

Pure Freude
an Wasser



USER GUIDE

GROHE SENSE GUARD
GROHE SENSE
GROHE SENSE APP



Version 1, June 2020.

Latest version available at help.grohe-sense.com.

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1. INTRODUCTION

Congratulations on your new GROHE Sense water security system! Now your house is equipped with a reliable solution for every day, where you no longer have to worry about water damage.

The system consists of two smart devices, GROHE Sense and GROHE Sense Guard, and a smartphone app GROHE Sense. Each of the devices can be used individually, if more devices are installed in property, they all work together to provide a higher level of water security.



GROHE SENSE GUARD – THE SMART WATER CONTROLLER

GROHE Sense Guard water controller is installed on the mains water pipe. It literally sees all the water passing by, checks for unusual water use and tracks water consumption. When it detects a leak, it can shut off the water supply automatically to reduce consequential damage. It detects even very small leaks, so that you can take action, before the leak becomes bigger.



GROHE SENSE – THE SMART WATER SENSOR

GROHE Sense water sensor detects the presence of water, tracks temperature and humidity and alerts you automatically when an issue is detected. It can also trigger GROHE Sense Guard to automatically shut water off.



GROHE SENSE APP – PERSONAL WATER MANAGEMENT APP

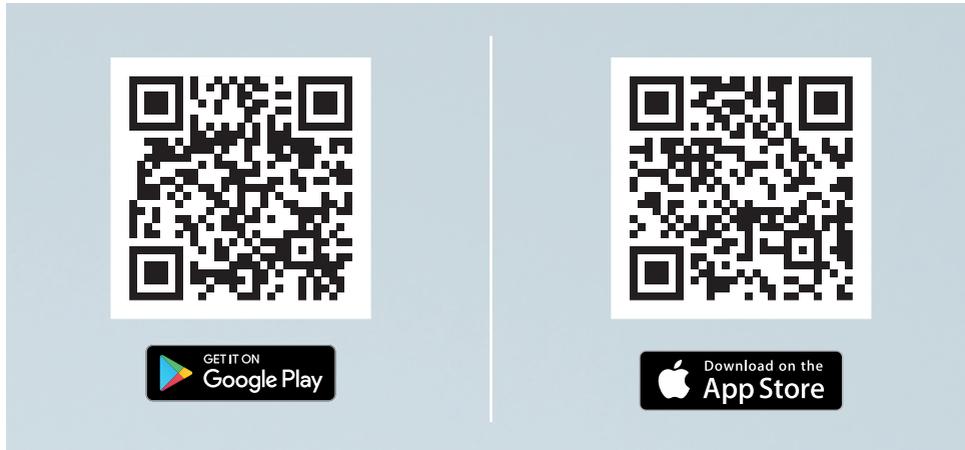
GROHE Sense app is your control tool for all GROHE Sense water security devices. The app shows the latest status and measurements of the devices, delivers alarms and warnings, lets you change the settings of the devices and manage your account preferences.

2. GETTING STARTED

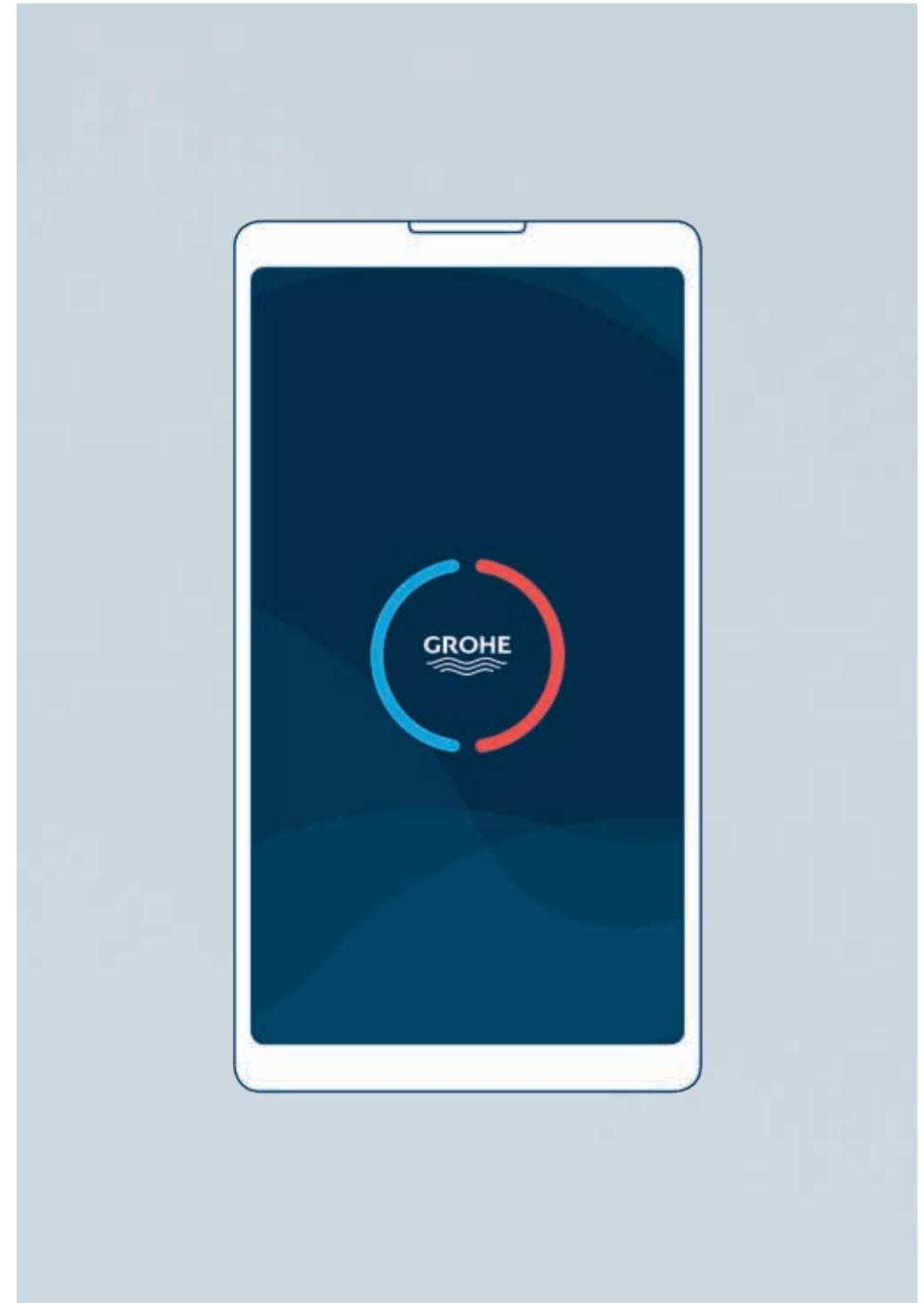
2.1. SET UP YOUR ACCOUNT

2.1.1. DOWNLOAD GROHE SENSE APP

To download the app, open the Google Play Store or Apple App Store on your smartphone and search for "GROHE Sense", or scan the QR code below.



- GROHE Sense app is compatible with operating system versions Android 6.0+, Apple iOS 10+.
- During the installation process, the requested permissions need to be granted to the app to function correctly, especially the permission to send push notifications to alert you in case of detected leaks.
- It is possible to download and run the app on a tablet, but for the best user experience we recommend the use on smartphones.



2.1.2. CREATE A NEW USER ACCOUNT

To create a new user account, open the GROHE Sense app and follow these steps:

1. On the introductory screen, tap the “Sign up” button to start.
2. Fill in the registration form and tap the “Sign up” button.
3. Go to your e-mail account to open the automatic e-mail sent to you. Activate your account by clicking on the link “Confirm e-mail address”.

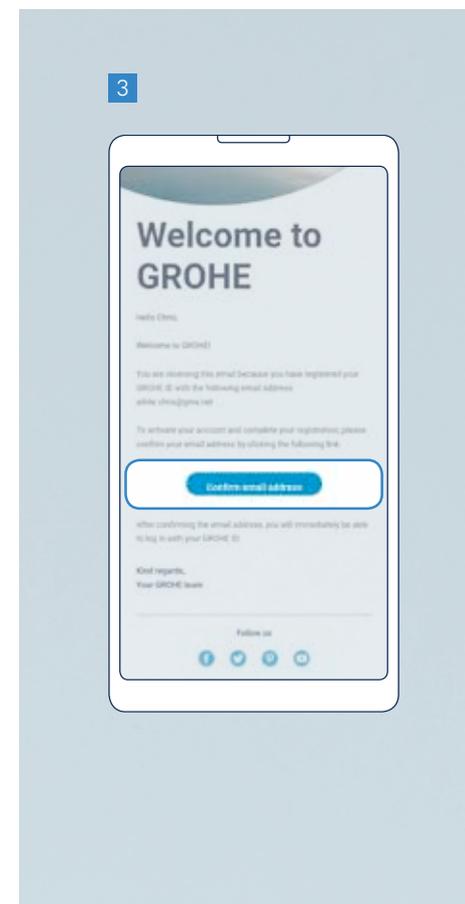
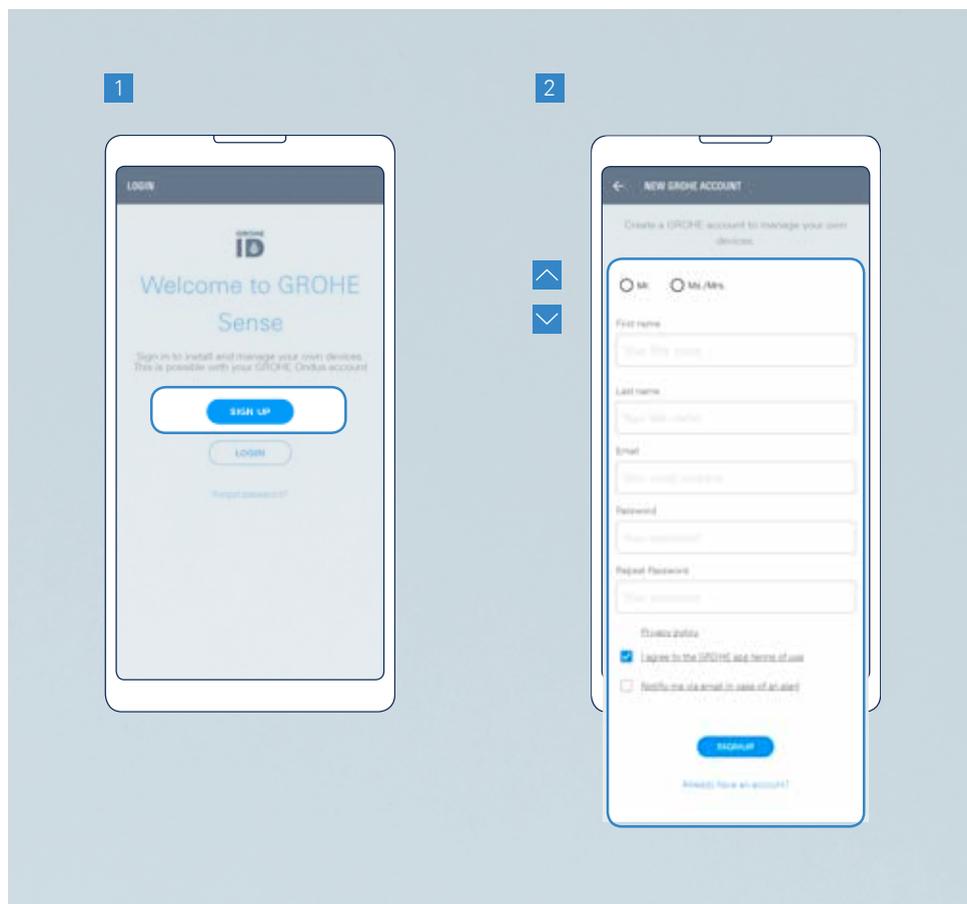
From now on your user account is ready and you can log into the GROHE Sense app.

Make sure to remember your e-mail address and password.

CAN I CONNECT THE DEVICES TO MULTIPLE ACCOUNTS?

CAN I USE MY ACCOUNT ON MULTIPLE SMARTPHONES?

GROHE Sense and GROHE Sense Guard can be linked only to one account in the app. If you would like to access the account on multiple devices, this is possible – you can be logged into the GROHE Sense app with the same account on multiple smartphones in parallel. Same information will display on all phones – data is stored in the GROHE Sense Cloud, not on your mobile device.



NOTE:

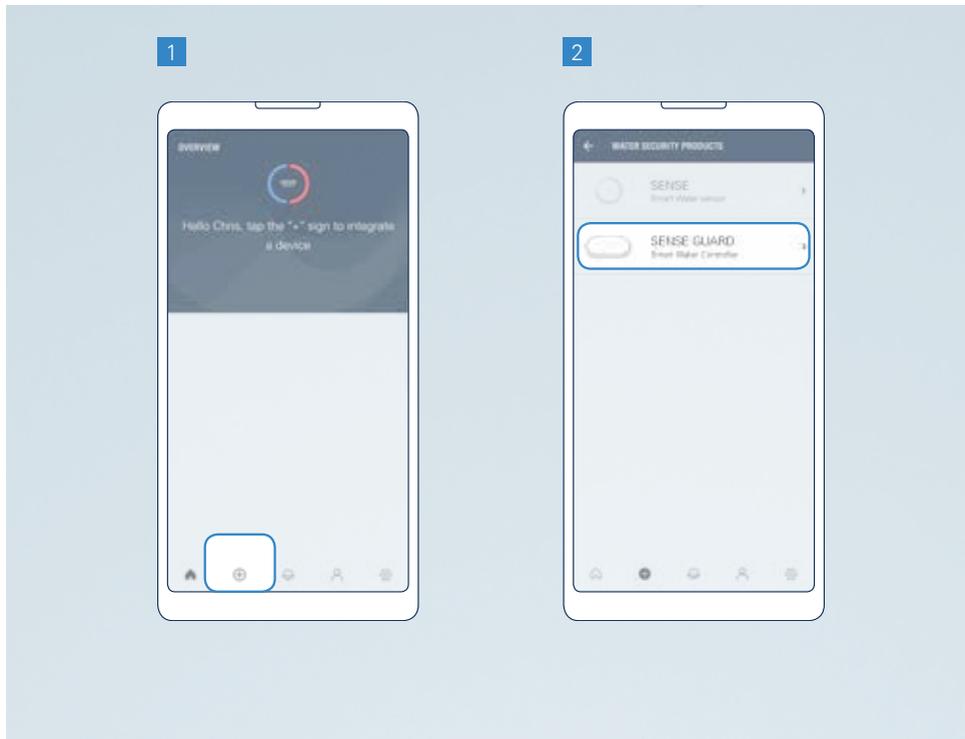
- The password needs to be at least 10 characters in length and contain one small and one capital letter, one number, one special character.
- The activation link in the e-mail is valid for 24 hours. After expiration of this time period, you can trigger a new activation link. For this, you need to try logging in with your chosen account credentials in the GROHE Sense app.

