

Hello!

We are pleased that you have ordered our water guard Vanja where the water leak detector LeakBot is included. This installation guide will help you to install your LeakBot successfully, give some good advice along the way and show how the LeakBot works.

If you need help in the process, you are always welcome to contact us via email at vattenvakten.stockholm@lansforsakringar.se or call us on **+46 (0)8-562 882 10**.

How does LeakBot work?

LeakBot measures changes in the temperature of the water in the incoming water pipe as well as the air temperature. When the water in the pipe is still, the temperature increases slightly and LeakBot detects that it is leak-free. However, should there be a leakage, the water will never raise in temperature and then LeakBot gives a warning.

LeakBot is sensitive and can detect such small leaks as a drop of water dripping every two minutes. You will be notified by SMS or email if LeakBot detects a leak.

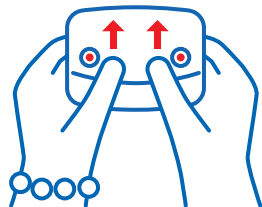


Questions and answers

I can't open the battery cover, what do I do?

You can open the battery cover by holding your LeakBot facing you, place your thumbs at the bottom edge and slide the "face" up.

Now you can access the batteries and the plastic cover that is stuck.



My LeakBot has lost the WiFi signal, what should I do?

If possible, move your router so that the distance between the router and your LeakBot is smaller. If the distance is too great, you may need to purchase an amplifier for your router.

I have installed my LeakBot, when will I receive my discount on the insurance?

Your discount will be added when the main due date occurs for your insurance.

My LeakBot is alarming, what do I do?

Follow the instructions in the app to troubleshoot what may have caused the alarm. If it alarms for unusually high-water consumption, the most common causes are usually watering the garden or when filling a bathtub/swimming pool.



What technical requirements does LeakBot have?

To be able to use LeakBot, you need a smartphone that is updated to at least Android V10.0 or iOS 14.1, wireless internet with a router that can connect to the 2.4 GHz frequency band and an email address.

My incoming water pipe is too thick, what do I do now?

Unfortunately, there are cases when the LeakBot cannot be properly attached to the pipe due to the thickness of the pipe. LeakBot's sensors are in the clamp and if the pipe is too thick, the sensors will not reach the pipe correctly. Unfortunately, this means that you will not be able to install LeakBot and must send it back to us.

Contact us at

vattenvakten.stockholm@lansforsakringar.se and we will send you a return slip. The return is of course free of charge for you as a customer.

I've been trying to install my LeakBot, but it's stuck. What do I do now?

If you do not get further in your installation and have followed the step-by-step descriptions without success, we are happy to help you.

Send us an email to

vattenvakten.stockholm@lansforsakringar.se

In the email, we would like you to include these points to facilitate troubleshooting:

- Screenshots of where in the installation you get stuck.
- Your LeakBot ID
- Your phone model and which software version you have installed.
- Your router model and brand.

What is the difference between 2.4 GHz and 5 GHz?

Most modern routers have two frequency bands, 2.4 GHz and 5 GHz.

- 2.4 GHz has longer range but lower speed.
- 5 GHz has shorter range and higher speed.

LeakBot is currently only compatible with the 2.4 GHz band. If you do not know which frequency band you have on your WiFi, you need to contact your router dealer. They can help you identify this and, in some cases, even help you set up a network that uses 2.4 GHz. If your router is not compatible with the 2.4 GHz band, you cannot install LeakBot.

If you need help call, please call or email us on **+46 (0)8-562 882 10** or

vattenvakten.stockholm@lansforsakringar.se



Installation guide LeakBot

Before starting the installation:

- Turn off mobile data on iPhone/iPad: Settings – Mobile network – Mobile data
- Turn off mobile data on Samsung: Settings – Connection – Data usage – Mobile data
- Turn off mobile data on Sony: Settings – Network and internet – Mobile network – Mobile data

- Turn on Location Services on iPhone/iPad: Settings – Privacy – Location Services
- Turn on Location Services on Android: Settings – Location Services

