MANAGE MY SOFTENER APP

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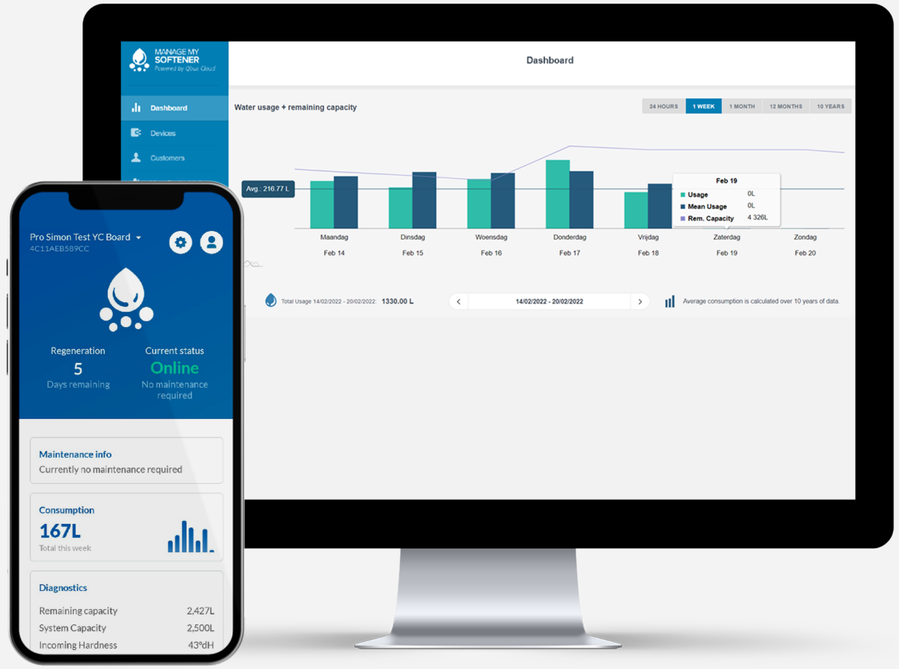
MANAGE MY SOFTENER

WHAT IS MANAGE MY SOFTENER?

Manage My Softener is **a cloud-based solution** for monitoring a water softener online. **Three levels** of users: OEM, installer, end-customer.

- **Platform:** for OEM & Installer
- **App:** for end-user & installer
- **Multi-language:** EN, DE, NL, FR, ES, IT, PL



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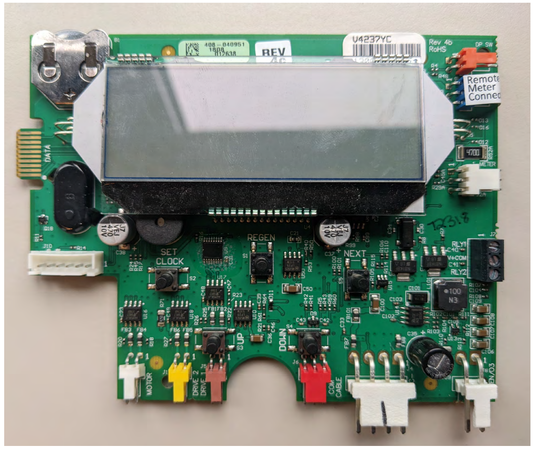
COMPONENTS

A WI-FI valve consists of:

- A main board that is compatible with WI-FI (this board is different from the standard boards)
- A daughter board / WI-FI module



A cloud-based platform to consult & modify your water softeners from a distance

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ONBOARDING CARD

This is your onboarding card. Scan the QR-barcode on the right to get started. Keep this QR barcode with you. You will also need it during the activation process.

- **Download the Manage My Softener app**
  Available on the App Store and on Google Play
- **Open the app and create an account**
- **Use the app to connect your unit to the Wi-Fi**
  The app will guide you through the process

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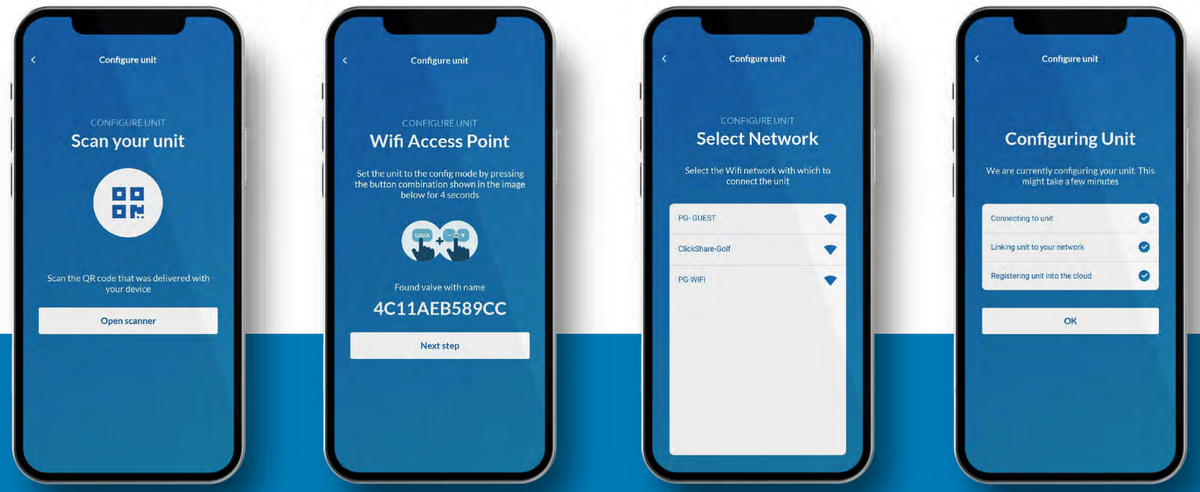
MMS APP
WIFI INSTALLATION