2.2. CONNECT THE DEVICES TO YOUR WI-FI NETWORK

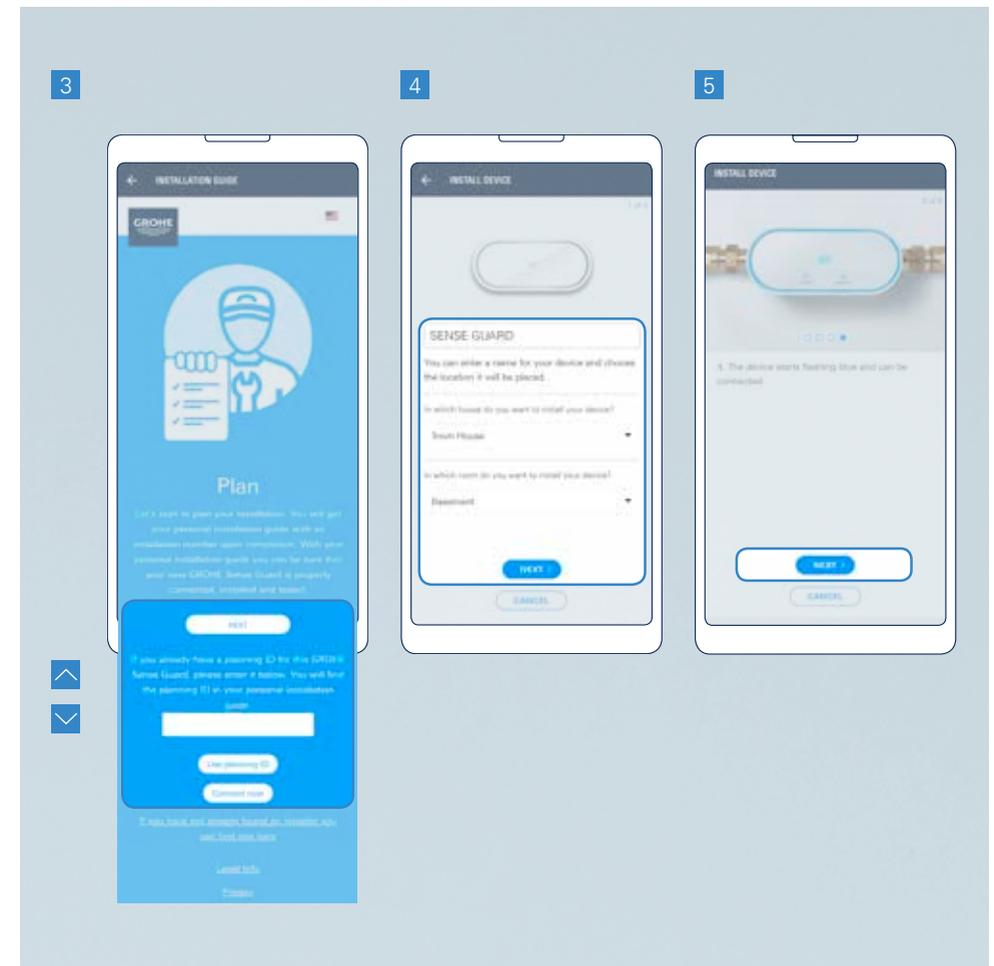
2.2.1. CONNECT GROHE SENSE GUARD

To connect GROHE Sense Guard to your home's Wi-Fi network, follow these steps in the GROHE Sense app:

1. Tap the (+) button in the bottom part of the screen to start adding a new device.
2. Select the device type: GROHE Sense Guard.
3. Select one of the 3 options suitable to your case:
 - **Recommended:** Start the planning phase of the installation guide by tapping the button "Next".
 - **If planning is already done:** Continue with your personal planning ID from the personal installation guide by tapping the button "Use planning ID".
 - **For experts only:** Continue without a planning ID by tapping the button "Connect now".
4. Enter a name for your device, and assign it to a house and a room in the house. If you haven't created a house or a room yet, you will be automatically requested. Tap the button "Next".



5. Activate your device for Wi-Fi integration according to the instructions on the screen.
 - Plug in GROHE Sense Guard, wait a moment, and then press the "CONNECTION" button. The device starts flashing blue and the connection button light changes from orange to blue. The device remains available for Wi-Fi connection for 10 minutes.
 - If your device does not start flashing blue, it is not ready for Wi-Fi integration. Try to reset the device.

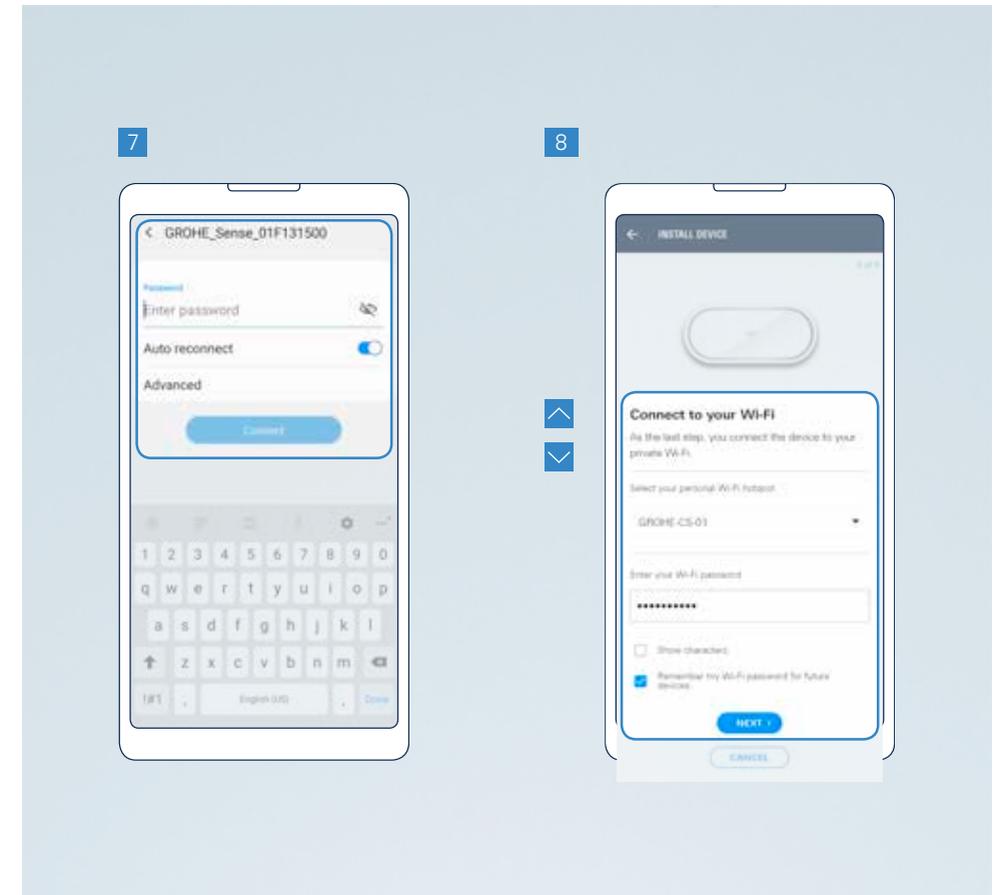
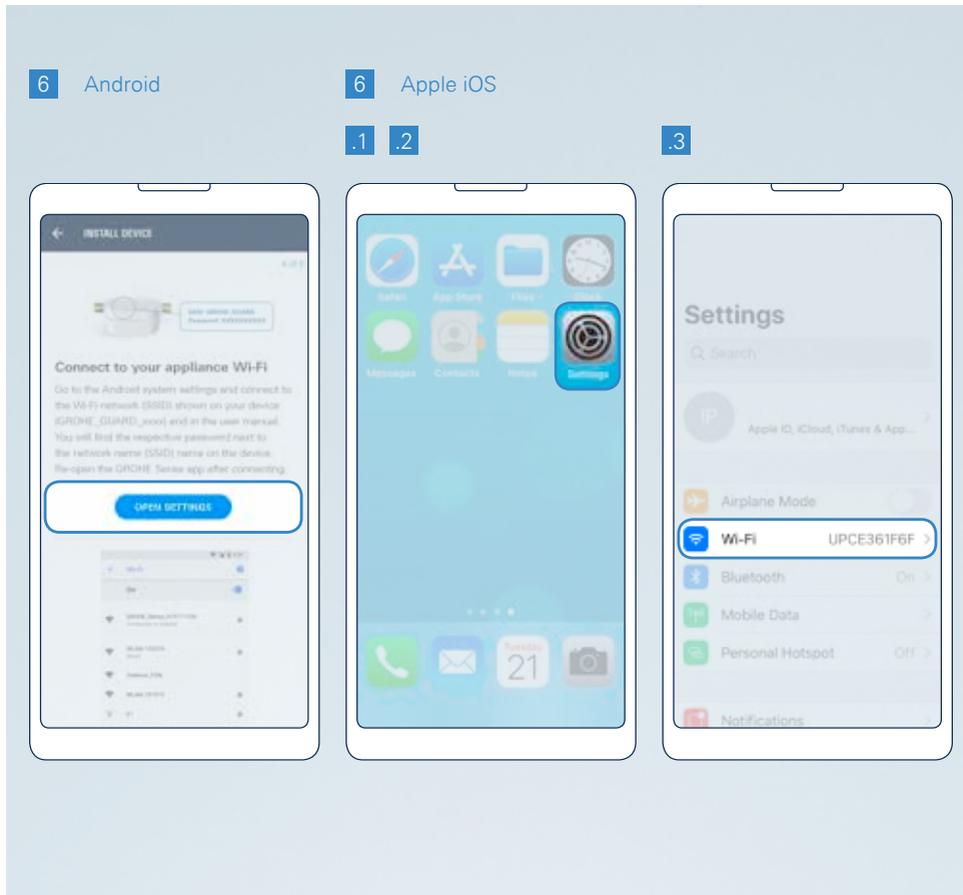


6. Go to your phone's Wi-Fi settings.
 - Android users: tap the button "Open settings" in the central area of the screen. If this doesn't work, follow the instructions for Apple iOS.
 - Apple iOS users: go to your phone settings and open the Wi-Fi settings in the following steps:
 - 6.1. Open the home screen.
 - 6.2. Open the settings.
 - 6.3. Click on Wi-Fi.
7. Connect your phone to the device via Wi-Fi. The network name and password can be found on a sticker on the device (by the power cable), and also on the cover page of the product manual.
 - If your device does not appear here, try to reset the device.

8. Return to the GROHE Sense app and enter the credentials of your home's Wi-Fi network to connect your device.
 - If no Wi-Fi networks are shown, this might indicate a device malfunction. In this case contact the GROHE customer support.

You will receive a notification when your device is successfully connected. It might take a short time for the device to appear on the overview screen.

If you need to reset the device, see section 3.1. on how to reset.

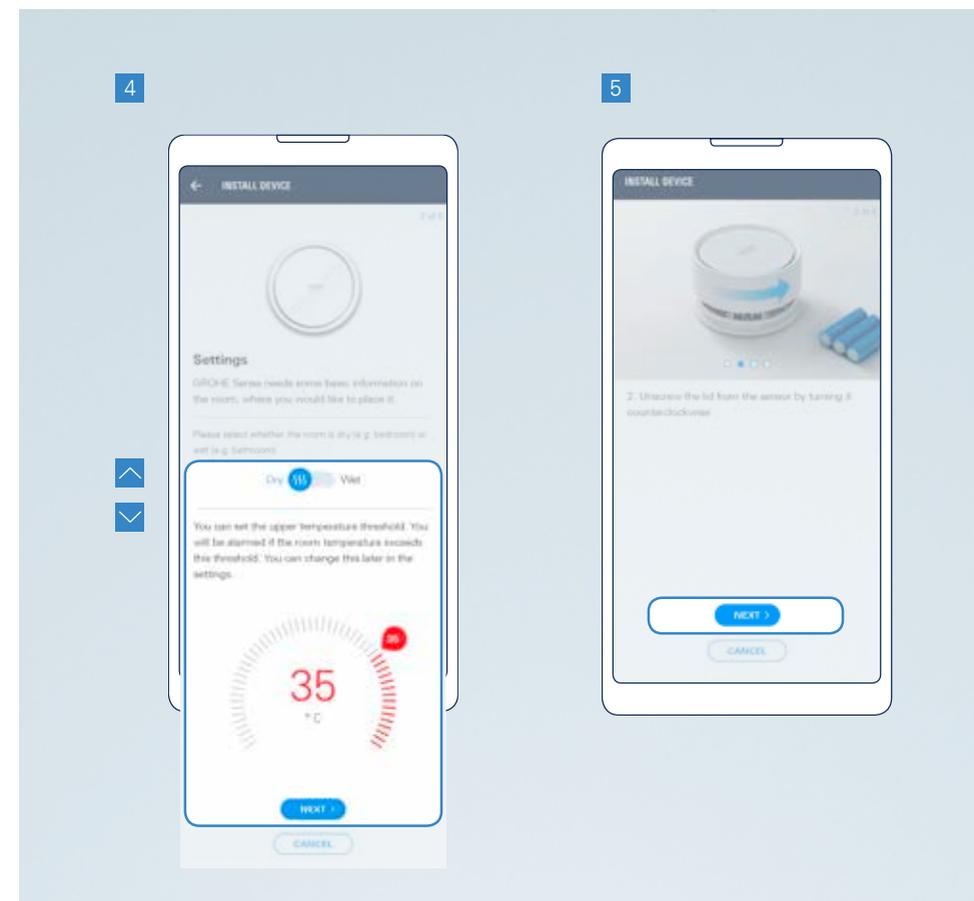
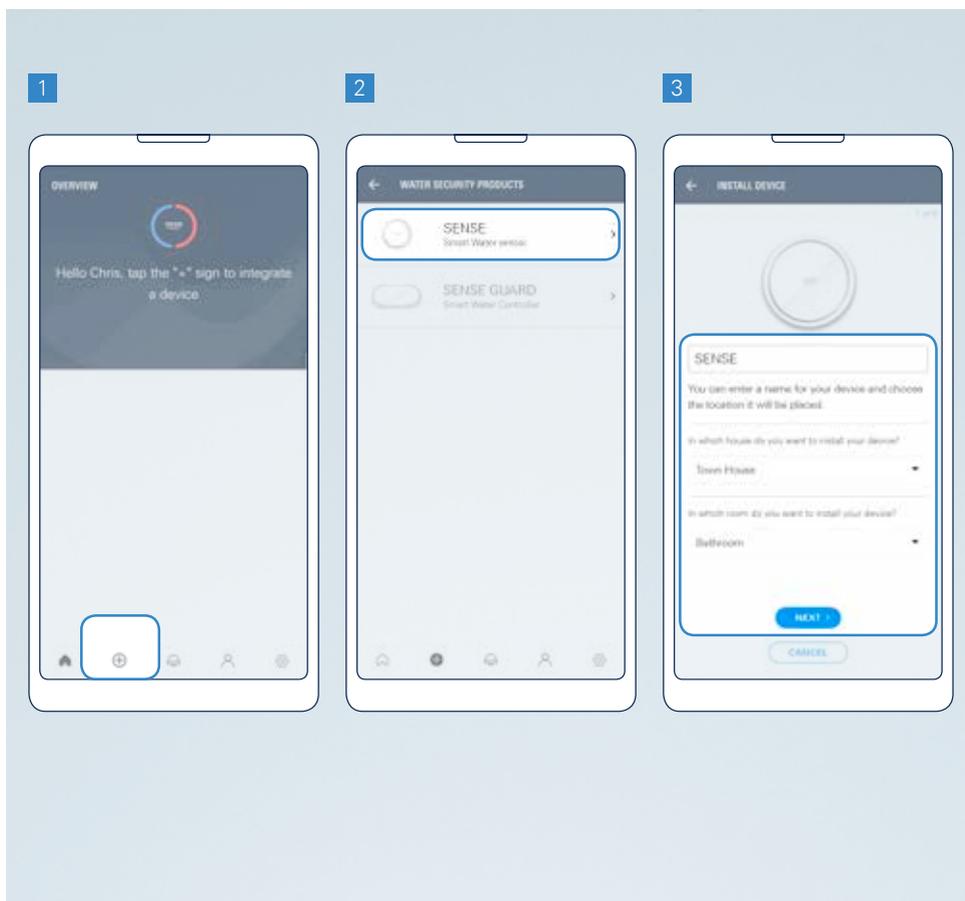


