Quandify



Quandify Water Grip

Product manual

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Introduction

Thank you for choosing the Quandify Water Grip, a smart, non-invasive water monitor designed to help you detect leaks and track water usage with ease.

- **Leak detection**
  Get instant alerts if there's a leak anywhere in your home (or in a specific room, depending on where you place it).
- **Track water usage**
  See how much water you're using - hourly, daily, weekly, or monthly in the Quandify App
- **Save water (and money)**
  Set your own usage goals, spot unusual water habits, and find ways to cut down on waste.
- **Peace of mind while you're away**
  Whether you're on vacation or at work, you'll know right away if something's wrong.
- **No tools, no plumber**
  The device simply clamps onto your pipe. No cutting, drilling, or plumbing experience needed.

What's in the Box



Item	Description
1x Quandify Water Grip	The main device
1x Quick Start Guide	Simple setup guide to get you started
1x Allen Key	A small, practical tool included to easily secure or adjust the Water Grip on your pipe.
1x Pipe Ruler	A helpful measurement tool used to check your pipe diameter, ensuring the device fits correctly.
2x Batteries	For powering the device

Quandify App

The Quandify App is your smart companion for the Water Grip. It lets you see what's happening with your water usage, get leak alerts, and manage your settings - all from your phone.

- **Track water usage**
  See how much water you're using - daily, weekly, monthly or yearly.
- **Live data view**
  View real-time water flow, temperature, measurement quality, and session volume directly from your Water Grip*.
  See demo.
- **Get instant leak alerts**
  If a leak is detected, the app notifies you immediately so you can take action.
- **Acknowledge and clear leak alerts**
  Stop the alert and mark it as seen, directly in the app.
- **Check device status**
  See your device's connection status and available updates.
- **Change settings**
  Change Wi-Fi, notification settings etc.
- **Installation instructions**
  The app will guide you through all necessary steps to help you succeed with installing the device at your home.

*Live data is currently only available over a local Bluetooth (BLE) connection and requires access to the Water Grip to activate.

Download to get started
Available in the App Store or Google Play.

> **Tip:**
>
> Keep the app updated to get the latest features and improvements.

Installation

Where to install

Main water inlet (optimal)
Usually located in a utility room, basement, or near the main water meter. This setup lets you monitor all water usage and detect leaks anywhere in the house.



Image: Visualisation of Water Grip on main water inlet pipe.



Image: Visualisation of Water Grip on main water inlet pipe.

Kitchen
Install one or two devices (hot and cold) to the water pipe(s) leading specifically to your kitchen fixtures, such as the sink, dishwasher, or other kitchen appliances. This helps monitor kitchen water usage and immediately detect leaks or problems specific to this area.



Image: Visualisation of two Water Grip devices installed on water pipes under kitchen sink.

Bathroom

Install one or two devices (hot and cold) on the water pipe(s) supplying your bathroom fixtures, like the toilet, shower, bathtub, or sink. This allows you to closely track water consumption in your bathroom and quickly receive alerts if leaks or unusual water usage occur.



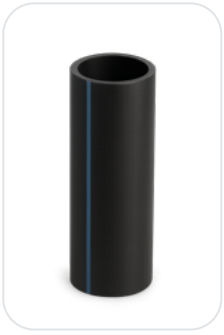
Image: Visualisation of two Water Grip devices installed on water pipes in the bathroom.

Laundry room

Install a device on e.g. the cold water pipe connected to the washing machines to monitor its water usage.

Supported pipes

Type	Description	Diameter (mm)	Example	Required firmware
Copper	Red-brown metal pipe. Common in older houses and apartments. Sometimes painted in visible installations	15, 16, 18, 22, 28		0.74.1
Chrome	Shiny silver-colored metal pipe. Common in bathrooms, usually supplying toilets, showers and sinks with hot and/or cold water	15, 18, 22, 28		Any
Stainless steel	Silver-colored steel pipe. Corrosion resistant pipe that is found in modern houses or apartments	22, 28		0.74.1
Galvanized steel	Dull grey or silver, with occasional rust near fittings. Typically seen in older houses	21.3, 26.9		0.74.1

Type	Description	Diameter (mm)	Example	Required firmware
Universal PE-X	Flexible, semi-transparent, white plastic pipe from LK Systems. It is bendable by hand. Common for hot- and cold water installations in houses and apartments	16, 20, 25, 32		Any
Multi layer PAL	White stiff plastic pipe from LK Systems. It bends but keeps its shape. Common for hot- and cold water installations in houses and apartments	16, 20, 25, 32		Any
Universal PEM	Black plastic pipe with a blue stripe running along its length. Common as main water inlet in villas or summer houses	20, 25, 32		0.84.0
Aquatherm SDR 74S	Green plastic pipe. Often used as main water inlet in villas, summer houses and in outdoor water installations	16, 20, 25, 32		0.92.0
Aquatherm SDR 11S	Green plastic pipe with a blue stripe running along its length. Often used as main water inlet in villas, summer houses and in outdoor water installations	25, 32		0.92.0

