Quick Installation Guide

NOWA

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 preprogramed 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 <u>www.nowasupport.com</u>

Your NOWA 360 control unit



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)
	OFF / Not lit	Red	OFF / Not lit	OFF / Not lit
	System is disarmed Only used for security system functions	Urgent system conditions present. Press the STATUS key for system conditions	System is disarmed Only used for security system functions	A sensor is not ready (Still sensing water)

FUNCTION	DEFINITION
RESET	The reset function will let you easily cancel a water/freeze related alarm. 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	Send the command to open the valve . If the system is in alarm, you will not be able to open the valve.
CLOSE VALVE	Send the command to close the valve . If the valve is already closed, it will remain closed. When the valve is asked to be closed, maintenance and motion functions are disabled.

Preparation

Parts included in the standard kit



Control Unit NOWMA360



Valve Controller NOWCONMULVAL



Power Supply NOWPOW360







Backup Battery NOWBAT360

NOWA Valve

NOWVAL050-400, NOWVAL075-400, NOWVAL100-400 Water Leak sensors NOWDSF360



Wall Bracket NOW360BRA



Power supply bracket with cable ties



Complete documentation available onlin at <u>www.NOWAsupport.com</u>

Preparation

Choose the location

The control panel should be installed near the water inlet, where the NOWA valve is installed.

Note that certain electronic devices as well as certain materials such as mirrors may interfere with the communications signals of the NOWA 360 system.

The valve wire and the power wire of the NOWA 360 are 6 feet each. The valve can therefore be installed at 12 feet from an electrical outlet.

If you need longer wire, you can extend it with 18 AWG 2-conductor wire up to a maximum length of 60 feet.

Write down the serial number

Before starting the installation, it is important to write down the serial number.

That number will be used to configure the mobile application and you will be asked for it if you call the technical support department.

The serial number is located behind the control unit on the sticker.



Locations to protect

All places where a water leak is possible should be protected with a NOWA detector.

The most frequently protected areas are: Water heater, Dishwasher, Washer, Toilet, Sink

To determine the best location for a sensor, take a marble and place it at the starting point of the water leak. In a real situation, the water will follow the same path as the marble. This will allow you to determine the best possible position to offer the best protection to your client.

Valve Installation

Make sure to install the valve according to guidance and directions below:

- The NOWA valve must be installed by a certified plumber according to your local regulation.
- The main water valve must be closed before installing the NOWA valve.
- The NOWA valve should be installed downstream and as near as possible to the main water valve.
- The NOWA valve body does not have flow direction.
- It is recommended to use a thicker Teflon threading tape (yellow or orange) for the stainless steel NTP-thread.

Nipple (A) into part (1)

If you thread inward/outward a nipple (A) into part 1, a pipe wrenche needs to be holding part 1.

Nipple (B) into part (2)

If you thread inward/outward a nipple (B) into part 2, a pipe wrench needs to be holding part 2.

Connect the valve

Connect the NOWA value in the value controller respecting the colors associated with each screw of the value controller. If you want to control several values, connect the different conductors in parallel.



Battery pack installation



Remove the cover for the battery with the Phillips screwdriver.



Connect the Battery pack cable to the connector on the left inside the compartment. The orientation of the connector must be respected.



Put back and screw the cover of the batter compartment.

Plug the power supply and valve controller



Connect the power supply wire to the control. Respect the connector orientation



Connect the flat connector of the valve controller to the control unit and to the valve controller. Respect the connector orientation

Install the wall bracket

Install the wall bracket on the wall using the provided wall screws and anchors.

Mount the NOWA 360 panel on the bracket and secure it with the screw underneath the panel

Install the valve controller underneath the control unit









Wi-Fi configuration

Via Wi-Fi*

- 1. Power up the NOWA 360 control unit
- 2. Press on the following buttons on the panel to activate the "Wi-Fi Discovery Mode



- 3. Wait for the panel to emit a 2 second beep and then press oMENU MENU
- 4. Go on the Wi-Fi settings of your smartphone.
- 5. Search and select a Wi-Fi network starting with "ZEROWIRE_XXXX"
- 6. 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.
- 7. Open a web browser (Safari, Chrome, Internet)
- 8. Type this IP address in the address bar: 192.168.1.3
- 9. Wait for the browser to bring you to a login.
- 10. Enter the following credentials and sign in

a.**Name** : installer b.**Password**: 3275

11. Once signed in, press on the button on the



top right of your screen

- 12. Press on "Settings"
- 13. Once on the settings page, press on the drop-down list underneath "Settings Selector" and select **"WiFi Setup**"
- 14. Press on "Scan for Wi-Fi Networks" and wait for the system to finish scanning
- 15. Select your Wi-Fi network and enter your passphrase (make sure to respect uppercase and lowercase letter, no spaces after or before)
- 16. 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.
- 17. If the mobile app is not working, verify you entered the correct passphrase by testing the passphrase with your cellphone
- 18. 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	
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*To know how to configure the internet connection on the NOWA 360 via GSM module or an Ethernet cable, search for the procedure on sur <u>www.nowasupport.com</u>