- Create Login
- Enable Bluetooth + Scan QR Code
- See WIFI valve Code & Press Next
- Select WIFI Network & Type in Wifi Password
- Wait for the valve to connect → DONE



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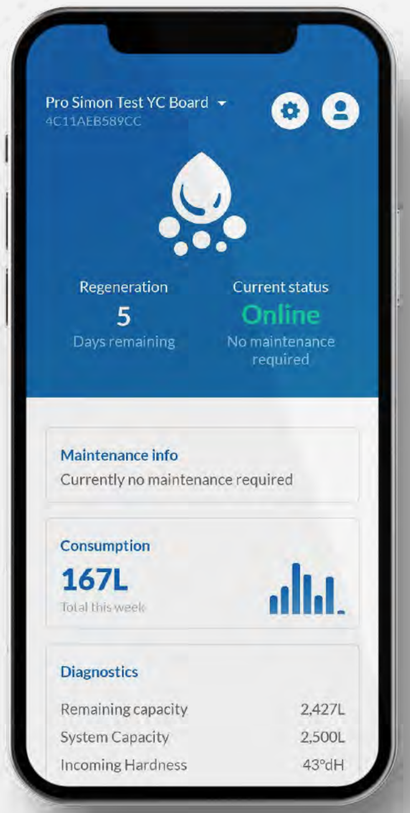
APP FUNCTIONALITIES

DASHBOARD

- Clicking on **Maintenance Info** will bring up more information on the status of the device and the installer
- Clicking on **Consumption** will give you an overview of your consumption, along with various flow graphs
- Clicking on **Diagnostics** will provide more information on the unit's settings and history
- On the next pages, we'll zoom in on each item



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APP FUNCTIONALITIES - MAINTENANCE INFO

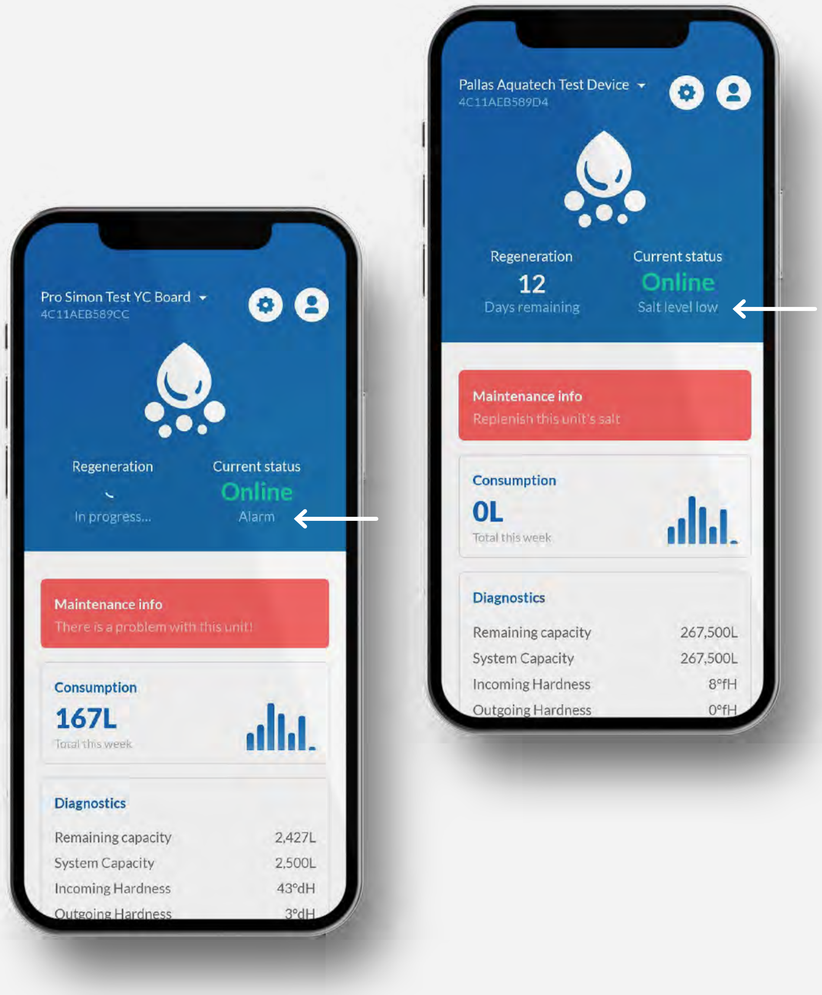
MAINTENANCE INFO

There are two reasons for possible maintenance:

- The valve has gone into error
- The salt level in your unit is low

In both cases, the Maintenance info tab will appear red and the status of the unit will change.

Furthermore, you will also receive a push notification on your smartphone. No more worrying whether your unit still has salt!



