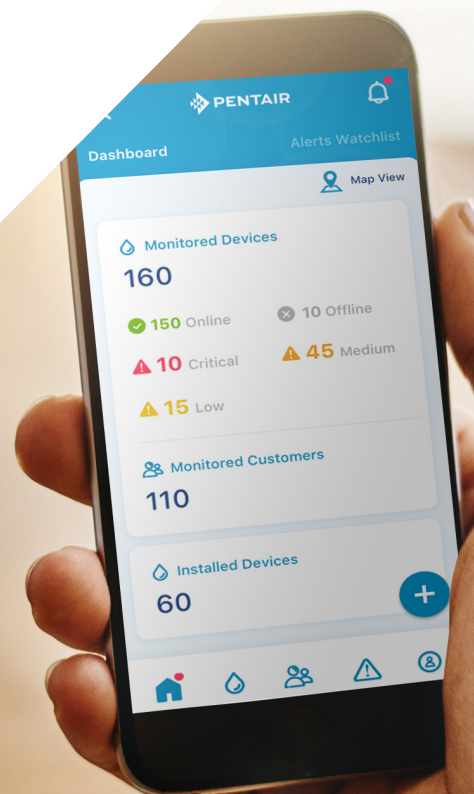
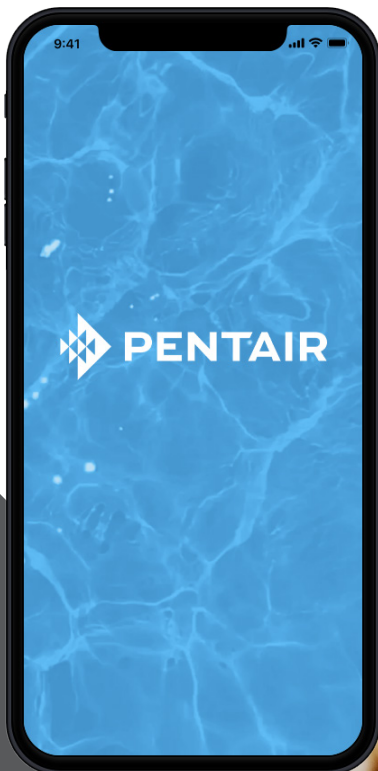




PENTAIR PRO

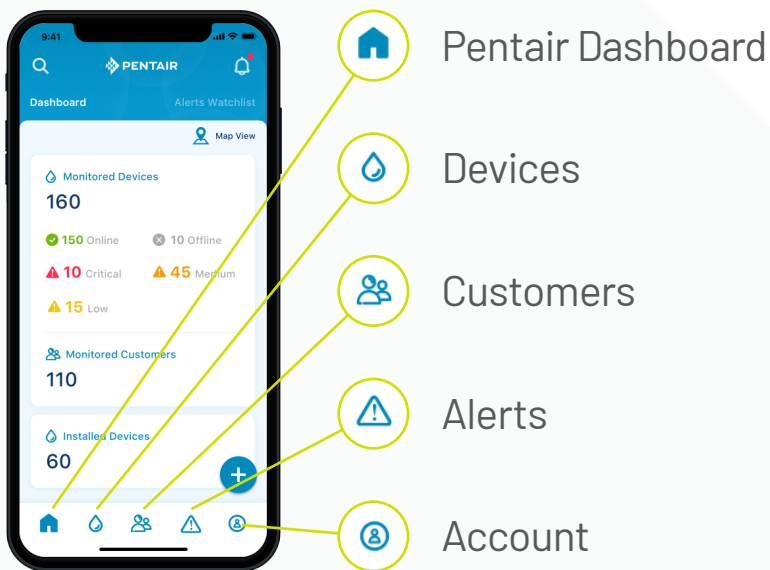
CONNECTED WATER SOFTENER

Professional Guide



GET CONNECTED TO YOUR CUSTOMERS' WATER

Water is essential to our wellbeing. The Pentair Pro app is designed to sync with the Pentair Home Connected Water Softener, giving you the information you need about your customers' water in one place, anytime, anywhere.



Using the app is simple. Use the bottom icons to navigate wherever you need to go. See the following pages for full instructions.

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TROUBLESHOOTING

Visit [Pentair.com/connectedsoftener-pro](https://www.pentair.com/connectedsoftener-pro)

GETTING STARTED

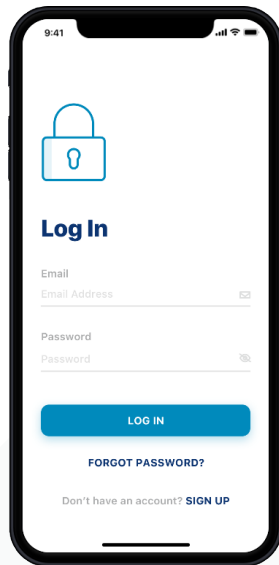


GET THE APP



STEP 01

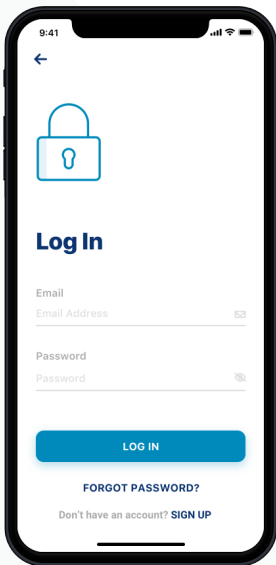
Search for and download the Pentair Pro App in the App Store or Google Play.



STEP 02

Open the app and select Sign Up. Create a username and password. Check your email and click on the verification link to get started.

