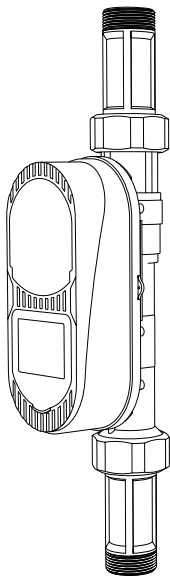


THE EDDY
IQ METER
PRODUCT MANUAL



Eddy Home

THE EDDY IQ METER



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CERTIFICATIONS

The Eddy IQ Meter is certified by



Intertek

In compliance with
NSF 61 and
NSF 372 standards

This device complies with Part 15 of the FCC rules.
Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

CONTAINS TRANSMITTER

FCC ID: 2AEMI-PHOTON
IC: 20127-PHOTON

FCC ID: COFWMNBM11
IC: 10293A-WMNBM11

FCC ID: XPYSARAU260
IC: 9595A-SARAU260

WELCOME



Welcome to the world of **Eddy Home**, the leader in residential water management. The **Eddy IQ Meter** continuously tracks and measures household water flow and temperature, and transmits the readings every hour through a nation wide wireless network. This innovative technology provides you peace of mind and the protection of your most valuable investment, your home. This product has the ability to save you both money and energy by reducing your water consumption, while making a positive impact on the world's most important natural resource.

SERIAL # _____

AGREEMENT # _____

DATE INSTALLED _____

TECHNICIAN NAME _____

PORTAL ID LOGIN _____

PORTAL PASSWORD _____

PRODUCT INFORMATION

HOW IT WORKS

The Eddy IQ Meter functions as a smart water meter detecting flow using ultrasonic technology. It connects to the 24/7 monitored Eddy Home Control Room using cellular connectivity and allows you to access your water consumption in real time. Using algorithms, the Eddy IQ Meter will allow you to understand your home water usage and alert you to irregular usage and potential leaks. Equipped with automatic shut-off technology, the Eddy IQ Meter will not only alert you to a costly leak but will stop it before it can cause damage to your home.

INTERNET CONNECTIVITY

Every Eddy IQ Meter includes embedded wireless technology providing the most reliable connectivity solution on the market.

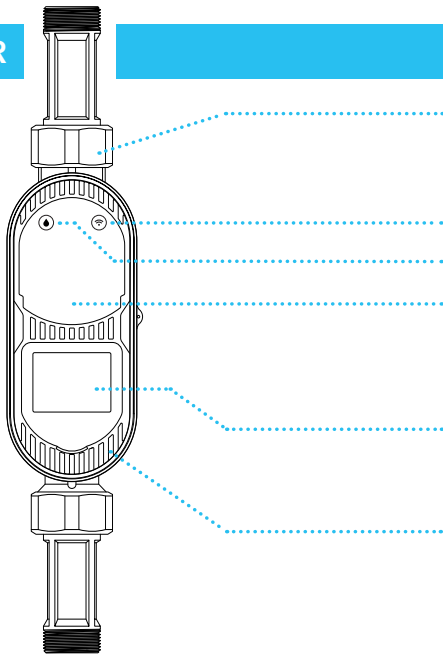
SHUT-OFF CAPABILITIES

The Eddy IQ Meter is equipped with a ball valve and motor which can be activated to shut-off the water flow from the main water line into the home in case of a water loss event. This functionality can be initiated manually on the Eddy IQ Meter by pressing and holding the shut-off/on button remotely from the 'My Eddy Home' Mobile App or website, or automatically if the system detects a water loss event.

SENSORS

The Eddy IQ Meter contains temperature and flow sensors. The temperature sensor detects the temperature of the water coming in the home and will alert if it is at risk of freezing. The sensor allows you to monitor the water coming into your home from the city. Our flow sensor uses precise ultrasonic technology to measure the water entering your home, this allows the Eddy IQ Meter to accurately detect leaks, meter your water usage, and predict your utility bills so there are no unpleasant surprises.

EDDY IQ METER



..... • **WATER OPTIMIZER**

Spring action piston prevents backflow and reduces false meter readings from air bubbles resulting in water and wastewater savings.

..... • **CONNECTION BUTTON**

..... • **MANUAL WATER SHUT-OFF BUTTON**

..... • **LED INDICATOR**

Solid and pulsating blue LED indicator shows normal operation.

..... • **DIGITAL DISPLAY**

Shows temperature and continuous and cumulative water usage measured in m³/hr.

..... • **CASING**

Solid plastic encasing for electronics, temperature sensor, ultrasonic sensors, internal battery for meter backup memory and backup battery.

ADDITIONAL COMPONENTS

1. Backup battery pack
2. AC power adapter

FEATURES

LED INDICATOR

The solid and pulsating blue light on the center of the digital display indicates that the device is on and operating normally.

TEMPERATURE READING

The technology reads the temperature of the water flowing into the residence from the city mains.

