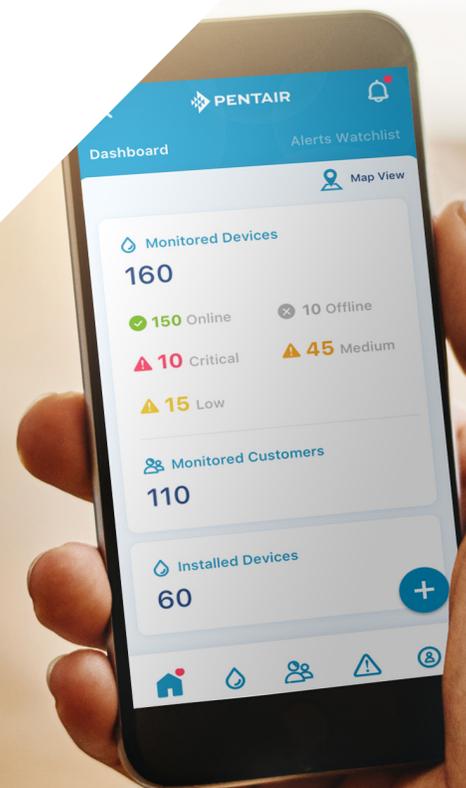




# PENTAIR PRO

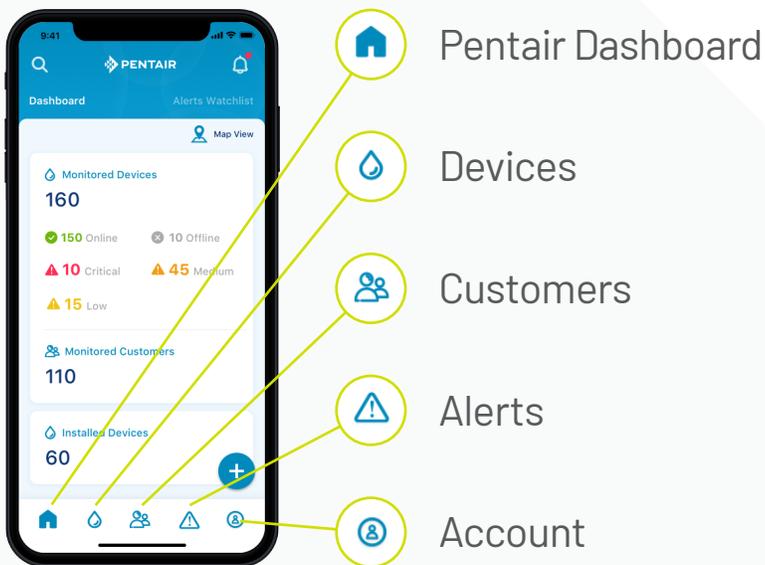
## CONNECTED WATER SOFTENER

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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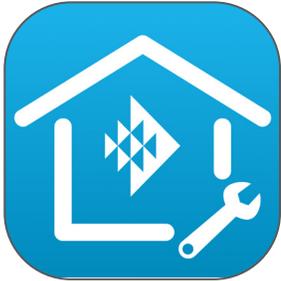
### **TROUBLESHOOTING**

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

# GETTING STARTED

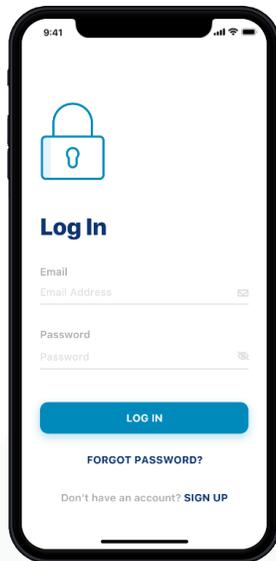


# GET THE APP



## STEP 01

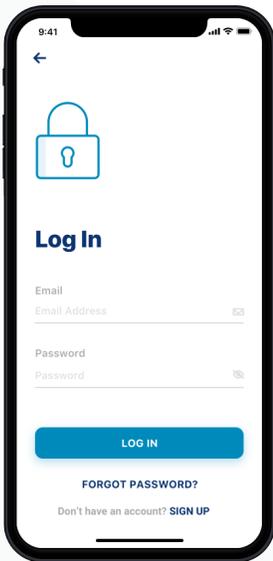
Search for and download the Pentair Pro App in the App Store or Google Play.