2.2.2. CONNECT GROHE SENSE

To connect GROHE Sense to your home's Wi-Fi network, follow these steps in the GROHE Sense app:

1. Tap the (+) button in the bottom part of the screen to start adding a new device.
2. Select the device type: GROHE Sense.
3. Enter a name for your device, and assign it to a house and a room in the house. If you haven't created a house or a room yet, you will be automatically requested. Tap the button "Next".

4. Define your device preferences and tap the button "Next". You can edit these preferences also at any time later after you have successfully connected the device.
5. Activate your device for Wi-Fi integration according to the instructions on the screen.
 - Insert the batteries. GROHE Sense starts flashing blue and remains available for Wi-Fi connection for 5 minutes. If you do not connect the device in 5 minutes, take out all 3 batteries, wait 30 seconds, insert the batteries again and your GROHE Sense is available for Wi-Fi connection for 5 minutes again.
 - If your device does not start flashing blue, it is not ready for Wi-Fi integration. Try to reset the device.

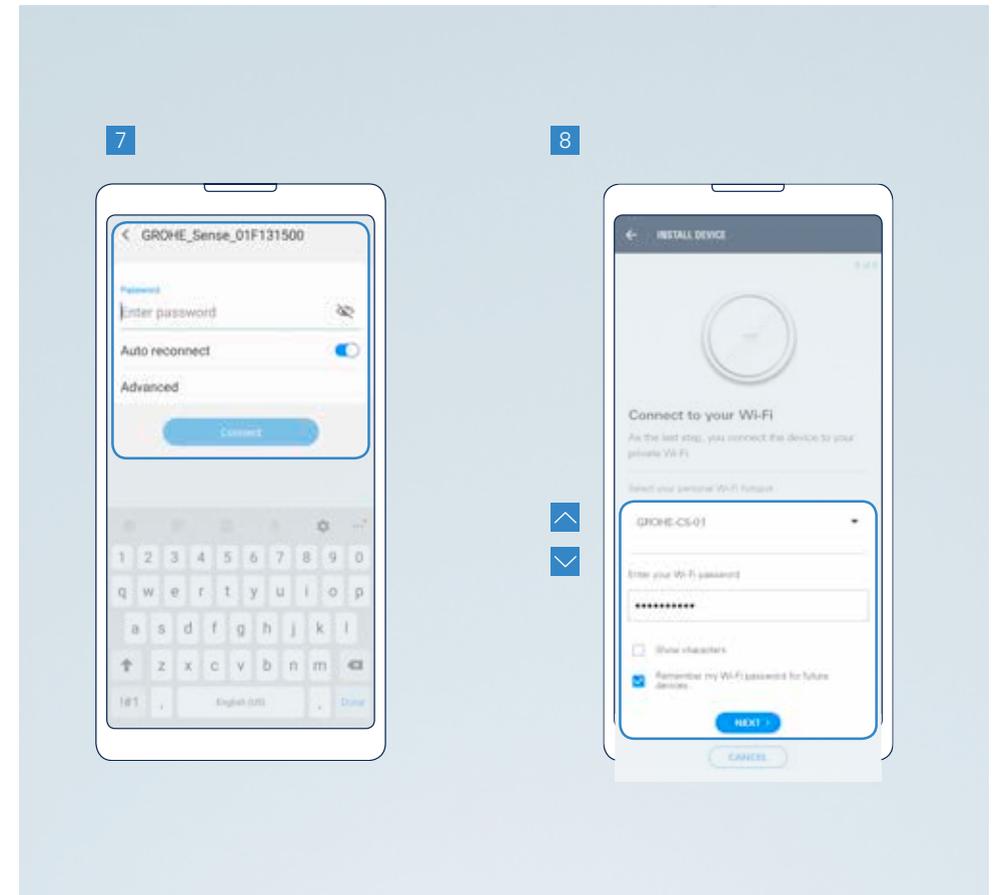
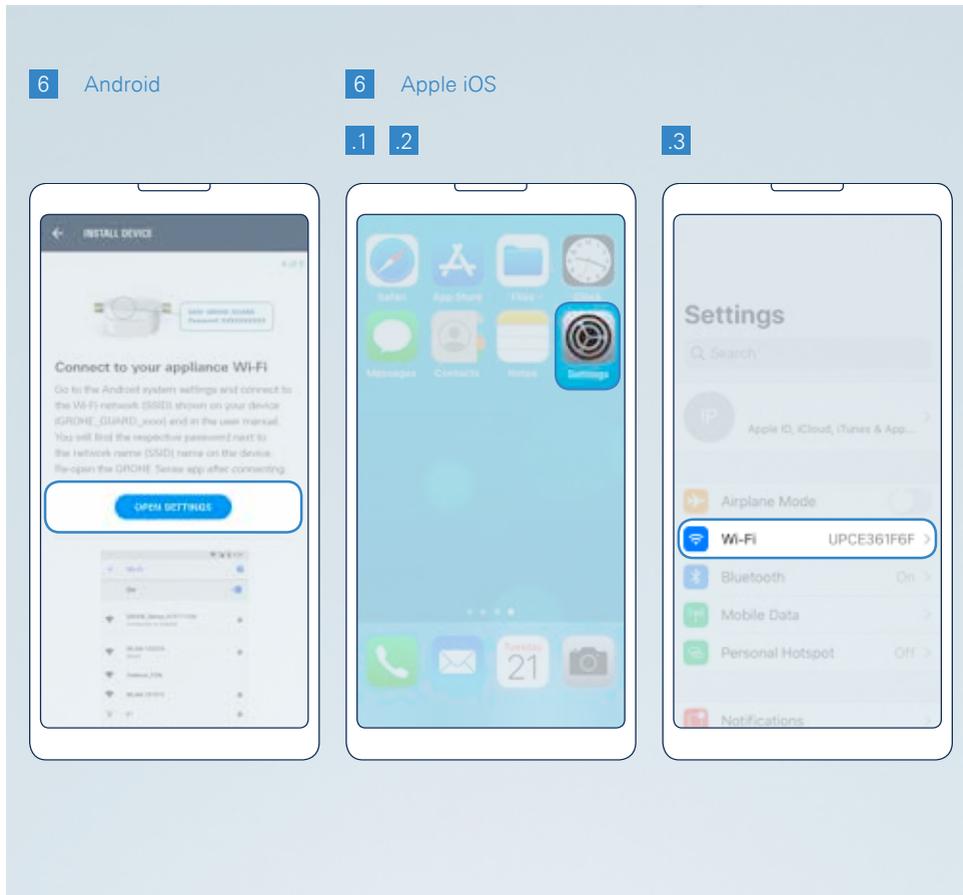


6. Go to your phone's Wi-Fi settings.
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 - 6.1. Open the home screen.
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7. Connect your phone to the device via Wi-Fi. The network name and password can be found on a sticker on the device (on the underside).
 - If your device does not appear here, try to reset the device.

8. Return to the GROHE Sense app and enter the credentials of your home's Wi-Fi network to connect your.
 - If no Wi-Fi networks are shown, this might indicate a device malfunction. In this case contact the GROHE customer support.

You will receive a notification when your device is successfully connected. It might take a short time for the device to appear on the overview screen.

If you need to reset the device, see section 5.1. on how to reset.



2.2.3. WHAT TO DO IF THE DEVICES DON'T CONNECT

STEP 1: CHECK WHETHER YOU HAVE SUFFICIENT WIRELESS NETWORK COVERAGE

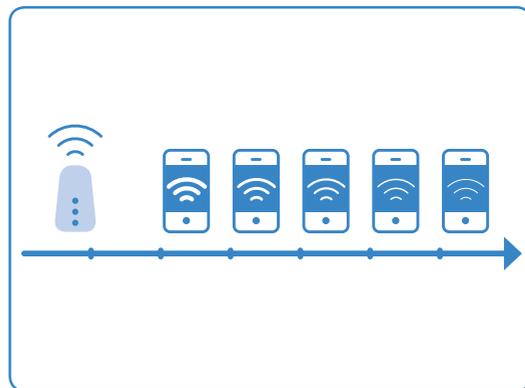
There may be a problem with your wireless network coverage. See below for some potential causes and solutions. An app for testing your wireless network may be a useful way to identify any problems (e.g. Android: Wi-Fi analyzer, iOS: Wi-Fi SweetSpots).

DISTANCE

POTENTIAL PROBLEM: The device is too far from the router.

TEST: Check the performance of your wireless network as you move further away from your router.

SOLUTION: To solve this problem, you can either install a repeater or a new router offering enhanced performance.

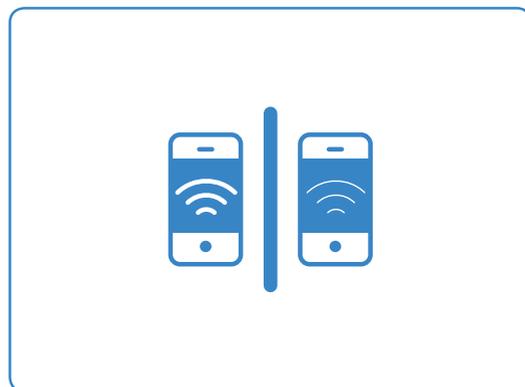


OBSTRUCTIONS

POTENTIAL PROBLEM: Obstructions such as thick walls or closed doors weaken the wireless network signal.

TEST: Test the performance of your wireless network on one side of the wall or with closed doors and compare it with the performance on the other side of the wall or with open doors.

SOLUTION: You can use powerline adapters, which transmit the wireless network's signal along the building's existing electrical wiring.



OVERLAPPING WI-FI NETWORKS

POTENTIAL PROBLEM: Multiple wireless networks are overlapping in one area. Every router automatically selects and uses a channel. The channels are numbered 1 to 11. In densely populated areas, networks that are using the same channel may overlap.

TEST: The Wi-Fi testing app will show you which channels are used most heavily.

SOLUTION: Manually change the channel that your router uses. Select a channel that is not too heavily used. To make this change, read your router's manual.

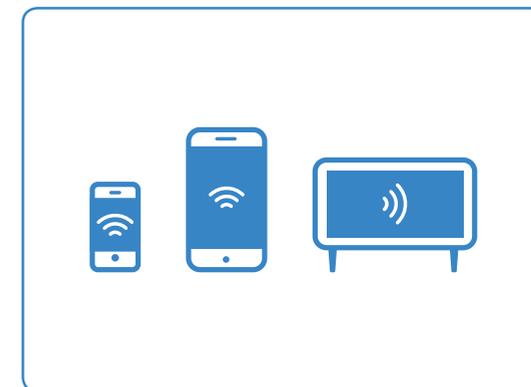


TOO MANY DEVICES

POTENTIAL PROBLEM: There are too many devices using the same wireless network. This can slow down the wireless network's performance – particularly if users are constantly downloading or streaming videos.

TEST: The Wi-Fi testing app shows you how fast your wireless network is.

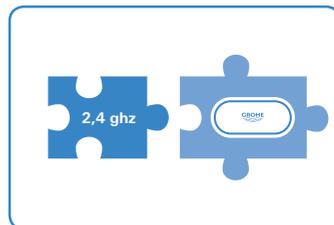
SOLUTION: Install a router with a higher capacity.



STEP 2: IF YOUR WIRELESS NETWORK COVERAGE IS SUFFICIENT, THERE MAY BE A PROBLEM WITH YOUR ROUTER SETTINGS

ARE YOU USING A WIRELESS NETWORK WITH A FREQUENCY OF 2.4 GHZ?

In order to be able to integrate the Sense device into your wireless network, the network needs to use a frequency of 2.4 GHz. The device will not work with a frequency of 5.0 GHz. You can view and change the frequency in your router's settings.



