

# Perth LDU Installation Program

Homeowner Support

## How the Phyn LDU works

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- **Please note that the Phyn LDUs require Wi-Fi connectivity and pairing with a smart device (e.g., phone, or tablet) to finish the setup. If this step is not completed, the unit will not work**
- Phyn LDUs use sensors to continuously monitor the home's plumbing system. When the LDU detects unusual water activity, it will send the homeowner real-time alerts via the Phyn app
- During the first month following installation, the unit monitors and learns the typical water usage within the home. Auto water shutoff is disabled by default during this period until the LDU has enough knowledge to determine when it is appropriate to shut off the water
- During the learning time and for the first few months, the LDU may identify a few normal water events as potential leaks, and the homeowner may receive a number of notifications indicating variances in flow measurement and pressure drops, these are likely to be because of the normal plumbing operations
- To help the system learn the home's unique plumbing faster, **the homeowner should label water events as appliances or valve movements i.e. taps or garden hose, so it knows the pressure and flow pattern is normal water usage**
- Once it has enough information about the home's water use, usually within two to three weeks, the auto water shutoff will be enabled
- You will appreciate that your LDU could identify all types of plumbing issues in your home. Therefore, if during a leak identification by a plumber, it is determined that the leak is not an Eligible Plumbing Failure, you will need to organise and fund the remediation work for that leak.

## What happens if a plumbing failure occurs after LDU?

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Two scenarios may occur here. You will need to undertake the following activities before you call your builder under either of them:

### Your water has been shut off:

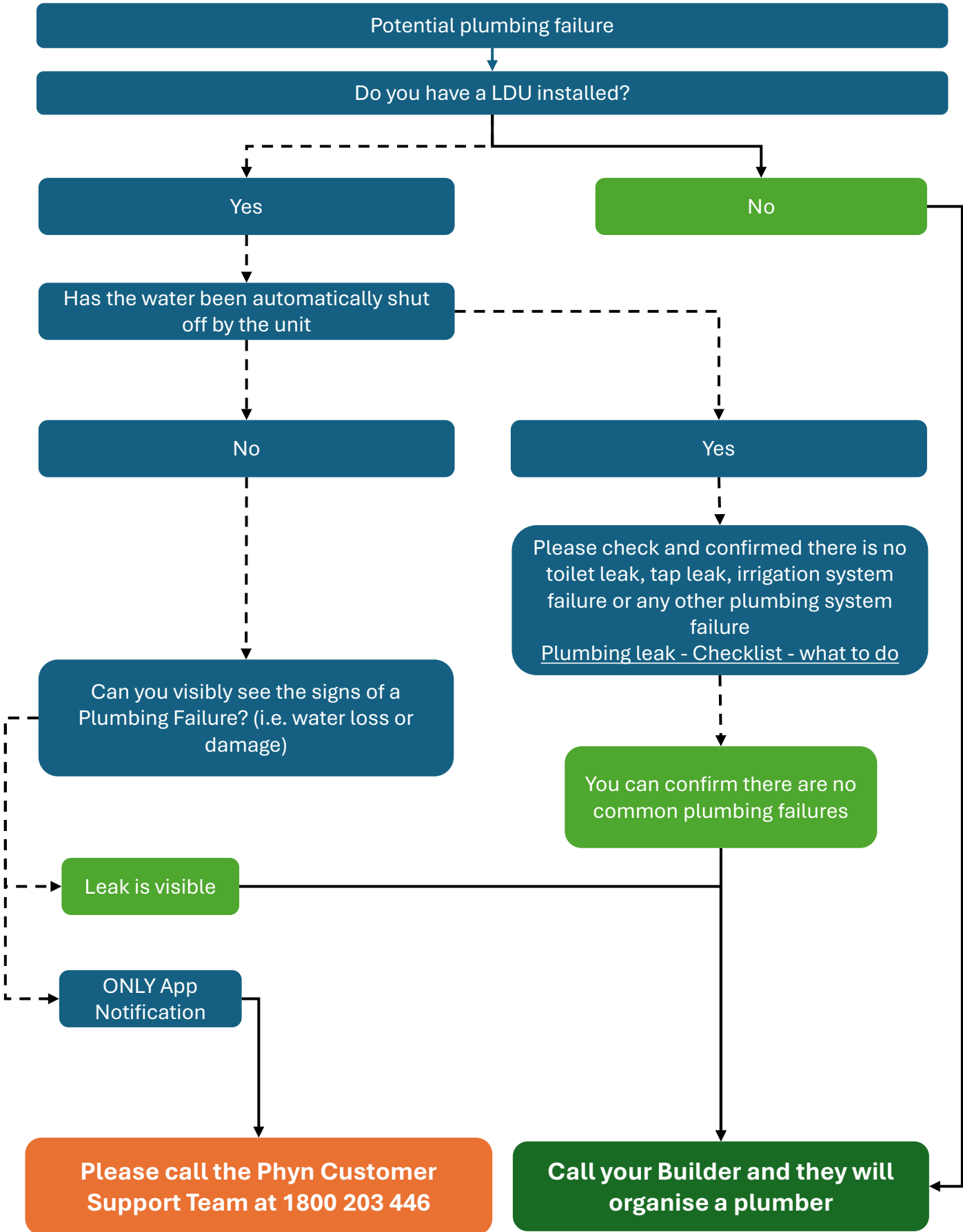
- Please keep the water off
- Look for visible water around the home:
  - If an obvious source can be found and corrected (e.g. open tap, running hose), there is no need to call your builder. However, you should consider calling your plumber if you cannot fix the plumbing failure
  - If it is clear that it could be a Typlex Plumbing Failure (e.g. damp wall or ceiling) or no source can be found, please call your builder

