

User Guide | 2021

**NO-WA**<sup>®</sup> 360



# Introduction

## Scope of application

Thank you for choosing Nowa 360, the leader in water damage protection solutions.

**Please read this document before starting to install the product.**

The NOWA360, should be preprogrammed and ready for use. The control unit has a vocal Menu that will guide you through the features while navigating within the different Menus.

The Nowa 360 water damage prevention system has a lot of different functions, such as standard water leak detection, and notification from automation functions and advanced residential security.

This manual will guide you through Nowa 360 water prevention standard and advanced use, but also briefly cover functions of alarm system and home automation. For deeper information about alarm system and home automation, if not covered in this guide, please contact your appropriate service provider or professional or visit or support website [www.nowasupport.com](http://www.nowasupport.com)

## Your Nowa 360 control unit



# Buttons and lights

## Lights and System status



**ALARM**



**ARM STAY**



**STATUS**



**ARM AWAY**



**READY**

Red	Yellow	Green	Red	Green (steady)
The system is in alarm/trouble!	The system is armed in stay mode.	System is normal	The system is armed in away mode	All sensors are ready (no water detected)
<b>OFF / Not lit</b>	<b>Red</b>	<b>OFF / Not lit</b>	<b>OFF / Not lit</b>	<b>OFF / Not lit</b>
System is disarmed	Urgent system conditions present. Press the STATUS key for system conditions	System is disarmed	A sensor is not ready (Still sensing water)	
<b>Only used for security system functions</b>		<b>Only used for security system functions</b>		

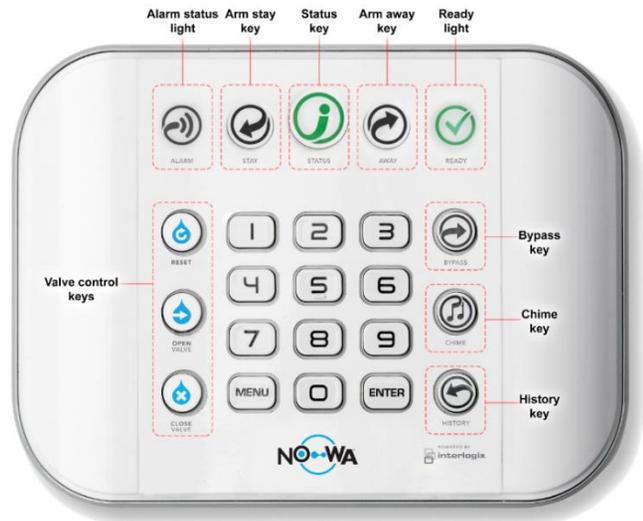
FUNCTION	Meaning
 RESET	<b>The reset function will let you easily cancel a water/freeze related alarm.</b> To be able to use the reset button, the water sensor needs to be dry and no more sensing water. Once the button is pressed, the status should go from red to green.
 OPEN VALVE	<b>Send the command to Open the valve.</b> If the system is in alarm, you will not be able to open the valve.
 CLOSE VALVE	<b>Send the command to close the valve.</b> If the valve is already closed, it will remain closed. When the valve is asked to be closed, maintenance and motion functions are disabled.

# What to do when there is an alarm

Whenever there is an audible alarm (beeping noise or siren), you can always press the "reset" button to cancel the audible alarm.

