

KOHLER H2Wise+

KOHLER H2Wise+ Smart Home Water Monitor and Automatic Shutoff Valve User Manual

Model: H2Wise+ (K-33604-NA)

1. INTRODUCTION

The KOHLER H2Wise+ is an advanced smart home water monitoring system designed to provide comprehensive protection against water damage and optimize water usage. This device integrates with the KOHLER Konnect app to offer real-time monitoring, leak detection, and automatic water shutoff capabilities, ensuring peace of mind and efficient water management for your home.

2. PRODUCT OVERVIEW

The H2Wise+ system continuously monitors your home's water lines using ultrasonic flow and high-definition pressure sensors. It detects leaks and unusual water activity, providing instant alerts and the ability to automatically shut off your water supply to prevent extensive damage. The system connects to your home's Wi-Fi and is managed through the KOHLER Konnect app, offering remote control and detailed water usage insights.





Figure 2.1: The KOHLER H2Wise+ device, showing its main unit, power cable, and sensor.



Figure 2.2: A close-up view of the H2Wise+ unit, highlighting the "KOHLER Powered by Phyn" branding and the QR code for setup.

Key Features:

- **Automatic Shutoff:** Instantly turns off water upon leak detection.
- **Advanced Leak Monitoring:** Utilizes ultrasonic flow and high-definition pressure sensors for precise detection.
- **App & Voice Control:** Manage and monitor via the KOHLER Konnect app, compatible with Alexa and Google Assistant.
- **24/7 Whole Home Protection:** Continuous monitoring of all water lines.
- **Durable Construction:** Built with premium materials for long-term reliability.

3. SAFETY INFORMATION

Please read all safety instructions before installing or operating the H2Wise+ device. Failure to follow these instructions may result in property damage, personal injury, or device malfunction.

- **Electrical Safety:** Ensure the power outlet used is a standard A/C outlet and, if outdoors or in a damp environment, a Ground Fault Circuit Interrupter (GFCI) outlet is recommended. Do not expose the power adapter to water.
- **Water Safety:** Always shut off the main water supply before beginning any plumbing work. Ensure all connections are watertight to prevent leaks.
- **Professional Installation:** If you are not comfortable with plumbing or electrical work, it is highly recommended to consult a qualified plumber or electrician for installation.
- **Operating Temperature:** Ensure the device is installed in an environment within its specified operating temperature range to prevent damage.
- **Proposition 65 Warning:** This product may expose you to chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov.

4. PACKAGE CONTENTS

Verify that all components are present in the package before proceeding with installation:

- KOHLER H2Wise+ Smart Water Monitor Unit
- Power Adapter
- Mounting Hardware (screws, anchors)
- Quick Start Guide (not included in this manual, but typically in box)

Note: Additional plumbing fittings (e.g., Mueller Meter Couplings, adapters) are not included and may need to be purchased separately depending on your existing plumbing.

5. SETUP & INSTALLATION

5.1 Pre-Installation Checklist

- **Tools Required:** Pipe wrench, adjustable wrench, pipe cutter, plumber's tape, measuring tape, drill, screwdriver.
- **Main Water Shutoff:** Locate and confirm access to your home's main water shutoff valve.
- **Power Outlet:** Identify a standard A/C power outlet within 15 feet of the installation location. A GFCI outlet is recommended.

- **Wi-Fi Network:** Ensure you have a stable 2.4 GHz Wi-Fi network available. The device requires a 2.4 GHz connection.
- **Clearance:** Ensure sufficient space around the main water line for the H2Wise+ unit and any necessary fittings. Refer to dimensions: 4.43"L x 2.75"W x 11"H.