## 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



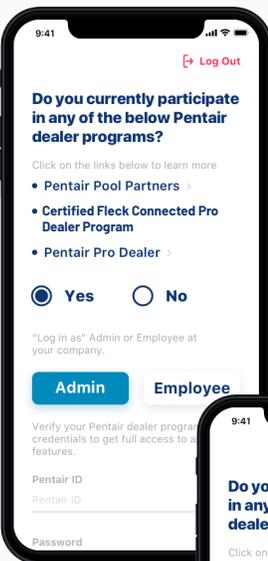
STEP  
01

Enter your login information, press Log In.

STEP  
02

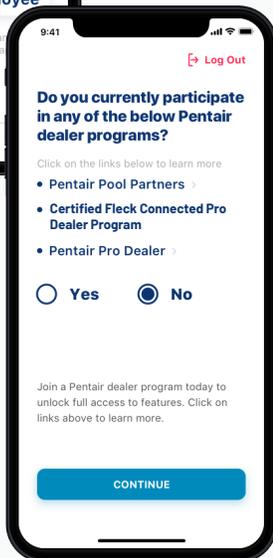
Confirm dealer program participation

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.

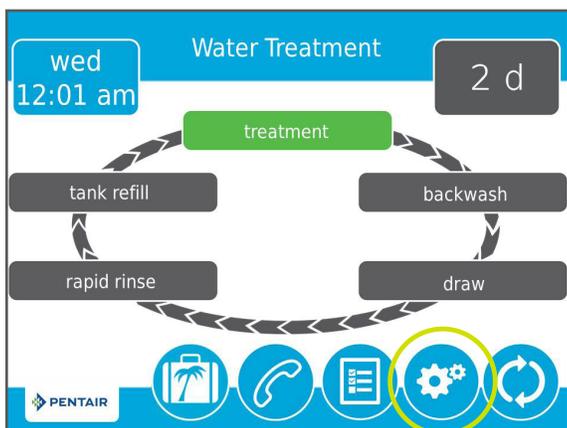
If company Employee: Obtain an invitation code from your admin. Enter the code, your Pentair (Partner Center) ID and password.



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

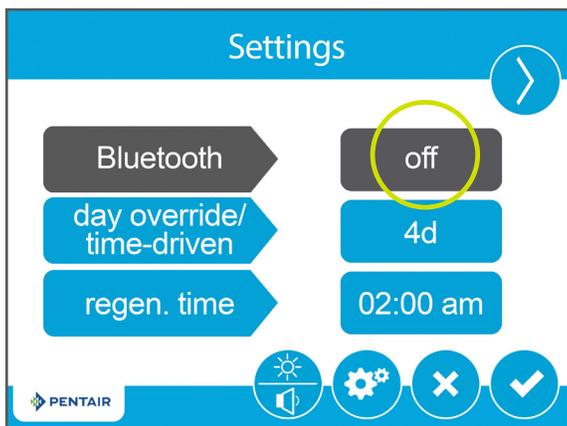
\* While there is only one set of Admin credentials per company, those credentials can be shared with another individual in the company who will be responsible for the Admin functions. This could be the owner, office manager, tech manager, or customer service manager - whomever will monitor customer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

