "SAVE" button is at the bottom.

3 Connect your Intelliwater™ Softener to the app

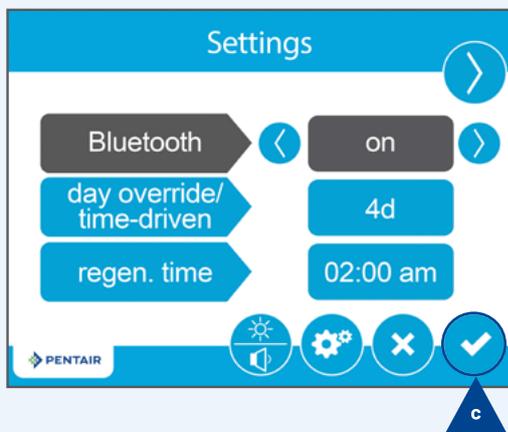
a At your softener, press the **Gear icon** on the valve.



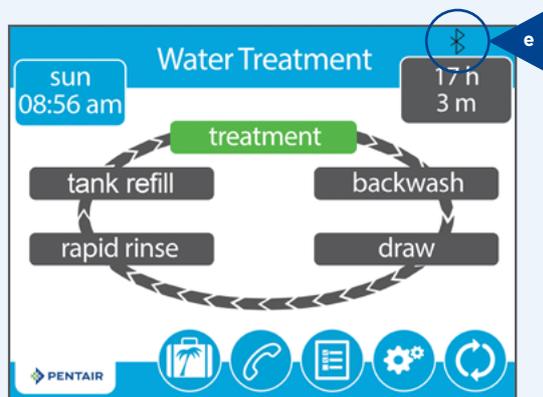
b Press the Bluetooth® wireless technology Off button then use the right arrow to turn **Bluetooth on** (also make sure your phone's Bluetooth® is on).



c Press the **Check Mark** icon.

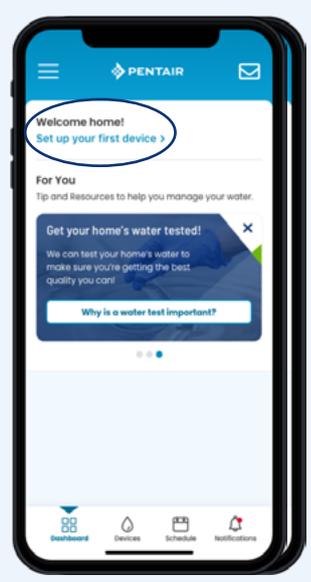


e The black **Bluetooth®** logo signifies the connection is now open.



4 Add your device

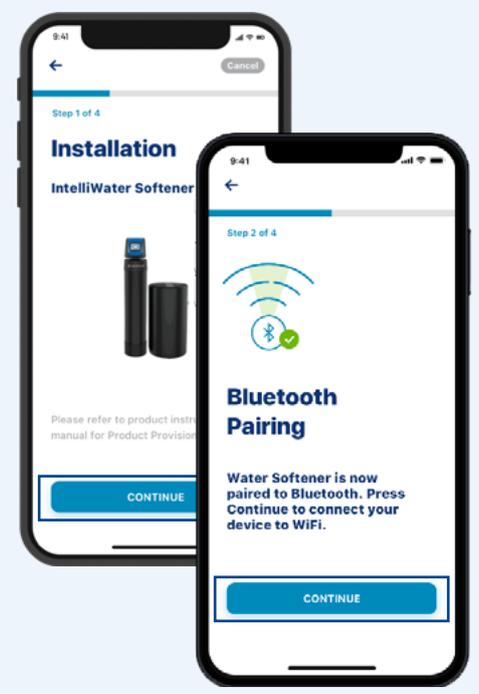
a On your phone, go to the Pentair dashboard, then press **Set up** your first device.
Tip: Before you begin the next steps, make sure your phone's Bluetooth® is enabled.



b Select **IntelliWater™ Softener**.



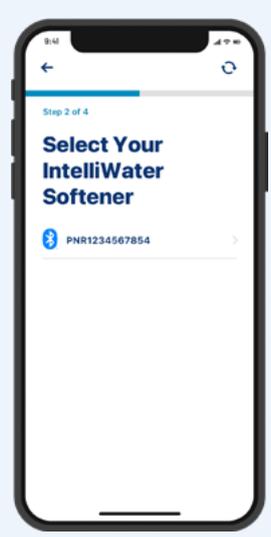
c Press **Continue**, then **Continue** again.



d Choose the device (name will always start with the letters PNR).

