# FAQ'S
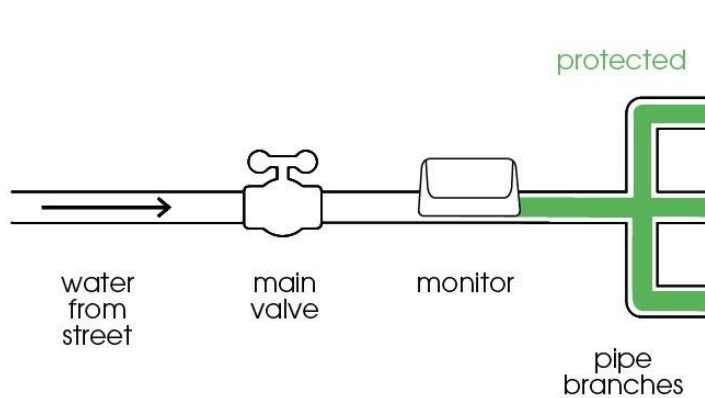
**How should I go about finding and selecting a pipe for installation?**

The main water entry line may be located in a basement, utility closet, garage, or crawlspace based on which type of dwelling it is (a house, townhome or apartment). The main water entry line should have a shutoff valve used to stop the water supply to the home. The main water entry line is typically near the water heater. It is the line that splits into the hot water heater and the cold water for the building. **The Monitor is compatible with 0.75" and 1.0" pipes made of Copper-M, Copper-L, CPVC, or PEX.**



**Install the Monitor on the main water line, before any branches to other appliances**. Installing on a pipe other than the main line will not allow you to see all water usage in your home.

Locate a section of pipe that is near the valve and has at least five inches of **straight, continuous, uninterrupted**pipe.  Do not install the Monitor on top of a pipe joint or coupling - it must be a straight segment of uninterrupted pipe. Ensure that your Monitor is installed directly and securely on the pipe. The Monitor may be installed **vertically** or **horizontally** as long as it is securely fastened to the pipe using the included zip-ties.
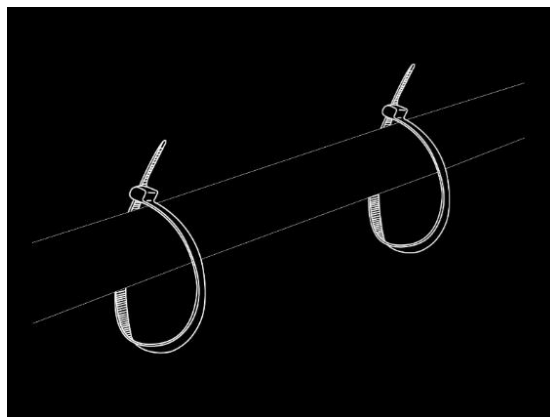
**Please Note:** Consider [checking your Wi-Fi signal strength](#) at this location before mounting the Monitor. Try opening a browser page on your phone from this location to ensure you receive a signal. The chosen install location must also be in range of a standard wall outlet. The included power supply can reach an outlet a linear distance of 10 feet away from the install spot.
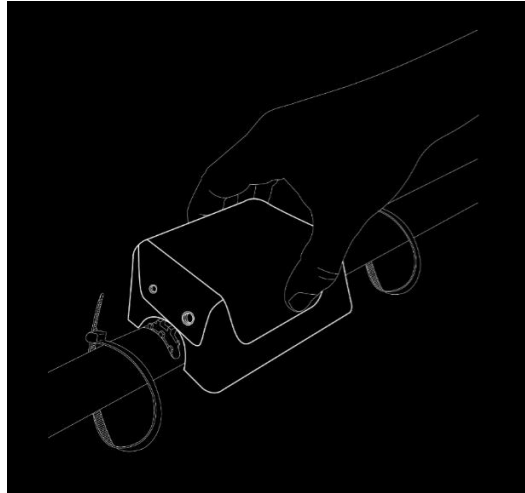
**How do I attach the Monitor to the pipe?**

Once you have properly identified a suitable installation location for your Monitor, follow the steps below to attach the Monitor to the pipe correctly.