SET UP YOUR ACCOUNT



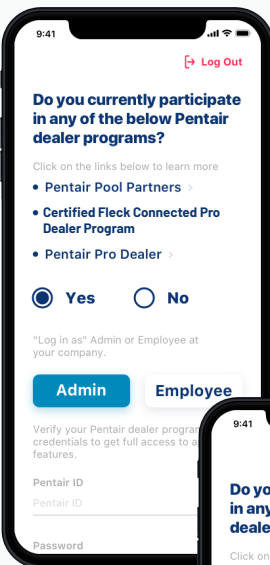
STEP
01

Enter your login information, press Log In.

STEP
02

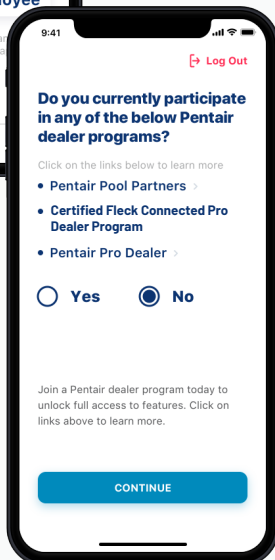
Confirm dealer program participation

Select YES if you currently participate in any Pentair dealer programs. Select Admin* or Employee



If Admin (one per company): Verify your credentials by entering Pentair (Partner Center) ID and password. Press Verify.

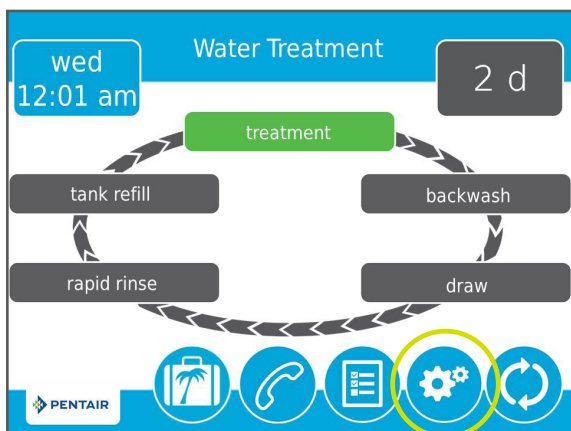
If company Employee: Obtain an invitation code from your admin. Enter the code, your Pentair (Partner Center) ID and password.



Select No if you are not participating in the Certified Fleck Connected Pro Dealer program (you will have limited access to Pro app features).

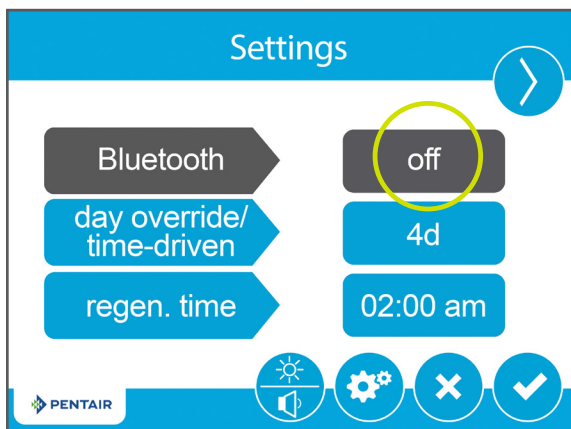
* While there is only one set of Admin credentials per company, those credentials can be shared with another individual in the company who will be responsible for the Admin functions. This could be the owner, office manager, tech manager, or customer service manager - whomever will monitor customer systems and relay alert information to service technicians.

CONNECT A SOFTENER TO THE APP



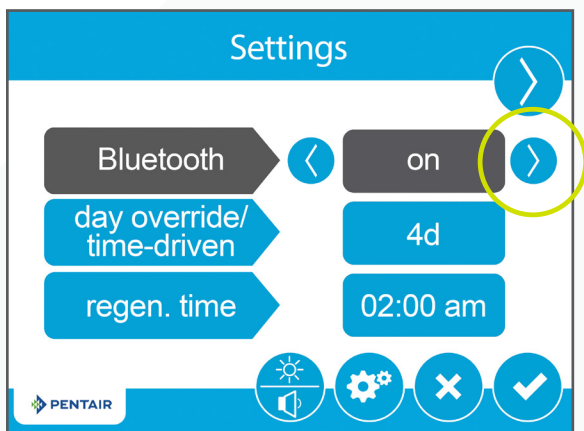
STEP 01

At the softener, press the Gear icon on the valve.

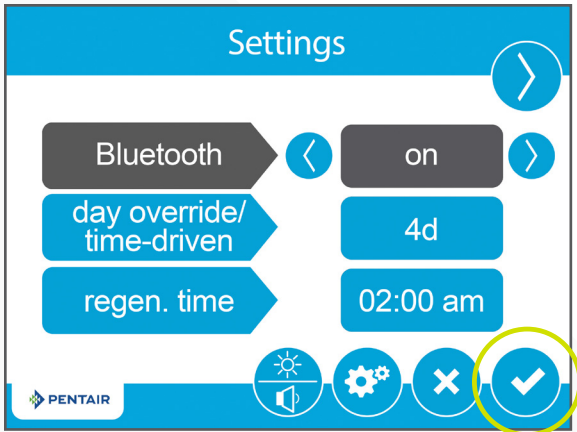


STEP 02

Press the Bluetooth® Off button then use the right arrow to turn Bluetooth® On (also make sure your phone's Bluetooth® is on).