Note: The Bluetooth® icon on the softener valve will turn white after connecting, so you know you've made a successful connection.

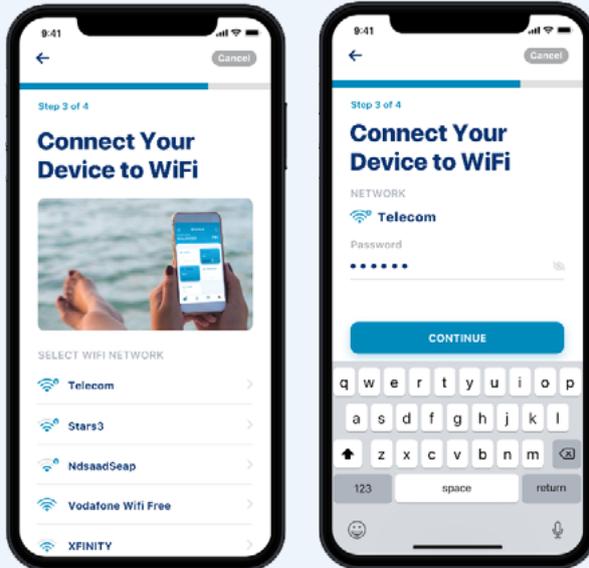
e Press **Continue** on your phone when prompted.



5 Connect your Intelliwater™ softener to wifi

Tip: Make sure your phone is connected to the 2.4GHz WiFi signal from your router. The IntelliWater Softener cannot be connected to the 5GHz frequency.

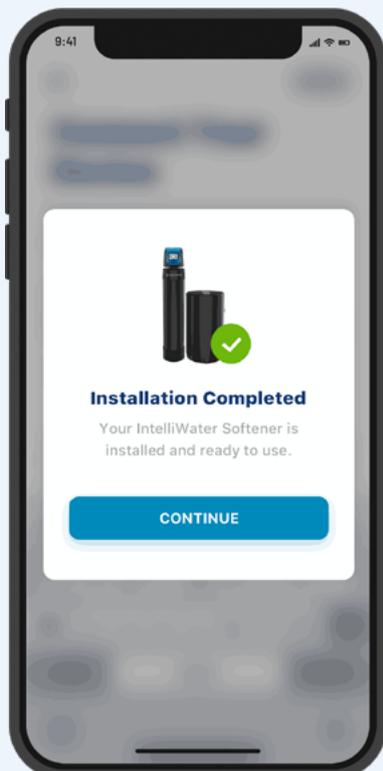
- a** Select your home **WiFi account**, add your home WiFi password, then press Continue.



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

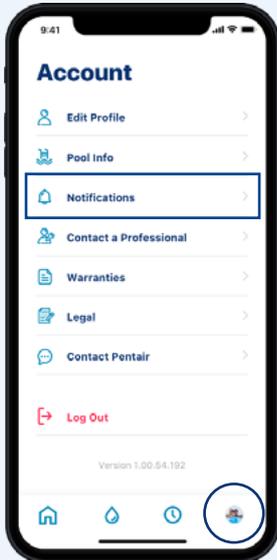


- c** You are now connected!



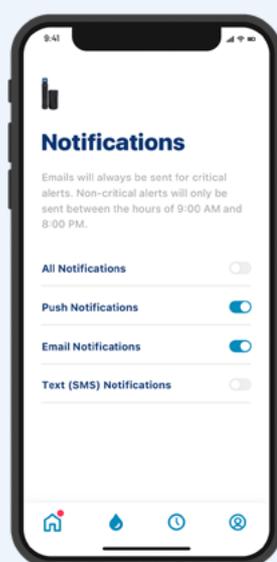
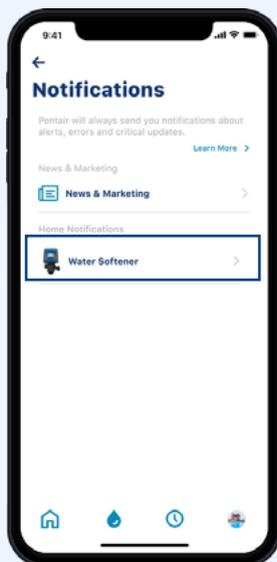
6 Notification preferences

- To adjust your notification preferences, go to your **Account** and select **Notifications**.