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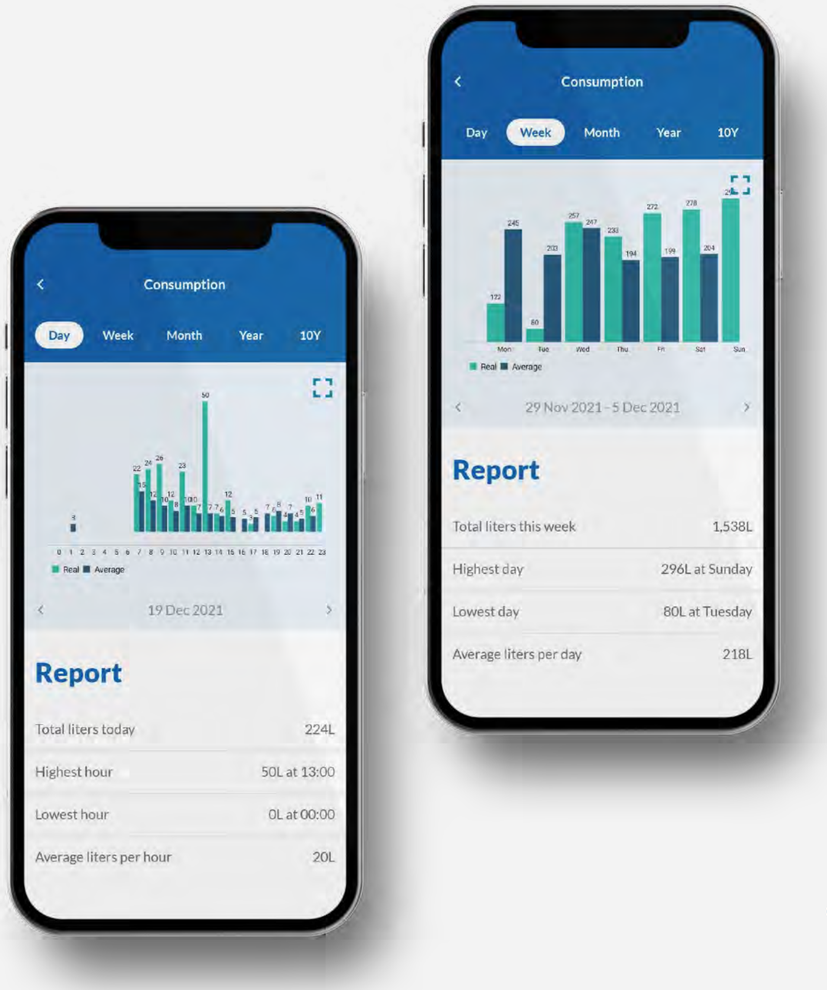
APP FUNCTIONALITIES - CONSUMPTION GRAPHS

GRAPHS

- 'When you press the 'Consumption' tab on the dashboard', you will get a detailed view of your past water consumption.
- There are 5 levels of viewing your water consumption, each of which is covered by a consumption graph + a short consumption report. The graph lists not only the actual consumption, but also the average consumption for that time period:
  - Day view: consumption per hour
  - Week view: consumption per day of the week
  - Month view: consumption per day of the month
  - Year view: consumption per month of the year
  - 10 year view: consumption per year



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APP FUNCTIONALITIES - CONSUMPTION GRAPHS

HISTORICAL USAGE

For each time frame, you can move back and forth by pressing the arrows on the left and right of the screen. This way, you can look back at historical usage.

This is how far you can go back:

- Day graph: hourly usage up to 90 days
- Week graph: daily usage up to 12 weeks
- Month graph: daily usage up to 3 months
- Year graph: monthly usage up to 2 years
- 10Y graph: yearly usage up to 10 years

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APP FUNCTIONALITIES - CONSUMPTION GRAPHS

LANDSCAPE MODE

You can also see each of those graphs in landscape mode:

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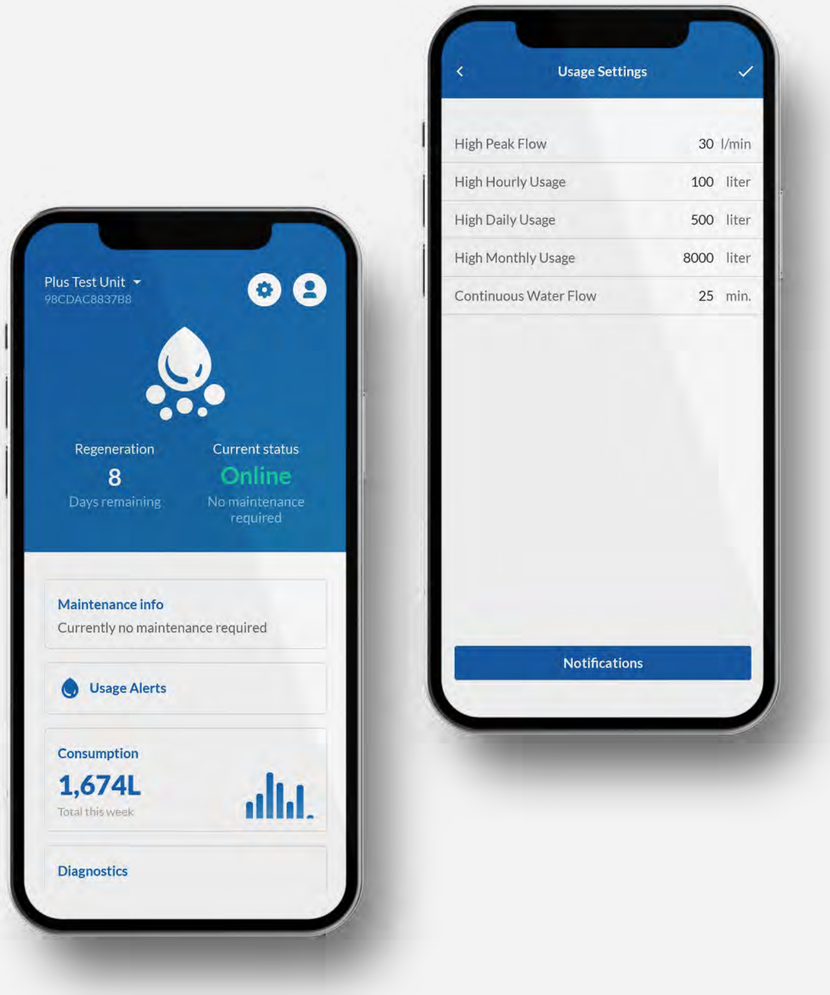
APP FUNCTIONALITIES

USAGE ALERTS

The usage alerts serve as a warning when you water consumption crosses a certain threshold. This threshold can be changed by the customer. A warning can be received by push notification and/or e-mail.