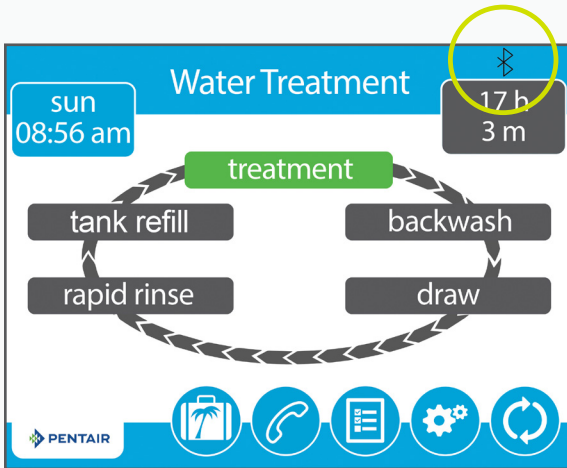


CONNECT A SOFTENER TO THE APP



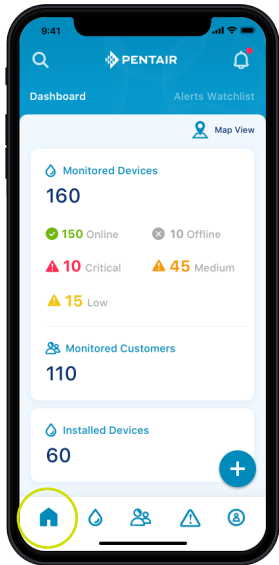
STEP 03

Press the Checkmark icon.

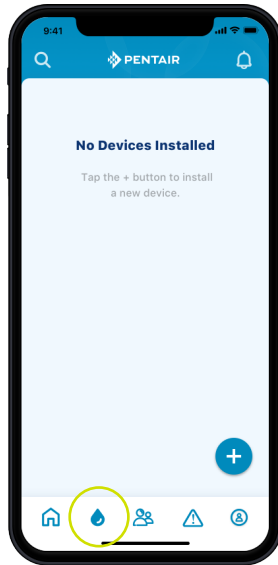


The black Bluetooth® logo signifies the connection is now open.

ADD A DEVICE



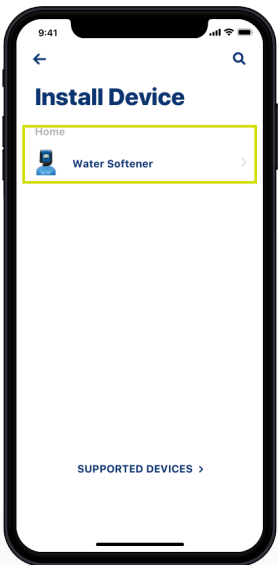
OR



Tip: Before you begin the next steps, make sure your phone's Bluetooth® is enabled.

STEP 01

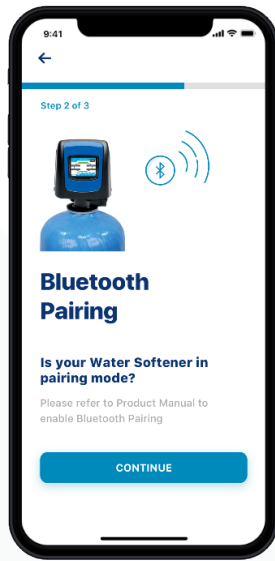
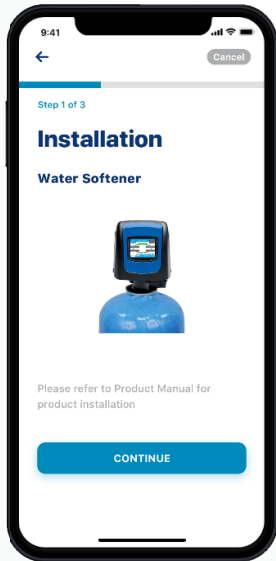
On your phone in the Pro App, go to the Pentair dashboard or to Devices, then press the + icon.



STEP 02

Select Water Softener.

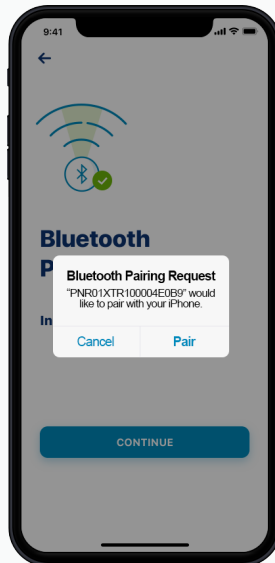
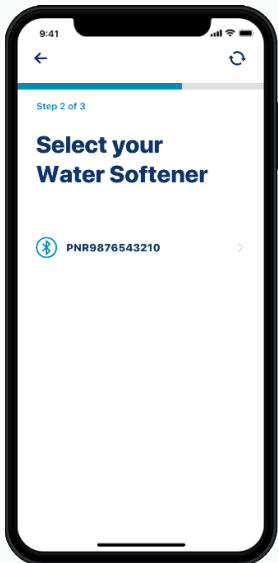
ADD A DEVICE



STEP 03

Press Continue, then Continue again.

Tip: Make sure your phone is connected to your 2.4GHz WiFi signal from your router. The Water Softener cannot be connected to the 5GHz frequency.



STEP 04

Choose the device (name will always start with the letters PNR).

Pair, then press Continue on your phone when prompted.

Note: Bluetooth® icon on the softener valve will turn white after connecting, so you know you've made a successful connection.

SET SALT LEVEL

If a homeowner wishes, you may set the salt level at set up in the Pro app. Alternatively, the homeowner may do so in the Pentair Home app.

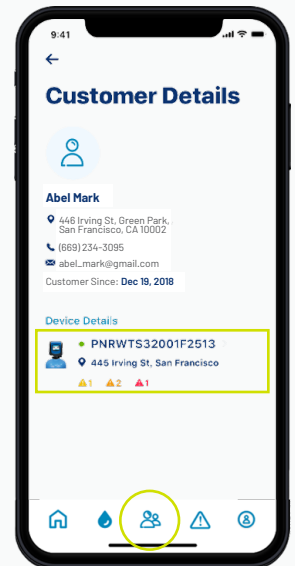
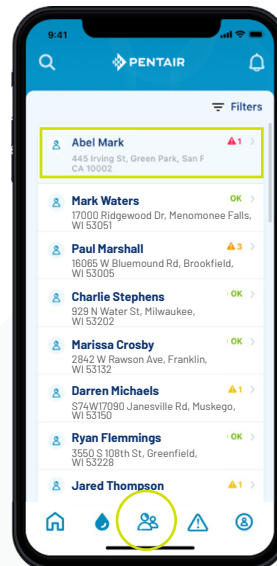
In order to set the salt level in the Pro app, a homeowner must request remote monitoring. Please refer to the Home Guide – Remote Monitoring. You must then accept the monitoring request – please refer to page 19.