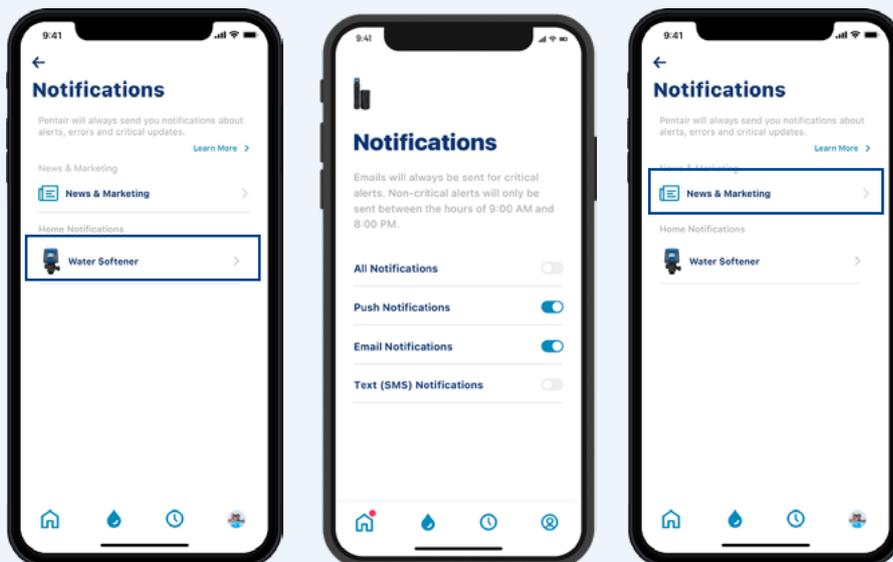
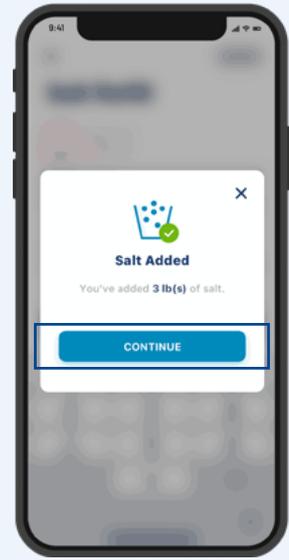
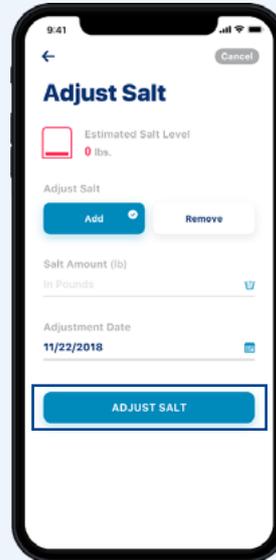
- Select **IntelliWater™ Softener**, then choose how to receive IntelliWater Softener alerts.

Return to the Notifications screen and select **News & Marketing**, then choose how to receive News & Marketing alerts.



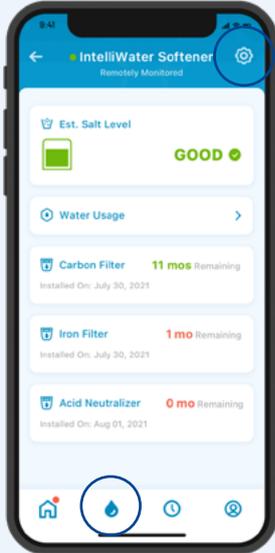
7 Adding salt at set up

- 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 page.

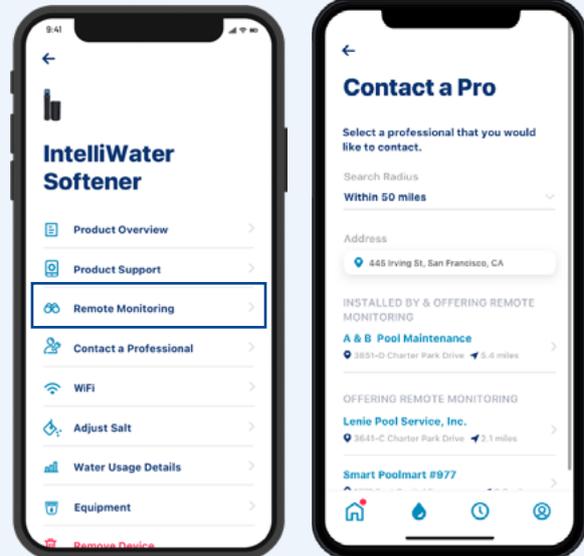


8 Remote monitoring

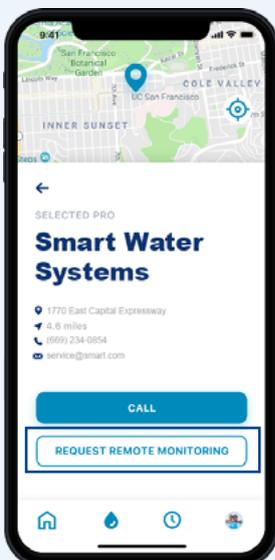
- a To request remote monitoring by your local water treatment professional, press the **Gear icon** on the IntelliWater™ Softener dashboard.