Step-by-step installation guide

1. Download the LeakBot app to your device.
2. Open the app and select "Create an account".
3. Fill in your LeakBot ID which you will find on the back of your LeakBot and press next.
4. Fill in your e-mail address.
5. Choose a password. The password must be at least 8 characters with a mixture of uppercase, lowercase and a number.
6. Confirm the password and press next.
7. Fill in your first name.
8. Fill in your last name.
9. Enter your mobile number (omit the first zero) and press next.
10. Choose which channels you want to receive notifications about alarms as well as information about updates and offers. We offer notification via e-mail and SMS. These can also be changed after you complete the installation. Press confirm.
11. Click on "Enter the address manually".
12. Fill in your postal address. (If you do not have a house number, it is fine to fill in a zero). Press next.
13. Activate your LeakBot by removing the battery tab.
14. If before starting the installation you did not set Location Services to On, a pop-up window may open. Then click on "Allow".
15. Press the green button on your LeakBot. The red diode flashes, when it is solid you can connect LeakBot to your network. Press next.
16. LeakBot will now search for WiFi to connect to.
17. Connect to the "MyLeakBot" network.
18. If a pop-up box with the message "LeakBot wants to find and connect to devices on your local network." appears, click OK.
19. Select your WiFi network from the list. Keep in mind that the network you want to connect your LeakBot to must be connected to the 2.4 GHz band.
20. Enter your WiFi password. If the password contains spaces, LeakBot will not be able to connect. Then you must first change the password on your WiFi.
21. Press OK.
22. LeakBot is now connecting to your network. All four boxes must be ticked.
23. Once LeakBot is connected to WiFi, it's time to mount it on the water pipe.
24. The optimal location of LeakBot is 30 - 50 cm from where the water pipe enters the house. If you have one pipe for cold water and one for hot water, place your LeakBot on the cold-water pipe.
25. LeakBot must be placed with its back against the wall and the "eyes" outwards.
26. If LeakBot is placed on a horizontal pipe, LeakBot is placed from above with the "eyes" outwards.
27. If the LeakBot is misplaced, the sensors will not be able to take accurate readings.
28. LeakBot is now installed and you will receive a confirmation email to your chosen email address.

I am unable to install LeakBot even though I followed the steps above. What can I do?

1. Delete the LeakBot app from your device.
2. Make sure Android or iOS is updated to the latest version.
3. Restart your LeakBot by removing the batteries and waiting about 10 seconds before putting them back.
4. Download the LeakBot app again and log in with your chosen credentials. Do not create a new account.
5. Connect your device to the 2.4 GHz network.
6. Turn off mobile data and Bluetooth on your device.
7. Turn on location services.
8. Hold down the green button on your LeakBot for a few seconds. The red light turns on when you release the button. The lamp must be lit during the entire installation. It lights up for about 5 minutes. If it goes out, you'll get an error message and you'll have to start over.
9. Exit the LeakBot app and open settings on your device.
10. Open WiFi settings.
11. Connect the phone or tablet to the network called "My LeakBot". The password is the LeakBot ID that you find on the back of your LeakBot. The ID must be entered in capital letters.
12. In this mode, your phone will leave your wireless network and connect to LeakBot's WiFi. ATTENTION! LeakBot's WiFi will not have access to the internet and therefore your phone may warn that it has no internet and ask you to switch to mobile data. Don't switch to mobile data but stay connected to LeakBot's WiFi.
13. Open the LeakBot app and follow the instructions. When you get to the list of available networks, select your 2.4 GHz network and enter your network password.
14. LeakBot now connects to your network. This may take a while. Make sure the light on the LeakBot is on all the time. The light goes out when the LeakBot is connected or when the time has elapsed.

My LeakBot has lost contact with the network and cannot be reconnected

1. Turn off mobile data and Bluetooth on your device.
2. Turn on location services.
3. Connect your device to the 2.4 GHz network.
4. Open the LeakBot app and click on the three dots. Then select "reconnect" and follow the instructions in the app.
5. When you have reconnected your LeakBot, you need to send a signal to the underlying system that LeakBot is running again. You do this by removing the batteries and inserting them again. You open the battery cover by pushing the "face" upwards. Remove the batteries, wait 10 seconds, then reinsert them.
6. Follow the instructions in the app and place the LeakBot on the incoming water pipe again.
7. After reconnecting your LeakBot, you can reconnect your device to the 5GHz network.

Place your LeakBot correctly on the pipe

Once you have located your incoming water pipe, the LeakBot should be placed 30-50 cm from where the pipe comes up from the ground and before the pipes branch off. LeakBot can be placed both horizontally and vertically. If it is installed horizontally, it needs to be turned so that it sits above the pipe. It is important to place it with the clamp facing the outer wall.