Mobile app 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 downloaded 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	Installer example	Customer example
Site Name	The protected location name	Condo 1001	Condo
Description	The protected location address	1234 Saint-Denis	NOWA 360
Serial number	The serial number	123456789012	123456789012
Passcode	12345678	12345678	12345678
Username	installer / User / User2	installer	User
PIN Code	3275 / 1234 / 2222	3275	1234

- 7. Press on "Notification services" then move the slider "Push notifications" to the right.
- 8. Once the service is activated, press on "Show Event Selection".
- 9. Uncheck "System" and press on "Save".
- 10. Press on "Back" at the top left. Press again on "Back" at the top left. Press on "Done" at the top left.
- 11. You can now access the control unit with the mobile application.

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



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
Home – Overview	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.
Lights Control	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).
((•)) Sensors	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: 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: To open the valve, press the "open valve" button



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 setting selector, you will be able to choose which section of the system you want to configure (Ex: sensors, schedule, automation, etc.)



Configuring the sensors

Round sensors (NOWDSF360)

- Once logged into the system via the mobile app, press on the 3 white lines at the top left to access the Menu.
- 2. Press on « Settings »
- 3. Once the settings page is loaded, you will already be on the sensor configuration
- 4. Select a sensor to configure using the drop-down list underneath "**Select sensor to Configure**"
- Press on the "Learn" button and wait for the message « Learn Mode Active, Activate Learn Button »
- 6. **Tap** a magnet on the small line on the side of the round sensor to learn it as a water sensor
- 7. The message "New Device Found" should appear
- Configure the Sensor name with the sensor location and function (I.E Dishwasher – Water) in the field « Sensor name
- Select Sensor to Configure: 11 - Toilet V Sensor Name 1 - Toilet Sensor Type 16 Nowa 360 Silent . Sensor Options 12 Water Leakage Area Group 1 Nowa 360 • Serial Number A9B6ED Tamper 1 **Disable Internal Reed** Norm Open External Contact **Disable Supervision** Voice Name 1
- 9. Change the sensor type for "**16 NOWA 360 Silent**" for non-audible alarm when a leak is detected
- 10. Change the sensor options for "**12 Water Leakage**" for water sensors
- 11. Change the Area group for "1- NOWA 360" area in the area group drop-down list.
- 12. Click on the "**Save**" button
- 13. Test the sensor at the location it will be installed.





Configuring the sensors

Triangle sensors (NOWDSF300)

- Once logged into the system via the mobile app, press on the 3 little white lines at the top left to access the Menu
- 2. Press on « Settings »
- 3. Once the settings page is loaded, you will already be on the sensor configuration
- 4. Select a sensor to configure using the drop-down list underneath "**Select sensor to Configure**"
- Press on the "Learn" button and wait for the message « Learn Mode Active, Activate Learn Button »
- 6. Open the cover of the triangle sensor using a small screwdriver
- 7. The message "**New Device Found**" should appear.
- 8. Configure the Sensor name with the sensor location and function (I.E Dishwasher – Water) in the field « **Sensor name** »
- 9. Change the sensor type for "**16 NOWA 360 Silent**" for non-audible alarm when a leak is detected
- 10. Change the sensor options for "12 Water Leakage" for water sensor
- 11. Change the Area group for "1- NOWA 360" area in the area group dropdown list
- 12. Uncheck the "Tamper" checkbox
- 13. Check the "Disable Internal Reed" checkbox
- 14. Check the "Normally Open External Contact" checkbox
- 15. Click on the "**Save**" button

Test the sensor at the location it will be installed



Select Ser	nsor to (Configure:		
		22 - Kitchen Sink	•	
Sensor Na	ime			
	2 - Kitc	hen Sink		
Sensor Ty	ре			
16 N	owa 36	0 Silent	V	
Sensor Op	tions			
	12 W	ater Leakage	V	
Area Grou	р			
1 Nowa	360		•	
Serial Nun	nber			
	A896CI	B		
Tamper				
Disable Internal Reed				
Norm Open External Contact				
Disable Supervision				

Miscellaneous

How to Open the Valve in Case of Power Outage?