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

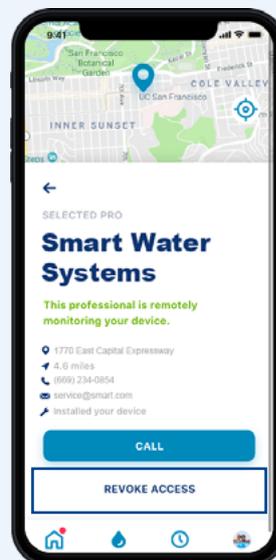


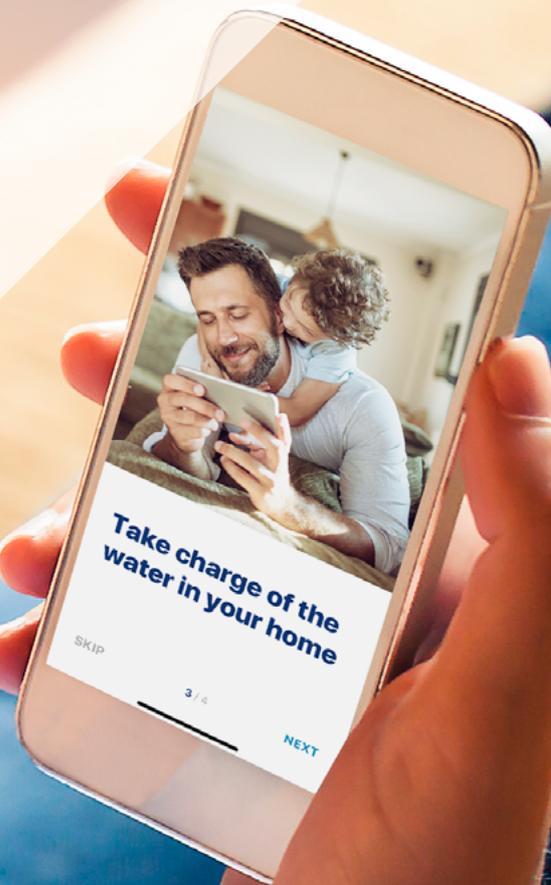
- c Press **Request Remote Monitoring** to send a remote monitoring request to your chosen water treatment professional. They will either accept or deny your request via their Pentair Pro app or contact you for further information.



- d 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).





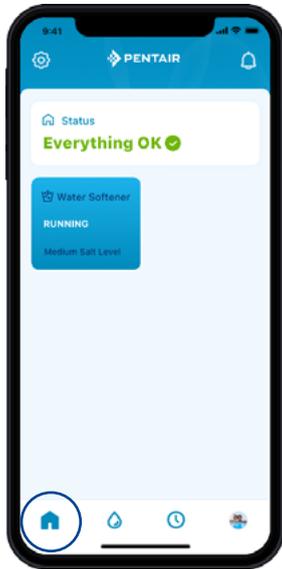
**USING
THE APP**

APP OVERVIEW

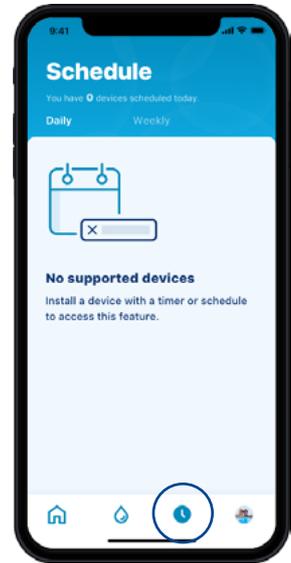


The Pentair dashboard displays the current status of your device(s) and any alerts.

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.



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



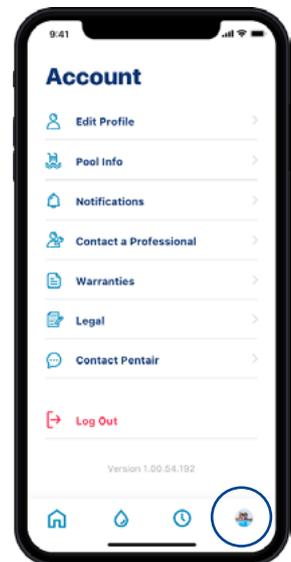
My Devices displays all connected devices. Once you select your IntelliWater Softener, you'll find a dashboard featuring specific details, including salt levels, water usage, alerts and more.