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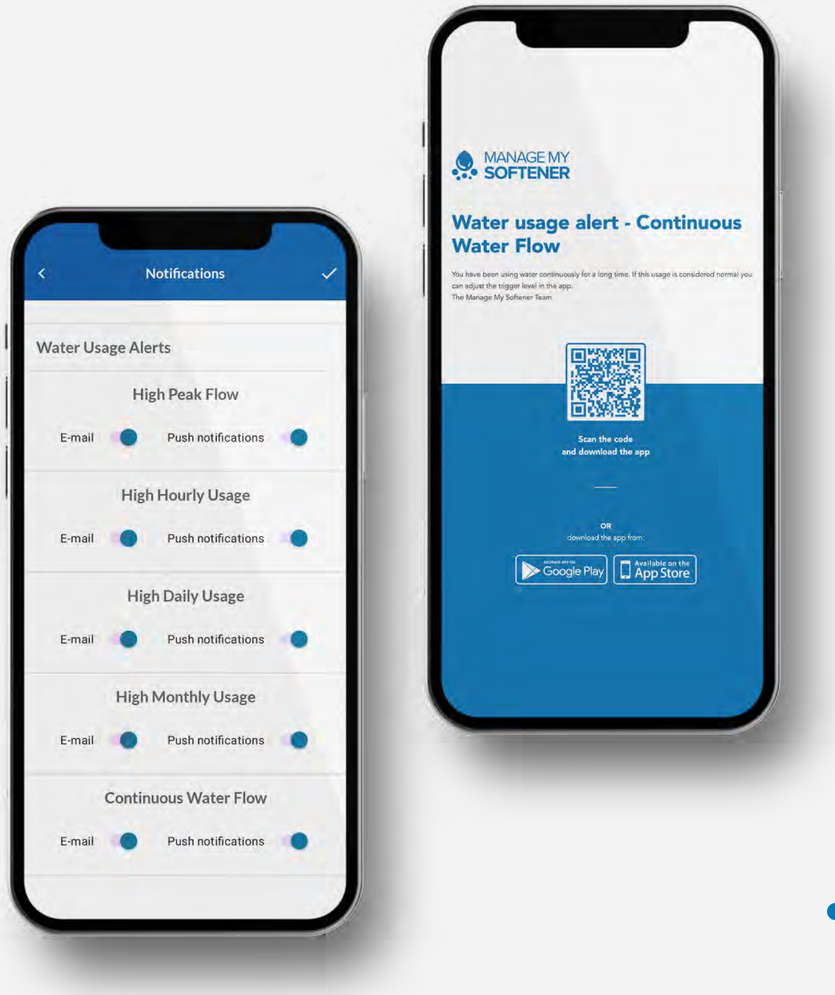
APP FUNCTIONALITIES

NOTIFICATION PREFERENCES

You can now choose whether you would like to receive a push notification and/or e-mail for various warning notifications. The warning can be a valve error, a salt error, a salt alarm, a service alarm or a usage alert.



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APP FUNCTIONALITIES

EXTRA

Added languages

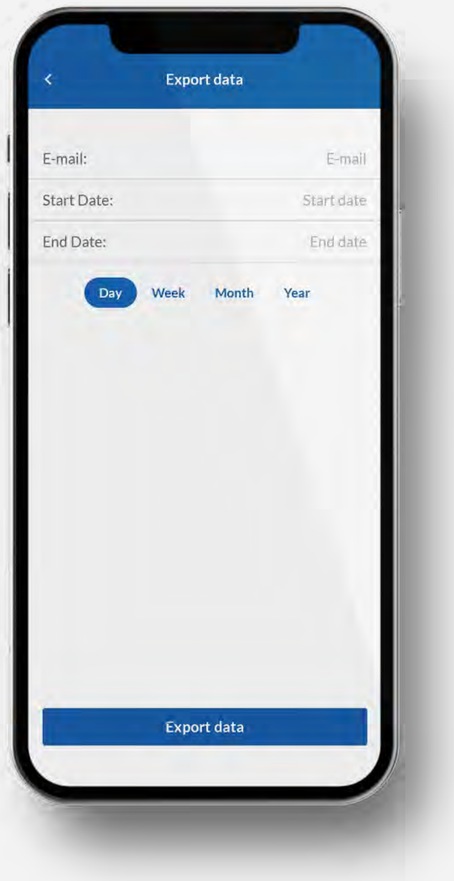
The app is now fully available in French, German, Dutch, English, Polish and Spanish. The language automatically changes depending on the phone's general language setting.

Start a regeneration

It is now possible for the user to start a regeneration through the app.

Data export

A CSV file can be requested that shows the consumption for a requested period of time.