WIRELESS CONNECTIVITY

Wireless technology ensures the greatest level of protection and reliability for our customers. With this service we ensure around the clock monitoring and best in class response times.

CONTROL ROOM

Eddy Homes' proprietary Control Room manages the entire network of customers and accounts in addition to critical service delivery such as meter monitoring and leak response.

LEAK DETECTION

With the usage data collected by the meter, the Eddy Home Control Room **can** detect both minor and major leaks. When homeowners activate their My Eddy Home mobile and/or desktop application, they will receive notifications when leaks are detected via push, text and email.

REAL-TIME REPORTING

All data collected by the technology is transmitted to the Eddy Home Control Room, and uploaded to each customer's account. Customers can access real-time reports to gain knowledge and make informed decisions about their water usage by logging in to their My Eddy Home App.

Statistics show that by providing reports, water consumption awareness is increased and has resulted in savings of up to 5%. Customers can login to their account via the My Eddy Home mobile and desktop application.

FEATURES CONT.

AUTOMATIC / REMOTE SHUT-OFF

When a leak is detected the customer has the capability to remotely shut-off their water supply using the My Eddy Home mobile or desktop application. If no action is taken, the Eddy IQ Meter will automatically shut the main water line preventing costly water damage.

SMART WATER METERING

Using ultrasonic technology, the Eddy IQ Meter can detect the flow of water every time you turn the tap. All readings are displayed on the My Eddy Home App where they are converted to valuable and easy to understand data. This will allow you to manage your water consumption and understand the real-time cost of your water consumption.

MY EDDY HOME APP

The My Eddy Home App is available in the App Store and accessible to users on their mobile and desktop devices. Features Include: 24/7 monitoring of water usage, instant notifications of leaks, remote shut-off/on capabilities, dispatching of plumbing services and more.

IMPORTANT: Inquire with your insurance provider for discounts available for homes equipped with leak prevention technology.

MY EDDY HOME APP



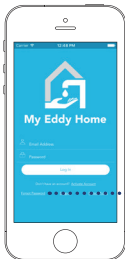
Once your Eddy Home products have been installed, you'll be able to monitor your water data using the 'My Eddy Home' App.

Download the App from the Apple App Store™ or Google Play™ using your smartphone or tablet.



If you prefer to use a computer, visit www.myeddyhome.com

INTERFACES & DESCRIPTIONS



LOGIN

MAIN DESCRIPTION

The Login page is where you will enter your email address and password to access your My Eddy Home account. Following installation, you will receive an email containing instructions on setting your password.

[FORGOTTEN PASSWORD](#)

If you can't remember your password, tap the 'Forgot Password' link and follow the instructions.

[HOME](#)

MAIN DESCRIPTION

The Home page gives you at-a-glance information about your usage and Eddy Home device(s). The illuminated bar around the home icon should show green and if there is an alert, it will change red to notify you.

- WATER TOGGLE

Control the flow of water to your property using the Water Toggle. This will turn your main valve off and on.

- VACATION MODE

Vacation mode better protects your property while you are away. With vacation mode enabled, your monitoring system becomes more sensitive to water use and more proactive in turning your water off.

INTERFACES & DESCRIPTIONS CONT.



COST

MAIN DESCRIPTION

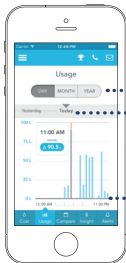
The Cost page gives you a summary of the total volume and cost of your water consumption over the current day, billing cycle or year. The gauge lets you know if you're on track to stay within your regional usage guidelines/tiers.

OPTIONS MENU

Use the options menu to switch between data ranges.

NAVIGATION MENU

Use the navigation menu at the bottom of the screen to access charts, comparison tools and more.



USAGE

MAIN DESCRIPTION

The Usage page shows detailed charting of your consumption for the current day, month or year.

OPTIONS MENU

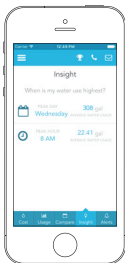
Use the options menu to select the data range you'd like to display.

DATE SELECTOR

Swipe right to view data from previous day, month or year.

TOOLTIPS

Tap on any line in the chart to display a tooltip containing precise readings.



INSIGHT

MAIN DESCRIPTION

Provides valuable insights tailored to the customers' profile and consumption habits.



COMPARE

MAIN DESCRIPTION

The Compare page allows you to compare your water consumption across two days or billing cycles.

OPTIONS MENU

Use the options menu to switch between data ranges.

DATE SELECTOR

Use the calendar buttons to select your dates for comparison.

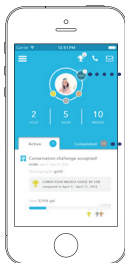
INTERFACES & DESCRIPTIONS CONT.



ALERT

MAIN DESCRIPTION

An alert will appear when My Eddy Home detects out-of-the-ordinary water usage. The pop-up provides important details about the alert as well as options for taking action.