Press the Gear icon for additional features specific to your device.



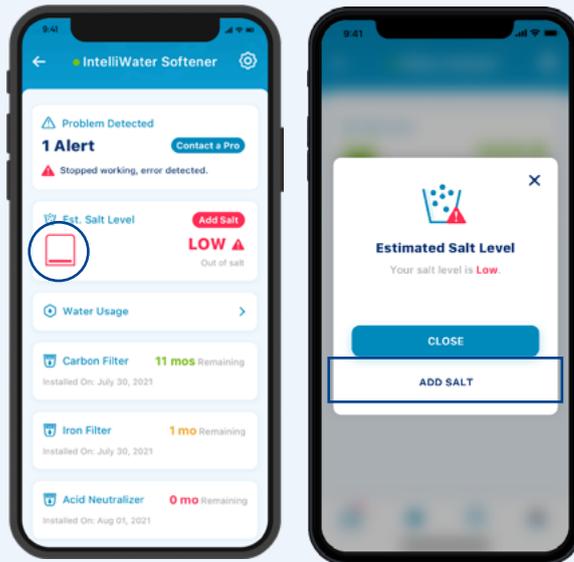
The Account icon takes you to general details of your account, from your profile and device notifications, to contacting a professional for service and warranty information.

See page 29 to add your own profile picture to this icon.



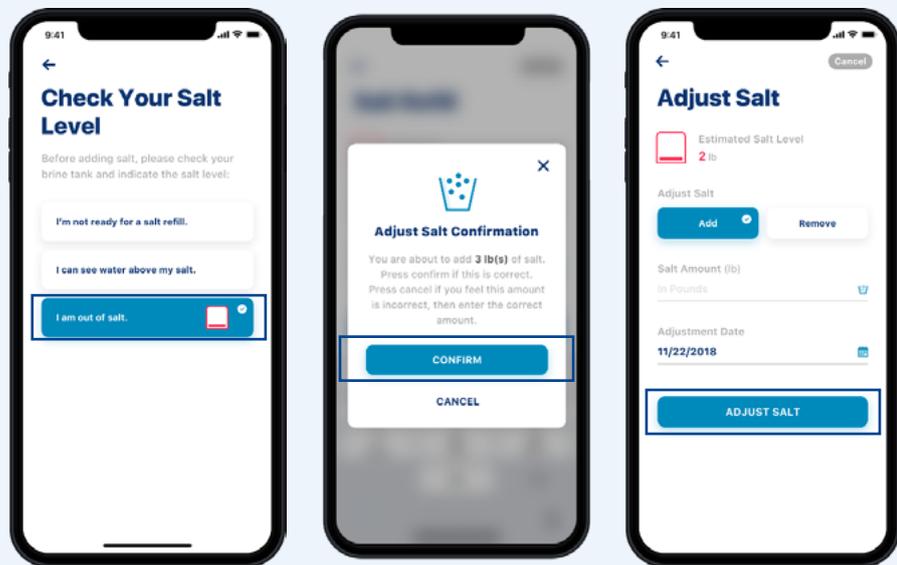
Adding salt at refill

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



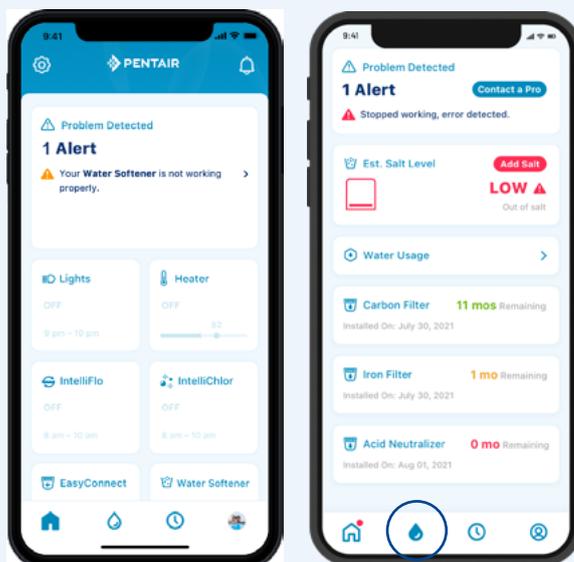
- b** Select the level of salt you have in your brine tank. Type in the pounds of salt you added, the date you added the salt and then press **Adjust Salt**. Press **Confirm or Cancel** to go back to the previous screen.