# CONNECT A SOFTENER TO THE APP



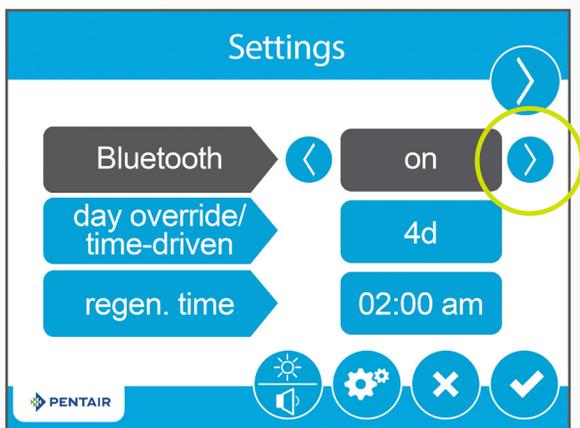
## STEP 01

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

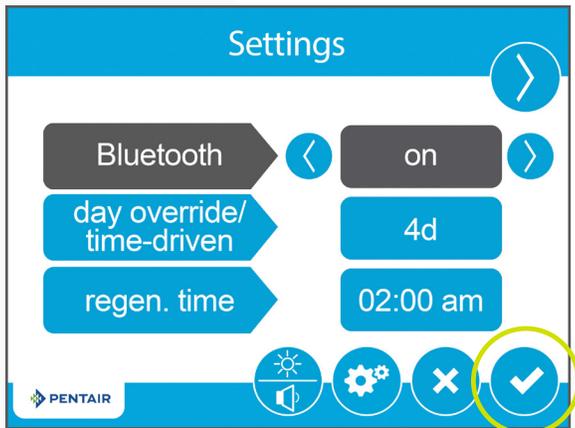


## STEP 02

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

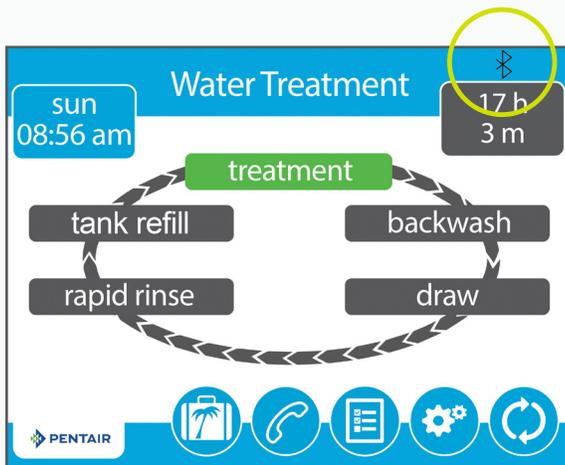


# CONNECT A SOFTENER TO THE APP



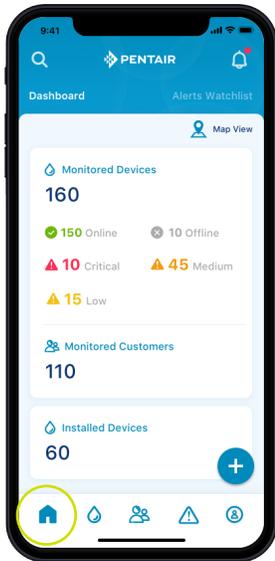
## STEP 03

Press the Checkmark icon.

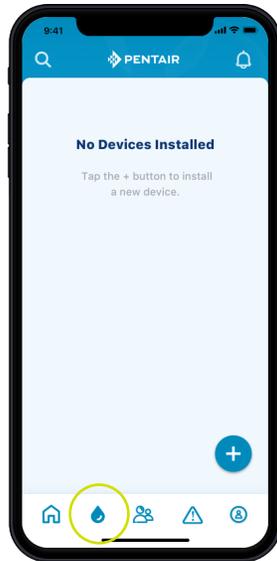


The black Bluetooth® logo signifies the connection is now open.

# ADD A DEVICE



OR



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

## STEP 01

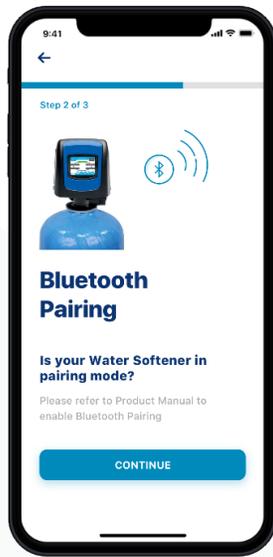
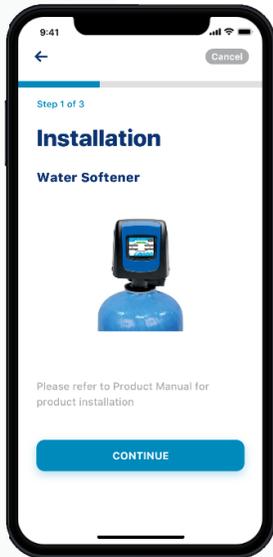
On your phone in the Pro App, go to the Pentair dashboard or to Devices, then press the + icon.