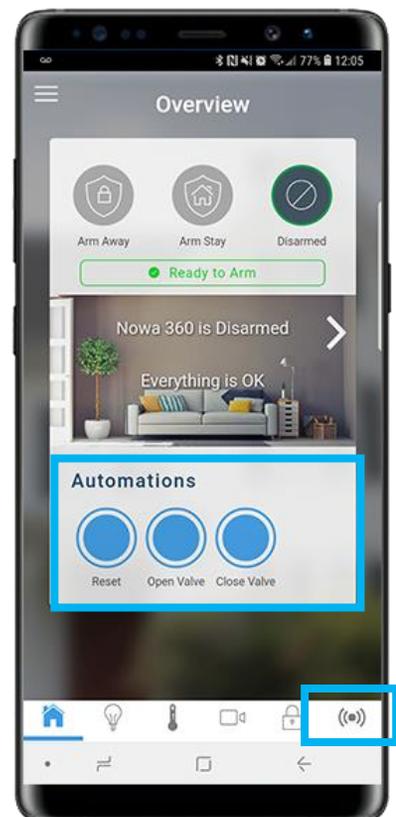
## Instructions via the control panel

1. Press on the "**status**" button 
2. Go to the sensor in alarm location
3. Stop the water leak & dry the sensor
  - a. The "ready" light should be on when all sensors are dry and the alarm is ready to be cancelled
4. Press the "**Reset**"  button to cancel the alarm
5. Press the "**Open valve**"  button to open the valve



## Instructions via the mobile app

1. Open the **ULTRASYNCR +** app 
2. Press on the sensors icon 
3. The sensor in alarm will be highlighted in red.
4. Go to the sensor location and stop the water leak.
5. Dry the sensor
  - a. The **READY** light should be on when all sensors are dry and the alarm is ready to be cancelled
6. Press the "**Reset**"  button to cancel the alarm
7. Press the "**Open valve**"  button to open the valve



# Internet Connection Setup

## Wi-Fi configuration

### Via Wi-Fi\*

1. Press on the following buttons on the panel to activate the “Wi-Fi Discovery Mode

**MENU** **9** **9** **9** **9** **9** **ENTER** **8**

2. Wait for the panel to emit a 2 second beep and then press on **MENU** **MENU**
3. Go on the Wi-Fi settings of your smartphone
4. Search and select a Wi-Fi network starting with “ZEROWIRE\_XXXX”
5. Wait for your phone to connect to it (blue checkmark on the left of the network name for iPhones, Internet may not be available for android phones). Some phone will prevent accessing those kinds of networks by default. Press on “Dismiss”, if “Internet may not be available” is displayed as notification
6. Open a web browser (Safari, Chrome, Internet)
7. Type this IP address in the address bar: **192.168.1.3**
8. Wait for the browser to bring you to a login
9. Enter the following credentials and sign in

a. **Name** : installer

b. **Password**: 3275

10. Once signed in, press on the button on the top  right of your screen
11. Press on “**Settings**”
12. Once on the settings page, press on the drop-down list underneath “Settings Selector” and select “**WiFi Setup**”
13. Press on “**Scan for Wi-Fi Networks**” and wait for the system to finish scanning
14. Select your Wi-Fi network and enter your passphrase (make sure to respect uppercase and lowercase letter, no spaces after or before)
15. The system will then try to connect to the Wi-Fi network. Once connected you should be able to use the mobile application to complete the configuration.
16. If the mobile app is not working, verify you entered the correct passphrase by testing the passphrase with your cellphone
17. If you want to verify the system is connected, you can do it by verifying the IP address assigned to the Nowa 360 (The IP address should be different than 192.168.1.3)

**MENU** **8** **9** **9** **9** **9** **ENTER** **6**

## Ethernet Configuration

1. Press the following buttons, one after the other, on the control panel to activate the “Ethernet mode” **MENU** **9** **9** **9** **9** **9** **ENTER** **7**
2. The panel will say: “Ethernet is on”. If it says “Wi-Fi is on” press on **7** again
3. Press on **MENU** **MENU**
4. Connect the Ethernet cable to your router and to the Nowa 360 panel like shown on the picture
5. Once connected you will be able to use the mobile app to finalize the configuration.



# Mobile app configuration

The Nowa 360 system always have 2 users preconfigured. The credentials for those 2 users are:

- Username: User
- PIN code : 1234
- Username : User2
- PIN code : 2222

This procedure below will indicate you on how to configure the mobile app using these default access.