Tip: You can also remove salt.



Alerts

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

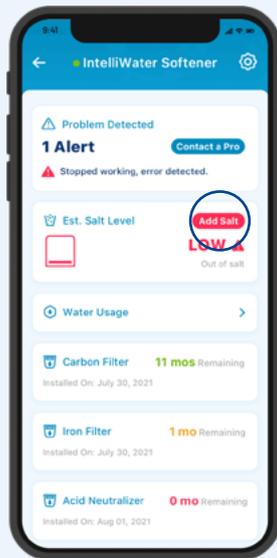


Pentair Dashboard

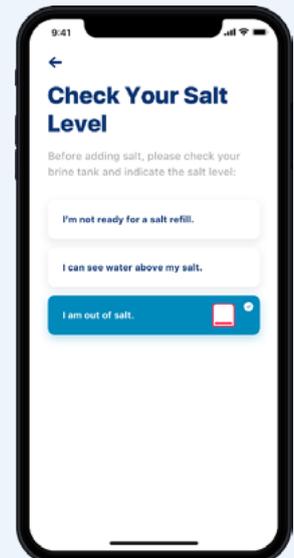
IntelliWater™
Softener Dashboard

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.

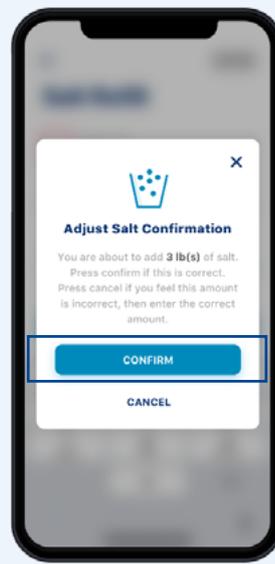
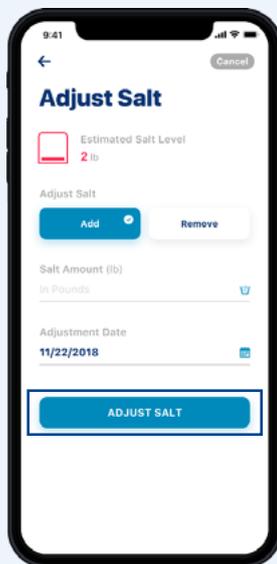


- b Next, look in your brine tank, then choose the level of salt in the app that most closely reflects the level in your tank.



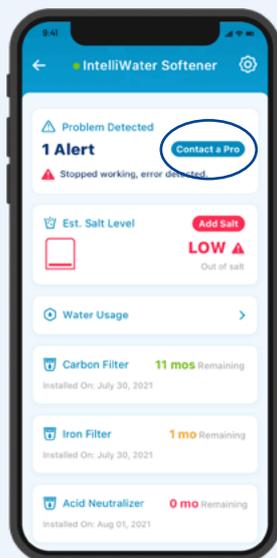
- c Type in the pounds of salt you added, the date you added the salt and then press **Adjust Salt**.

Press **Confirm or Cancel** to go back to the previous screen.



Alerts – other

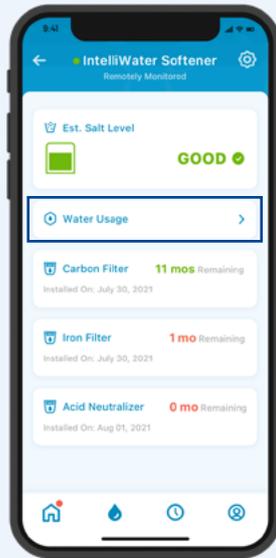
To take action on other alerts, simply press **Contact a Pro** on the IntelliWater™ Softener dashboard. Alerts will remain on the dashboard until the issue has been resolved.



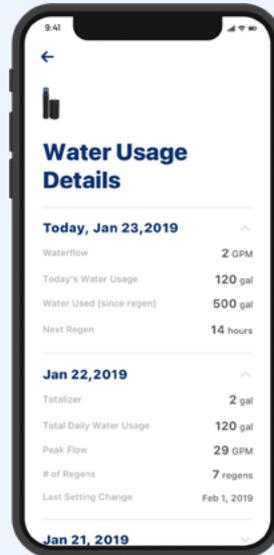
Water usage

- 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.

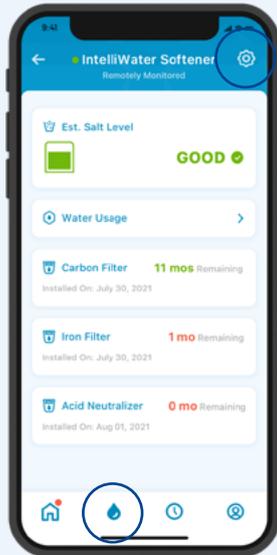


- b For more in-depth information on your water usage, press **Water Usage Details**. Select a date to see full water usage details.

