

# FlowStop® User Guide

If FlowStop® detects abnormal water flow or a drop in temperature and risk of freezing pipes, it will automatically shut off your water supply.



## If your FlowStop® goes into alarm:

FlowStop® will shut off your water supply, the display screen will show one of the following alarm displays:

- EL** No water has been used for the pre-set period of time and is a precaution to avoid water leaks when a property is unattended.
- EA** The flow rate has exceeded the pre-set maximum and has been identified as abnormal flow which could be a water leak.
- ET** Water has been flowing for longer than the pre-set maximum period which could be a water leak or a tap left running and unattended.
- EC** The temperature near the pipes has dropped below the pre-set threshold and there is a risk of freezing pipes.
- EH** A leak detection device such as a FlexiPad® or sensor cable connected to your FlowStop® and has detected a water leak.

## What to do next:

If your display is showing **EL** it is just a precaution and it is safe to simply reset your FlowStop® and the water supply will return.


If your display is showing **EA** or **ET** you should check immediately for water leaks or unattended running water. Most leaks will be in areas such as bathrooms, kitchens, utility rooms and cupboards. **NOTE: you should only reset the system when the problem has been checked and resolved.**

If your display is showing **EC** increase the ambient temperature by turning the heating up.

If your display is showing **EH** your leak detection device has detected a water leak and you should investigate immediately. The leak will be found at the leak detection device location. **NOTE: you should only reset the system when the problem has been checked and resolved.**

## How to mute the alarm and reset your FlowStop®:

Press the MUTE button  on the control panel once to stop the audible alarm.

Press and hold the MUTE button  for 3 seconds to reset the system which will turn the water supply back on or simply push your remote wireless switch if applicable.

## If you have a water leak:

You should leave the water supply off until the leak is fixed. You will need to call a qualified plumber or contact your building management company.



Making water sustainable for  
a cleaner and safer environment.