### App notification (flow or pressure) is received, but your water has **NOT** been shut off:

- Look around your home for an obvious leak source. Examples of common sources could be dripping showers, toilet flappers, dripping taps, leaking irrigation systems, small drip leaks, amongst others
- If you cannot find the source of the leak and do not know the cause of the notification, please use the 'plumbing check' feature within the Phyn app and contact the Phyn Customer Support team at 1800 203 446 (available 8 am to 5 pm AWST) or visit the Phyn website help centre where support resources are available: [helpcenter.phyn.com/help](https://helpcenter.phyn.com/help)

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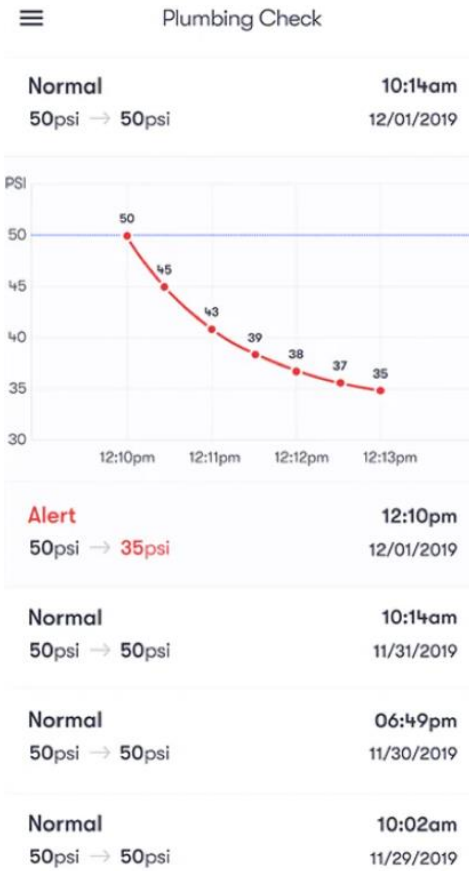
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## Examples of Phyn App Notifications and Alerts

### Flow Alert



### Plumbing Check Alert



### Pressure Drop Alert