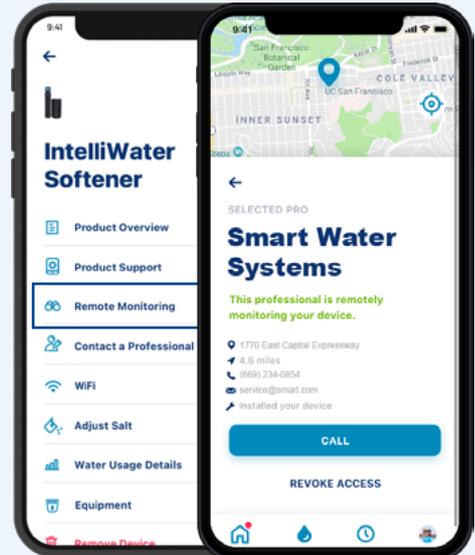


CONTACT A PROFESSIONAL If You Are Remote Monitoring

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

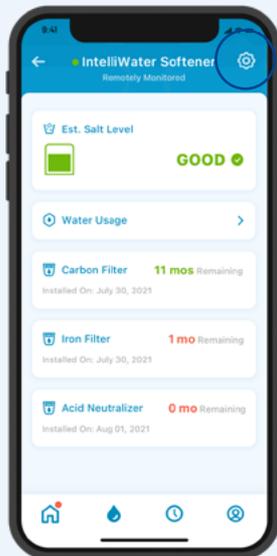


b Select **Remote Monitoring** and you'll find your chosen water treatment professional's full contact details.

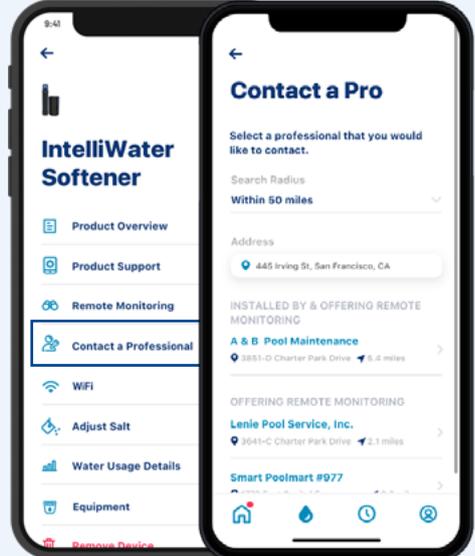


CONTACT A PROFESSIONAL If You Are Not Remote Monitoring

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



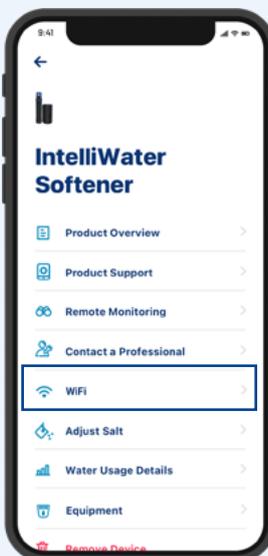
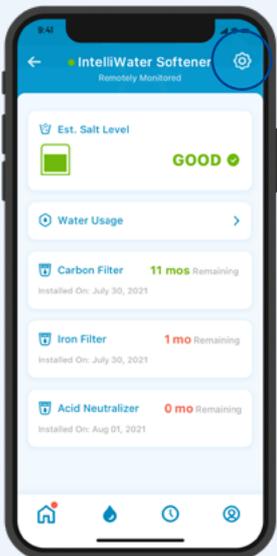
b Choose a water treatment professional by pressing on their name for full contact details.



Change Wifi Network

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

b Press **Change WiFi Network**. See instructions on page 10 to complete the new set up.