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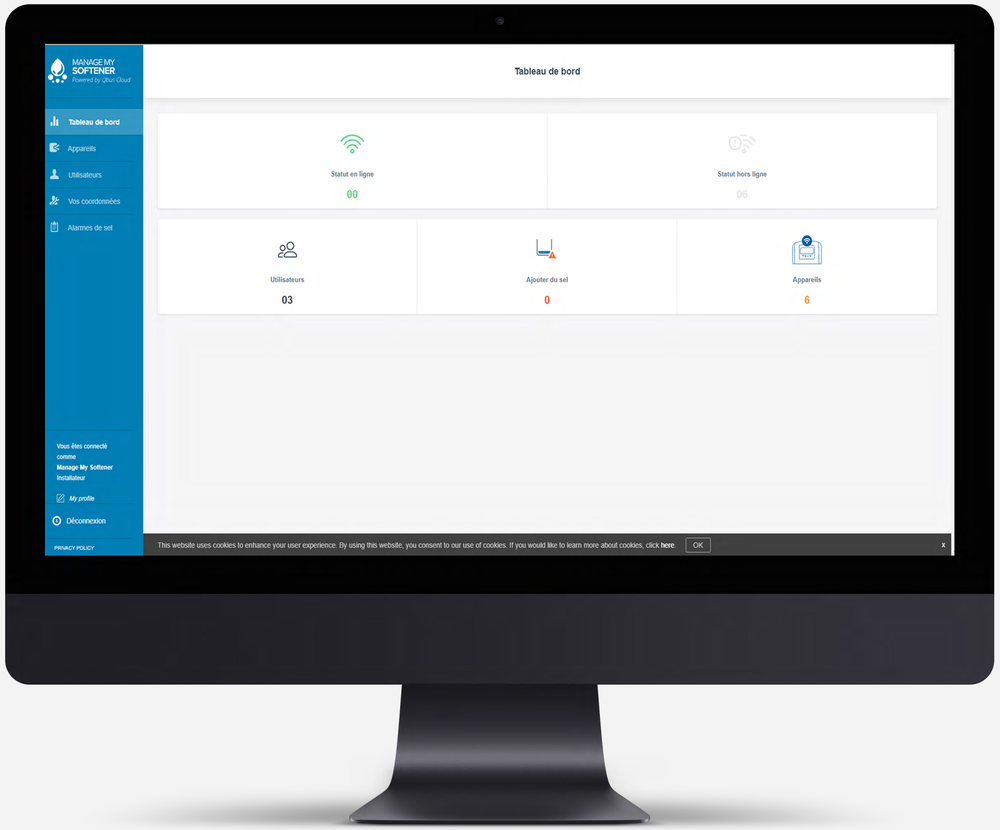
DASHBOARD

After logging in, you will see the dashboard page, which shows an overview of what is happening on the platform. Clicking on an icon will bring up details on the item.



- Number of online valves
- Number of offline valves
- Number of customers linked to the installer
- Number of devices that need salt refill
- Number of devices

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MAINTENANCE INFO

At the bottom of the dashboard page, you will find an overview of the most recent maintenance info. The maintenance info is a list of the last device error or salt alarm of each unit, kept for the last 7 days. This will give you a quick overview without needing to check each unit separately.

Last device error of the past 7 days. Click for more details

Device	Timestamp	Error code
4C11AEB58970	07/03/2022 15u48	No salt

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MANAGE MY SOFTENER

DEVICES

On this page you'll get an overview of all devices that are configured, along with the name of the customers they are linked to. Clicking on a device will bring up all the information on that device:

- Consumption graphs
- Device details
- Programming settings

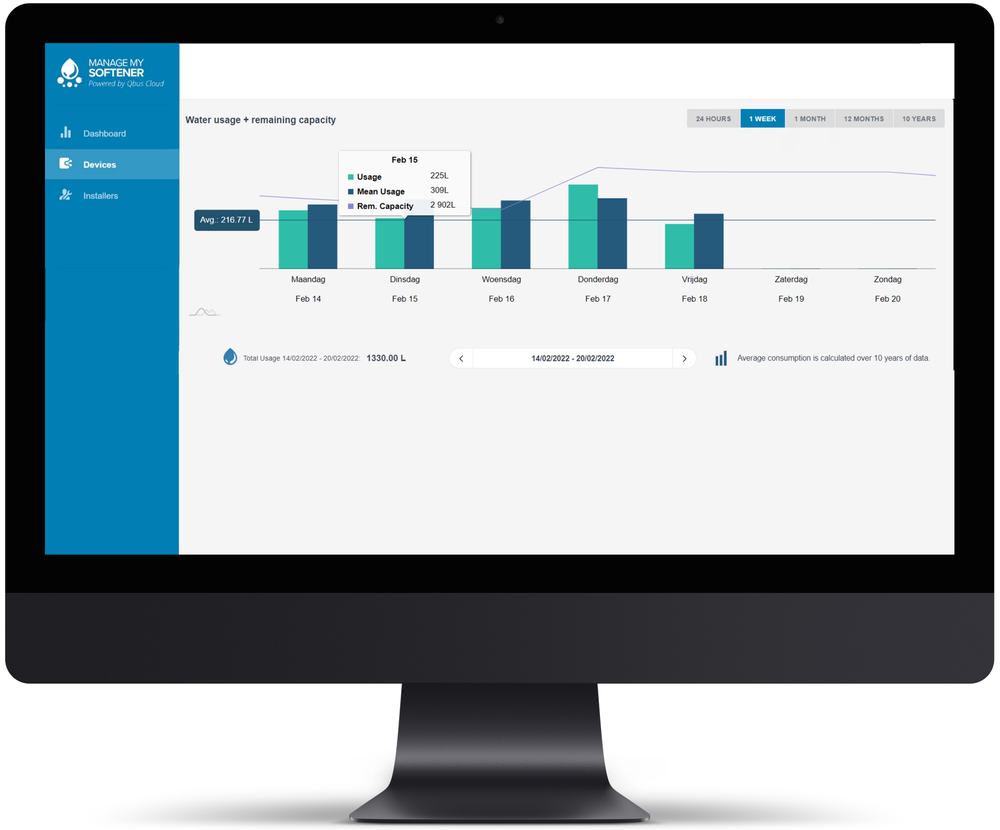
Serial Number	Customer	Software	Brand	Device	Registered at	Last access	Status
B038297272A9		300.02 D00	Clack	Pallas	09/12/2021 - ...	28/02/2022 - ...	Offline
B03829502569		1W1400.02	Water Right	Plus	16/07/2021 - ...	07/03/2022 - ...	Offline
4C11AEB589D4		300.02 D01	Clack	Pallas	05/10/2021 - ...	07/03/2022 - ...	Online
4C11AEB58970		300.02	Clack	Pallas	12/01/2022 - ...	07/03/2022 - ...	Online
F008D156645C		300.02	Clack	Pallas	18/01/2022 - 1...	18/01/2022 - 1...	Offline