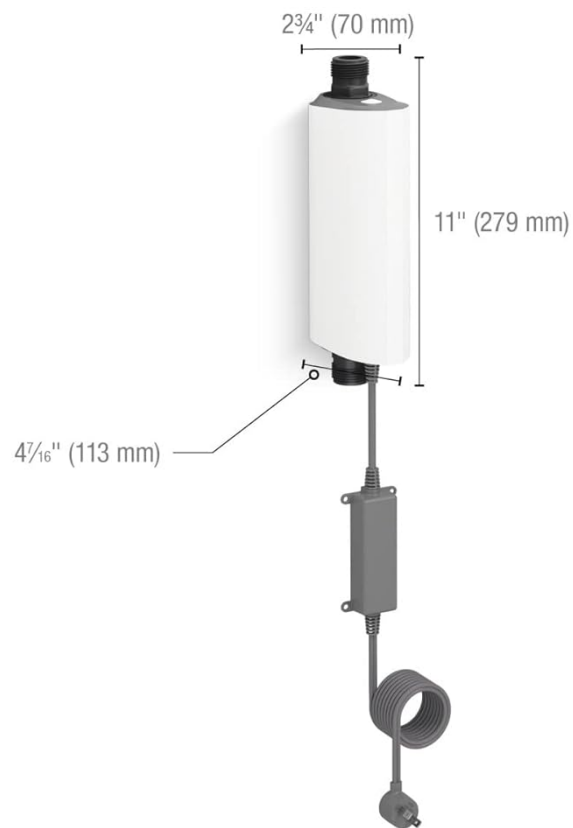
5.2 Physical Installation

The H2Wise+ unit should be installed on your main water supply line after the main shutoff valve and before any branch lines. It connects to water supply lines 1¼" or smaller.

1. **Shut off Main Water Supply:** Turn off the main water supply to your home. Open a faucet to drain any remaining water pressure.
2. **Select Installation Location:** Choose a straight section of your main water line for installation. Ensure it is easily accessible and near a power outlet.
3. **Cut Pipe:** Carefully cut a section of your main water line to accommodate the H2Wise+ unit and any required couplings. Measure precisely.
4. **Install Couplings (if necessary):** Depending on your pipe material (e.g., PVC, copper) and size, you may need specific couplings (e.g., 3/4" Mueller Meter Couplings) and adapters. Apply plumber's tape to threaded connections.
5. **Connect H2Wise+ Unit:** Install the H2Wise+ unit into the cut section of the pipe, ensuring the flow direction matches the arrows on the device. Tighten all connections securely to prevent leaks.
6. **Mount Device:** Secure the H2Wise+ unit to a wall or stable surface using the provided mounting hardware.
7. **Restore Water Supply:** Slowly turn the main water supply back on, checking for any leaks at the connections.
8. **Plug In Power:** Connect the power adapter to the H2Wise+ unit and plug it into the designated A/C outlet.

H2Wise™+ Powered by Phyn Smart Water-Monitoring System With Remote Shutoff

K-33604-NA



KOHLER *Konnect*



Figure 5.1: Diagram showing the dimensions of the H2Wise+ unit (11" height, 2 3/4" width) and its connected components.

H2Wise™+ Powered by Phyn Smart Water-Monitoring System With Remote Shutoff

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H2Wise+ connects to water supply lines 1/4" or smaller.

Connects to KOHLER Kconnect® app to help protect your home from water damage when you're away. Allows you to shut off water to your home from anywhere.

Ultrasonic flow meter has no moving parts, which increases the life span and accuracy, and reduces risk of particles interfering with operation.

Prefreeze warnings help prevent frozen pipes.

Connect water-monitoring system to smart home device of your choice.

Plugs into standard A/C power outlet within 15 feet of installation. Recommend GFCI. Rated for indoor or outdoor installation.

KOHLER Kconnect



Figure 5.2: An illustrative diagram of the H2Wise+ installed on a main water line, highlighting connections to the KOHLER Kconnect app, prefreeze warnings, ultrasonic flow meter, and power outlet.



Figure 5.3: The H2Wise+ unit installed on a main water pipe, demonstrating a typical setup.





Figure 5.4: A close-up view of the H2Wise+ unit integrated into a copper pipe system.

5.3 App Installation & Device Pairing

1. **Download KOHLER Konnect App:** Search for "KOHLER Konnect" in your smartphone's app store (iOS or Android) and download the application.
2. **Create Account:** Open the app and follow the prompts to create a new KOHLER Konnect account or log in if you already have one.
3. **Add Device:** In the app, select the option to "Add Device" or "Add Product."
4. **Scan QR Code:** Use your phone's camera to scan the QR code located on the H2Wise+ unit (refer to Figure 2.2).
5. **Follow On-Screen Prompts:** The app will guide you through the remaining steps to connect the H2Wise+ to your home's Wi-Fi network and complete the pairing process.

