AQUALEAK

watergate®

Sonic

User Manual

Meet Sonic, a state-of-the-art smart water valve designed to keep your home safe and efficient.

This brochure will walk you through how to get started and make the most of Sonic.

What is Sonic?

Sonic is a **water valve**, a cutting-edge device that monitors and manages your water system to spot potential leaks, reduce water waste, and protect your home.

Here's what Sonic can do for you:

Potential Leak Detection

Detects possible leaks in real-time and can automatically shut off the water supply to prevent water damage.

Water Usage Monitoring

Provides detailed insights into your water usage.

Legionella Risk Alerts

Flags potential risks for harmful Legionella bacteria.

Remote Control

Allows you to control your water supply from anywhere in the world using the mobile app.

Where is Sonic installed?

Sonic is usually installed near your main water supply entry point. This could be under the kitchen sink, in a utility cupboard, or another accessible location.

If your property came with a pre-installed Sonic, and you have trouble finding it, contact your property manager for assistance.

How does it work?

Sonic continuously monitors water flow and uses advanced AI and sensors to detect anomalies. When a potential issue is identified, Sonic can close the valve to prevent water damage.

Potential leaks

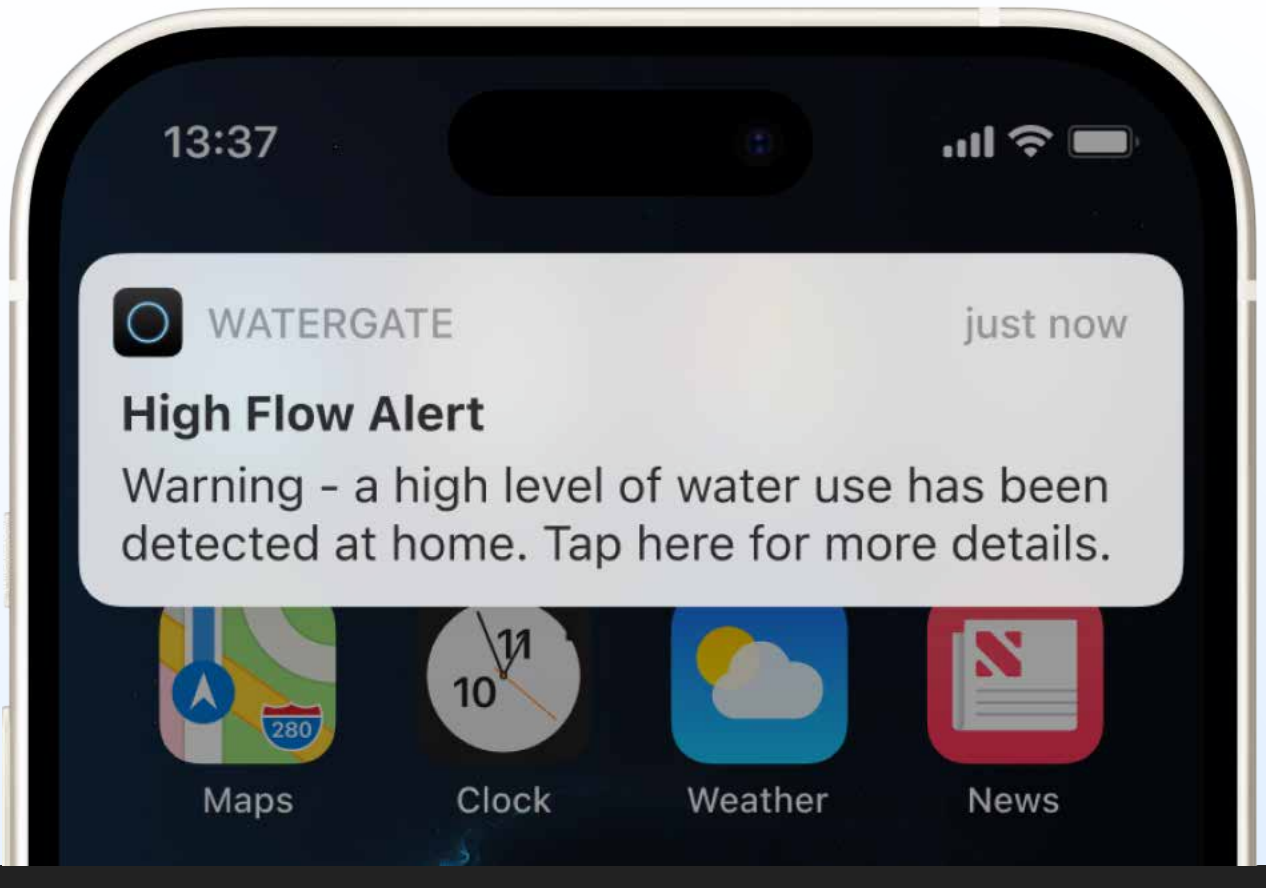
When Sonic detects a possible leak, it creates an issue in your mobile app, sends you a notification, and an email, and then waits for your response.