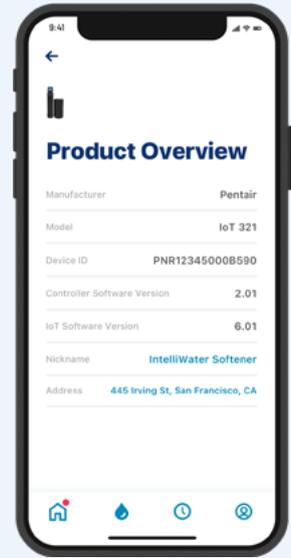
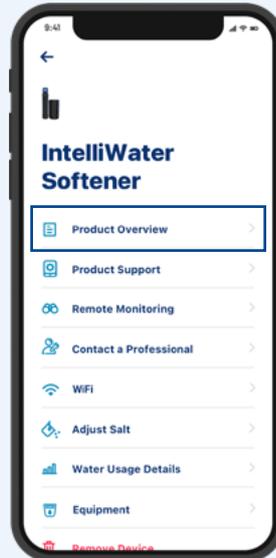
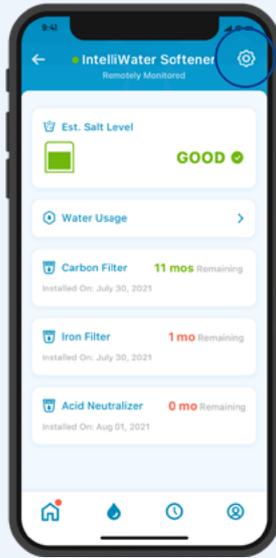


Nickname your product

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

Select **Product Overview**.

- b Press **Nickname**, update it, then press **Save**.



Edit profile

- a Go to your **Account**.

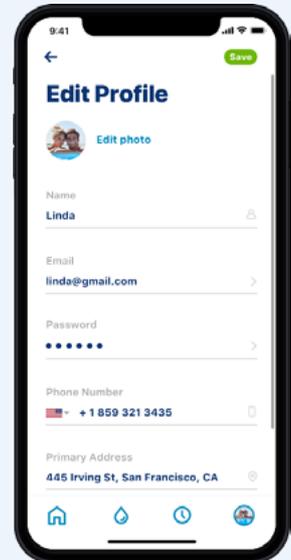
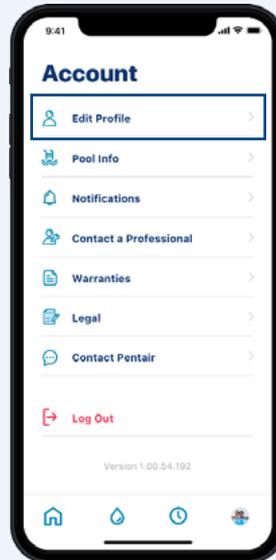
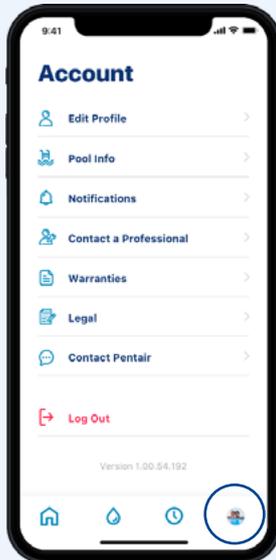
- b Select **Edit Profile** to:

Add/edit your account photo.

Change your name, email, password or phone number.

Change or add an address.

Delete your account.





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.

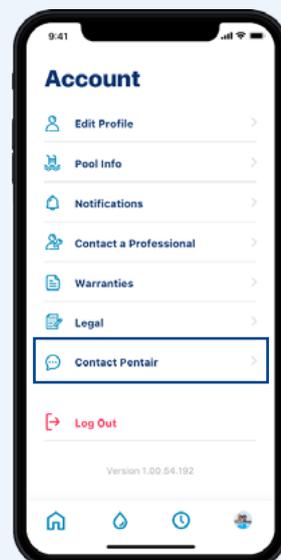
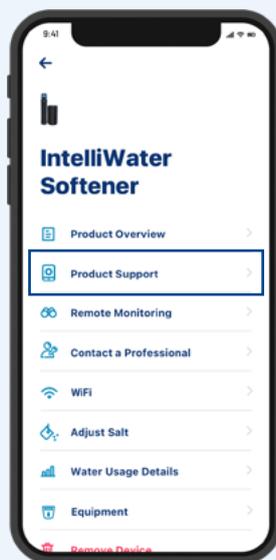
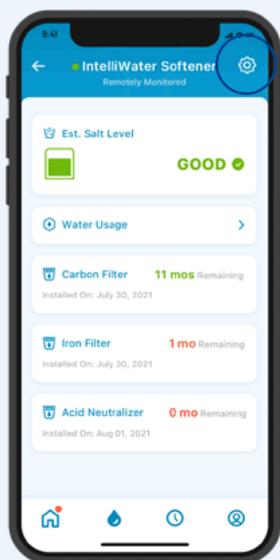
Product Support

- 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.

- b To contact Pentair, go to your **Account**.

Then select **Contact Pentair**.





www.pentair.eu

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