By default, the NOWA valve closes during a power outage. Follow the steps below to open the valve manually:

- 1. Find the manual override roulette on the NOWA valve and lift it.
- 2. Turn the roulette clockwise until the valve is in the open position. If the valve begins rotating by itself, let it complete its rotation and redo step 2. Do not push the roulette back into its recess just yet.
- **3.** Once the power is restored, push the roulette into its original position to disengage the manual override.
- **4.** Ensure that your NOWA system can automatically control your valve by opening/closing the valve via the control panel and observing the open/close Position indicator.



Technical Support

www.nowasupport.com / support@nowa360.com / 1-877-287-7777

Warranty

Mandatory Statutory Rights. This Limited Warranty sets forth NOWA Inc. ("NOWA")'s responsibilities regarding the NOWA product. To the extent NOWA cannot lawfully disclaim any applicable implied or statutory rights relating to the NOWA product, nothing in this Limited Warranty affects such rights. If you are a consumer you may be protected by consumer protection laws and regulations in your country, state or province of domicile, therefore certain limitations in this warranty may not apply to you.

Warranty. NOWA warrants to the original purchaser of a new NOWA product ("YOU"), that the water leak detection and interruption system including the valve and its actuator, the control panel, the wireless sensors and the rope sensor, manufactured by or on behalf of NOWA will be free from defects in materials and workmanship under normal use for a period that concludes two (2) years for the electrical components, three (3) years for the valve actuator and lifetime warranty for the valve body, from the date the NOWA product was originally purchased by YOU, and is the "Warranty Period". This Limited Warranty is not transferable by YOU. This Limited Warranty is enforceable in the country, the state or province where YOU are domiciled. During the Warranty Period", if the NOWA product is found by NOWA to be defective, NOWA may at its absolute and solute and solute are or refurbished product; or iii) in the event that NOWA is unable to repair or replace the NOWA product as provided under i) or ii), refund to YOU the net purchase price YOU paid for the NOWA product. If the NOWA product is repaired or replaced during the Warranty Period, except to the extent that NOWA is expressly prohibited by applicable law, the warranty for the repaired NOWA product or the replaced NOWA product as applicable, will expire upon the expiration of the original Warranty Period. Any warranty or service under this Limited Warranty is conditioned upon the return of your NOWA product to NOWA (as set out below under "How to Return the NOWA product"). When the exchange of the NOWA product or its part is provided under this Limited Warranty, the item replaced becomes NOWA property and the replacement item becomes yours. When a refund is provided under this Limited Warranty, YOU will return the NOWA product to NOWA and to becomes NOWA's property.

Exclusions and Limitations. This Limited Warranty does not apply : i) to normal wear and tear; (ii) if any component of the NOWA product is disassembled, modified, or repaired by someone other than an authorized plumber-technician; iii) if any component of the NOWA product is replaced with a non-genuine NOWA; iv) to damage caused by misuse, accident, abuse, or neglect; v) to damage to the NOWA product caused by operation or use outside the permitted or intended uses described in the user manual and specifications; vi) if the NOWA product was submerged in water or other liquid; vii) to an installation done not adequately or done by a person other than a certified plumber-technician allowed to practice legally in the territory; viii) to an installation not in accordance with the codes and regulations applicable locally; ix) to a NOWA product not purchased from a NOWA authorized seller; or x) if the Warranty Period has expired.

How to return the NOWA product. This Limited Warranty is provided by NOWA. Please contact a NOWA representative to receive instructions on how to return your NOWA product to NOWA. NOWA will require that YOU provide proof of purchase of the NOWA product in the form of a dated receipt or invoice from an authorized NOWA reseller evidencing that YOU are the beneficiary of this Limited Warranty during the Warranty Period, and a proof of installation by an authorized plumber.

Exclusive Remedies. Except to the extent that NOWA is expressly prohibited by law, this warranty and the remedies expressly set forth above for the NOWA product are your exclusive remedies and are in lieu of any other warranties, remedies and conditions, whether expressed or implied.

Limitation of Liability. Except to the extent that NOWA is expressly prohibited by applicable law, NOWA, for itself, and on behalf of its distributors, resellers, subcontractors, and service providers of the NOWA product hereby disclaims all other warranties, conditions, representations or guarantees of any kind, either express or implied, including but not limited to implied warranties or merchantability, satisfactory quality and/or fitness for a particular purpose. To the extent NOWA cannot lawfully disclaim any implied or statutory warranties relating to the NOWA product, your statutory rights are not affected by this clause.