## 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.

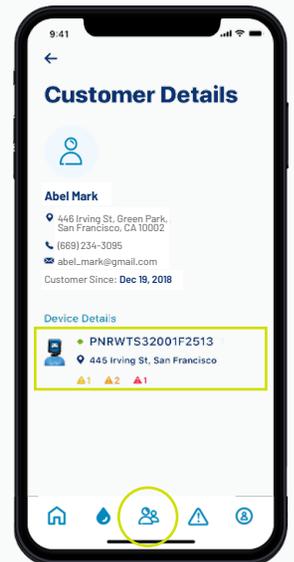
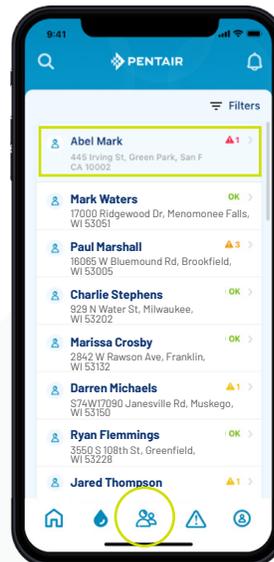
In order to set the salt level in the Pro app, a homeowner must request remote monitoring. Please refer to the Home Guide – Remote Monitoring. You must then accept the monitoring request – please refer to page 19.

## STEP 01

In the Pentair Pro app, go to Customers.

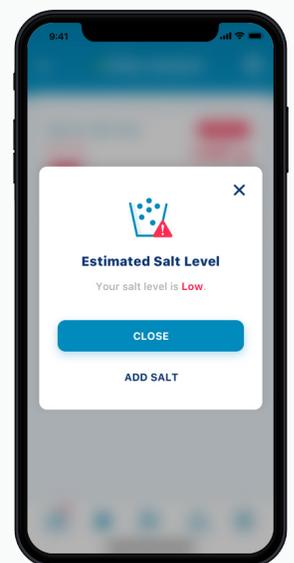
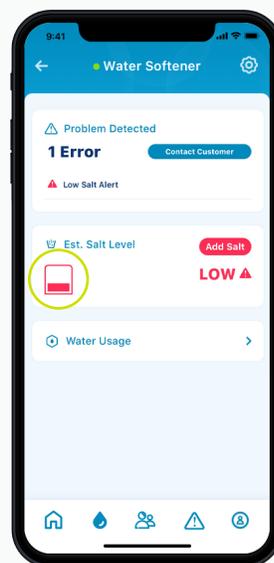
Select the specific customer, then select the device.

*Tip: Use magnifying glass icon to search for customer.*



## STEP 02

Press the Brine Tank icon, then press Add Salt.



# SET SALT LEVEL

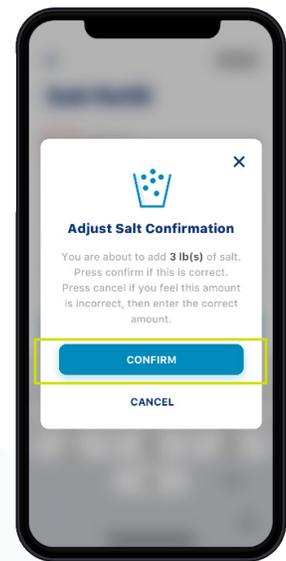
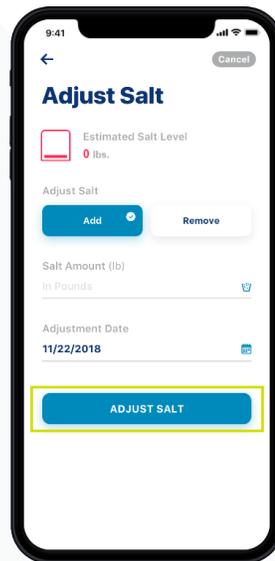
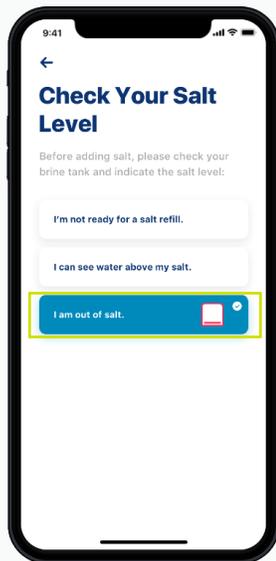
## STEP 03

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.