5.4 Wi-Fi Connection

The H2Wise+ requires a 2.4 GHz Wi-Fi connection. If you have a dual-band router (2.4 GHz and 5 GHz), ensure your phone is connected to the 2.4 GHz network during the initial setup. Some modern routers combine these bands; if you experience difficulty connecting, you may need to temporarily disable the 5 GHz band or create a dedicated 2.4 GHz network for IoT devices.

6. OPERATING INSTRUCTIONS

6.1 Water Monitoring

Once installed and connected, the H2Wise+ continuously monitors your home's water flow, pressure, and temperature. This data is sent to the KOHLER Konnect app, allowing you to track your water usage patterns over time.



Figure 6.1: A user viewing their daily water usage data within the KOHLER Konnect app on a smartphone.



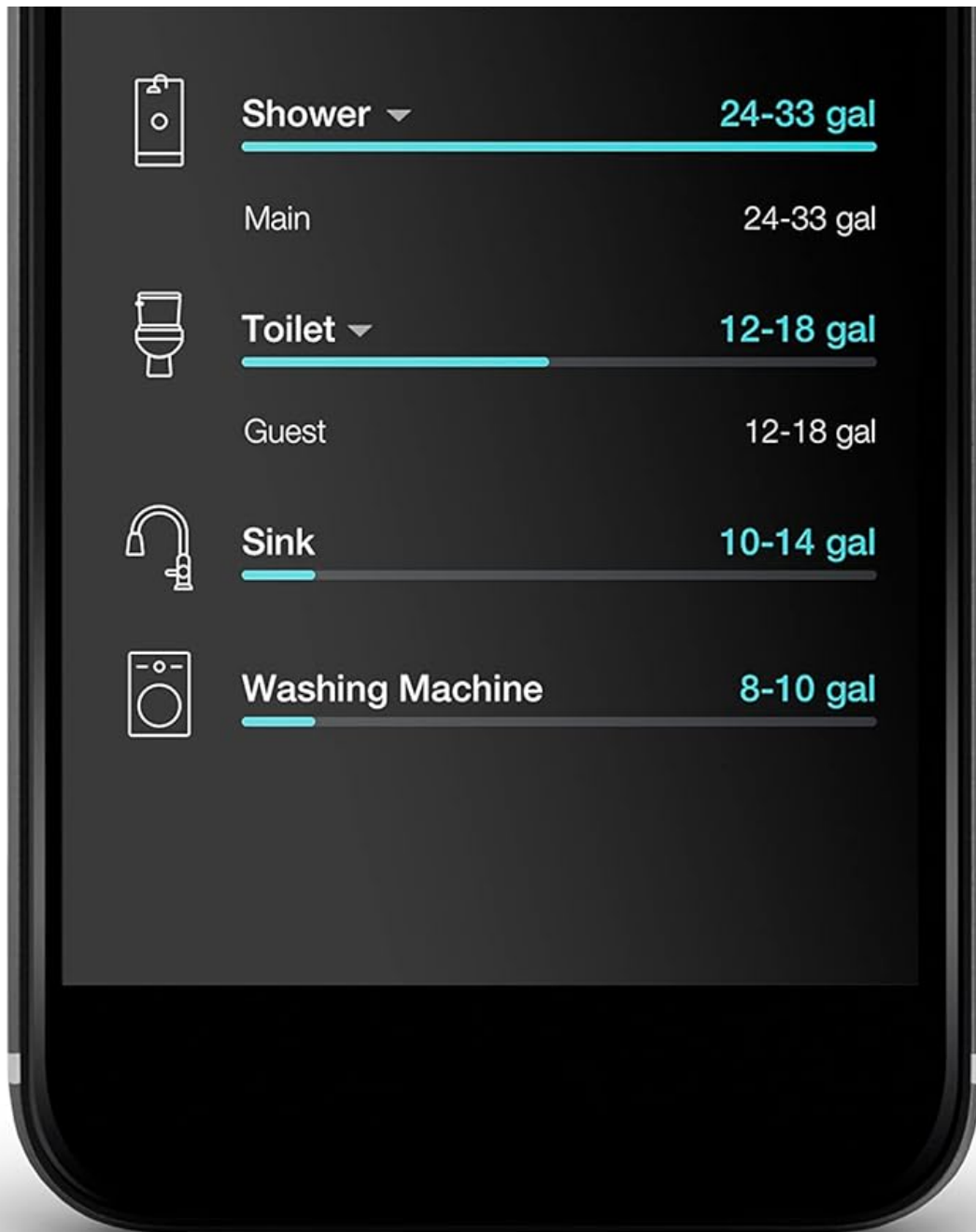


Figure 6.2: The KOHLER Konnect app displaying a detailed breakdown of water consumption by appliance type (e.g., shower, toilet, sink, washing machine).