STEP 01

In the Pentair Pro app, go to Customers.

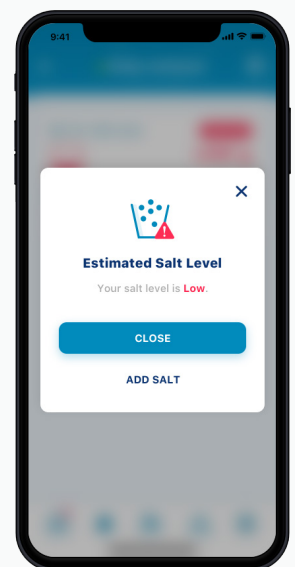
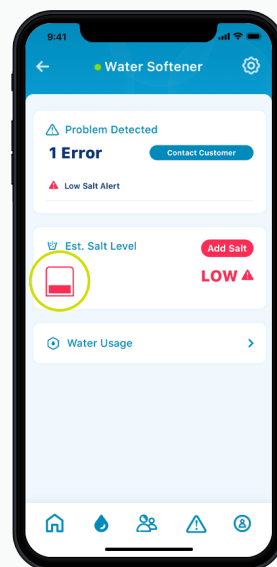
Select the specific customer, then select the device.

Tip: Use magnifying glass icon to search for customer.



STEP 02

Press the Brine Tank icon, then press Add Salt.



SET SALT LEVEL

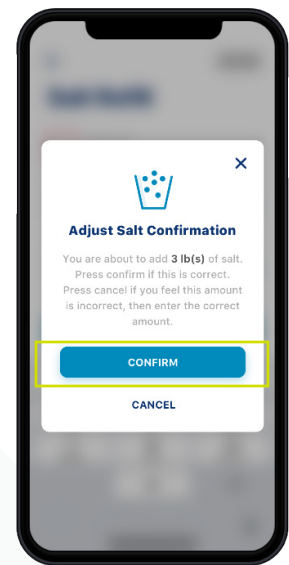
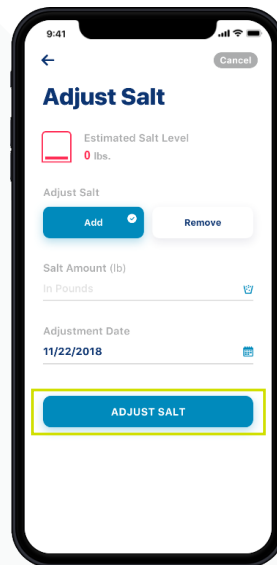
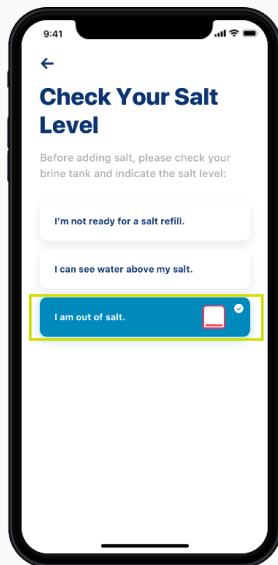
STEP 03

Select I am Out of Salt.

Type in the pounds of salt you added, the date you added the salt and then press Adjust Salt.

Press Confirm or Cancel to go back to the previous screen.

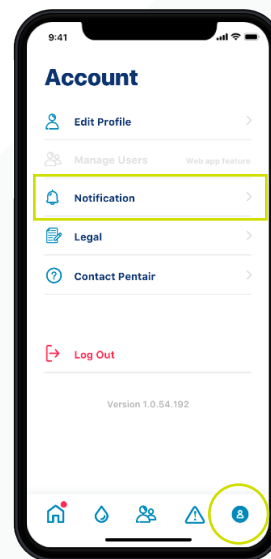
Tip: You can also remove salt.



NOTIFICATION PREFERENCES

STEP 01

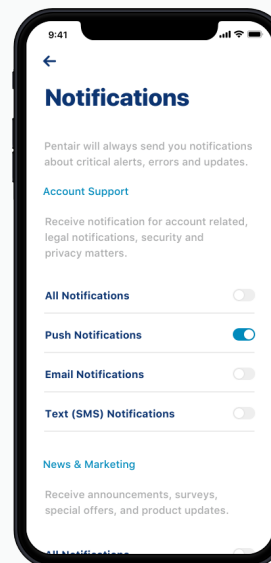
To adjust your notification preferences, go to your Account and select Notification.



STEP 02

Choose how to receive alerts for:

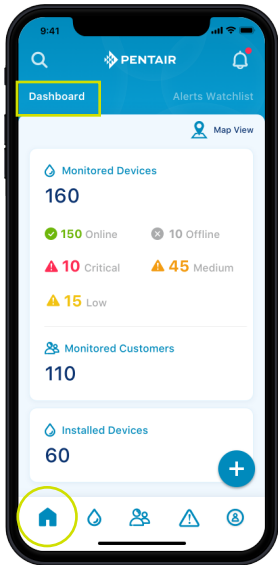
- Alerts (for monitored devices)
- Account Support
- News & Marketing



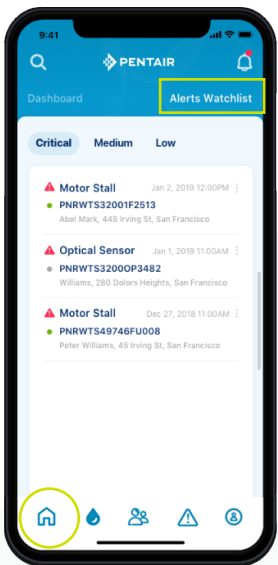
USING THE PRO APP



APP OVERVIEW



The Pentair dashboard shows all monitored devices and status, number of monitored customers, and the number of installed devices.