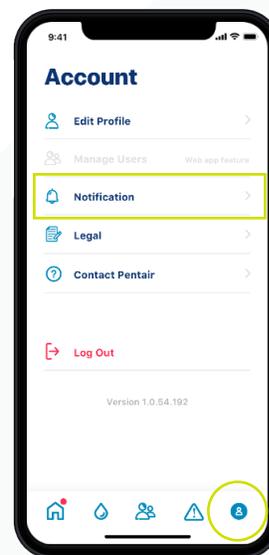
*Tip: You can also remove salt.*



# NOTIFICATION PREFERENCES

## STEP 01

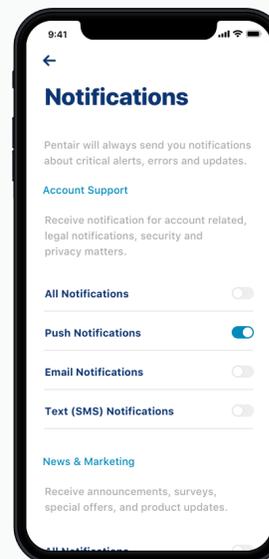
To adjust your notification preferences, go to your Account and select Notification.



## STEP 02

Choose how to receive alerts for:

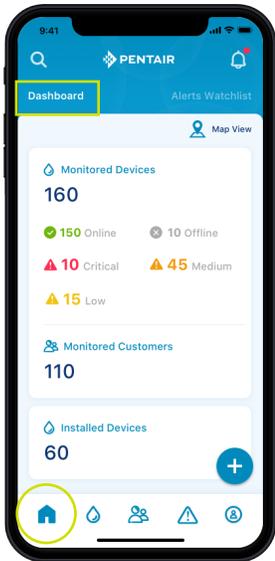
- Alerts (for monitored devices)
- Account Support
- News & Marketing



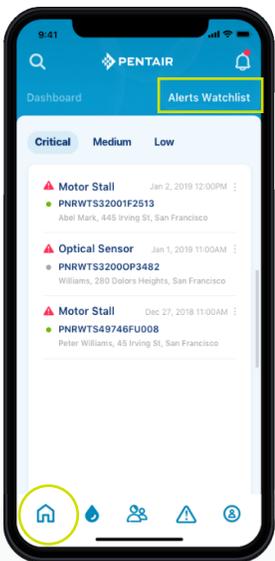
# USING THE PRO APP



# APP OVERVIEW



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



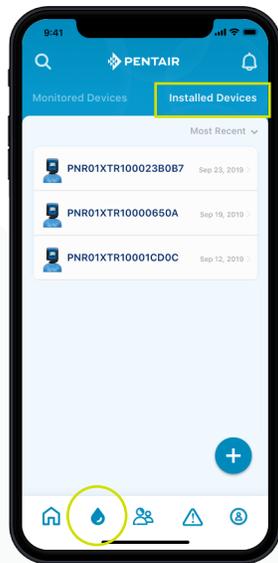
The Alerts Watchlist tab shows all alerts, classified Critical, Medium, Low.

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.

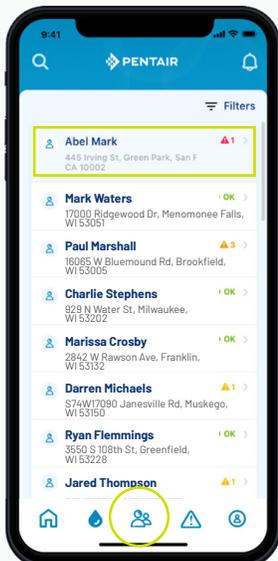
Low (Yellow) alerts are received once per week. Softener is experiencing non-critical functionality issues.