## Mobile application configuration

1. Open the "**Play Store**" or "**Apple Store**" application in your smartphone



2. In the search bar, enter "**Ultrasync +**".

3. Press and install the application "**Ultrasync +**" whose logo is :



4. Once the application is download and installed, open the application named « **SmartHome** » in your phone

5. Press on the "**add**" button located at the upper-right corner of your screen

6. Fill in the fields using the following information :

Fields	Values to be entered	User example	User 2 example
<b>Site Name</b>	The protected location name	Home	Condo
<b>Description</b>	The protected location address	Nowa 360	Nowa 360
<b>Serial number</b>	The serial number of the control unit	123456789012	123456789012
<b>Passcode</b>	12345678	12345678	12345678
<b>Username</b>	User / User2	User	User2
<b>PIN Code</b>	1234 / 2222	1234	2222

8. Press on "**Notification services**" then move the slider "**Push notifications**" to the right

9. Once the service is activated, press on "**Show Event Selection**"

10. Uncheck "**System**" and press on "**Save**"

11. Press on "**Back**" at the top left. Press again on "**Back**" at the top left. Press on "**Done**" at the top left.

12. You can now access the control unit with the mobile application.

Tap in the center of the image associated with your protected site.

# Mobile App

## Navigating through the mobile application

The Nowa 360 mobile app (**Ultrasync +**) lets you use all the functionalities that the Nowa 360 offers. Some functionalities may not be used in your situation but will still be shown in your app.

INDICATOR	MEANING
 <b>Home - Overview</b>	The Home icon brings you to the overview of the system. You will see the arm/disarm functions, the system status and the automations if you use the app on a smartphone.
 <b>Lights Control</b>	The lights control icon brings you to the section where all your configured on/off z-wave switch will be listed. There you can then control them (on/off or dim the lights).
 <b>Sensors</b>	The sensor icon brings you to your list of sensors. All your sensors will be listed there. If you have multiple areas, you will need to slide from one side to the other with your finger to switch between areas. It allows you to obtain the current state of the sensors and also activating certain functions.

### Controlling the valve

Once your Nowa 360 system is connected to the Internet, you can control it anywhere in the world. To control your valve, simply use the buttons located in the section: « **automation** »:



Reset

**Reset:** It cancels the water/freeze alarm. If a sensor is still detecting water/freeze, it won't be possible to cancel the alarm. This button also cancels audible and trouble alarms.



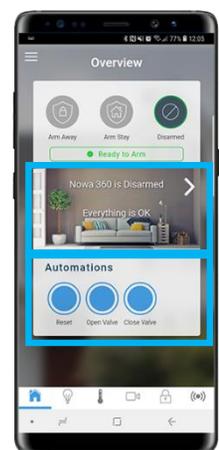
Open Valve

**Open Valve:** To open the valve, press the "open valve" button



Close Valve

**Close Valve:** To close the valve, press the "close valve" button



### Access Settings

1. To access the system settings, press the icon at the top left of your screen
2. Then press "Settings". You will be redirected to the sensor configuration page
3. Under the settings selector, you will be able to choose which section of the system you want to configure (Ex : sensors, schedule, automations, etc.)



# Mobile App

## System Status Messages

The Nowa 360 system has different messages for different alarm/trouble and information. Here is a table to help you understand the different notifications you may receive

<b>Panel Related</b>	
<b>Notification</b>	<b>Definition</b>
AC Power	The Nowa 360 panel has lost its electricity power
Low Battery	The back-up battery in the Nowa 360 panel requires charging or changing
Tamper	A tamper has been detected with one of the sensors in the Nowa 360 system
Time and Date Loss	The time and date have been lost. If the panel is connected to internet, it will get his date and time automatically. If no Internet is available, use the Wi-Fi discovery mode to reconfigure the time and date.
Communication Fault	An attempt to communicate via a notification with an assigned channel (email) was not successful.
Fire Alarm	A fire alarm has been activated from the Nowa 360 system
Panic	A Panic alarm has been activated from the Nowa 360 panel
Auxiliary Alarm	A water leak or freeze alarm has been activated from the Nowa 360 panel.
<b>Sensor Related</b>	
In Alarm	This sensor has triggered a system in alarm condition
Is Bypassed	This sensor is disabled and will not trigger an alarm
Is not Ready	This sensor is not ready. Dry the sensor first
Tamper	This sensor has triggered a tamper alarm
Loss of wireless supervision	The wireless sensor has lost his communication link with the Nowa 360 panel. The signal range may not be enough or the sensor has been moved from his original location
Low Battery	The sensor has a low battery that needs to be replaced
<b>Mobile App</b>	
Alarm System Unreachable or passcode incorrect	Verify that the information you typed in the site details are correct (uppercases and lowercases letters are respected) Make sure you and the Nowa 360 control panel have access to Internet.
Too many login requests	Too many logging attempts were made in a short period of time. Verify your site details and wait 2 minutes before trying again.
Invalid Response from Servers	Verify that you have a good Internet connection. Make sure the panel is updated to the latest firmware.