If you don't respond, our system will try to call you. After another waiting period, it will make a second call. If there's still no response, Sonic will **shut off the valve** to keep your home protected, and make a final call to inform you of this action.

Add the number +44 7480 589 934 to your contact list and mark it as an emergency contact to ensure you receive our calls even in Do Not Disturb mode.

Alerts and notifications

The Watergate app keeps you informed with real-time alerts and notifications. Whether it's a detected leak, unusual water usage, or a scheduled maintenance update, you'll always be in the loop.



Do I need a mobile app?

Sonic works effectively on its own, but for the best protection, we recommend using the Watergate mobile app that unlocks extra benefits. You can monitor water usage in real-time, receive risk notifications, control your water supply remotely, and customise settings.

Pairing Sonic with the Watergate App

To set up your Sonic, download the app, create an account, and follow the on-screen instructions to connect Sonic to your Wi-Fi network.

You can download the app for either iOS or Android:

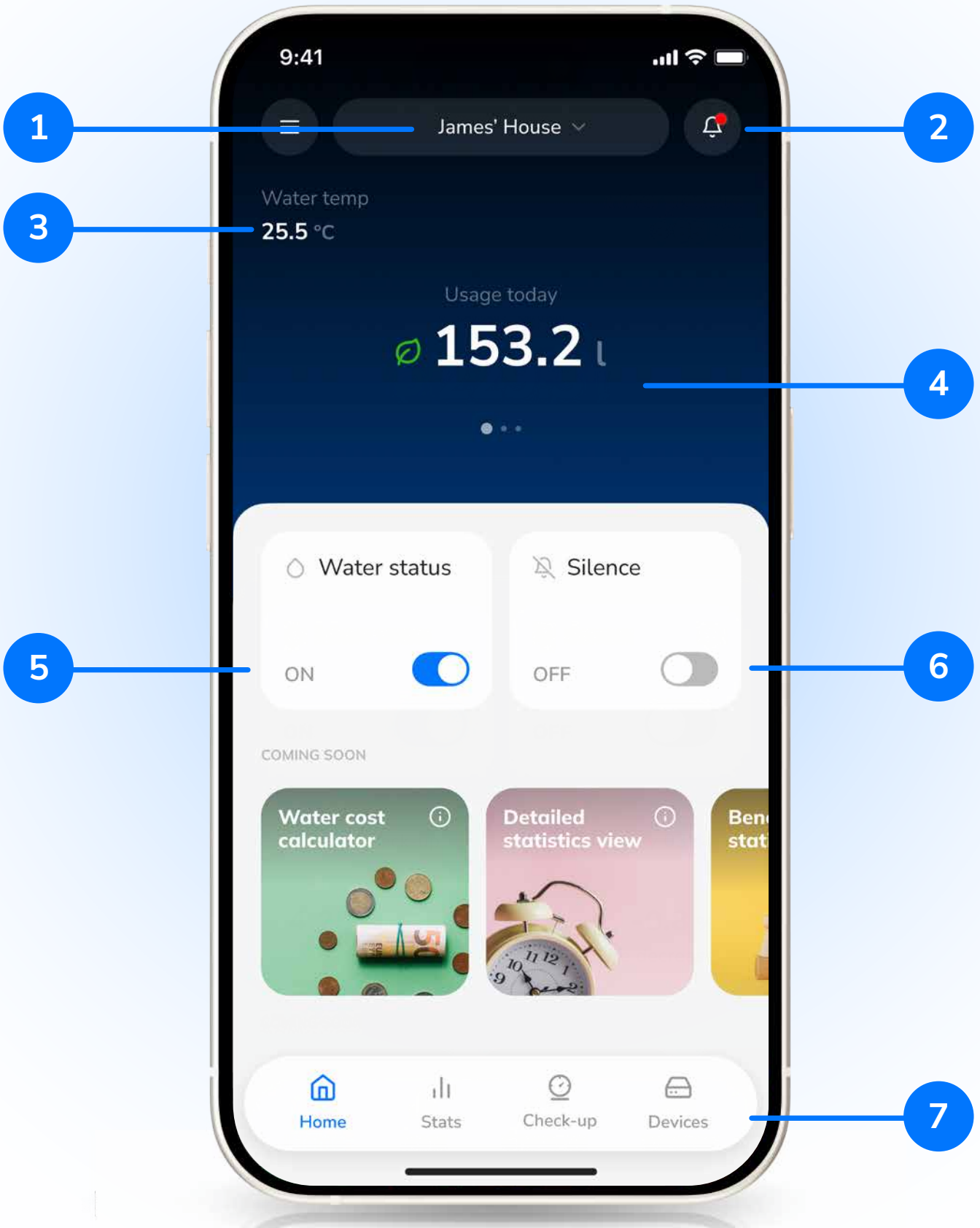
GET IT ON Google Play

Download on the App Store

Using the mobile app

The Watergate app's home screen is a true command centre for your water system. The screen dynamically changes to alert you of any leaks or other important events. Here, you can find:

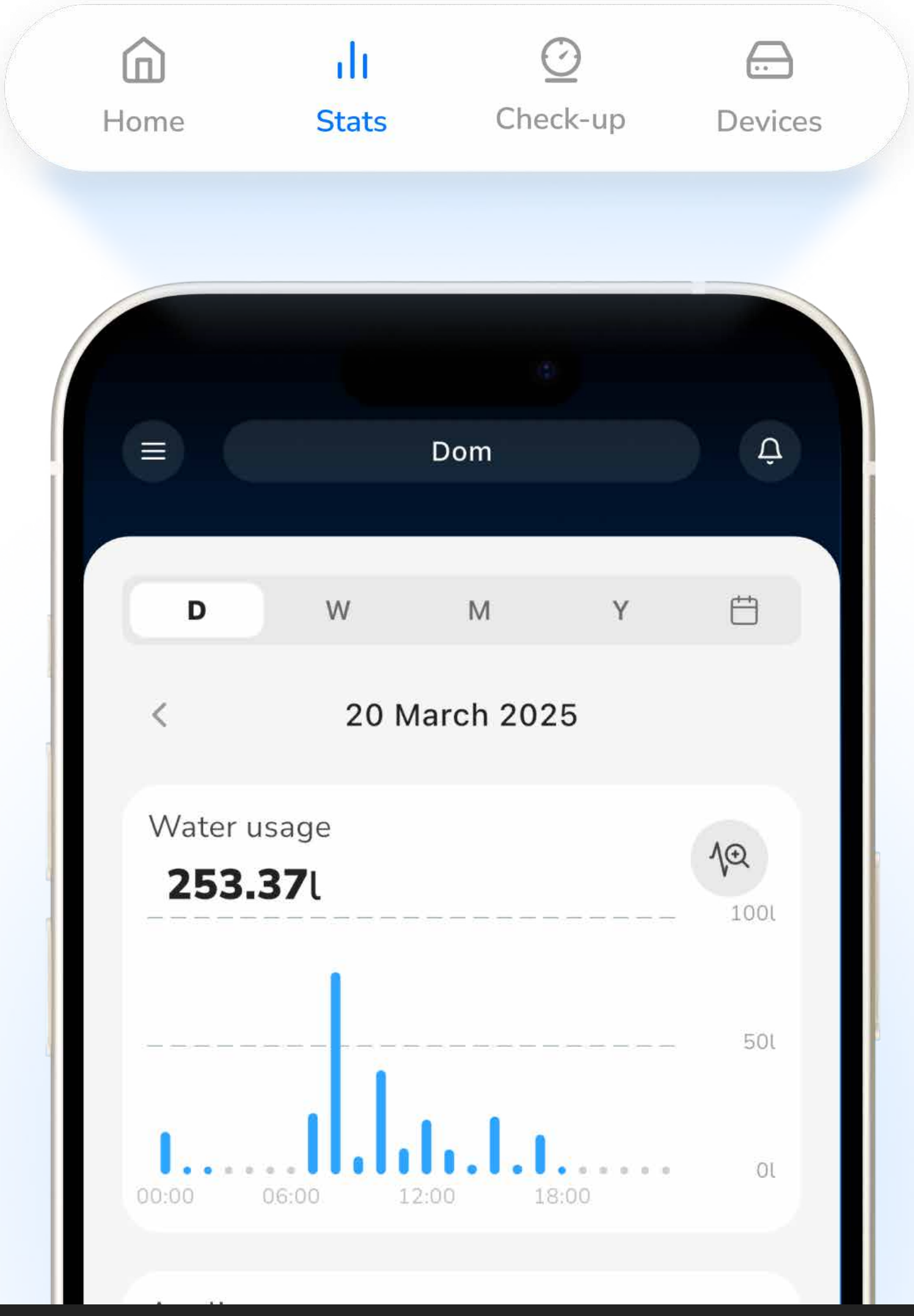
1. Property selector
2. Notifications centre
3. Real-time water temperature value
4. Real-time updates on your water usage
5. Switch to turn the water on or off
6. Switch to silence or unsilence alerts
7. Navigation menu