# APP OVERVIEW



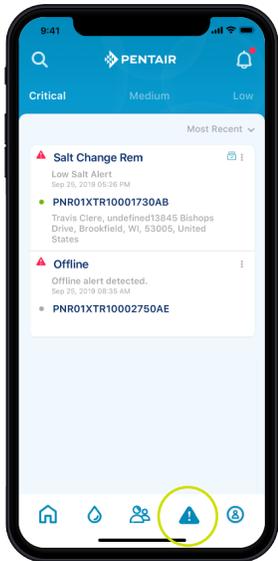
Select Devices to view all monitored and installed devices.

- 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.

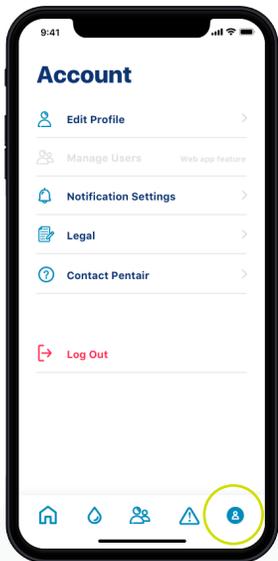


Select Customers to see a list of all customers. Select individual customer to view their devices and alerts.

# APP OVERVIEW



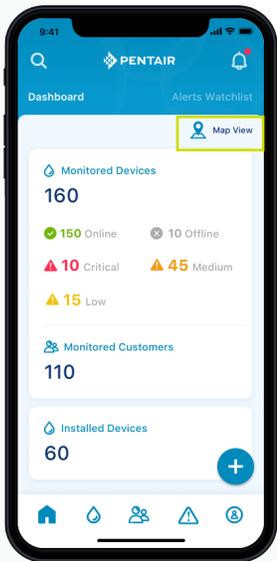
Select Alerts to view all device alert history, segmented by criticality (Critical, Medium and Low).



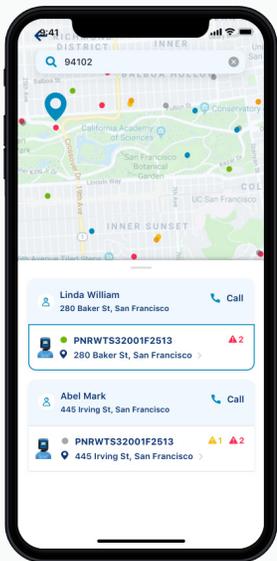
Go to Account to edit your profile, manage notifications, view legal notices, and contact Pentair.

# VIEW INSTALLED DEVICES

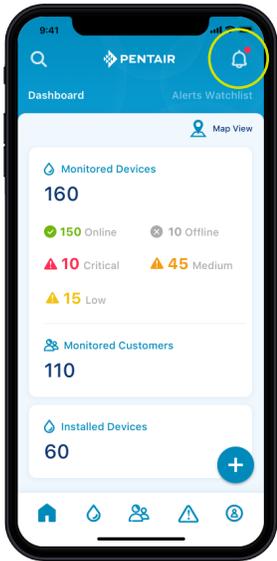
In the Dashboard, view monitored devices, status and alerts.



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



# MANAGE REMOTE MONITORING REQUESTS

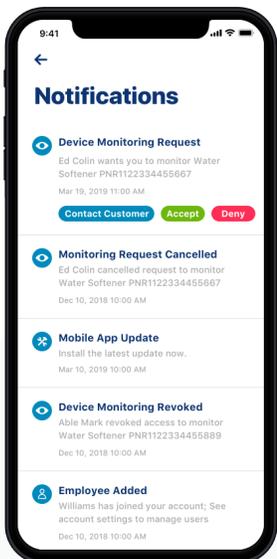


**STEP**  
**01**

Homeowner requests remote monitoring via the Pentair Home App.

**STEP**  
**02**

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



**STEP**  
**03**

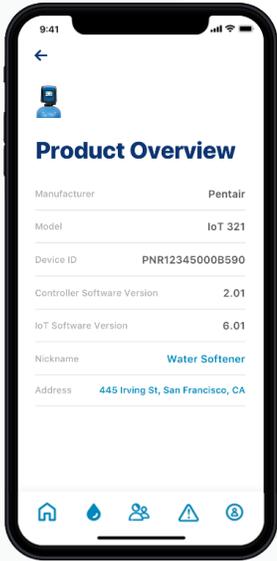
Select Contact Customer, Accept or Deny

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.