MANAGE MY SOFTENER

CONSUMPTION GRAPHS

On this page you can track the consumption of the unit.
The consumption is split into 5 different graphs:

- **Day view:** consumption per hour for the last 90 days
- **Week view:** consumption per day of the week for the last 12 weeks
- **Month view:** consumption per day of the month for the last 3 months
- **Year view:** consumption per month of the year for the last 2 years
- **10 year view:** consumption per year for the last 10 years



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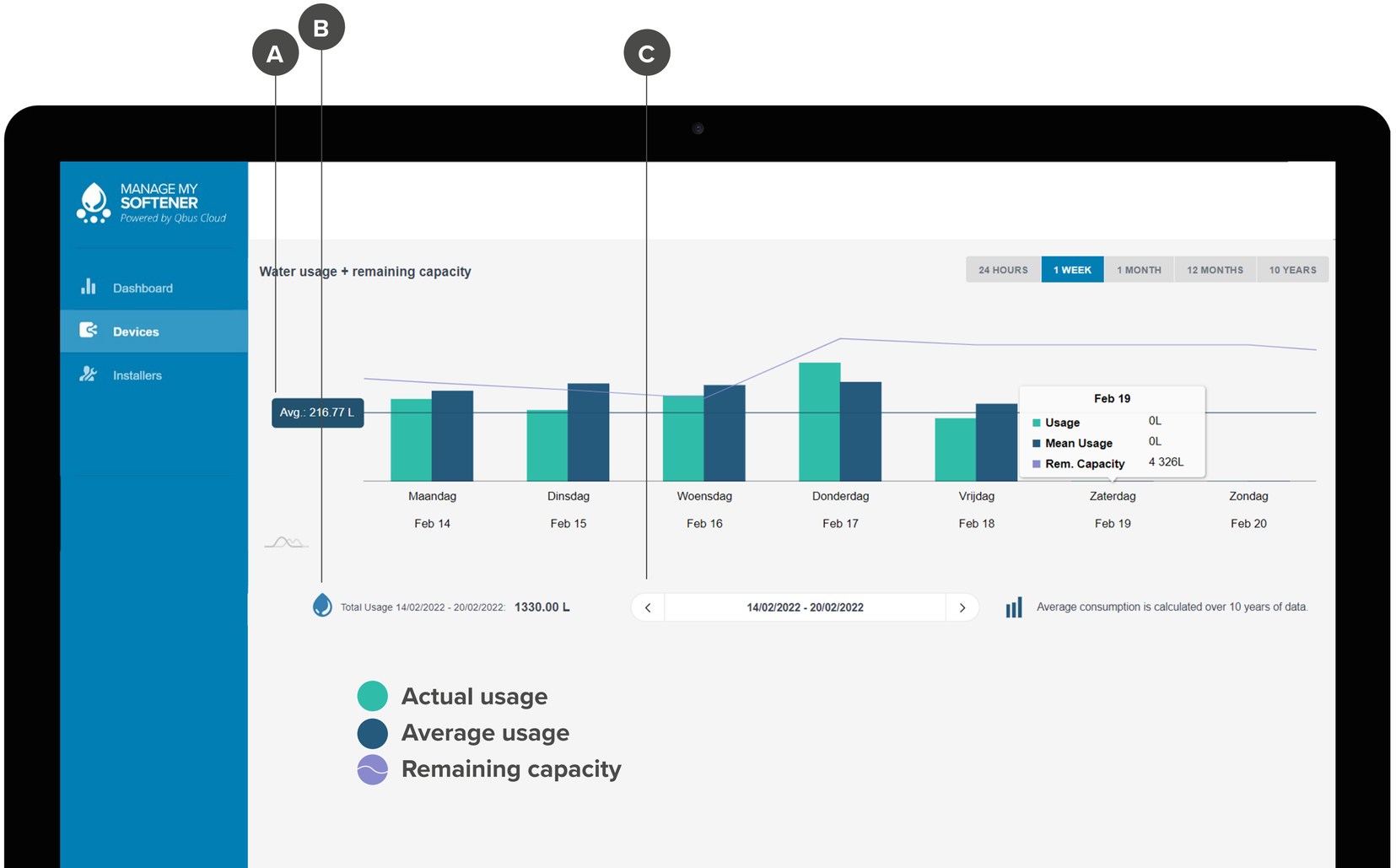
CONSUMPTION GRAPHS

WEEK VIEW

A Represents the all-time average per day

B Total usage for this week

C Using the left and right arrows, you can scroll through the historical usage. You can go back up to 12 weeks.

