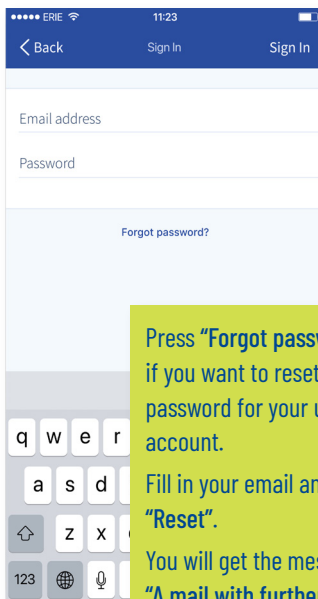# FAQ
ERIE CONNECT APP

1

Issues with the registration

If you have issues with the registration process, please send an email to **erieconnect@pentair.com** with your email used for sign up.

We'll help you soon.

If you forgot your password:

Press **"Forgot password?"** if you want to reset the password for your user account.
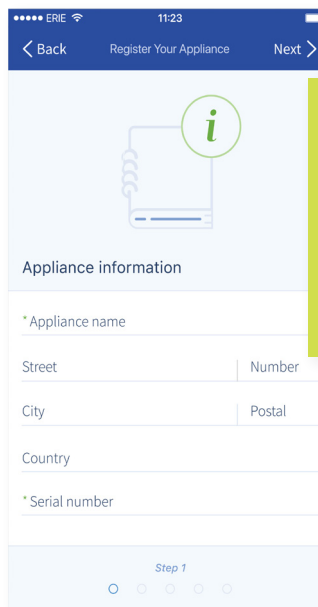
Fill in your email and press **"Reset"**.

You will get the message **"A mail with further instructions has been sent."** Please check your mailbox and follow the instructions.

The reset link works only for one hour. (Due to safety)

2

Register a new appliance in Erie Connect App

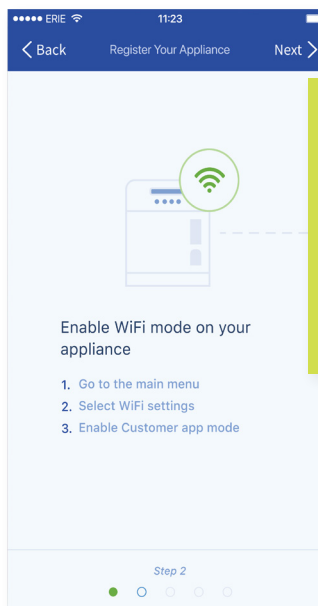**Go on Appliance List, click on "+" and follow the steps below:**

2.1

Enter information about the appliance and Press **"Next"**.

The Serial Number can be found on the Product ID label of the softener and is unique.

Make sure the Wi-Fi mode on the appliance is set to **configure mode** and Press **"Next"**.

At first start-up, the softener will automatically be in **configure mode**. To manually set the Wi-Fi mode on the appliance to **configure mode**, see section **"Electronic Control Panel"**.
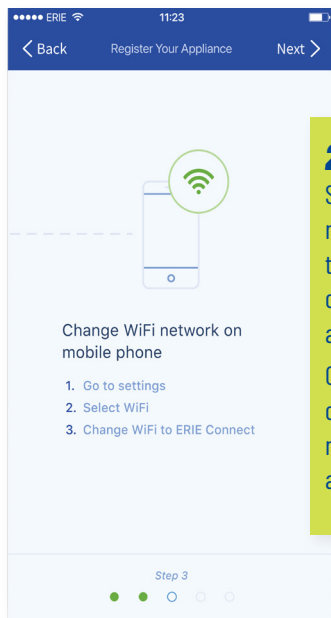
2.2

Select the **erieconfig** Wi-Fi network as the image shown to establish a Wi-Fi direct connection between the mobile and the appliance.

Once the mobile device is connected to the erieconfig network, switch back to the app and press **"Next"**.
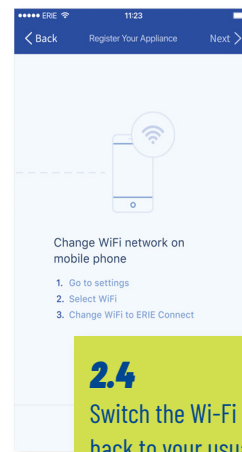
2.4

Switch the Wi-Fi on the mobile device back to your usual Wi-Fi network (Wi-Fi or LTE data) and press **"Done"**.