Water statistics

In the Watergate app's statistics screen, you can monitor your daily, weekly, monthly, and annual water usage, as well as check trends for water temperature in your home.

You can compare these metrics over different periods to efficiently manage your water use and stay informed about your system's performance.



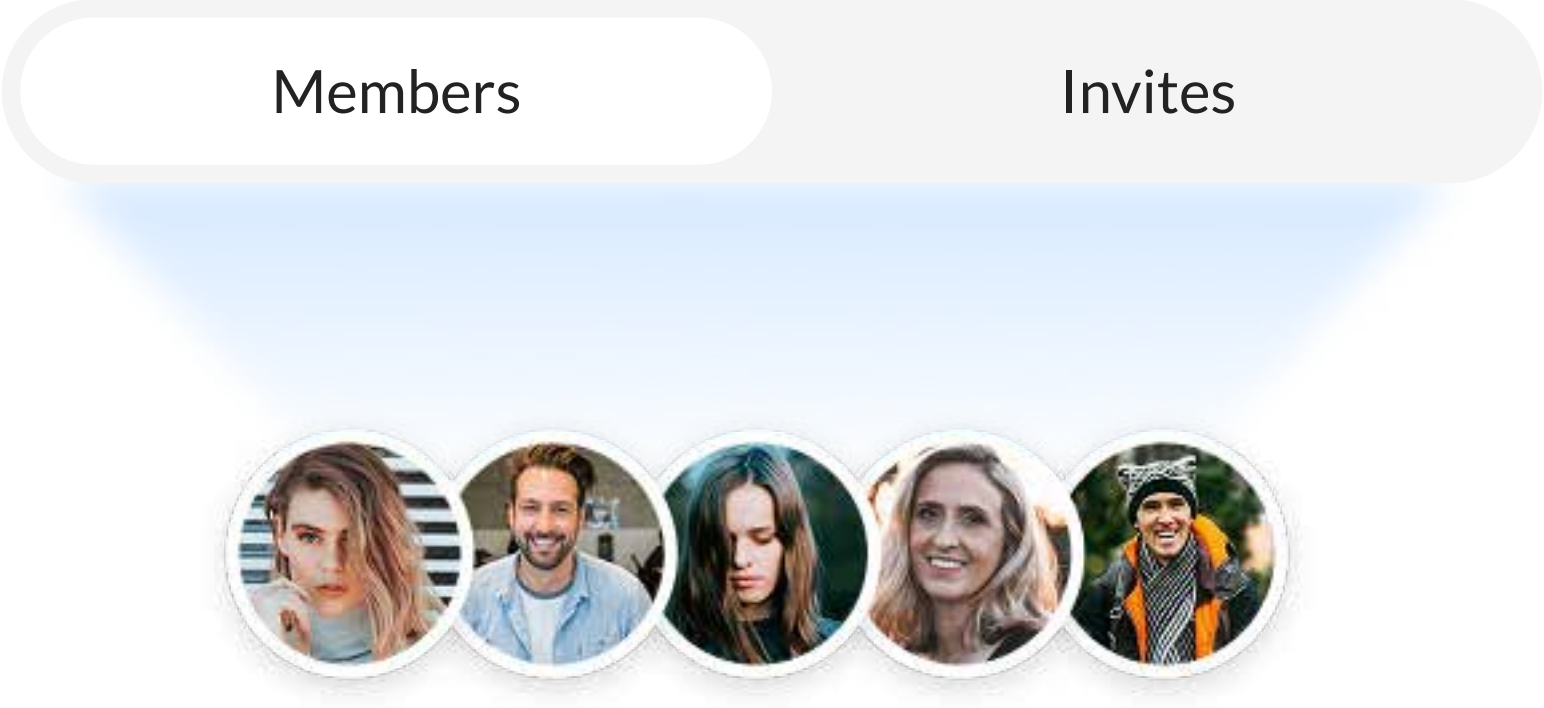
Inviting new users

Adding new members to your Sonic system is simple with the Watergate app.

This allows multiple users to monitor and control the water system in a given property, ensuring everyone in your household has access to important alerts and controls.

1. Open the Watergate app and go to menu ☰
2. Under ‘Property settings’ select ‘Property members’
3. Tap on the grey plus button to add a new member
4. Enter the email address of the new member
5. Send the invitation by tapping the ‘Confirm’ button
6. New members need to confirm the invitation by clicking ‘Accept’ in their email

You can view your pending invites under ‘Invites’ tab



Swapping Wi-Fi

If you want to change the Wi-Fi settings on your Sonic, you can easily do it through the app. Remember to connect to a **2.4 GHz network** to ensure compatibility with your device.

1. Open the Watergate app and go to ‘Devices’
2. Under ‘Valves’ select ‘Sonic Wi-Fi’
3. Tap on ‘Settings’
4. Tap on ‘Change Wi-Fi’
5. Follow the instructions on the mobile app

What else should I know?

Handle position

The handle on your Sonic device operates independently from the internal valve. This means the handle might appear open, while the internal valve is actually closed. Use the switch on the home screen of the mobile app to operate the valve in order to ensure correct status of your water supply. You can still open and close the valve manually in case of emergency.