Type	Description	Diameter (mm)	Example	Required firmware
Multilayer EMMETI Gerpex	White stiff plastic pipe from Emmeti. It bends but keeps its shape. Common for hot- and cold water installations in houses and apartments.	16, 20, 26		1.0.19
Multilayer EMMETI Gerpex RA	White stiff plastic pipe that bends but keeps its shape. Common for hot- and cold water installations in houses and apartments.	16, 20, 26		1.0.19
Multilayer EMMETI Alpert	White stiff plastic pipe that bends but keeps its shape. Common for hot- and cold water installations in houses and apartments.	16, 20, 26		1.10.3

⚠ **Unsupported pipes** ⚠

The Water Grip is designed to work with the most common rigid or semi-rigid domestic water supply pipes. However, certain pipe types are not currently supported due to construction, material flexibility, or surface geometry that prevents reliable sensor coupling.

Examples

- **Flexcore-type flexible stainless steel hoses**
  Highly flexible metal hoses commonly used to connect fixtures and appliances.
- **Braided flexible hoses**
  Rubber or EPDM inner tube wrapped in a stainless steel or textile braid- typically used for faucets, toilets and appliances.

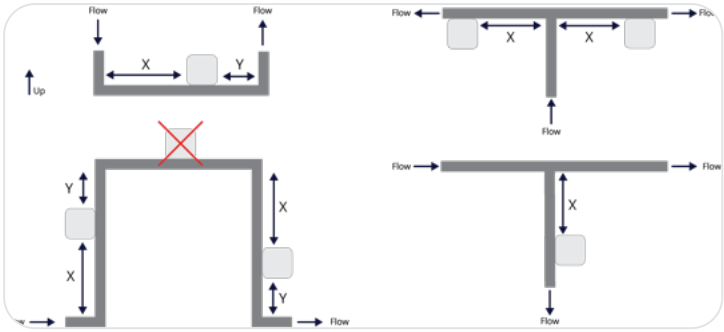


- **Non-pressurised water pipes**
  Any non-pressurized, or waste-water piping.
- **Garden hoses**
  Garden hoses or temporary water supply hoses that lack rigidity.
- **Irregular profile pipes**
  Any pipe whose outer surface prevents stable sensor mounting.

Preparations

Optimal placement

For optimal performance, install the Water Grip as far away from any pipe bends/elbows as possible to prevent flow turbulence that can occur in a water pipe.



X = Distance from pipe bend/elbow
Y = Distance to pipe bend/elbow
D = Pipe outer diameter

Distance	Optimal distance	Example: Copper 22 mm
X	10 × D	220 mm
Y	5 × D	110 mm

Preparing the pipe

Before installation, make sure that the pipe is:

1. **Clean**
   Wipe away any dirt, dust, or oil so the pipe is completely clean.
2. **Undamaged**
   Look carefully to make sure there are no dents, cracks, or damages.
3. **Free from corrosion**
   Check that there's no rust or corrosion. Remove any rust/corrosion if possible using sandpaper and/or solvent.
4. **Not painted**
   Ensure the pipe surface is bare metal or plastic, with no paint or coating. If any paint exists, remove using a proper solvent.

⚠ ⚠ **Important - Wi-Fi signal:**

Note: Do not install the Water Grip inside a closed metal box or cabinet. Metal enclosures act as a Faraday cage and can block the Wi-Fi signal, preventing alerts from being sent.

How to install

1. **Download the Quandify App**
   Available in the App Store or Google Play.
2. **Add your Water Grip in the app**
   Create an account and add your device (+).
3. **Follow the installation instructions**
   The app will guide you through the steps.

Device operation

Power options

Two different sources of power are supported.

Battery

- Suitable for flexible installation locations

USB-C

- For continuous operation without battery changes

Normal operation

The device enters normal operation mode when:

- The device has been successfully added in the Quandify App, and it appears as Active.
- All installation steps have been completed according to the in-app instructions.

During normal operation, the Water Grip continuously:

- Measures flow rate and temperature at least every second to maintain high-resolution monitoring.
- Updates consumption data o in the Quandify App over WiFi according to the consumption update schedule shown in the table below.
- Detects and alarms for any potential leaks immediately, with notifications displayed in the Quandify App.
- Tracks water usage patterns over time and logs them for viewing in the app.

Power source	Update frequency (WiFi)	Data resolution
Battery or USB-C	Every hour	High

Check device status

See if the device is functioning correctly.