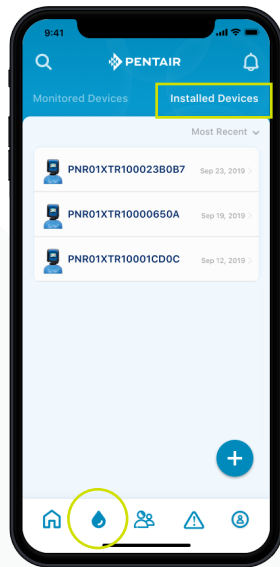
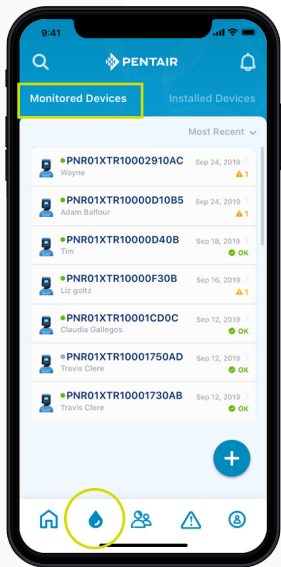
The Alerts Watchlist tab shows all alerts, classified Critical, Medium, Low.

Critical (Red) alerts are received daily. Softener has stopped working, is offline, or is low on salt.

Medium (Orange) alerts are received every other day. Softener is not functioning properly or has a medium level of salt.

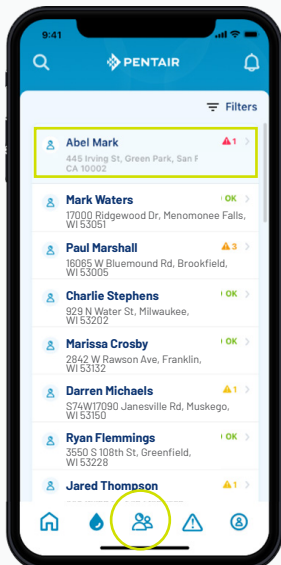
Low (Yellow) alerts are received once per week. Softener is experiencing non-critical functionality issues.

APP OVERVIEW



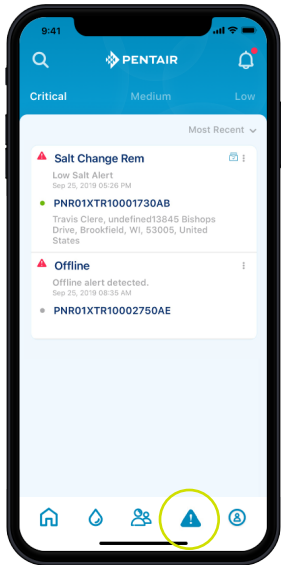
Select Devices to view all monitored and installed devices.

- Monitored Devices lists all monitored devices along with install date and any alerts, if applicable.
- Installed Devices lists all installed devices with install date and who installed the device.

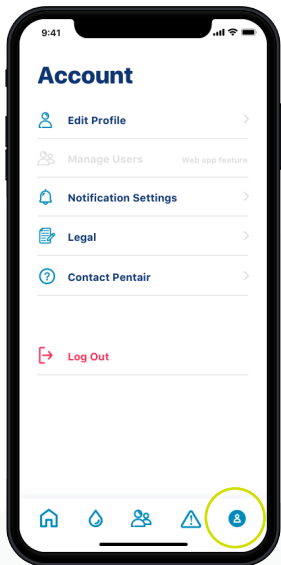


Select Customers to see a list of all customers. Select individual customer to view their devices and alerts.

APP OVERVIEW



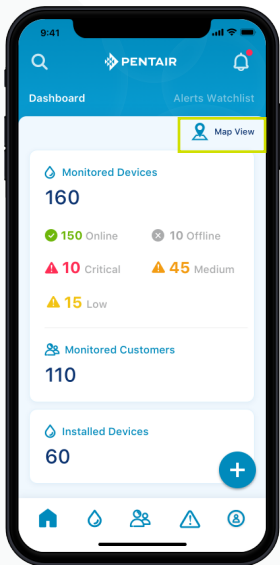
Select Alerts to view all device alert history, segmented by criticality (Critical, Medium and Low).



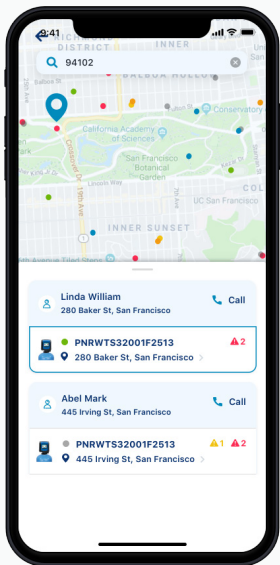
Go to Account to edit your profile, manage notifications, view legal notices, and contact Pentair.

VIEW INSTALLED DEVICES

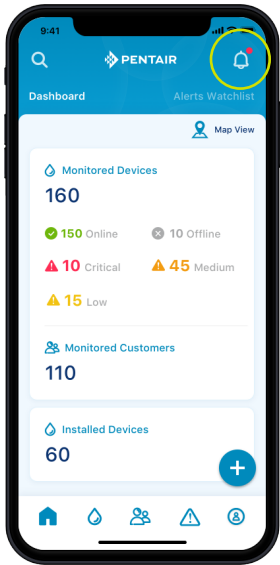
In the Dashboard, view monitored devices, status and alerts.