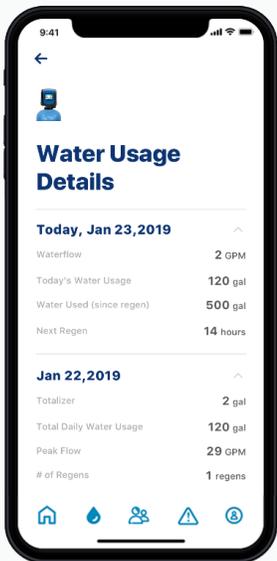
# REMOTE TROUBLESHOOTING



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.*

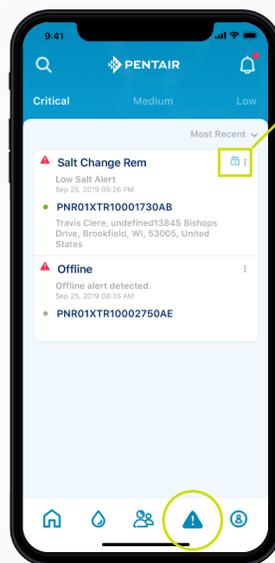
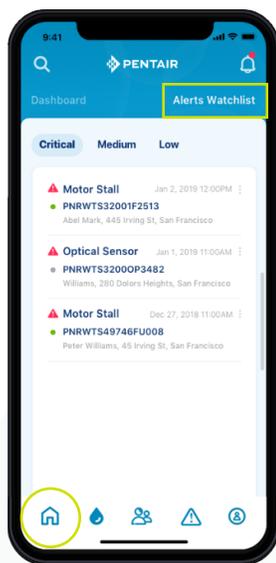
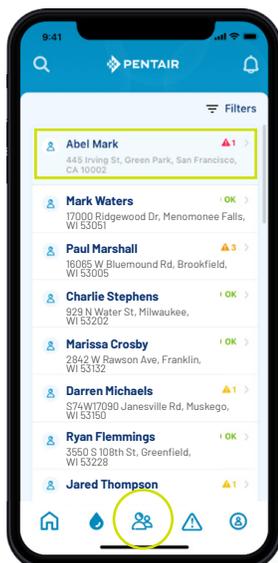


# VIEW CUSTOMER ALERTS

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](http://pentairpro.com) or the Partner Center ([partners.pentair.com](http://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 total, with 7 Online and 1 Offline), and 'Monitored Customers' (7). The 'Monitored Devices' card also includes a breakdown of alert levels: 3 Critical, 0 Medium, and 1 Low. To the right of the dashboard is an 'Alerts Watchlist' section with tabs for Critical, Medium, and Low. It lists two alerts: a 'Motor Stall' 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.

The top screenshot shows the Pentair Dashboard. In the top right corner, a user menu is open for 'Carolyn Gome', showing options for 'Account' and 'Log Out'. The dashboard includes a map of the Waukeesh area, an 'Alerts Watchlist' with entries for 'Motor Stall' and 'Offline', and summary cards for 'Installed Devices' (5) and 'Monitored Devices' (0).

The bottom screenshot shows the 'Account' page with the 'Manage Users' tab selected. It features an 'ADD NEW EMPLOYEE' button and 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	

# 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 top screenshot shows the Pentair web app interface. The header includes the Pentair logo, a search bar, and the user name 'Carolyn Gome'. The left sidebar contains navigation links for Home, Devices, Customers, and Alerts. The main content area is titled 'Account' and has tabs for Profile, Manage Users, Notifications, Legal, and Contact Pentair. The 'Manage Users' tab is active, showing an 'Employee List' table and an 'ADD NEW EMPLOYEE' button highlighted with a yellow box.

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. The header includes the Pentair logo, a search bar, and the user name 'Carolyn Gome'. The left sidebar contains navigation links for Home, Devices, Customers, and Alerts. The main content area is titled 'Account > Manage User > Add New Employee'. The form includes a title 'Add New Employee', a description of the invitation process, and two input fields for 'Employee Email' and 'Confirm Employee Email'. At the bottom, 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.