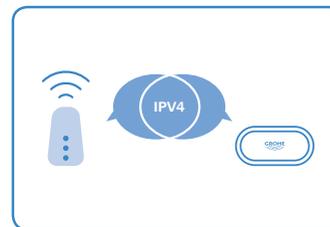
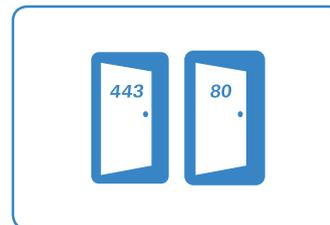
IS YOUR PRIVATE WIRELESS NETWORK SECURED WITH WPA/WPA2?

GROHE Sense does not work with open wireless networks. It requires a wireless network that is secured with WPA or WPA2. Your private wireless network therefore needs to be protected by a password that has at least eight characters.



IS MAC FILTERING ACTIVATED?

MAC filtering is a method for protecting wireless networks. If it is activated, the wireless network router will only give approval to known/registered devices. MAC filtering is not normally activated by default. It usually needs to be set up manually. If you have activated MAC filtering, please deactivate it or add the MAC address of the GROHE Sense to your router's list. To find out the MAC address of your GROHE Sense, download the app for testing your wireless network and initiate the device's integration mode (blue flashing LED) by inserting the batteries. Then connect the device to your smartphone. The app will display the MAC address of your device.



OTHER POSSIBLE REASONS:

- Are the ports 443 (HTTPS) and 80 (HTTP) open?
- Is DHCP activated on your router?
- Does the router support IPV4?

For more information and solutions to these reasons, check Wi-Fi instructions at help.grohe-sense.com or in the GROHE Sense app.

If all fails, perform the following test to identify if the connectivity error originates from the GROHE product or from the router: activate a Wi-Fi hotspot on a second smartphone. Try to connect the GROHE product to this Wi-Fi hotspot, instead of your home Wi-Fi network. If connection is established successfully, the reason for your connectivity issue originates from your router.

2.3. GET TO KNOW GROHE SENSE APP, DEFINE THE PREFERENCES OF THE DEVICES AND YOUR ACCOUNT

2.3.1. GET TO KNOW THE MAIN FEATURES OF GROHE SENSE APP

After launching the app, the overview screen provides you the most important information.

TOP PART:

Status if everything is alright, or if any situation requires your attention.

MIDDLE PART:

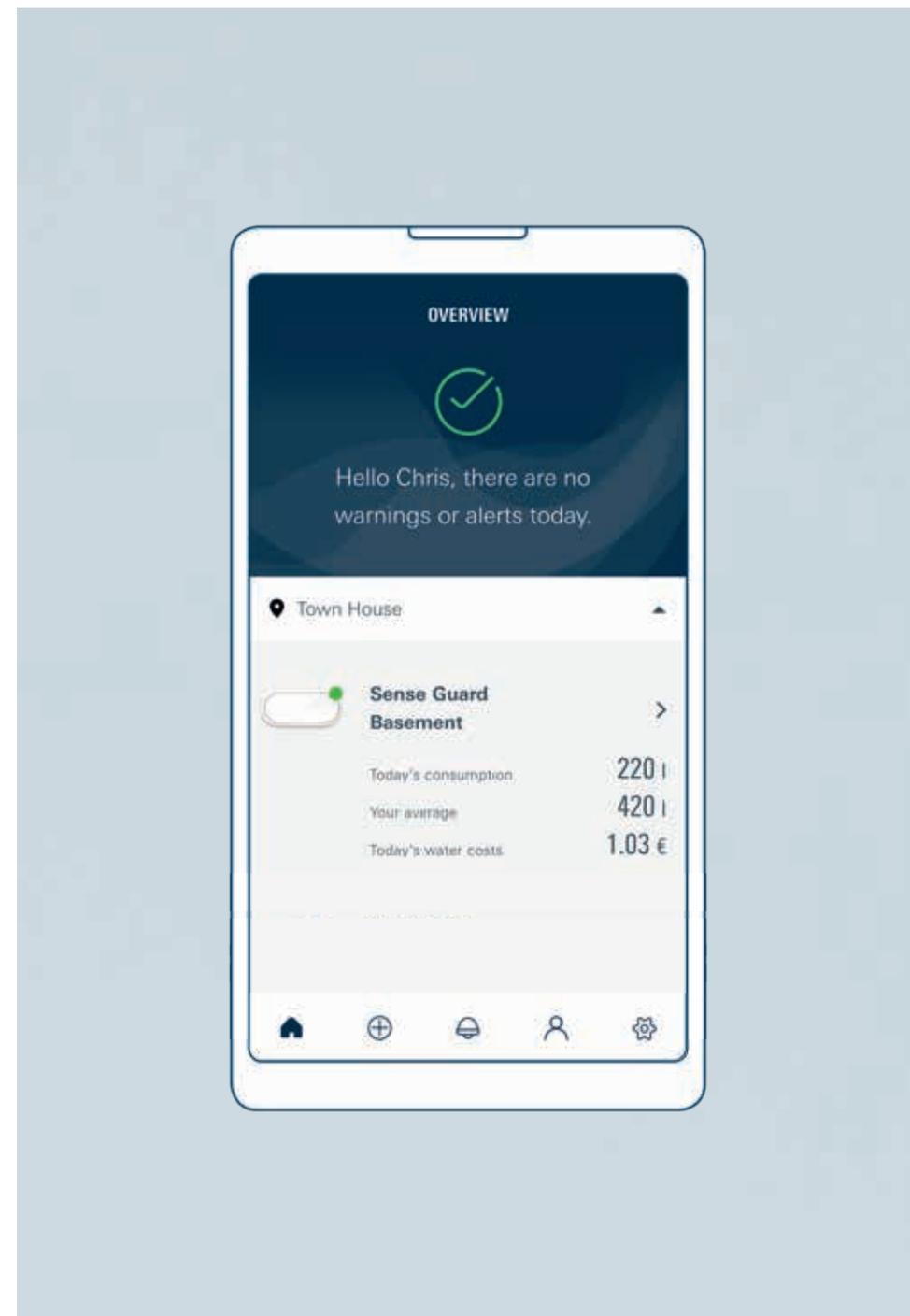
- List of the devices connected to your account. By tapping on any of the devices, you can access more detailed information.
- Colored dot indicating the device status:
 - GREEN** = all is ok
 - ORANGE** = attention required
 - RED** = immediate attention required
- Buttons leading to device-related messages – displayed only if new messages have been received
- To manually trigger a data refresh in the app, swipe on this screen from top to bottom.

BOTTOM PART:

- Navigation bar lets you access the following functions by tapping the icons:



See section 7 of this document for more information on inbox, account, preferences.



2.3.2. GROHE SENSE GUARD & GROHE SENSE: DEFINE THE DEVICE PREFERENCES TO FIT YOUR HOUSE

GROHE Sense devices need some information from you to work optimally and to better recognize emergency situations.

Make sure to define the following device preferences:

GROHE Sense Guard – refer to the Installation Guide for recommendation:

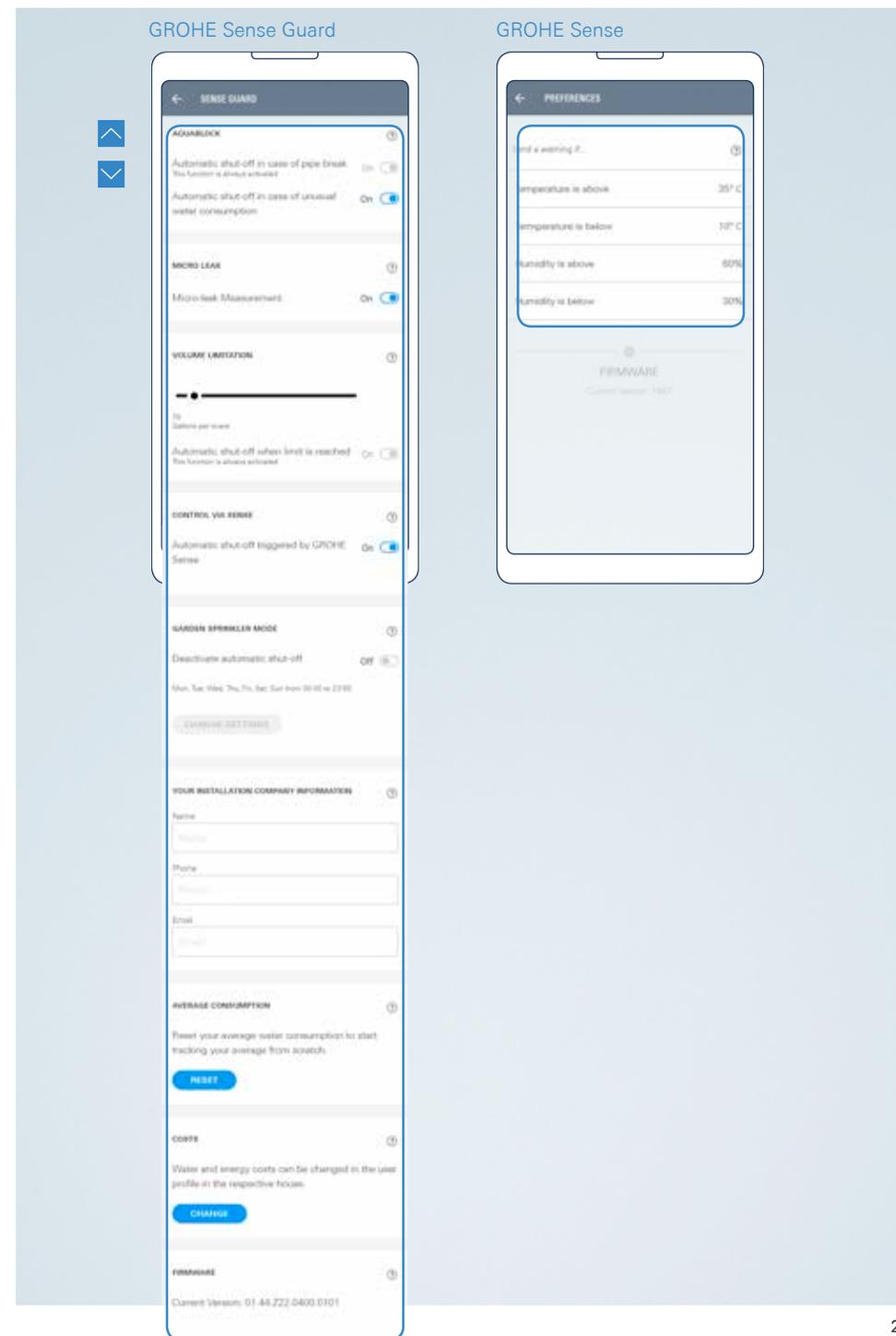
- Automatic shut-off in case of unusual water consumption
- Water system check on/off
- Volume limitation for maximum water usage per tap
- Control via Sense – enables automatic shut-off triggered by GROHE Sense (works when GROHE Sense sensor is installed in the same virtual house)
- Garden sprinkler mode

GROHE Sense – define the values according to your location and your personal preferences:

- Upper and lower threshold limits for temperature and humidity

To edit the device preferences, follow these steps:

1. On the overview screen tap on the device for which you would like to edit the preferences.
2. Scroll down to the bottom of the next screen, and tap the button “Preferences”.
3. Define your device preferences along the options listed above and illustrated on the screenshots.

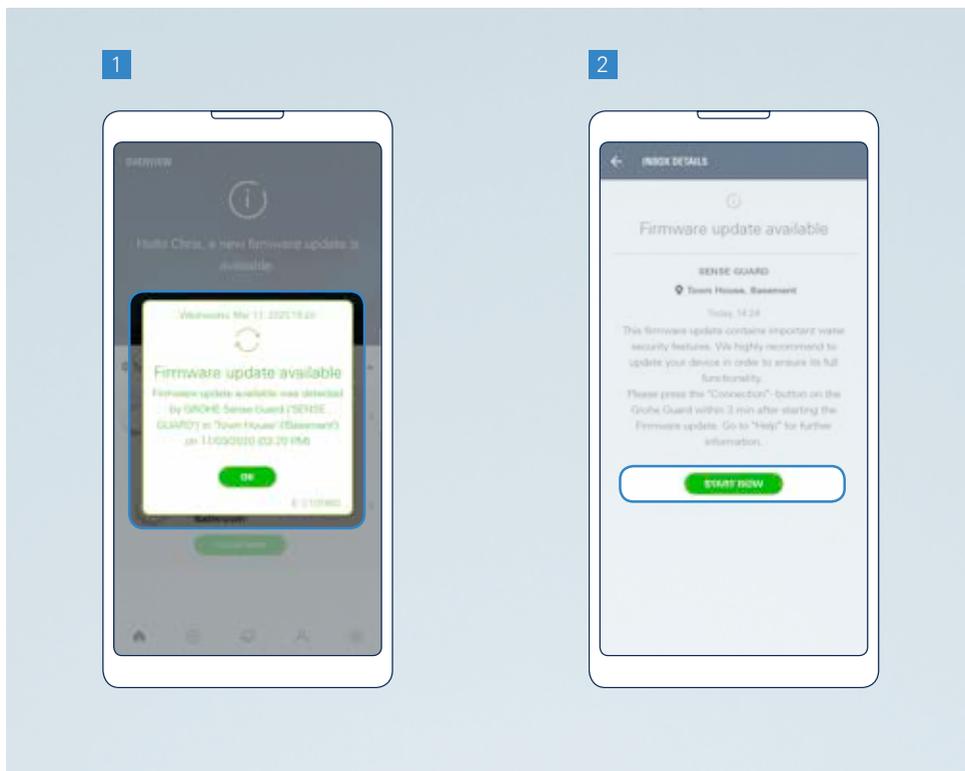


2.3.3. GROHE SENSE GUARD: FIRMWARE UPDATE

Firmware is the software in the device that controls its functions. GROHE strongly recommends that you always install the latest firmware – this is the only way to make use of the full range of product functions and the latest improvements. Most importantly, every new firmware release has a positive impact on the level of protection against water damage. First update should be done right after connecting the device to the Wi-Fi network for the first time.

To install the latest version of firmware on your device, follow these steps. Depending on the current firmware version on your device, you might be asked to go to your GROHE Sense Guard and activate it for the update:

1. Tap OK after you receive the message “Firmware update available” or open the overview screen by tapping the icon of a house in the navigation bar. Tap the green button “Install firmware” if displayed under your GROHE Sense Guard. If the button does not appear on the overview screen anymore, you can always go to the device preferences (tap on a device, scroll to the bottom of the page and tap on the button “Preferences”) and scroll down to the firmware section.