# Maintenance

## How to replace a battery in a sensor

### Round Sensor (NOWDSF360)

#### Necessary Equipment

- 3V CR2450 Battery
- Phillips precision screwdriver
- Flat precision screwdriver
- Magnet

#### Procedure

1. Remove the pads under the wireless sensor tabs
2. Unscrew the 3 small screws from the sensor tabs
3. Lift the top shell of the sensor
4. Remove the CR2450 battery by lifting it with the flat screwdriver
5. Place the new battery in the space provided, making sure to see the positive side
6. Replace the top shell on the sensor making sure the gasket is in place
7. Screw the small star screws
8. Replace the pads in the sensor tabs
9. Use a magnet and tap it against the mark on the side of the sensor.
10. If the magnet is strong enough, It should send a tamper alarm and restore the low battery in the control panel state.
11. Use the "Reset" button to cancel the alarm.



### Triangular Sensor (NOWDSF300)

#### Necessary Equipment:

- 3V CR123 Battery
- Flat precision screwdriver

#### Procedure

1. Lift the upper shell using the flat screwdriver
2. Remove the CR123 battery from it's base on the circuit board
3. Place the new CR123 battery in the sensor base
4. Replace the upper shell starting with the flattened side
5. Perform a water detection to ensure that the sensor is operating normally and that the low battery error is no longer present



# Miscellaneous

## How to adjust the sound level of the control panel

---

### How to reduce the sound volume to the maximum

Press the following buttons in that order to quickly decrease the sound volume to maximum



### How to increase the sound level to the maximum

Press the following buttons in that order to quickly increase the sound volume to the maximum



### How to moderate the sound level

Press the following buttons to quickly moderate the sound volume



## How to adjust the light level of the control panel

---

The control panel lets you decide the light levels of the keys of the panel. By following the buttons order below, you will be able to change the light level when the panel is in "run mode" or when it's "idle".

- Press on **MENU** **2** to access the light level settings
- Press **1** for "run mode backlight level"
  - Press between **1** and **8** to select the desired light level
  - Press on **MENU** to go back
- Press **2** for "idle mode backlight level"
  - Press between **1** and **8** to select the desired light level
  - Press on **MENU** to go back
- Press on **MENU** to exit the settings.

# Miscellaneous

## Manual control

The system uses a valve at the normally closed position. When the valve is not powered anymore, it will be automatically closed. Those types of valves provide an additional protection, as it is impossible to be incorrectly configured, and even though the wire is cut the valve will be closed.

However, in some cases (Extended power outage), the valve needs to be manually opened, here is how to proceed:

1. Go to the valve location
  2. Locate the white wheel on the black motor
  3. Lift it
  4. Start turning the wheel clockwise. The valve should start rotating by itself until being at the "closed" position.
  5. The valve will need several complete rotations before it can keep its position. Once the valve stops rotating by itself, turn the wheel to the desired position.
- **The red line must be perpendicular to the water pipe when the valve is closed, and parallel with the pipe when the valve is open.**



## Extras

To optimize the configuration of your Nowa 360 system or to fix some issues, we suggest that you consult our support website [www.nowasupport.com](http://www.nowasupport.com).

The support website will provide you access to all documents and procedures related to the Nowa 360 system

You will find for example:

These include, among others :

- How to configure a Nowa 360 without internet
- How to configure a Z-wave device
- How to configure an RF repeater
- How to configure SMS notifications
- How to configure motion detection fonctionnality
- How to connect the Nowa 360 to a security system/ Aqua Protec.

### Technical support

[www.nowasupport.com](http://www.nowasupport.com) / [support@nowa360.com](mailto:support@nowa360.com) / [1-877-287-7777](tel:1-877-287-7777)