Press Map View to see all installed device locations and device status.



MANAGE REMOTE MONITORING REQUESTS

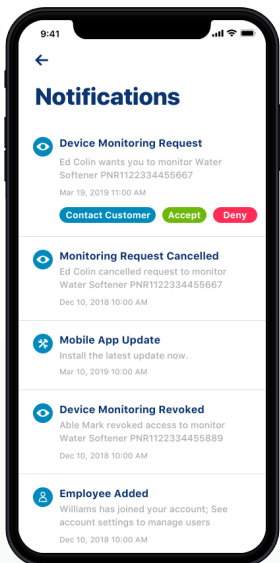


STEP
01

Homeowner requests remote monitoring via the Pentair Home App.

STEP
02

On the Pentair dashboard, select the bell icon to view notifications.



STEP
03

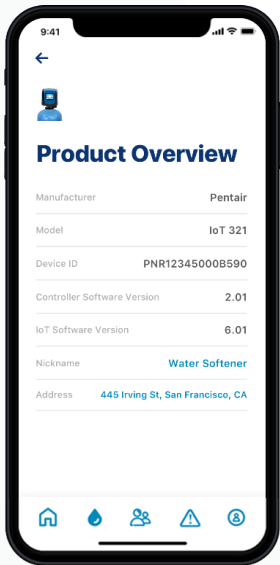
Select Contact Customer, Accept or Deny

Contact Customer - Allows you to contact the customer ahead of time in the event you form a service plan around this program.

Accept - Sends a message to the consumer that you have accepted the request and are now remote monitoring their product.

Deny - Sends a message to the customer that you have denied the remote monitoring request.

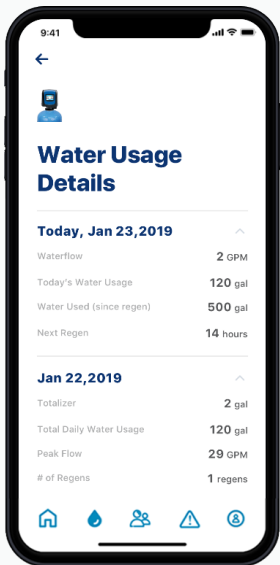
REMOTE TROUBLESHOOTING



When Remote Monitoring is accepted, it provides access to product details by individual customer

- Allows you to see select system information and details to diagnose and troubleshoot from afar
- Save on unnecessary service calls
- Arrive at a service call properly prepared to address the issue at hand

Tip: Water usage will show you the date of the last settings change.

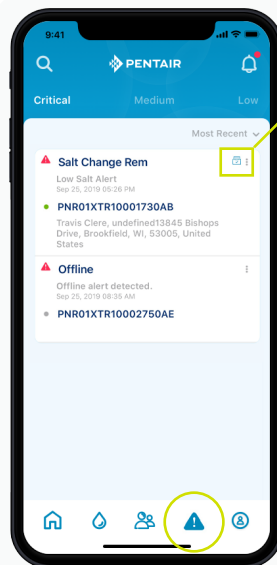
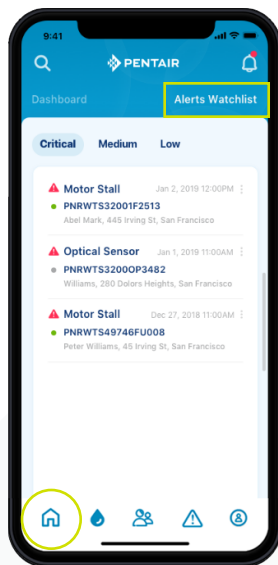
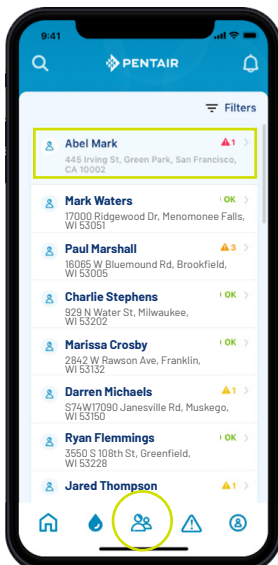


VIEW CUSTOMER ALERTS

To view active alerts for a specific customer, go to Customers, select the customer.

To view active alerts for all customers, go to Pentair Dashboard, select Alerts Watchlist.

To view acknowledged alert history, go to Alerts.



Indicates acknowledged alert.

USING THE WEB APP

WEB APP OVERVIEW

All features available in the Pentair Pro Mobile App can be viewed in the Web App.