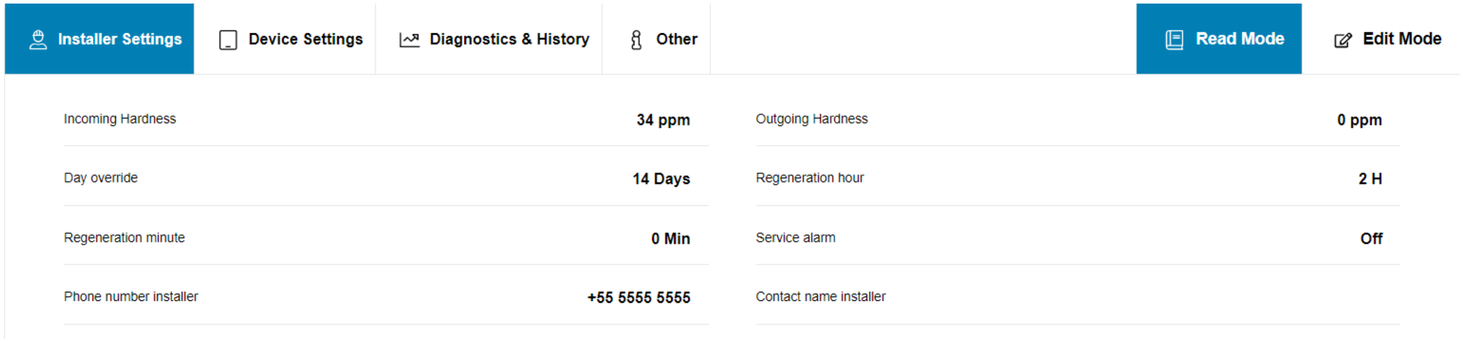


DEVICES

PROGRAMMING SETTINGS

It is possible to view almost all of the settings of the unit AND to change those settings over Wi-Fi as well.
The settings are split into 3 tabs in order to keep a neat overview. A final tab labelled ‘other’ allows you to add additional unit information.

Read mode



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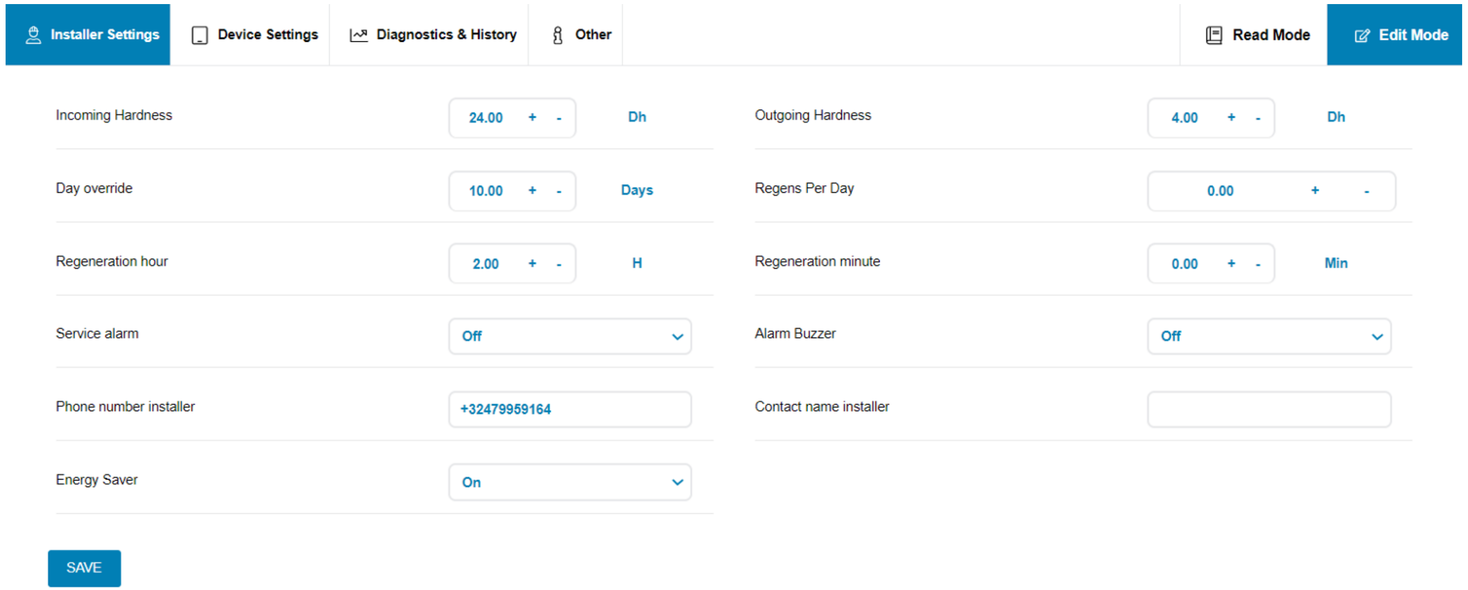
DEVICES

PROGRAMMING SETTINGS

Edit mode



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DEVICES

ERROR LOG

The platform keeps a log for each device. The logs could be divided in three categories:

- Disconnections of the valve
- Valve errors
- Salt alarms

Point of time	Description
24-02-2022 16u58	This device disconnected 1 time(s) during the past 12 hours.
22-02-2022 14u39	This device disconnected 1 time(s) during the past 12 hours.
22-02-2022 13u18	This device disconnected 1 time(s) during the past 12 hours.
29-01-2022 01u00	This device disconnected 1 time(s) during the past 12 hours.
23-01-2022 00u00	101: Valve Motor Output Energized - NOT SENSING VALVE MOVEMENT

