Quandify

MANUAL

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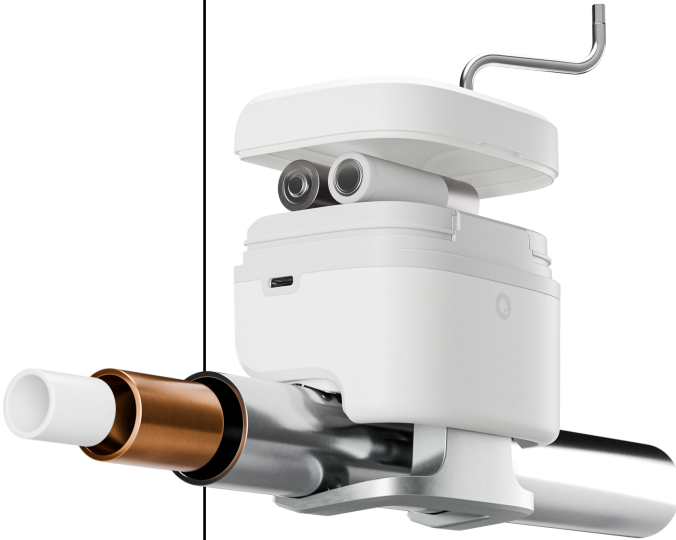

Introduction

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 - 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.

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- **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.
- **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.

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.

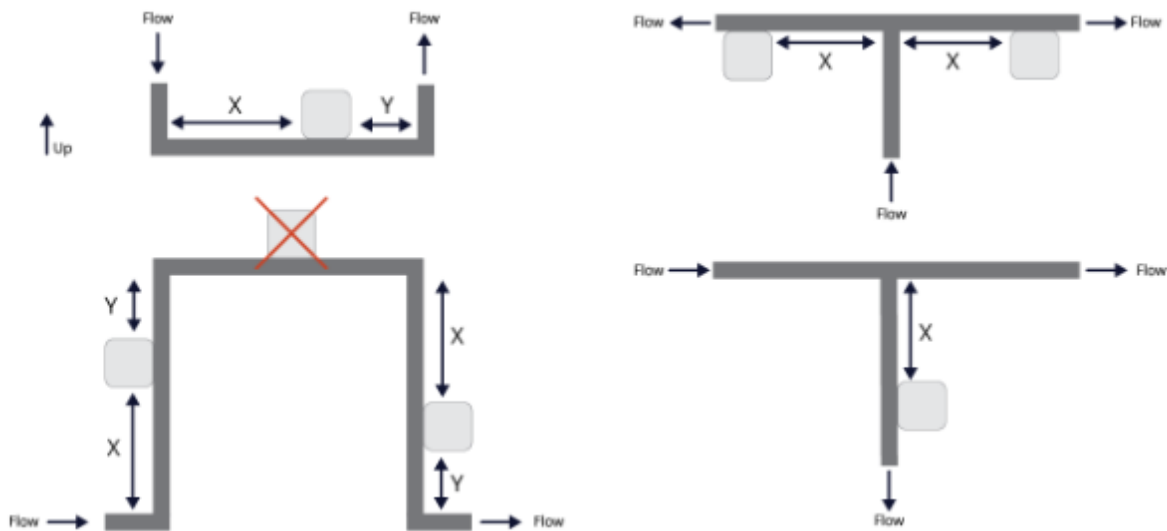*Image: Visualisation of Water Grip on main water inlet pipe.*

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Supported pipes

Type	Description	How to identify	Dimensions(mm)	Example
Metal: Copper	Strong metal pipe	Hard, reddish-brown color	15, 16, 18, 22, 28	
Metal: Chromed Copper	Copper pipe with shiny chrome coating	Smooth, shiny silver color	15, 18, 22, 28	
Metal: Stainless steel	Steel alloy with chromium and sometimes nickel to prevent rust	Smooth, shiny silver color	22, 28	
Metal: Galvanized steel	Steel pipes coated with a layer of zinc to prevent corrosion	Dull grey or silver, sometimes mottled	21.3, 26.9	
Plastic: PEX	Flexible plastic pipe	Easy to bend, usually white	16, 20, 25, 32	

Plastic: Multi-layered PAL	Plastic pipe with metal layer inside	Stiffer than PEX, usually white or grey	16, 20, 25, 32	
Plastic: PEM	Flexible plastic pipe commonly for cold water	Black with a blue stripe	20, 25, 32	

Preparations

Optimal placement

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

X = Distance <u>from</u> pipe bend/elbow

Y = Distance <u>to</u> pipe bend/elbow

D = Pipe outer diameter

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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.

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.

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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
- Recommended if the device is placed near a power outlet

Normal operation

During normal operation the device will:

- Measure water consumption and temperature
- Continuously check for water leaks (see *Leak detection*)
- Send instant alerts if a leak is detected
- Send consumption data to the Quandify App over Wi-Fi

Power source	Update frequency	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.

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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	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.

![Quandify logo]

🔴 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.

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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

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Water temperature	0.1°C – 70°C
Temperature accuracy	±2% max
Supported liquids	Water
Leakage detection	**Type 1** 0.5 L/min over 45 minutes **Type 2** 33.3 L/min over 90 seconds
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.

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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.

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FAQ (Frequently Asked Questions)

Question	Answer
How does the Water Grip work?	The Water Grip uses ultrasonic and temperature sensors to measure the flow rate in a water pipe. This data can then be used for detecting leakages (see *Leakage detection*)
Do I need a plumber to install it?	No! It's completely DIY-friendly.
What certification does the Water Grip have?	CE