How to check

1. Press the Button once.
2. Check the LED and refer to the LED description table below.

LED description

Color	Behaviour	Description	Action required
Blue	Blinking	Configuration mode	Configure the device using the Quandify App
Green	Blinking	Device ready to be installed on a pipe	Follow the installation steps in the Quandify App
Green	Solid	Successfully mounted on the pipe and connected to Wi-Fi	Follow the installation steps in the Quandify App
White	Blinking	Connecting to Wi-Fi	-
Yellow	Blinking	Leak detected	Check for leakages. Details about the detected leak is shown in the Quandify App.
Purple	Blinking (fast)	The device is being updated and some functions are temporarily disabled	Wait until finished the LED turns OFF. This process can take up to a couple of minutes. Do not disconnect the power source.
Red	Solid	The device is not working properly	Contact technical support
OFF	-	The device is either running in Normal operation or powered off	See Check device status

Device updates

The Water Grip can be updated automatically over Wi-Fi to keep up to date with the latest improvements, features, and security fixes.

How it works

The device will check for available updates when sending data to the Quandify App. How often depends on the power source (see Normal operation).

Power off

To power off the device, simply remove the batteries and unplug the USB-C cable (if connected).

Resetting the device

> ⚠ **Important** ⚠
>
> - A reset cannot be undone. Ensure you want to erase all data before proceeding.
> - All settings, including Wi-Fi configurations and usage data, will be deleted
> - You will need to reconnect to Wi-Fi and reconfigure the device

How to reset

1. **Unplug the power source**
   Remove batteries
   Unplug USB-C cable (if connected)
2. **Press and hold down the Button**
3. **Plug in the power**
   Insert the power source (batteries or USB-C) while pressing down the Button
4. **Hold for approximately 5 seconds**
   Wait until the device beeps.
5. **Release the Button**
   The LED should blink BLUE indicating that the device is ready to be configured (see LED description)

Leak Detection

> ⚠ **Important** ⚠
>
> If the Water Grip isn't properly installed, or if the pipe contains air/water mix, the device cannot reliably detect leaks.

How it works

The Quandify Water Grip continuously monitors your water flow to identify leaks, helping you quickly respond to potential water damage. Examples include a leaking toilet, leaking dishwasher or if a water pipe bursts.

Notifications

The device instantly alerts if a leak is detected in different ways:

- **Beeping**
  It makes a clear beep sound.
- **LED**
  See LED description.
- **Push notification in the Quandify App**
  Notification in your phone.

> ⚠ **Important** ⚠
>
> - A detected leak significantly increases power consumption compared to normal operation. As a result, the batteries may drain much faster than expected during and after a leak event.
> - If the Water Grip has detected a leak, it requires checking and replacing the batteries once the situation has been resolved.

Acknowledging a leak

If a leak is detected, the device will alert until the user acknowledges the leak. This can be done in two ways:

- Acknowledge the alarm in the Quandify App
- Acknowledge by pressing the Button
  - Press once to wake the device up
  - Press again to acknowledge the leak

Technical specifications

Battery	2 × AA Non-rechargeable
Battery Life	Up to 3 years*
External Power	USB-C (5 V DC, 1 A)
Weight	~282 grams (excluding packaging)
Dimensions (mm)	Width: 57, Height: 65, Length: 85
Connectivity	Wi-Fi 6 (802.11ax, 2.4 GHz) Bluetooth 5 (BLE)
Environment	Indoor use only
Water temperature	0.1°C – 70°C
Temperature accuracy	±2% max
Supported liquids	Water
Leak detection	**High water usage / pipe burst** 33.3 L/min over 90 seconds **Unusual water usage** 0.33 L/min** over 45 minutes. **Hidden leak** Water flowing without pause for 24 hours***, even below 0.08 L/min**.
Data update frequency	1 hour
App compatibility	iOS 15.1 or later, Android 8+

*Battery life depends on data usage, connectivity conditions, and environmental factors.

**Depending on device installation quality.

***Requires connection to WiFi / Quandify cloud

Troubleshooting

Issue	Action
Device won't connect to Wi-Fi	Ensure that your Wi-Fi router is configured to 2.4GHz.
I cannot see any data in the Quandify App	Check the device status (see Checking device status) How often data is updated depends on the power source (see Normal operation)
The device beeps at regular intervals, what does that mean?	The device has detected a leak (see Leakage detection) or The battery is low (see Replacing batteries)
Battery drains quickly	Battery life depends heavily on the frequency of detection of leaks, Wi-Fi connections, LED and beeper action. Contact technical support if the problem persists.

Safety & Maintenance

- Keep the device away from extreme heat or moisture.
- Clean with a dry cloth—do not submerge.

Frequently Asked Questions

See FAQ.

Support & contact Information

For help, visit the Quandify website or contact our support team:

- Email: support@quandify.com
- Website: quandify.com/support/water-grip