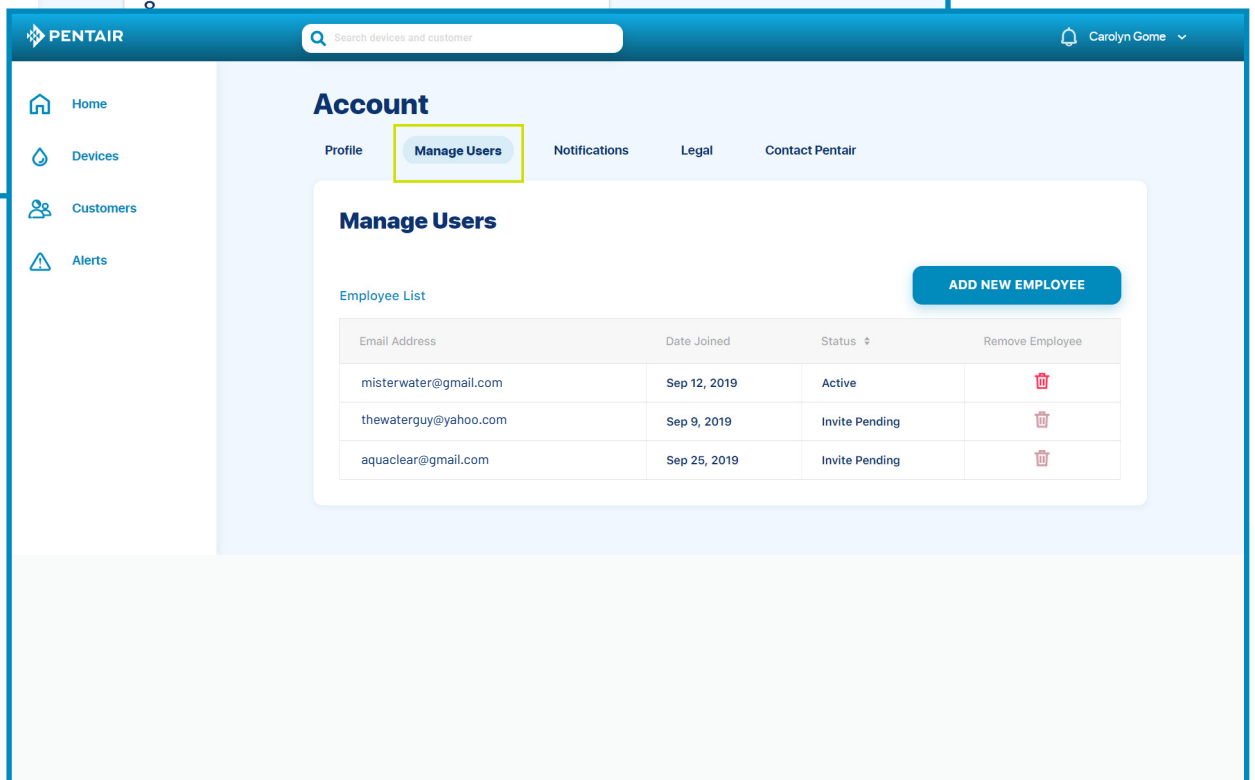
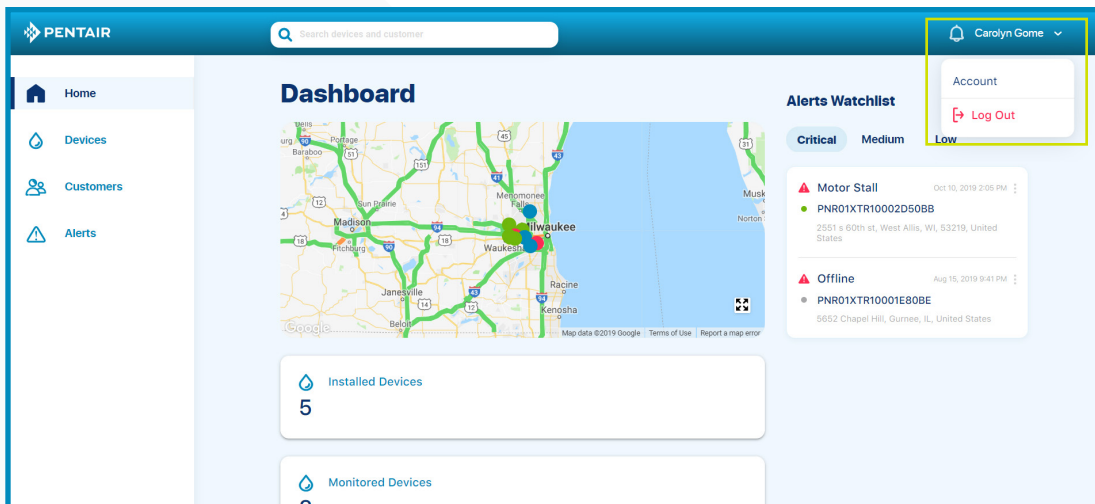
Visit pentairpro.com or the Partner Center (partners.pentair.com) for instructions on how to access the Web App.

The screenshot displays the Pentair Pro Web App interface. At the top, there is a navigation bar with the Pentair logo, a search bar for devices and customers, and a user profile for Carolyn Come. A left-hand sidebar contains navigation links for Home, Devices, Customers, and Alerts. The main content area is titled 'Dashboard' and features a map of Wisconsin with several colored markers representing device locations. Below the map are three summary cards: 'Installed Devices' (5), 'Monitored Devices' (8), and 'Monitored Customers' (7). The 'Monitored Devices' card also includes a breakdown of device status: 7 Online, 1 Offline, 3 Critical, 0 Medium, and 1 Low. To the right of the dashboard is an 'Alerts Watchlist' section with filters for Critical, Medium, and Low severity. Two alerts are listed: a 'Motor Stall' alert for device PNR01XTR10002D50BB on Oct 10, 2019, and an 'Offline' alert for device PNR01XTR10001E80BE on Aug 15, 2019.

MANAGE EMPLOYEES

Click on down arrow in upper right hand corner, then select Account. Select Manage Users.

Manage Employees is how you will add and remove users from the app.



MANAGE EMPLOYEES

To add a new employee, click Add New Employee. Enter employee email, confirm email, and click Send Invitation.

Employee will receive an email containing a user name, temp password, and the 6-digit invitation code needed to log in to the Pentair Pro Mobile app.

The image displays two screenshots of the Pentair web application interface. The top screenshot shows the 'Account' page with the 'Manage Users' tab selected. A yellow box highlights the 'ADD NEW EMPLOYEE' button. Below it is a table with the following data:




Email Address	Date Joined	Status	Remove Employee
misterwater@gmail.com	Sep 12, 2019	Active	
thewaterguy@yahoo.com	Sep 9, 2019	Invite Pending	
aquaclear@gmail.com	Sep 25, 2019	Invite Pending	

The bottom screenshot shows the 'Add New Employee' form. It includes a title 'Add New Employee', a description of the invitation process, and two input fields: 'Employee Email' and 'Confirm Employee Email'. At the bottom right, there are 'CANCEL' and 'SEND INVITATION' buttons.