Exclusion of Certain Damages. Except to the extent that NOWA is expressly prohibited by law, in no event shall NOWA be liable for any indirect, incidental, special or consequential loss or damages whatsoever or, damages for loss of profits, business interruption or other pecuniary loss arising out of the use of or inability to use the NOWA product, even if NOWA has been advised of the possibility of such damages. This limitation is intended to apply and does apply without regard to whether such damages are claimed, asserted or brought in an action or claim in tort or contract or on the warranty, or under any other law or form of action except in relation to liability for death or bodily injury or statutory liability for intentional and gross negligent act or omissions, for which no limit applies, the liability of NOWA to YOU for loss or damage arising under this Limited Warranty shall not exceed in aggregate the net purchase price YOU paid for the NOWA product or the cost or replacing the affected NOWA product, whichever is greater. Nothing in this Limited Warranty shall be taken as excluding or attempting to exclude or in any way restrict any liability for death or bodily injury to the extent arising directly from the negligence of NOWA or that of its employees or agents. Some countries, states, or provinces do not allow the exclusion or limitation of incidental or consequential damages so the above exclusions and limitations may not apply to YOU. If any provision of this Limited Warranty is determined to be invalid or unenforceable the remaining provisions of this Limited Warranty shall remaining in full force and effect.

Governing Law. This Limited Warranty, any claim dispute, or controversy (whether in contract, tort or otherwise, whether preexisting, present or future, and including statutory, common law and equitable claims) between YOU and NOWA arising from or relating to this Limited Warranty, its interpretation, or the breach or validity thereof, shall, except to the extent that NOWA is expressly prohibited by applicable law, be governed by the laws of the state or province as provided in this paragraph. If YOU are domiciled in Canada (excluding the Province of Quebec) this limited Warranty is to be construed under the laws of the Province of Ontario, excluding any body of law governing conflicts of law. If you are domiciled in the Province of Quebec, this Limited Warranty is to be construed under the laws of the Province of Quebec. If YOU are domiciled outside of Canada, this Limited Warranty is to be construed under the laws of the province of Quebec. If YOU are domiciled outside of Canada, this Limited Warranty is to be construed under the laws of the governing conflicts of law. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty.

Dispute Resolution. Unless YOU are domiciled in the Province of Quebec, any disagreement or dispute arising out of or relating to this Limited Warranty shall be settled by final and binding arbitration i) to be conducted in Ontario, Canada, if YOU are domiciled in Canada, under the rules of arbitration of the Arbitration Act, 1991 (Ontario) (the "Ontario Rules") by a single arbitrator appointed in accordance with the Ontario Rules, and ii) to be conducted in New York, if YOU are domiciled outside of Canada, under the Commercial Rules of the American Arbitration Association ("CR-AAA") by a single arbitrator nominated in accordance with the CR-AAA. The arbitration shall be conducted in the English language. YOU agree that a judgment recognizing and enforcing the award may be entered in any court with jurisdiction, and ir revocably submit to the jurisdiction of any such court. No dispute between the parties, or involving any person but YOU, may be joined or combined together, without the prior written consent of NOWA.

Miscellaneous. Waiver by NOWA of any default will not be deemed a continuing waiver of such default or a waiver of any other default. If any term, provision or sub-section of

this Limited Warranty is held to be void, illegal or unenforceable, the validity or enforceability of the remainder of such term, provision or subsection and this Limited Warranty will

not be affected.

NOWA

nowa360.com

Your NOWA 360 system

System Serial Number	Installer
Location of the valve(s)	Installer Phone Number

Sensor Locations List

X

Number	Sensor Location
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

Number	Sensor Location
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	

IN CASE OF POWER OUTAGE

SENSOR IN ALARM

1. Press the Sta	itus button 🥖	1 Go to the valve location	
2. Go to the loca	ation of the sensor in alarm	2. Find the white roulette and lift it	
 Stop the wath Press on the Press on the 	er leak and dry the sensor Reset button 👌 Open Valve button 🍐	3. Turn the roulette clockwise until the valve is in the open position (Do not push back the roulette) If the valve start rotating by itself, let it complete it's rotat and redo the step 3	ion
STATUS		4. Once the power outage is done, push back the roulette to it's original position to put the valve back in	8
RESET	y s s m		
OPEN VALVE	() () () () () () () () () () () () () (
	No-WA Brander	OPEN/CLOSE POSITION	6

Technical Support