6.2 Leak Detection and Alerts

The H2Wise+ uses advanced algorithms to differentiate between normal water usage and potential leaks. If a leak or unusual water activity is detected, the system will send immediate alerts to your smartphone via the KOHLER Konnect app.

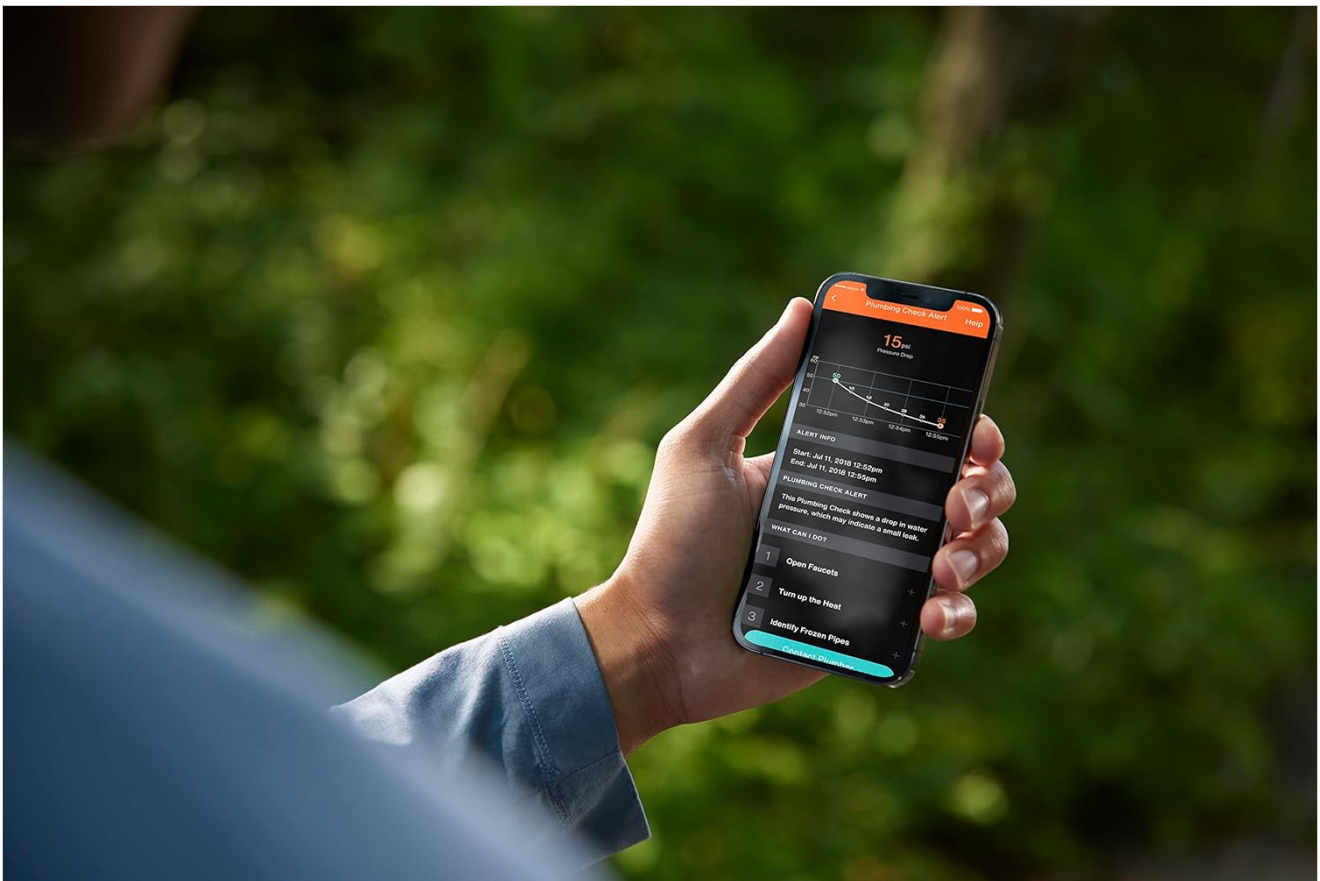


Figure 6.3: The KOHLER Konnect app displaying a "Plumbing Check Alert," indicating a potential leak and providing steps for verification.