1. Loosely attach two of the included zip-ties to the pipe, as shown below. Do not tighten the zip-ties yet.
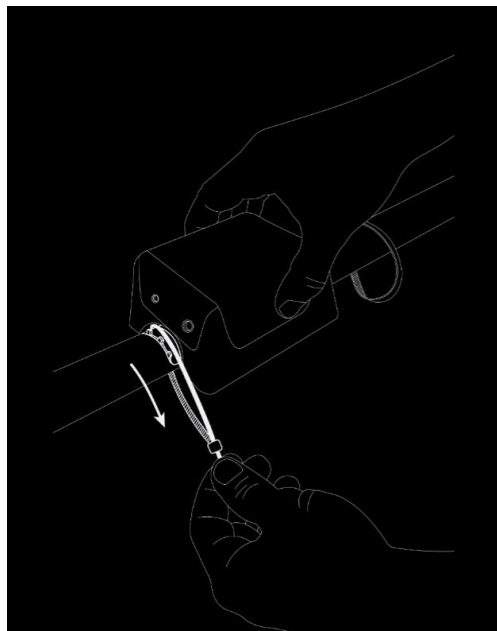


2. Place the Monitor on the pipe so that you can see the top of the Monitor easily. There are two LED lights on the top of the Monitor that need to be visible so that the
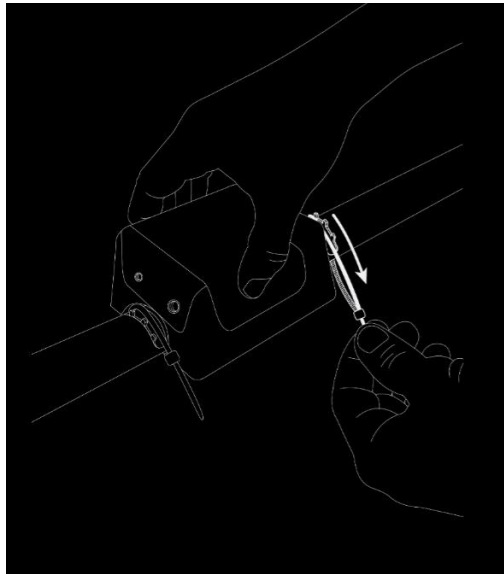
Monitor can communicate its status to you during the setup. Once you've placed the Monitor on the pipe, **do not twist, slide, or turn the Monitor**. If you wish to re-orient the Monitor, remove the Monitor completely from the pipe and then place it in the desired orientation.



3. Hold the Monitor in place with one hand and tighten a zip-tie around one of the zip-tie channels with the other hand by pulling on the end of the zip-tie, as shown below. By tightening the zip-tie over the zip-tie channels, you are securing the Monitor to the pipe.

4. Repeat step #3 with the other zip-tie. Once the Monitor is secured, tighten each zip-tie so that the Monitor is snug against the pipe. **Do not attempt to twist or slide the Monitor once it has been zip-tied to the pipe. This can cause damage to the sensor pads**. If you damage the sensor pads during this process, click here to read how to replace the pads.



5. You can now plug the Monitor into the wall and continue the setup process.

**What pipe types does the Monitor work with?**

# Supported Pipe Diameters

- ¾" Copper Tube Standard

- 1" Copper Tube Standard

This is the standard for home plumbing pipes and refers to the nominal outside pipe diameter. Most homes have ¾" or 1" pipes.

# Supported Pipe Materials

- CPVC

- PEX

- COPPER (TYPE M)

- COPPER (TYPE L)

**How do I know what type of pipe I have?**

**Determining the size (diameter)**: The Streamlabs app will automatically detect what size pipe you have. To double-check, the pipe will completely fill the channel at the base of the Monitor if it is a 1" pipe. If it does not completely fill it, it is likely a 3/4" pipe.

**Determining the pipe material**: The Streamlabs app will also automatically detect what type of pipe you have. On occasion, the app may misidentify the pipe type. Please validate the app's pipe type selection by checking the supported pipe type descriptions below.

## *Supported Plastics*

**CPVC** looks and feels similar to PVC but is an off-white color. It should also have "CPVC" stamped on the side.



**PEX** is a flexible plastic that comes in several colors (red, white, blue and orange). "PEX" is etched on the side of the pipe.