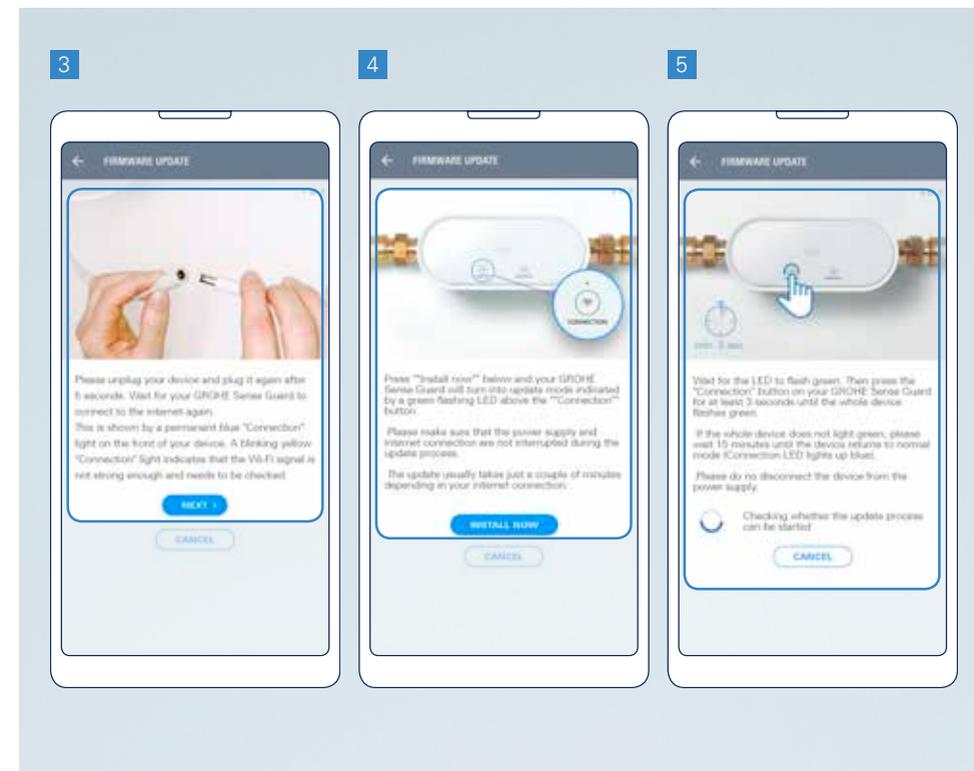


2. In all cases, proceed by tapping the “Start now” button.
3. (only if the app shows you this step) Unplug your GROHE Sense Guard and plug it in again after 5 seconds. In the app, tap the button “Next” to continue.
4. In the app, tap the button “Install now”. Wait until your device turns to the update mode. This is indicated by a green flashing LED light above the “CONNECTION” button.
5. (only if the app shows you this step) Press the “CONNECTION” button on your GROHE Sense Guard for at least 3 seconds until the whole device flashes green.

The firmware update takes a couple of minutes, depending on your internet connection. You will receive a notification when it is successfully finished.

WHAT TO DO IF THE FIRMWARE UPDATE FAILED?

Wait at least 20 minutes and then repeat the process again. If this does not work, contact the GROHE customer support.



2.3.4. GROHE SENSE GUARD: DEFINE WATER AND ENERGY COSTS TO RECEIVE REALISTIC ESTIMATES

Water management settings let you define the input costs, which are used to calculate your water and energy consumption cost estimates.

The default prices are based on averages in different countries and are used to calculate water and energy costs. Select your heating type to obtain the average energy costs for heating water.

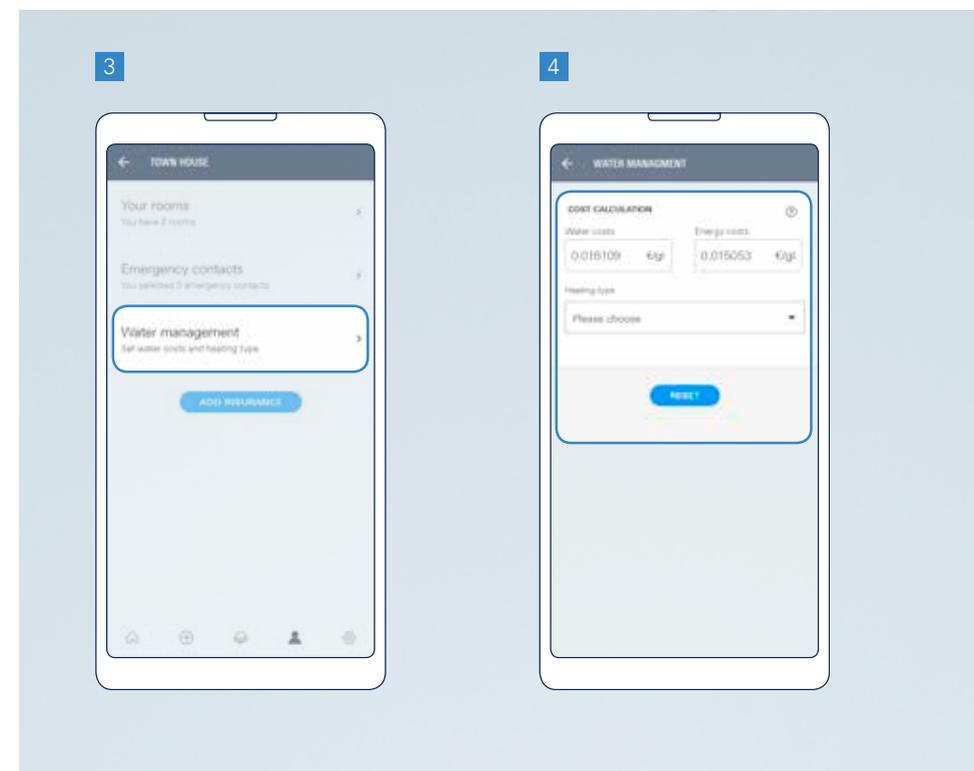
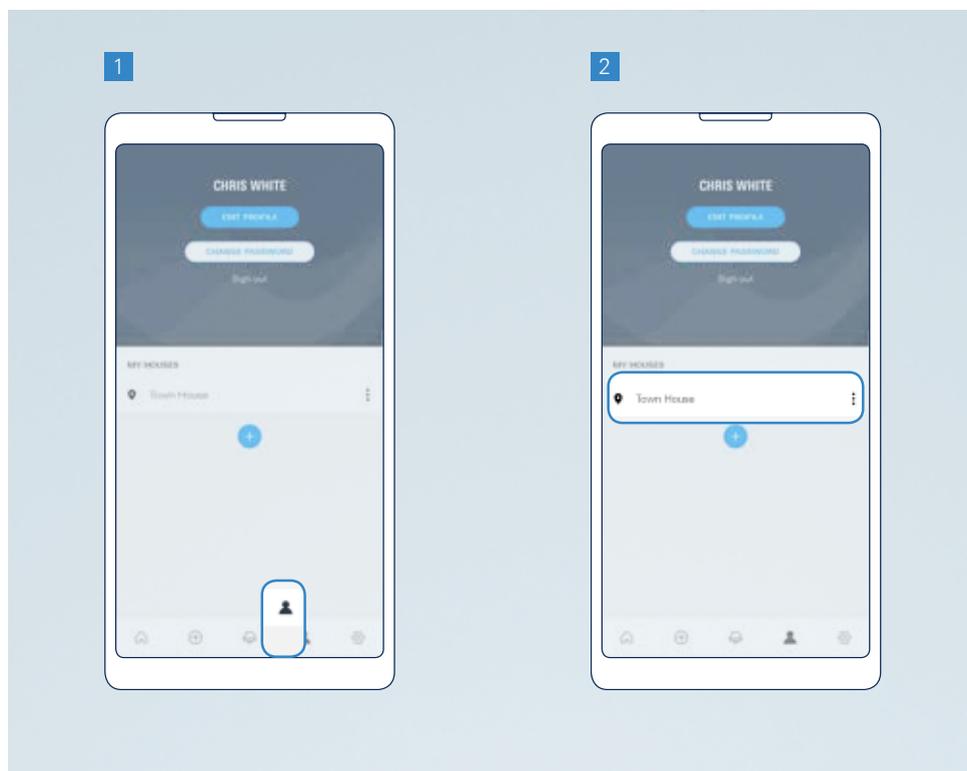
If your personal water or heating costs differ from the average value, you can adjust these values to receive a more accurate cost estimate.

To access “Water management”, follow these steps:

1. Go to your account by tapping the icon of a person in the navigation bar.
2. Select a house.
3. Tap on the option “Water management”.
4. On the “Water management” screen, you can:
 - View and edit your water costs
 - View and edit your energy costs
 - View and edit your heating type
 - Reset your personalized values to the preset prices

You can access and edit these costs at any time in future. If you make changes in the defined values, they will impact the calculation from the date of changes, but do not have retroactive impact on past values.

NOTE: GROHE Sense Guard is not a certified water metering device. Measured values are informative, and there will be a deviation between the water consumption data measured by GROHE Sense Guard and your water meter.



2.3.5. SET A LINK TO YOUR INSURANCE COMPANY

GROHE Sense app lets you link your house with your property insurance provider. Based on this link, you might benefit from additional service from GROHE or your insurance company.

Setting up this link might be required if GROHE Sense Guard has been provided to you by your insurance company.

To set up the link with your insurance company, follow these steps:

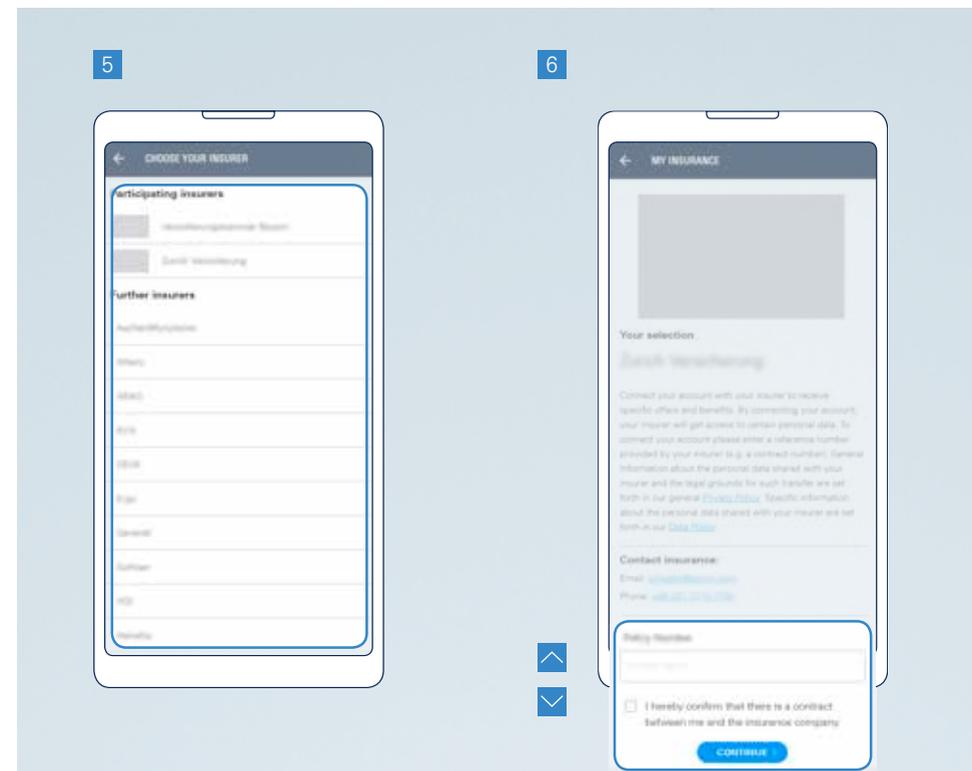
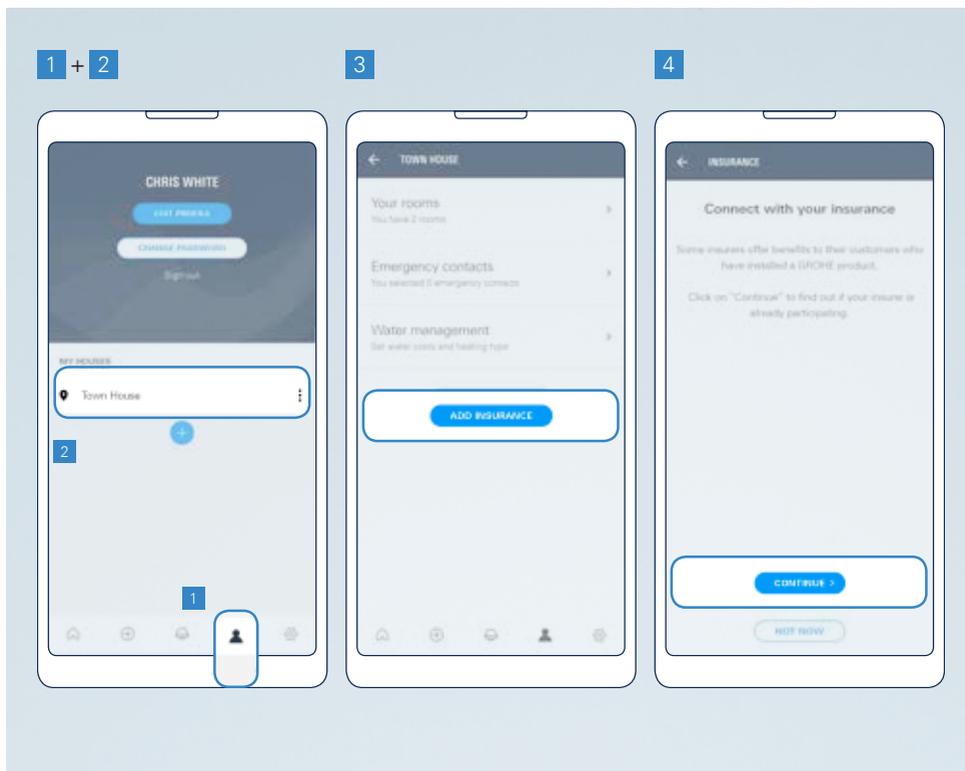
1. Go to your account by tapping the icon of a person in the navigation bar.
2. Select your house.
3. Tap the button “Add insurance”.
4. Read the information and tap the button “Continue”.