- **Alert Notifications:** You will receive push notifications for detected leaks, continuous flow, or abnormal pressure changes.
- **Learning Period:** The device undergoes a learning period to understand your household's unique water usage patterns. During this time, you may receive more frequent alerts as it calibrates.
- **Prefreeze Warnings:** The system can also provide warnings if water temperatures approach freezing, helping to prevent burst pipes.

6.3 Automatic Shutoff

In the event of a significant leak or continuous abnormal flow, the H2Wise+ can automatically shut off your home's main water supply to minimize potential water damage. This feature can be configured within the KOHLER Konnect app.

- **Configuration:** Adjust automatic shutoff settings in the app to suit your preferences.
- **Confirmation:** After an automatic shutoff, you will receive an alert. You can then manually restore water supply via the app once the issue is resolved.

6.4 Manual Control

You can manually shut off or turn on your home's water supply at any time through the KOHLER Konnect app, providing control even when you are away from home.

- **Remote Shutoff:** Ideal for when you are traveling or if you need to perform plumbing work.
- **Voice Control:** Integrate with Amazon Alexa or Google Assistant for hands-free commands to control your water supply.

7. MAINTENANCE

- **Cleaning:** Periodically wipe the exterior of the H2Wise+ unit with a soft, damp cloth. Do not use abrasive cleaners or solvents.
- **Firmware Updates:** Ensure your device's firmware is up to date through the KOHLER Konnect app. Updates often include performance improvements and new features.
- **App Updates:** Keep the KOHLER Konnect app updated to the latest version for optimal performance and access to all features.
- **Regular Checks:** Periodically check the physical connections of the device for any signs of wear or leaks.

8. TROUBLESHOOTING

If you encounter issues with your H2Wise+ device, refer to the following common solutions:

Problem	Possible Cause	Solution
Frequent "Unusual Activity Alerts"	Device is still in its learning phase; water usage patterns are not fully established.	Allow more time for the device to learn your household's water usage. Manually identify water events in the app to help the system learn faster.
Device not connecting to Wi-Fi	Incorrect Wi-Fi band (requires 2.4 GHz); weak signal; incorrect password.	Ensure your router is broadcasting a 2.4 GHz network. Move the router closer or install a Wi-Fi extender. Double-check your Wi-Fi password. Restart the device and your router.
KOHLER Konnect app is slow or unresponsive	Outdated app version; network connectivity issues; temporary server problem.	Update the app to the latest version. Check your phone's internet connection. Close and reopen the app. If the issue persists, contact KOHLER support.
Water pressure decrease after installation	Improper installation; incorrect pipe fittings; debris in the line.	Verify that the device is installed correctly and that all fittings are the appropriate size and type. Consult a plumber if the issue persists.
No push notifications for alerts	App notification settings disabled; phone's notification settings disabled.	Check notification settings within the KOHLER Konnect app. Ensure your phone's operating system allows notifications for the app.

9. SPECIFICATIONS

Feature	Detail
Model Number	K-33604-NA
Brand	KOHLER
Item Weight	3.74 pounds
Product Dimensions	4.43"L x 2.75"W x 11"H
Material	Plastic
Control Method	App (KOHLER Konnect)

Feature	Detail
Connectivity	Wi-Fi (2.4 GHz)
UPC	885612953971
Power Source	A/C Power Adapter (Batteries Not Included/Required)

10. WARRANTY INFORMATION

The KOHLER H2Wise+ Smart Home Water Leak Detector is covered by a **Two-Year Limited Warranty**. For detailed terms and conditions, please refer to the official KOHLER warranty documentation or contact KOHLER customer support.

11. SUPPORT & CONTACT

For technical assistance, troubleshooting beyond this manual, or warranty claims, please contact KOHLER customer support:

- **KOHLER Website:** Visit www.kohler.com for support resources, FAQs, and contact information.
- **KOHLER Konnect App:** The app may also provide direct access to support or troubleshooting guides.