



Dear customers, Thank you for choosing to install the Watrix system in your home.

The Watrix system is developed and manufactured in Israel and will protect your home from the peripheral damage of water leakage in your home's pipelines. Over 30% of households report experiencing water leaks, the Watrix system was developed to remove this concern from your life. Thanks to an artificial intelligence system, the system learns the water consumption pattern and alerts you in cases suspected of a leak.

System Operation

The system is installed on the main water pipe and monitors your household's water consumption 24/7. The system is fully independent, wireless, battery-operated (which lasts about 5 years), and contains a smart tap that stops the water supply in the event of a leak to reduce the extent of water damage. The system protects your home from the moment it is installed. When an abnormal event is detected, the system will send an alert according to the type of event detected, as described below. After that, the system will wait for the customer's instructions, (sometimes an unusual event is normal - for example, filling a swimming pool in the yard during the summer months). The waiting time for the customer's response varies according to the leak rate and if there is no response from the customer (or the contacts selected by him), the main tap will automatically close in order to stop the event. We perform a daily system check and monitor battery status and communication network so that the system is always available to you.

Important! Do not open the system enclosures - opening them may damage their opacity and void the warranty on the product.

Initial study period

The patterns of water consumption in each house are very different from each other, a house in which 5 people live consumes water completely different from a house in which only 2 people live. Watrix is a learning system that uses artificial intelligence. For 21 days from the date of installation, the system will formulate a unique water use profile for the customer. At the end of this period, the system will be able to identify and alert you to unusual water consumption events in the house quickly and efficiently.

Please download the Watrix app, from which you can set your contacts to receive alerts when an event is detected, set irrigation hours if there is a garden, and Activate an "AWAY" mode to increase the sensitivity of the system, and more.

System alerts

The system alerts you to 3 possible types of events:

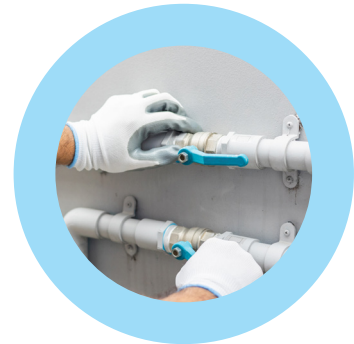
Pipe burst

This alert will be sent in an event of the highest severity level, this alert is due to the detection of high water flow (measured in gallons per minute). In this type of event, detection and response are quick, in order to minimize damage to your home as much as possible. In this situation, a quick alert will be sent to the customer informing them about the “pipe explosion”. The system will wait about a minute for a response and if no response is received, the main tap will immediately close.



Suspected leakage

A suspected leak alert is sent when Watrix detects a deviation from the normal water consumption patterns of the house, as opposed to an explosion in a pipe, the water flow (again, gallons per minute) is lower and does not at all resemble the amount of water in the explosion. Therefore, the system will wait longer until an alert is sent also for the contacts to respond to the sent alert, before operating and closing the main tap. The wait time is based on the nature of the customer and the desired level of sensitivity, and adaptive. If the flow has stopped, the system will send a message and will not close the water.



Small leak

A small leak is a leak in a very small amount (less than 0.08 gallons per minute) that lasts for a long time, sometimes it is a leaking faucet or a dripping toilet. but sometimes it is a hidden leak under the floor or inside a wall, a leak that without the system is discovered after a long time and after heavy damage to the structure has already been caused. A silent leak alert will be sent if the system detects a weak flow lasting more than 4 hours. If a silent leak is detected, the system will recommend performing a number of tests before inviting a professional to locate the leak.



To ensure that you receive alerts when needed, Watrix sends alerts in 3 ways:

1. Push notification – the first message sent to the homeowner and the contacts who downloaded the app
2. SMS message – a message sent to all contacts (even those who do not have the app)
3. Call center call – If the time has elapsed since the confessions are sent, without receiving a response, the system calls the selected contacts in order to alert and receive instructions on whether it is a normal event that should be ignored or an exceptional event that requires the immediate closure of the main tap.