**PENTAIR** Search devices and customer Carolyn Gome

## Account

Profile **Manage Users** Notifications Legal Contact Pentair

### Manage Users

Employee List [ADD NEW EMPLOYEE](#)

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	

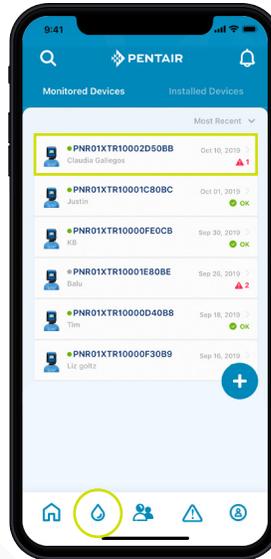
# SUPPORT



# PRODUCT SUPPORT

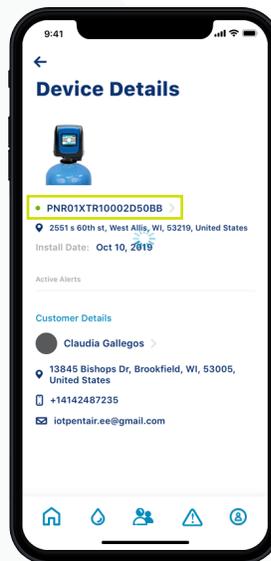
## STEP 01

On Monitored Devices, select the device.



## STEP 02

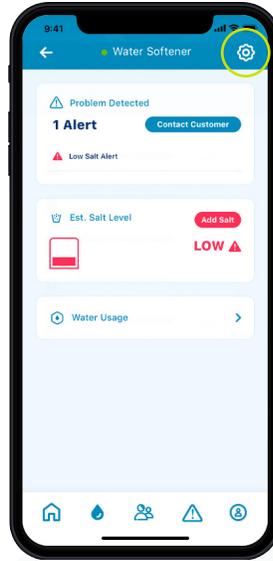
Press device name.



# PRODUCT SUPPORT

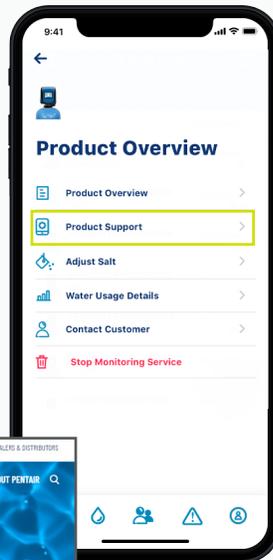
**STEP**  
**03**

Press the gear icon.



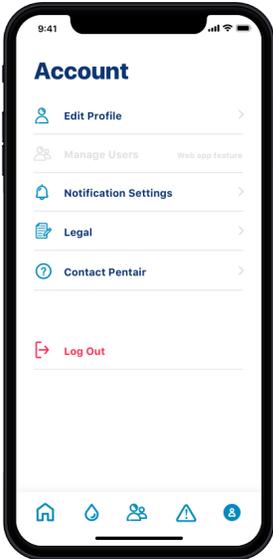
**STEP**  
**04**

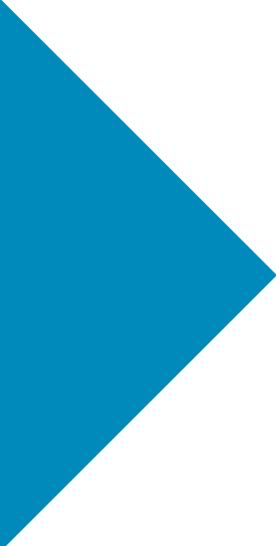
Select Product Support.



# CONTACT PENTAIR

Go to your Account, then select Contact Pentair.

A banner for the Pro App Contact Us. At the top, there are three navigation links: 'FIND A DEALER', 'CONTACT US', and 'DEALERS & DISTRIBUTORS'. The main image shows a splash of 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. The bottom section has the text 'WE'RE WAITING TO HEAR FROM YOU' and a subtext: 'Have a question, or looking for more information? Contact our customer service representatives within your specific industry.'



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**P: 262.238.4400 | Customer Service: 800.279.9404 | [tech-support@pentair.com](mailto:tech-support@pentair.com) | [pentair.com](http://pentair.com)**

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