MANAGE EMPLOYEES

To remove an employee, locate employee name under Employee List and click on the trash icon.

The screenshot displays the PENTAIR web application interface. At the top, there is a blue header with the PENTAIR logo, a search bar, and the user name 'Carolyn Gome'. A left sidebar contains navigation options: Home, Devices, Customers, and Alerts. The main content area is titled 'Account' and includes tabs for Profile, Manage Users (selected), Notifications, Legal, and Contact Pentair. Below the 'Manage Users' tab, there is a 'Manage Users' section with an 'ADD NEW EMPLOYEE' button and an 'Employee List' table. The table has four columns: Email Address, Date Joined, Status, and Remove Employee. The first row, for 'misterwater@gmail.com', has a yellow circle highlighting the trash icon in the 'Remove Employee' column. The other two rows are for 'thewaterguy@yahoo.com' and 'aquaclear@gmail.com', both with 'Invite Pending' status.

Email Address	Date Joined	Status	Remove Employee
misterwater@gmail.com	Sep 12, 2019	Active	
thewaterguy@yahoo.com	Sep 9, 2019	Invite Pending	
aquaclear@gmail.com	Sep 25, 2019	Invite Pending	

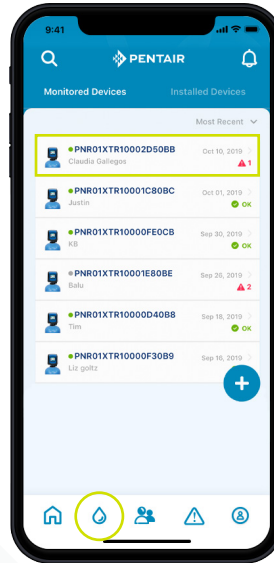
SUPPORT



PRODUCT SUPPORT

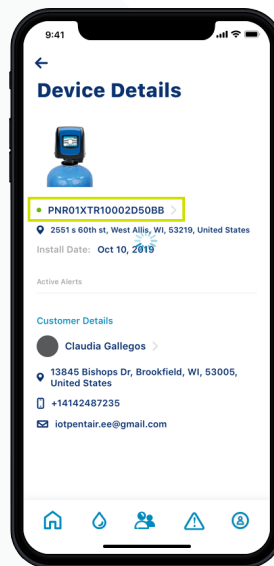
STEP 01

On Monitored Devices, select the device.



STEP 02

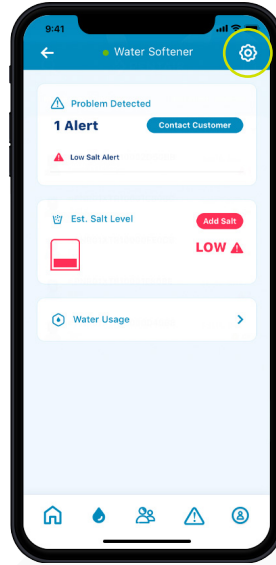
Press device name.



PRODUCT SUPPORT

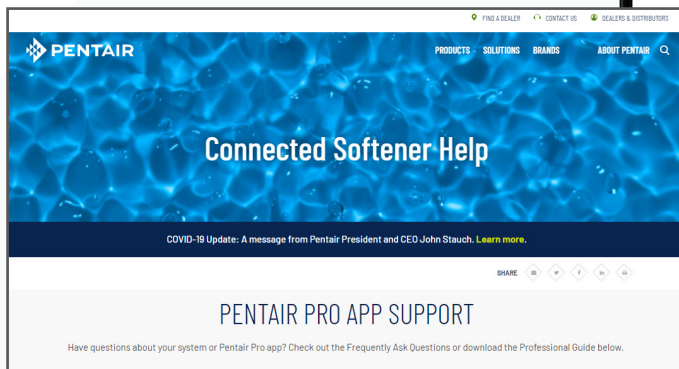
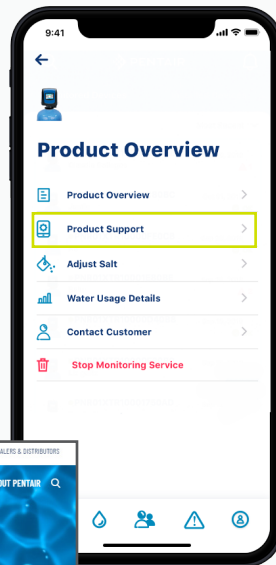
STEP
03

Press the gear icon.



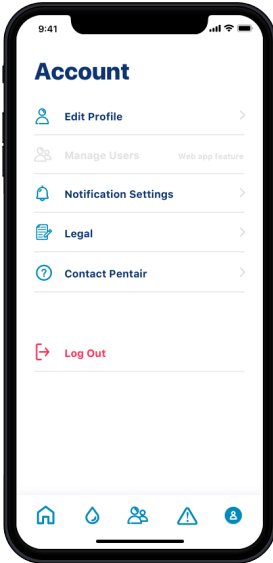
STEP
04

Select Product Support.



CONTACT PENTAIR

Go to your Account, then select Contact Pentair.

A banner for the Pro App. At the top right, there are three navigation links: 'FIND A DEALER', 'CONTACT US', and 'DEALERS & DISTRIBUTORS'. The main image shows a splash of blue water with the text 'Pro App Contact Us' overlaid. Below the image is a dark blue bar with the text: 'COVID-19 Update: A message from Pentair President and CEO John Stauch. [Learn more.](#)'. Below that is a 'SHARE' button with social media icons. At the bottom, the text reads: 'WE'RE WAITING TO HEAR FROM YOU' followed by 'Have a question, or looking for more information? Contact our customer service representatives within your specific industry.'



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