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## Supported Metals

**Copper Type M** ranges from the color of a new penny to dark brown. Copper Type M pipe is most commonly used for indoor home installations. "Type M" will be printed on the side in red and often accompanied by a red stripe down the length of the pipe.
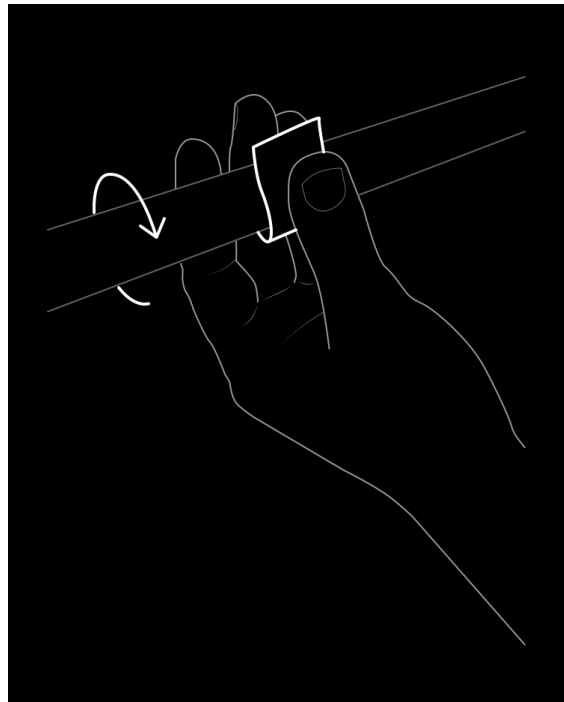


**Copper Type L** ranges from the color of a new penny to dark brown. Copper Type L pipe is also commonly used for general residential plumbing purposes and can be used in outdoor and commercial applications. "Type L" will be printed on the wall in blue and often accompanied by a blue stripe down the length of the pipe.

### How should I go about cleaning the pipe?

Use a fabric household cloth or rag to gently clean the section of pipe intended for install. This should adequately remove any paint, dust, and loose dirt from the installation site. In the case of excessive dirt and debris, only use a cloth or rag

dampened with water to clean the pipe around the install site. Do not use household cleaners or solvents to clean the pipe.

Don't be alarmed if debris, paint, or dust remains on the install location after cleaning. A little bit of debris, paint, or dust will not affect the Monitor's accuracy or performance. If you are unable to get a signal, please refer to our troubleshooting article. If you are still experiencing problems with the installation, our customer support team may have a recommendation for a secondary cleaning tool.
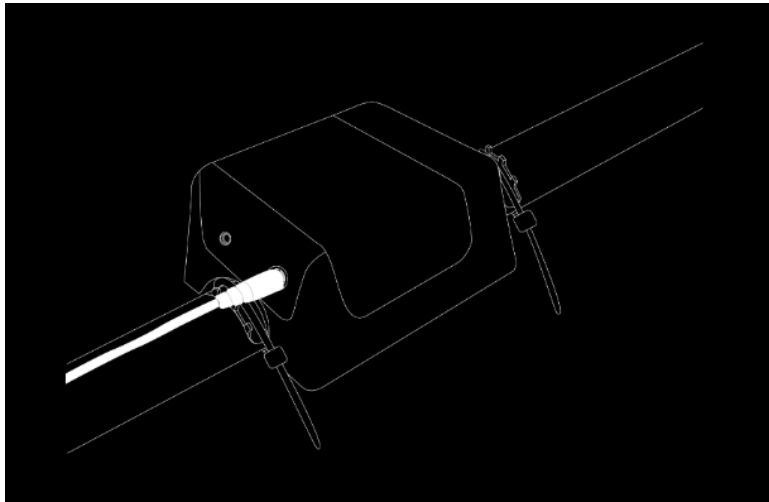


### How do I power my Monitor?

Your Monitor comes with a 6V, 3.6W power adapter. If this power adapter is damaged or missing, do not attempt to find another one. Contact support.

| Power Issues: | Use only the provided power adapter. |
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Check that the power adapter is plugged in securely at both the Monitor and the wall (house power

Verify that any adaptors are undamaged and in working condition.



The power adapter plugs into the Monitor on the side, as shown below.

**Note:** The barrel connector of the power adapter will not be fully inserted into the Monitor (expect a few millimeters of the silver end to be showing.) If the connector is fully in place, you should see the LEDs on the top of the Monitor light up.