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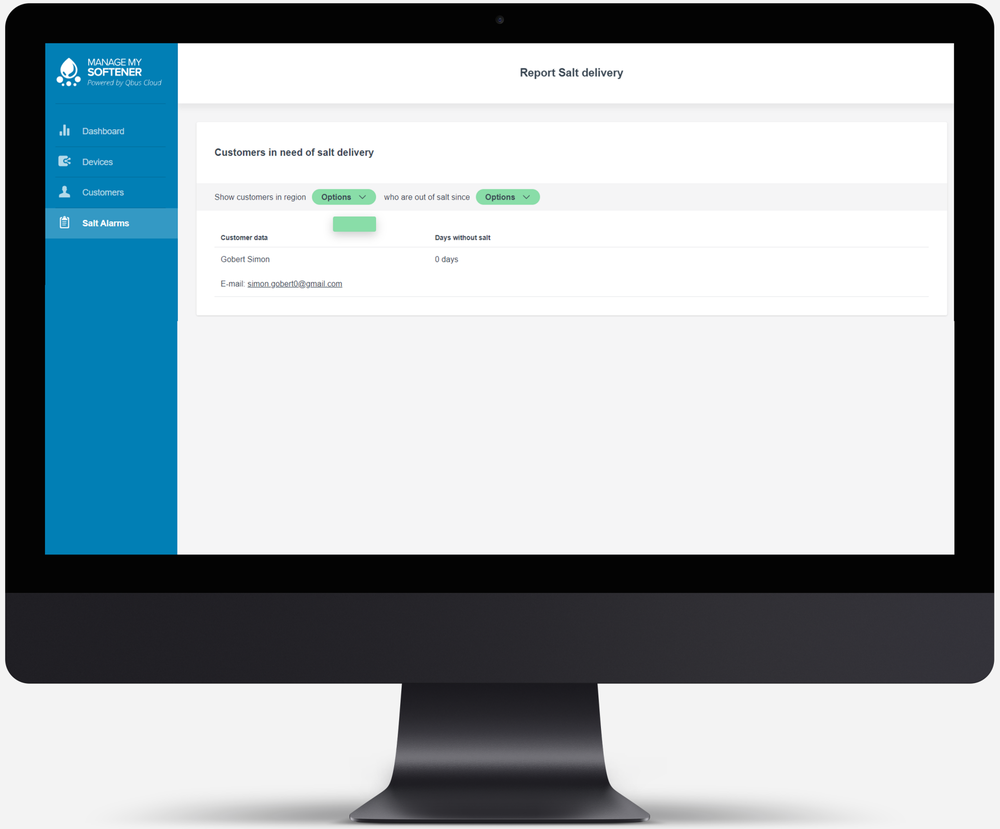
DEVICES

SALT ALARMS

As an installer, you get an overview of any units that have an active salt alarm. You can filter on a certain region or on the amount of days the unit is without salt.



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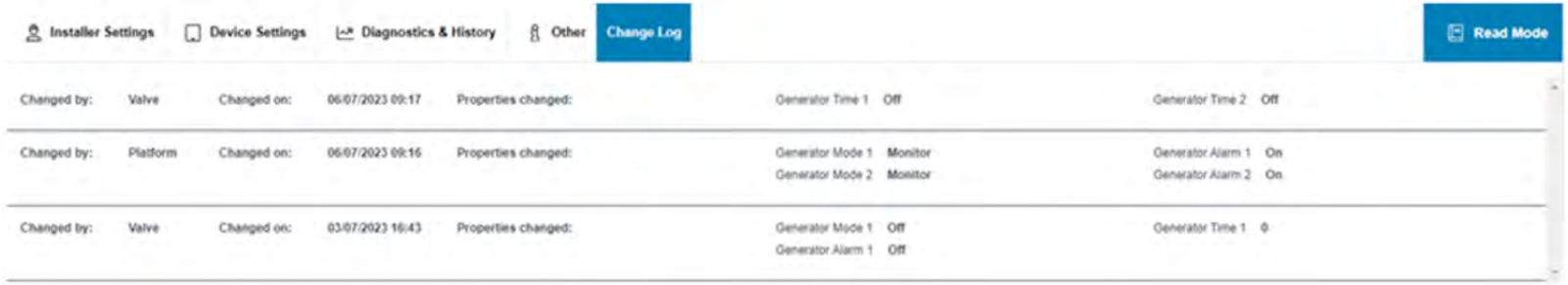
DEVICES

CHANGE LOG

The installer can now keep track of any changes that have been made on either the valve (end-user) or the platform (installer).



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PRODUCT UPDATES - MMS - BENEFITS

OEM

- Track consumption patterns
- Assist your customers
- Differentiate on the market

Installer

- Avoid unnecessary interventions (view & change settings online)
- Provide assistance and peace of mind to your customer
- Be informed of issues the moment they arise
- Track any programming changing

End-user

- Intuitive and user-friendly app
- Consumption awareness, tracking & notifications
- Notification in case of salt alarm or maintenance requirement
- Peace of mind: installer can follow-up!

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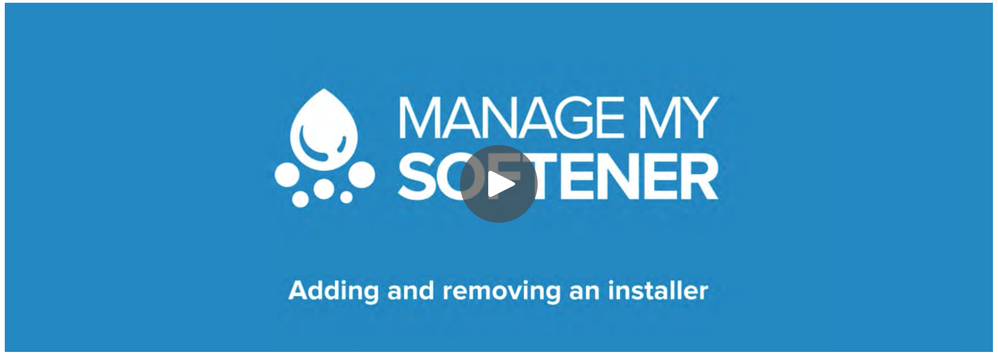
WEBSITE

FAQ - documentation & support videos

Go to the Manage My Softener website to see the latest updates:

- Revised Manage My Softener FAQ page
- Documentation in English, French, Dutch, German and Polish
- New video's on the Manage My Softener FAQ page



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