5. Select your insurance company.
6. Read the information, for participating insurers enter an identification number required by your insurer, check the box and tap the button “Continue”.

Finally, you will be informed about a successful link.

NOTE:

- By setting a link to a participating insurer, you might be requested to agree to terms and conditions that define how some of the data can be shared with your insurer.
- By setting a link to one of the other insurers, you give GROHE the option to reach out to you in future, if GROHE starts cooperation with your insurer.



2.3.6. DEFINE YOUR EMERGENCY CONTACTS

The function of emergency contacts lets you add people who will receive an e-mail in the cases of most urgent warnings.

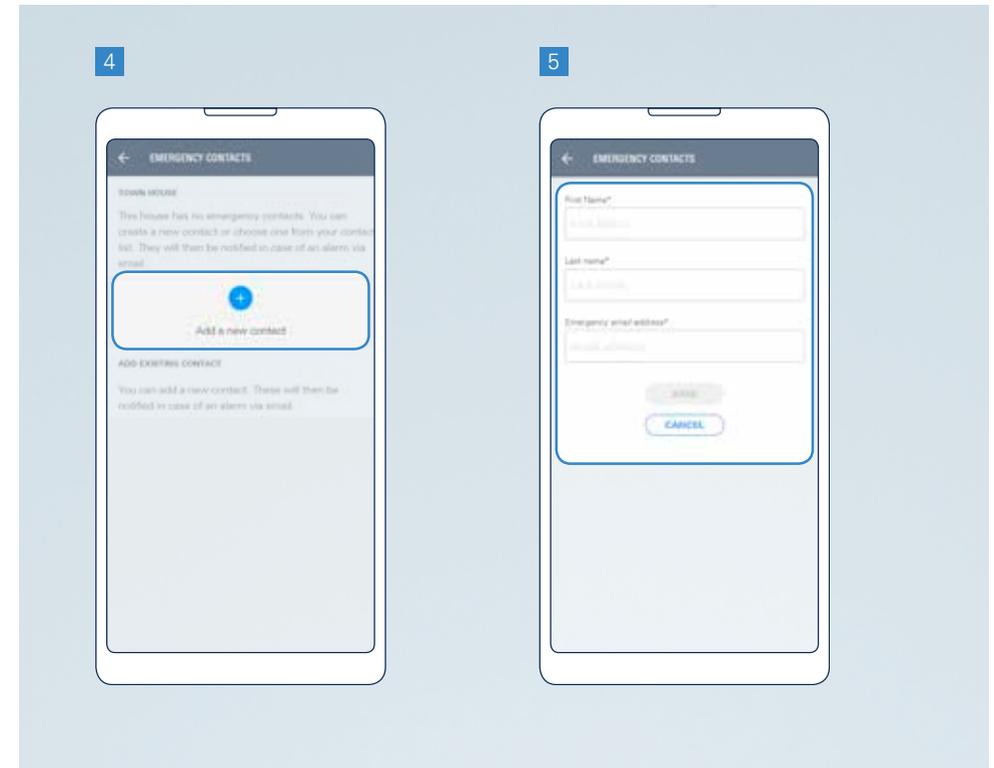
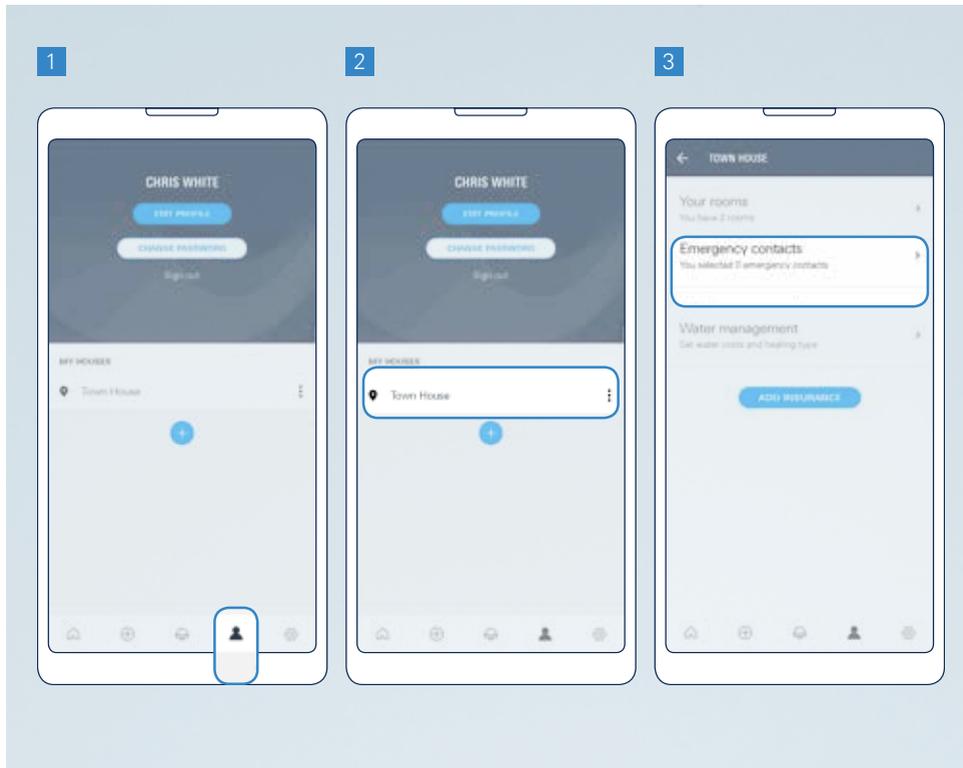
To add emergency contacts to your account, follow these steps:

1. Go to your account by tapping the icon of a person in the navigation bar.
2. Select a house.
3. Tap the option "Emergency contacts".
4. Tap the plus sign to add a new contact.
5. Provide the name and e-mail address of your emergency contact person, and tap the "Save" button.

IMPORTANT: After entering a new emergency contact in the app, an automatic e-mail is sent to this person. He or she must confirm in the e-mail that they agree with receiving e-mails in future related to your GROHE Sense devices. Without this confirmation, the emergency function will not be activated for this person.

You can return to the "Emergency contacts" screen by following the steps 1-3 to view the list of emergency contacts currently associated with your account and your house.

NOTE: It is possible to define up to 10 emergency contacts per house.



3. GROHE SENSE GUARD IN DETAIL

3.1. HARDWARE



These are the functions of GROHE Sense Guard:

- Detects pipe breaks* and shuts water automatically off
- Detects micro leaks**
- Self-learning algorithm to detect unusually high water consumption
- Constant measurement of flow, pressure, and temperature
- Automatic water shutoff when leak is detected by GROHE Sense sensor
- Tracks your water consumption

To provide these functions, the device is equipped with:

- Temperature sensor
- Water flow sensor
- Water pressure sensor
- Valve

For correct functioning, the device needs:

- Electricity
- Stable Wi-Fi connection, established with the use of a smartphone and GROHE Sense app
- Physical installation on the mains water pipe, according to the technical product information included in the GROHE Sense Guard packaging

CONTROL VIA SMARTPHONE

GROHE Sense Guard is a smart home device that is controlled with the use of GROHE Sense app.

WATER ON/OFF BUTTON AND LIGHT

The button "WATER ON/OFF" can be used to turn water on or off by opening or closing the valve inside GROHE Sense Guard. Press this button for 3 seconds to open or close the valve. Every time the valve is opened or closed, the outline light on the device flashes blue and you can hear the valve.

If GROHE Sense Guard automatically shuts water off right after you try to turn it on, this indicates a sudden massive increase of water flow, which is identified by the device as unusually high. In this case, first turn your manual main water valve off, then open the valve in GROHE Sense Guard, and at last, slowly turn the manual main water valve on.

The LED light above the button indicates the water flow status:

- LED light on in blue color = water flow is on, the valve is open
- LED light off = water flow is off, the valve is closed

CONNECTION BUTTON AND LIGHT

The button "CONNECTION" is used to activate the Wi-Fi hotspot mode during the process of connecting the device to a new Wi-Fi network.

The LED light above the button indicates the status of GROHE Sense Guard connection to the Wi-Fi network:



Steady / blinking	Color	Status
Steady	Blue	Connected
Steady	Red	Internal software error, please disconnect and reconnect the electricity supply
Steady	Green	Firmware update installation in progress
Blinking	Orange	Not connected
Blinking	Blue	Ready for Wi-Fi integration
Blinking	Green	Ready for firmware update, waiting for confirmation to start the update process
Blinking	Red	Firmware update process failed

OUTLINE LIGHT ON THE DEVICE

The outline light of GROHE Sense Guard indicates the following information:

Color	Status
Blue	<ul style="list-style-type: none"> The device has just been connected to power The connection button has been pressed to activate the Wi-Fi integration mode Water has been turned on or off by pressing the button on the device or in the app Water has been turned off by GROHE Sense flooding alarm
Green	Firmware update installation in progress
Red	An event that triggers an automatic valve closure has been detected, such as extremely high flow rate, maximum volume reached, etc.

DEVICE SOUND ALARM

GROHE Sense Guard sound alarm goes off at the same time as the outline light turns red – detection of an event that triggers an automatic valve closure.

DEVICE FACTORY RESET

Reset function is used to make the device delete all the saved information, and make it ready for connection to a new Wi-Fi network.

Follow these steps to reset GROHE Sense Guard:

1. Disconnect and reconnect the electricity supply.
2. Press both buttons “CONNECTION” and “WATER ON/OFF” on the device at the same time and hold them pressed for 4 seconds.
3. Release the buttons. The outline light on the device will flash blue and the LED light above the “CONNECTION” button will start blinking orange.

INTERNET OUTAGE

In case of internet outage, GROHE Sense Guard continues to shut off in case of major leaks, but it can't send any information or warnings, e.g. on smaller leaks or in case you have deactivated automatic shut off functionality.

When internet is available again, the connection to the Wi-Fi network is restored automatically, using the last Wi-Fi credentials used by the device. At this moment, the device will send the last pending alarm and the measurement data.

POWER OUTAGE

In case of power outage, GROHE Sense Guard is fully deactivated and doesn't provide any security functions. The valve in the device opens and Wi-Fi connection gets interrupted.

When the power is reestablished, GROHE Sense Guard starts providing its security functions again. The connection to the Wi-Fi network is restored automatically, using the last Wi-Fi credentials used by the device.

DEVICE DEACTIVATION AND WATER ON

If you need to intervene against the device security functions or experience product issues, unplug the device.

In this case, GROHE Sense Guard is fully deactivated and doesn't provide any security functions. The valve in the device opens and Wi-Fi connection gets interrupted.

3.2. FIRMWARE

Firmware is the software in the device that controls its functions. GROHE strongly recommends that you always install the latest firmware – this is the only way to make use of the full range of product functions and the latest improvements. Most importantly, every new firmware release has a positive impact on the level of protection against water damage.

For information on how to install a new version of firmware, check the section 2.3.3. of this document.

3.3. CONTROL VIA THE APP AND DEVICE PREFERENCES

GROHE SENSE GUARD DETAILS

To access more detailed information about GROHE Sense Guard, tap on your active device on the overview screen.

This is the information you can view:

- Water consumption
 - Volume of water consumed
 - Estimated costs, calculated using the costs entered in the preferences
 - Estimated split of total consumption into cold water and hot water, including estimated energy costs to heat up the water using the type of heating and costs entered into the app (note that this is currently a beta function in testing mode)
- Water pressure
- System temperature
- Day and time of the last data update (time when GROHE Sense Guard sent the last measurement data)

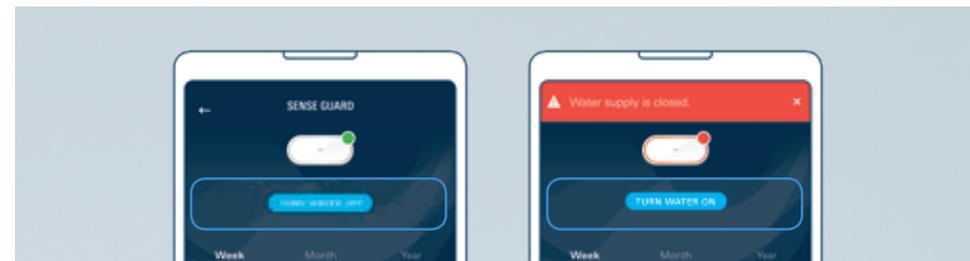
The consumption, pressure, and temperature measurements are displayed in graphs, with the following options:

- Switch your view between a week, a month, and a year, by tapping on the time period in the upper part of the screen
- Preview previous or following time periods by tapping on the arrows below the graphs
- Get the exact value by tapping inside the graph area

WATER ON/OFF VIA THE APP

On the GROHE Sense Guard detail screen, tap the button at the top of the screen according to the current water flow status and the desired action:

- Turn water off
- Turn water on



GROHE SENSE GUARD PREFERENCES

To access GROHE Sense Guard preferences, go to the GROHE Sense Guard detail page, scroll to the bottom, and tap the “Preferences” button.

The following preferences can be edited:

- **Automatic shut-off** in case of unusual water consumption. This setting applies to 2 water safety functions: unusually high water consumption, multiple water pressure drops detected.
- **Water system check** can be turned on or off. With this function, the GROHE Sense Guard can detect very small leaks in your piping system. This test is conducted once every 24 hours during the night, at a time when water is usually not used.
- **Volume limitation** for maximum water usage per tap, on a scale from 100 to 2,000 liters. After reaching the limit, GROHE Sense Guard automatically shuts water off.
- **Control via Sense** function enables automatic shut-off triggered by GROHE Sense. Water flooding detected by GROHE Sense will cause GROHE Sense Guard to shut off the water supply. This function works when both devices are installed in the same virtual house in the app and both devices have a stable internet connection.
- **Garden sprinkler mode** lets you deactivate all water security functions of the GROHE Sense Guard during the time when high volume of water is used intentionally, e.g. by garden sprinklers or to fill a swimming pool.

Note that the following settings are permanently defined and cannot be edited:

- Automatic shut-off in case of extremely high flow rate
- Automatic shut-off when maximum volume is reached
- Frost risk threshold is defined at 3 °C

Further information can be entered here:

- Installation company information, so that you can quickly reach them in case of emergency
- Average consumption reset, so that you can reset the values after a period of unusually high or low water consumption
- Water and energy costs

In the lower part of the preferences screen, the firmware of the GROHE Sense Guard device is shown for your information. If a new firmware version is available, you will find this information here, together with the link to start the update process.