CHALLENGES

MAIN DESCRIPTION

Game on! The Challenges page brings you water conservation missions tailored to your household's water usage. Complete daily and weekly missions and take your water savings to the next level.

ACCEPTING CHALLENGES

Tap the 'New' button to see any available challenges.

COMPLETING CHALLENGES

Tap the 'Completed' tab to see a history of your completed challenges.

SETTINGS, OPERATIONS & DEFINITIONS

DEFAULT SETTINGS

ACTION	DEFAULT THRESHOLD	DEFAULT TIME THRESHOLD
Continuous Low Flow	0.26 gal/min	40 minutes
Continuous Water Use	1.32 < gal/min	40 minutes
Extreme Water Use	10.5 < gal/min	15 minutes
Temperature Sensor	Programmable	Programmable

VACATION MODE

ACTION	DEFAULT THRESHOLD	DEFAULT TIME THRESHOLD
Continuous Low Flow	0.26 gal/min	10 minutes
Continuous Water Use	1.32 < gal/min	10 minutes
Extreme Water Use	19.8 < gal/min	5 minutes
Temperature Sensor	Programmable	Programmable

ALERT TYPES

NOTIFICATION	DESCRIPTION	ACTION
Continuous Low Flow	When a flow of 0.26 -1.32 gal/min is detected for 40 minutes.	My Eddy Home will alert you by sending you a text message, app notification and email. We will also contact you on the primary phone number and for safety reasons shut off your water after 20 minutes should the usage not return to 0 liters.
Continuous Water Use	When a flow of 1.32 gal/min or greater is detected for 40 minutes.	My Eddy Home will alert you by sending you a text message, app notification and email. We will also contact you on the primary phone number and for safety reasons shut off your water after 20 minutes should the usage not return to 0 liters.
Extreme Water Use	When a flow of 19.8 gal/min or greater is detected for 15 minutes.	My Eddy Home will alert you by sending you a text message, app notification and email. We will also contact you on the primary phone number and for safety reasons shut off your water after 5 minutes should the usage not return to 0 liters.

NOTIFICATION	DESCRIPTION	ACTION
Temperature Alert	When temperature reaches programed threshold.	My Eddy Home will alert you by sending you a text message, app notification and email.
Device Communication	When IQ Meter cannot connect to the Internet.	Refer to Troubleshooting instructions on page 27. If unresolved, call Eddy Home's Control Room for further assistance.

NOTIFICATION	DESCRIPTION	ACTION
Valve Toggle Off	When ball valve shuts off the main water line into the home.	My Eddy Home will alert you by sending you a text message, app notification and email. Remotely close valve from My Eddy Home App or manually on the Meter.
Valve Toggle On	When ball valve opens the main water line into the home.	My Eddy Home will alert you by sending you a text message, app notification and email. Remotely open valve from My Eddy Home App or manually on the Meter. Ensure you do not have a leak before opening.

TROUBLESHOOTING

MANUAL SHUT-OFF

MANUAL OPEN/CLOSE:

Button on the left of the Meter

Press and hold for Open/Close

METER'S NETWORK CONNECTION

PULSATING CYAN BLUE: **CONNECTED**

Eddy IQ Meter is happily connected to the Internet

BLINKING GREEN: **LOOKING FOR CONNECTION**

Eddy IQ Meter is trying to connect to the Internet

PULSATING DARK BLUE: **NOT CONNECTED**

Eddy IQ Meter is ON but not connected to the wireless network

BLINKING RED: **ERROR**

Eddy IQ Meter is unable to reach the Internet

CUSTOMER SERVICE

Once the Eddy IQ Meter is installed, it is designed to operate at optimal efficiency without interruption. In the case of any assistance, it is advised that you reference the Troubleshooting section of this Product Manual or contact **1-877-388-EDDY(3339)** for service.

PLUMBING SERVICE

Along with monitoring services, Eddy Home offers plumbing services in cases of emergency. Dispatch a plumber or one of our highly trained technicians through your My Eddy Home App or the Eddy Home Tech Support Line **1-877-388-EDDY(3339)**. Receive preferred rates on billable services for being a valued Eddy Home customer.

CONTACT INFORMATION

NAME & DESCRIPTION	EMAIL	PHONE NUMBER
Customer Service General customer service	info@eddyhome.com	1-877-388-EDDY (3339)
IQ Squad Product services	iqsquad@eddyhome.com	1-877-388-EDDY (3339)
Tech Support Dispatch services	tech@eddyhome.com	1-877-388-EDDY (3339)

ADDITIONAL PRODUCTS

EDDY H2O SENSOR

The Eddy H2O Sensor is a leak detection system designed to work with the Eddy IQ Meter to provide additional security. The H2O detects the ambient temperature, humidity and water making it a perfect solution for mold detection, HVAC breakdowns and floods. It communicates with the Eddy IQ Meter to provide the most comprehensive water detection system on the market.



EDDY SMART HOME SOLUTIONS INC.

www.eddyhome.com

CA-V5/06222016