Wi-Fi requirements

Sonic requires a **2.4 Ghz Wi-Fi** connection. Ensure your home network meets this requirement, and remember to reconnect the device to the network after any changes to your internet settings.

Battery backup

Sonic is primarily powered by the mains electricity, but in case of a power outage, it has a battery backup. Sonic uses four long-lasting **AA lithium batteries.**

The mobile app will notify you if the battery level is low. Avoid using rechargeable batteries, as we cannot guarantee their functionality.

LED functionality

The LED indicator provides visual feedback on Sonic's status.

Solid blue	Operating normally
Flashing blue	Pairing mode - bluetooth active, ready to connect
Flashing purple	Attempting to connect to Wi-Fi
Solid green	Operating in offline mode
Solid red	Error

Maintenance

To keep the system running smoothly and in optimal shape, periodically check Sonic's and its connections' physical condition.

Ensure your mobile app is always up-to-date to benefit from the latest features and improvements.

Support

We hope you enjoy the peace of mind that comes with Sonic. For any further assistance, please don't hesitate to reach out to our support team.

FAQs

Visit our FAQ page for answers to common questions and troubleshooting tips.

Customer Support

Contact us via support@watergate.ai or call our support hotline at +44 20 3327 1000.

Thank you for being a part of the Watergate community!