4. GROHE SENSE GUARD WARNINGS AND HOW TO REACT

A complete list of all notifications triggered by GROHE Sense Guard is included here. You can always get more specific information and support directly in the app by tapping the “Help” button in the notification. After you have taken note of the message, you can mark it as read.

4.1. NOTIFICATIONS RELATED TO WATER LEAK AND WATER SHUT-OFF

GROHE Sense Guard warns you only when it detects a highly unusual water use pattern that indicates a possible water leak in your system. Each alarm should be taken seriously.

You might experience false alarms after the installation of the device. In this case, it is necessary to identify the cause for these alarms, and make an appropriate change in the GROHE Sense Guard preferences or settings of other water-consuming devices. If you can't identify or solve the cause, contact GROHE customer support.

When you receive a warning indicating that water is leaking in your property, try to identify the leak and its source. Depending on the cause and severity, take first prevention measures to minimize the damage. If needed, call an installer, and contact your insurance company.

If GROHE Sense Guard automatically shut off the water, make sure that you have mitigated the reason for the alarm before turning the water back on. You can turn the water on by pressing the button on the device or in the app.

4.1.1. EXTREMELY HIGH FLOW RATE



EXTREMELY HIGH FLOW RATE –
WATER SUPPLY SWITCHED OFF

EXPLANATION

Your water flow rate exceeded 50l/min, and as a security measure your water has been shut off. Very high water flow can be an indication of a pipe break.

Other possible causes:

- High flow rate can occur when several tapping points are opened at the same time
- In rare cases high flow rate can be caused by a water pump filling up the water system of the house

RECOMMENDATION WHAT TO DO

Identify the root cause why the water was shut off, and take appropriate action:

Situation 1: You have used several water tapping points at the same time when the water was turned off.

Solution: Re-open the water supply in the app or on the device.

Situation 2: Check your household for water leaks – look also for signs of structural damage (e.g. cracks, holes).

Solution: Depending on the cause and severity, take first prevention measures to minimize the damage. If needed, call an installer, and contact your insurance company.

4.1.2. MAXIMUM VOLUME REACHED



MAXIMUM VOLUME REACHED –
WATER SUPPLY SWITCHED OFF

EXPLANATION

A large volume of water has been used at once without any stop, and as a security measure your water has been shut off. This volume was higher than the defined maximum limit in your device preferences.

GROHE Sense Guard tracks water consumption per water event – it starts counting from zero every time, when the water flow stops.

Typical reasons for exceeding the volume limitation are:

- Filling of large bath tubs
- Long non-stop showers
- Watering of the garden
- Faucet left open unintentionally
- Multiple overlapping water usages (e.g. filling bath tub and showering at the same time)
- Leak in the piping system

RECOMMENDATION WHAT TO DO

Identify the root cause why the water was shut off, and take appropriate action:

Situation 1: You know that you have used large volume of water when the GROHE Sense Guard reacted and there is no water damage.

Solution: Re-open the water supply in the app or on the device. To prevent a shut-off next time, consider changing the preferences of your GROHE Sense Guard:

- Increase the volume limitation (default value is 300 liters)
- Activate the garden sprinkler mode when using a large volume of water

Situation 2: You think that you did not use a large volume of water.

Solution: Check your house for possible causes of the shut-off:

- An open faucet
- Water leaks, if you don't see water, look for water stains or other signs

Depending on the cause and severity, take first prevention measures to minimize the damage. If needed, call an installer, and contact your insurance company. When the risk has been mitigated, re-open the water supply.

4.1.3. UNUSUALLY HIGH WATER CONSUMPTION



UNUSUALLY HIGH WATER
CONSUMPTION – WATER SUPPLY
SWITCHED OFF



UNUSUALLY HIGH WATER
CONSUMPTION

EXPLANATION

Abnormal consumption patterns have been detected. Depending on your device preferences, your water may have been automatically shut off.

Typical reasons for unusually high water consumption are:

- Filling of large bath tubs
- Long non-stop showers
- Watering of the garden
- Faucet left open unintentionally
- Multiple overlapping water usages (e.g. filling bath tub and showering at the same time)
- Leak in the piping system

RECOMMENDATION WHAT TO DO

Identify the root cause why the water was shut off, and take appropriate action:

Situation 1: You know that you have used large amounts of water when the GROHE Sense Guard reacted and there is no water damage.

Solution: Re-open the water supply in the app or on the device; if your water supply was shut off. You can also consider deactivating the automatic shut-off function in the device preferences.

Situation 2: You think that you did not use large amounts of water.

Solution: Check your house for possible causes:

- Running water, such as a water faucet unintentionally left open, or a leaking toilet
- Water leaks, if you don't see water, look for water stains or other signs

Depending on the cause and severity, take first prevention measures to minimize the damage. If needed, shut off your water supply, call an installer, and contact your insurance company. When the risk has been mitigated, re-open the water supply.

If you get this message repeatedly during normal usage of water, please contact the customer service.

4.1.4. WATER DETECTED BY GROHE SENSE



WATER DETECTED BY GROHE SENSE –
WATER SUPPLY SWITCHED OFF



WATER DETECTED
BY GROHE SENSE

EXPLANATION

One of the GROHE Sense water sensors installed in your house detected water. Depending on your device preferences, your water may have been automatically shut off. Please note that GROHE Sense is sensitive, and it is enough for a small amount of water under the device to trigger a flooding alarm.

RECOMMENDATION WHAT TO DO

Locate the GROHE Sense and check why it has detected water. In case of flooding, GROHE Sense blinks red and sends out an acoustic signal.

Depending on the cause and severity, take first prevention measures to minimize the damage. If needed, shut off your water supply, call an installer, and contact your insurance company. When the risk has been mitigated, re-open the water supply.

4.1.5. PRESSURE DROPS DETECTED



EXPLANATION

GROHE Sense Guard has detected pressure drops in your water system. Depending on your device preferences, your water may have been automatically shut off.

GROHE Sense Guard conducts several pressure tests:

- A thorough pressure test every night.
- Multiple short pressure tests during the day.

During these tests very small pressure changes can be detected, which indicate that your water system is not tightly closed, and that a small quantity of water is leaking from the system.

Common reasons for a detected pressure drop are:

- Dripping faucets, valves or leaking toilets
- Appliances consuming small amounts of water
- Temperature changes in pipe system, in cases such as
 - Hot water pipes are not properly isolated and heat up also the cold water pipes
 - Missing backflow preventer on the hot water pipe leads to pressure changes also in the cold water pipe
- Leaking pipe

RECOMMENDATION WHAT TO DO

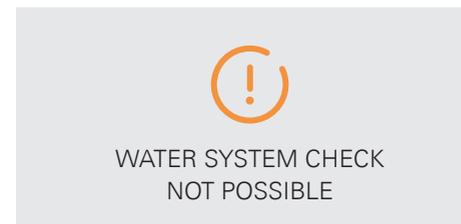
Check all water exit points in your house thoroughly. Leaks detected by a pressure test can be extremely small and difficult to find. Therefore, it often takes time to detect the cause and solve the problem.

Here are some examples how you can find possible causes:

- Check all faucets and valves in your household for drips. If you have doubts, place a dry tissue below the faucet/valve and check later if the tissue became wet. Also check remote faucets (e.g. in your garden) and valves below the sinks.

- Check for leaking toilets. Check if you can hear a hissing sound or see dripping in the toilet. You can also place some drops of food coloring in the lavatory cistern. Wait a few minutes. If you see coloring in the bowl, you most probably have a defective float valve. If you cannot find a dripping faucet, valve or a leaking toilet, carefully monitor your house for water stains. If you find a sign of a water leak, contact your installer and depending on the severity consider to turn off your water supply. If you cannot find a leak, we recommend that you contact GROHE customer support.

4.1.6. WATER SYSTEM CHECK NOT POSSIBLE



EXPLANATION

GROHE Sense Guard conducts a pressure test every night at 3:00. If this test could not be conducted multiple times, you will receive this notification.

Possible causes:

- You have consumed water during the test
- You have devices in your household which use water at night, such as a water softener, a fridge with ice maker or self-cleaning functionality

RECOMMENDATION WHAT TO DO

In most cases, no action is needed. Your GROHE Sense Guard will conduct a new pressure test during the next night.

If you have devices that consume water regularly at night, we recommend that you change the settings of these devices, or you deactivate the water system check in GROHE Sense Guard preferences.

4.2. WATER SUPPLY FROST WARNING



EXPLANATION

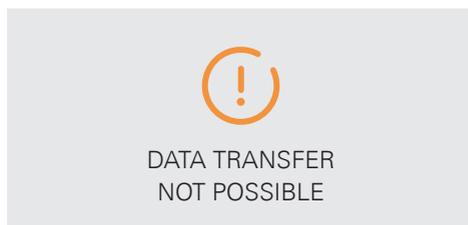
The temperature in the water system is close to freezing (3 °C). Frost can lead to pipe cracks or breaks.

RECOMMENDATION WHAT TO DO

Check the temperature in your house, including the areas not used regularly, and take corrective measures. Make sure the temperature around your piping system does not fall to the freezing point.

4.3. NOTIFICATIONS RELATED TO DATA AND FIRMWARE

4.3.1. DATA TRANSFER NOT POSSIBLE



EXPLANATION

GROHE Sense Guard continuously sends data via Wi-Fi connection to the GROHE Sense Cloud. If the connection is not possible for an unusually long time period, you receive this notification.

Stable online connectivity is important, so that you can benefit from the full potential of your GROHE Sense Guard, such as:

- Operate the product using the GROHE Sense app
- Track the water consumption in the app
- Receive notifications in the app

RECOMMENDATION WHAT TO DO

Check why your internet connection dropped. If your connection is dropping frequently, the following actions could improve the situation:

- Update your device to the latest firmware
- Move your Wi-Fi router closer to the GROHE Sense Guard
- Purchase and install a Wi-Fi repeater which extends the range of your Wi-Fi network
- Check the tips on solving Wi-Fi connection issues in the section 2.2.3. of this document

4.3.2. FIRMWARE UPDATE AVAILABLE



EXPLANATION

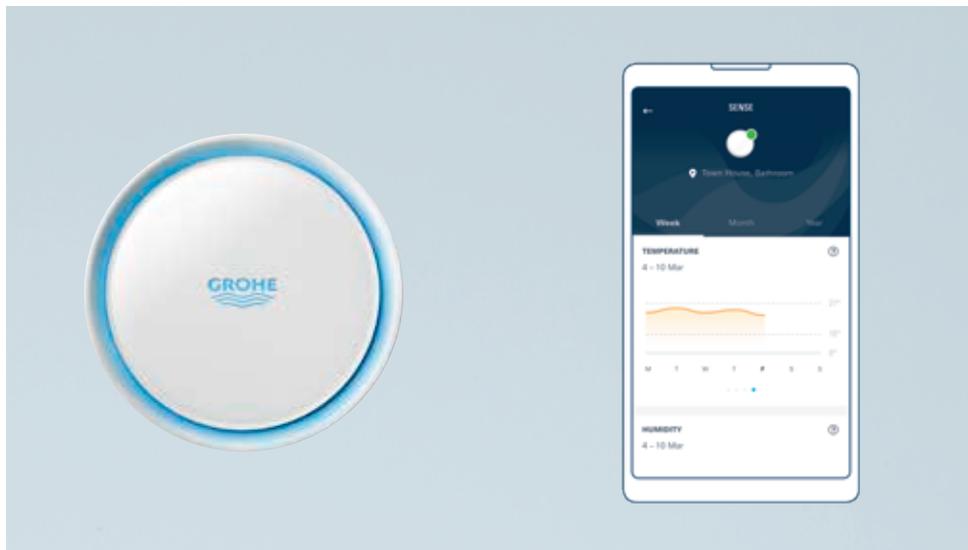
Firmware is the software in the device that controls its functions. You have received this notification because a newer firmware version is available.

RECOMMENDATION WHAT TO DO

GROHE strongly recommends that you always install the latest firmware – this is the only way to make use of the full range of product functions and the latest improvements. Most importantly, every new firmware release has a positive impact on the level of protection against water damage.

For information of how to install a new version of firmware, check the section 2.3.3. of this document.

5. GROHE SENSE IN DETAIL



5.1. HARDWARE

These are the functions of GROHE Sense:

- Detects water on the floor (e.g. water leaks, flooding)
- Senses humidity
- Measures temperature and detects frost risk

To provide these functions, the device is equipped with:

- Two water-detecting metal pins on the underside of the sensor
- Temperature sensor
- Humidity sensor

For correct functioning, the device needs:

- Batteries (3x AAA)
- Stable Wi-Fi connection, established with the use of a smartphone and GROHE Sense app
- Placement on a flat area of non-conducting material, ideally at the lowest point in the room.

It is recommended to place GROHE Sense at a location with an increased risk of water leak or high humidity:

- At the water boiler and the central heating system
- Under the incoming water pipe upstream of the GROHE Sense Guard
- Other specific locations in the cellar, the laundry room, the bathroom or in the kitchen

To provide long battery life, the functions are defined in the following way:

- Flooding detection is always active
- Temperature and humidity are measured once per hour
- The readings are updated in the app once per day as long as the values stay within the set thresholds
- Trigger for an alarm of crossing the set thresholds is always active

CONTROL VIA SMARTPHONE

GROHE Sense is a smart home device that is controlled with the use of GROHE Sense app.

DEVICE LIGHT

LED light of the GROHE Sense indicates the following information:

Color	Blinking rhythm	Status
Blue	Blinking	Connecting via Wi-Fi to the GROHE Sense Cloud, in cases such as: <ul style="list-style-type: none"> • Regular measurement data is sent from the device • Temperature or humidity warning is sent from the device • Wi-Fi integration mode
Red	Blinking in 3 flashes with a pause	Flooding detected, ongoing attempts to transfer the alarm via Wi-Fi to the GROHE Sense Cloud
Red	Blinking in 2 flashes with a pause	Low batteries
Red	Blinking in single flashes with a pause	System error

DEVICE SOUND ALARM

GROHE Sense sound alarm indicates the following information:

Alarm	Situation
Three beeps accompanied by red light	<ul style="list-style-type: none"> • Flooding detected • Flooding alarm has been successfully transferred via Wi-Fi to the GROHE Sense Cloud
Single beep accompanied by blue light	Connection via Wi-Fi to the GROHE Sense Cloud successfully established (during integration process, or after battery replacement)

DEVICE FACTORY RESET

Reset function is used to make the device delete all the saved information, and make it ready for connection to a new Wi-Fi network.

Follow these steps to reset GROHE Sense:

1. Open the device.
2. Press the button inside the device and hold it pressed for 5 seconds. When the light flashes red 3 times, release the button.
3. When the reset was successful, the device beeps 3 times and starts blinking blue.

INTERNET OUTAGE

In case of internet outage, GROHE Sense continues to provide its functions, but it can't send any information or warnings. In case of water flooding detected during internet outage, the device can't send a push notification into the app and it can't trigger GROHE Sense Guard to shut water off.

When internet is available again, the connection to the Wi-Fi network is restored automatically within the next 24 hours, using the last Wi-Fi credentials used by the device. At this moment, the device will send the last pending alarm and the measurement data.

5.2. CONTROL VIA THE APP AND DEVICE PREFERENCES

GROHE SENSE DETAIL

To access more detailed information about GROHE Sense, tap on your active device on the overview screen.

This is the information you can view:

- Temperature
- Relative humidity
- Day and time of the last data update
- Battery status

The temperature and humidity measurements are displayed in graphs, with the following options:

- Switch your view between a week, a month, and a year, by tapping on the time period in the upper part of the screen
- Preview previous or following time periods by tapping on the arrows below the graphs
- Get the exact value by tapping inside the graph area

GROHE SENSE PREFERENCES

To access GROHE Sense preferences, go to the GROHE Sense detail page, scroll to the bottom, and tap the "Preferences" button.

The following settings can be edited:

- Upper threshold for temperature
- Lower threshold for temperature
- Upper threshold for humidity
- Lower threshold for humidity

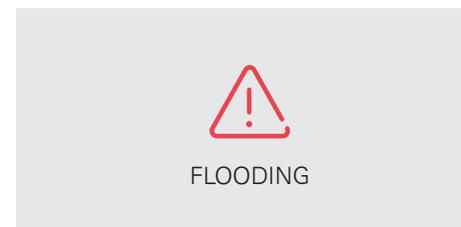
Note that the frost risk threshold is defined at 3 °C and cannot be changed.

In the lower part of the preferences screen, the firmware of the GROHE Sense device is shown for your information.

6. GROHE SENSE WARNINGS AND HOW TO REACT

A complete list of all notifications triggered by GROHE Sense is included here. You can always get more specific information and support directly in the app by tapping on the "Help" button in the notification. After you have taken note of the message, you can mark it as read.

6.1. FLOODING NOTIFICATION



EXPLANATION

Your GROHE Sense has detected water.

Please note that GROHE Sense is sensitive, and it is enough for a small amount of water under the device to trigger a flooding alarm.

RECOMMENDATION WHAT TO DO

Locate the GROHE Sense and check why it has detected water. In case of flooding, GROHE Sense blinks red and sends out an acoustic signal.

Depending on the cause and severity, take first prevention measures to minimize the damage. If needed, shut off your water supply, call an installer, and contact your insurance company. When the risk has been mitigated, re-open the water supply.

6.2. NOTIFICATIONS RELATED TO HUMIDITY AND TEMPERATURE

6.2.1. HIGH / LOW HUMIDITY



EXPLANATION

Room humidity is measured on a continual basis, once per hour. As long as the values stay within the set thresholds, the readings are updated in the GROHE Sense app once per day. If humidity stays above or below the set thresholds for more than 3 hours, you will be automatically notified by the app.

Relative humidity is normally expressed as a percentage and indicates how much water the air contains in relation to its maximum absorption. A higher percentage means that the air is more humid. At 100 % the air is completely saturated with water and cannot absorb any additional water. The maximum capacity of water absorption depends on the temperature and pressure. Higher temperatures lead to higher humidity.

The ideal relative humidity in living or bed rooms is below 60 % (recommendation of the United States Environmental Protection Agency EPA). In the bathroom, kitchen or the cellar, a slightly higher humidity level is acceptable. Too high humidity over long time can result in growth of mold, which poses a health risk. Too low humidity can be a sign for overheating and can also cause health risks, such as nasal dryness in winter.

Note that humidity measured by GROHE Sense on the floor can vary from measurement taken by another device placed at a different location in the room. The humidity measurement can be also influenced by the surface material where GROHE Sense is positioned.

RECOMMENDATION WHAT TO DO

To reduce the relative humidity, you can try various things:

- Open the window during/after showering/bathing
- Use the exhaust duct or open windows when cooking, washing, etc.
- As a last resort, you can use air conditioners or dehumidifiers to improve the situation

To increase relative humidity place cups with water in the room close to radiators or use a vaporizer or humidifier.

The lower/upper humidity thresholds are settings you can adjust yourself for each device. Reduce the lower humidity threshold if you set it too high, or increase the higher humidity threshold further upwards if you set it too low.

6.2.2. HIGH / LOW TEMPERATURE AND FROST RISK



EXPLANATION

Room temperature is measured on a continual basis, once per hour. As long as the values stay within the set thresholds, the readings are updated in the GROHE Sense app once per day. If temperature reaches a value above or below the set threshold, you will be automatically notified by the app.

Furthermore, GROHE Sense has an automatic default frost risk warning. This frost risk alarm is triggered as soon as the temperature drops below 3 °C.

Note that temperature measured by GROHE Sense on the floor can vary from measurement taken by another device placed at a different location in the room. The temperature measurement can also be influenced by the surface material where GROHE Sense is positioned.

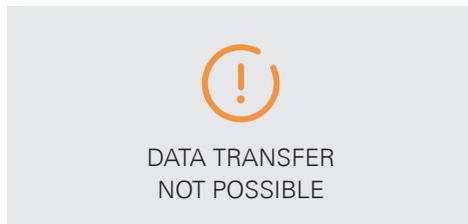
RECOMMENDATION WHAT TO DO

Check if your heating system and radiators are working properly, especially if you leave your house for an extended period of time. Check regularly the basement and rooms not often used and make sure that the temperature there stays within reasonable levels.

The lower/upper temperature thresholds are settings you can adjust yourself for each device. Reduce the lower temperature threshold if you set it too high, or increase the higher temperature threshold further upwards if you set it too low.

6.3. NOTIFICATIONS RELATED TO DATA AND BATTERY

6.3.1. DATA TRANSFER NOT POSSIBLE



EXPLANATION

GROHE Sense connects to the Wi-Fi network to transmit the measurement data once per 24 hours, in several attempts. If the Wi-Fi connection cannot be established even with multiple attempts, you will receive this notification.

RECOMMENDATION WHAT TO DO

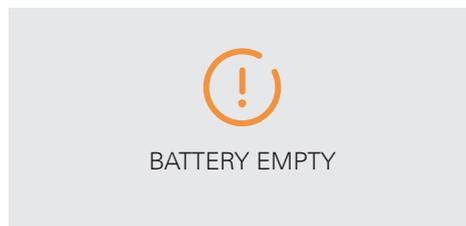
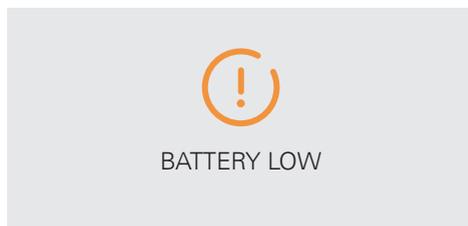
Check why your internet connection dropped.

If your connection cannot be re-established in the next days, try to replace the batteries in the device.

If your connection is dropping frequently, the following actions could improve the situation:

- Move your Wi-Fi router closer to the GROHE Sense
- Remove larger physical barriers between the Wi-Fi router and the GROHE Sense
- Purchase and install a Wi-Fi repeater which extends the range of your Wi-Fi network
- Check the tips on solving Wi-Fi connection issues in the section 2.2.3. of this document

6.3.2. BATTERY LOW & BATTERY EMPTY



EXPLANATION

Battery low:

The battery of your device is almost empty (below 20 %) and the GROHE Sense will turn off soon.

Battery empty:

The battery of your GROHE Sense is empty and the product has stopped working.

RECOMMENDATION WHAT TO DO

Open your GROHE Sense and insert new batteries. After this your GROHE Sense reconnects to the Wi-Fi network automatically within the next 24 hours.

If you are not sure if the batteries need to be replaced, do the following check:

1. Take out all 3 batteries and put them back in.
2. Observe the color of the blinking LED light inside the device:

Color	Status
Blue	The device is trying to connect to the Wi-Fi network, the batteries are still good
Red	Batteries are low and need to be exchanged

3. If the LED light does not start automatically blinking, the batteries are completely empty or the device has malfunctioned.

7. GROHE SENSE APP OTHER FEATURES: INBOX, ACCOUNT AND HOUSES, PREFERENCES

These three app sections can be accessed directly from the navigation bar displayed in the bottom part of the screen.



7.1. INBOX

Your inbox contains all the notifications that have been delivered to you. New notifications are displayed as unread, and they are marked as read after they have been open once.

To access your inbox, tap the icon of a bell in the navigation bar. Notifications in the inbox can be filtered using the pre-defined categories, located in the upper part:

- Alert
- Warning
- Information
- Unread
- All

7.2. ACCOUNT & HOUSES

To access your account and your houses, tap on the icon of a person in the navigation bar.

The account section in the upper part of the screen lets you:

- View your name as it is saved in the app
- Edit your profile information (currently your name)
- Change your password
- Sign out

The lower part of the screen shows you the currently defined houses in the app for your account. Your GROHE Sense and GROHE Sense Guard devices are organized in virtual houses and rooms. On this screen, you have the following options:

- Access further settings associated with a house by tapping on a house name
- Rename or delete a house by:
 - Android users: tapping on the three dots on the right side next to the house name
 - Apple iOS users: swiping from right to left on the house name
- Add a new house by tapping the (+) icon

HOUSE ROOMS

The detail of your rooms lets you view and edit the rooms and the devices in these rooms. To access this, tap on your house and select the option “Your rooms”.

On the “Your rooms” screen, you can:

- View the list of your rooms, and the number of devices in each of the rooms.
- Rename or delete a room. Tap on the icon of a pencil in the top right corner, then select which of the rooms you would like to rename or delete by tapping on the corresponding icon.
- Add a new room.
- Access the list of devices in a room by tapping on the room.
 - Rename or delete a device. Tap on the icon of a pencil in the top right corner, then select which of the devices you would like to rename or delete by tapping on the corresponding icon.

HOUSE SETTINGS AND FUNCTIONS

For each of your houses, the following settings and functions can be defined:

- Emergency contacts – add people who will receive an e-mail in the cases of most urgent warnings
- Water management – define the input costs, which are used to calculate your water and energy consumption cost estimates
- Insurance – link your house with your property insurance provider

For more information about these functions, check the sections 2.3.4., 2.3.5., and 2.3.6. of this document.

7.3. PREFERENCES

To access general preferences of the GROHE Sense app, tap on the icon of a gear wheel in the navigation bar. (Note: To access device-specific preferences, check sections 3.3. and 5.2.)

This is the information that you can view and edit:

- Measurement system: metric (standard in Europe) or imperial (standard in the USA)
- Setting of e-mail notifications in emergency cases
- Setting of tracking – anonymized collection and evaluation of usage data

The preferences screen also gives you access to:

- Help & support
- Legal notes

In the lower part of the screen, your currently installed version of the GROHE Sense app is shown for your information.

8. WI-FI NETWORK CHANGES, SMARTPHONE CHANGES AND WHAT TO DO

8.1. NEW WI-FI ROUTER, NAME, PASSWORD

If you change your Wi-Fi network name or password, follow these steps to integrate the devices into the new network:

OPTION 1:

1. Go to the device preferences (open the overview screen, tap on a device, scroll to the bottom of the page and tap on the button "Preferences").
2. Select the option change Wi-Fi network at the bottom part and follow the instructions in the app.

OPTION 2:

1. Reset the devices (for instructions check sections 3.1. and 5.1. of this document).
2. Integrate the devices as new devices into the network (for instructions check section 2.2. of this document).
3. The re-integrated devices will appear in the list of your devices. If you have chosen a new name in the re-integration, the previous name of the device will be automatically replaced by the new name.

OPTION 3:

If you have a new router, you can also change the name and the password of the Wi-Fi network to match the credentials used before. With this change, the GROHE Sense devices will automatically re-connect into the network using the login data defined previously, no re-integration of the devices is needed in this case.

8.2. NEW SMARTPHONE

If you have a new smartphone, simply download the GROHE Sense app on the new phone and log into your existing account. All of your data will appear also in the new device – data is stored in the GROHE Sense Cloud, not on your mobile device. For instructions on downloading the app check section 2.1.1. of this document.

9. ADDITIONAL HELP AND DOCUMENT VALIDITY

9.1. ADDITIONAL HELP

For more information about GROHE Sense products and for additional help, reach out to:

GROHE Sense help center at help.grohe-sense.com

- Latest version of this user guide
- Latest product manuals
- Frequently asked questions
- Contact to customer support

Call the local customer support

- Phone number is indicated in the manual included in the product packaging

9.2. VALIDITY OF THIS DOCUMENT

Note to the document version: This user guide is based on the GROHE Sense app version 1.5.0, GROHE Sense Guard firmware 1.44 and GROHE Sense firmware 1.06. Please note that the new versions might introduce changes not included in this document.

This user guide is applicable to the following products: 22500LN0, 22502LN0, 22502LN1, 22503LN0, 22504LN0, 22505LN0, 22505LN1, 22513LN0, 22517LN0, 22518LN0, 22519LN0, 22520LN0, 22594LN0, 22597LN0, 22601LN0, 22602LN0.

Definition of selected terms in the document:

- * GROHE defines a pipe burst as a complete hole or a crack in the downstream piping system, resulting in unintended disposal of water with close to maximal flow rate. Pipe burst detection depends on the general water usage profile, therefore time-lag to shut-off can vary significantly. During that time water might be disposed. Achieve higher detection speed by combining the installation with GROHE Sense in critical locations.
- ** A water system test is conducted once every 24 hours. Pipe material, volume and other piping system characteristics can impact the result. Micro leak detection is limited to the cold water system in most cases. Combine with GROHE Sense to monitor potential humidity increases over time.

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