The appliance will automatically connect to the selected Wi-Fi network.

Check the Wi-Fi status on your appliance, which is shown on the second line of the display:
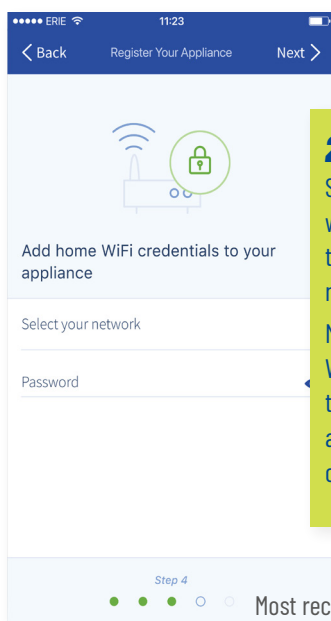
Connected: appliance connected to Wi-Fi Wi-Fi network.

No internet: appliance connected to Wi-Fi WiFi network, but no internet connection available.

Password error: appliance not connected to Wi-Fi network.

Configure: no Wi-Fi connection, Wi-Fi mode set to configure via Wi-Fi direct mode.

Off: Wi-Fi deactivated.

2.3

Select the Wi-Fi network to which you want to connect the softener, enter the Wi-Fi network key and press **"Next"**.

Make sure to enter the correct Wi-FI password, otherwise the device cannot connect and the appliance will never come online.

Most recent phones will automatically reconnect to the previous Wi-Fi network, when the Wi-Fi direct network erieconfig is deactivated automatically by the appliance.

You may have to wait for 10 to 20 sec for your phone to do this step for you.

Make sure that you are not connected to the erieconfig network when you press **"Done"**.

The Wi-Fi connection of your appliance is now configured.

The appliance will automatically be registered into the database and will show up in your appliance list after a few minutes.

If the appliance is not online within a couple of minutes please follow the instructions on the screen. Most likely the Wi-Fi password has been entered incorrectly.

Repeat the **register new appliance** process to fix this; first remove the appliance and afterwards repeat the procedure **register new appliance**.
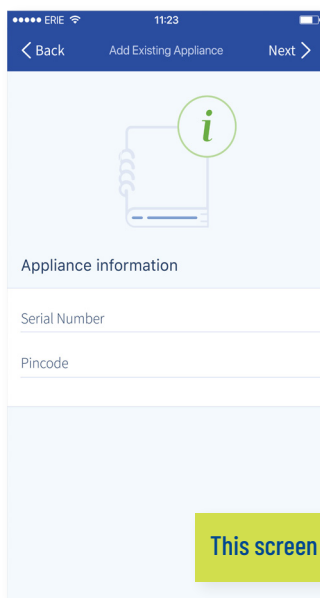
3

If you want to add a registered appliance to your account

Use the following procedure to add an existing and already registered appliance to your user account.

You'll need the PIN-code and Serial Number of the appliance you want to add.

+ The PIN-code of the appliance can be found in the basic settings. It is also displayed at start up.

+ The Serial Number can be found on the Product ID label on the appliance.

ERIE   11:23

‹ Back   Add Existing Appliance   Next ›

i

Appliance information

Serial Number

Pincode

This screen will appear

Fill in the PIN-code and Serial Number of the appliance that you want to add to your user account, press **"Done"** and if correct, the appliance will show up in your appliance list.

4

Wi-Fi connection issues

Make sure that the mobile device is near the appliance to enable a Wi-Fi direct connection between the mobile device and the appliance!

For Android: If you push **"No"** or you swipe the message away, your Android device will select another Wi-Fi connection or connect to mobile data connection and so this will be probably interfere with the setting up system and the problem will persist. Select the erieconfig network then and **"Forget"** network to trigger the pop-up again.

4.1
If your softener is offline

Possible problems:

1. The softener isn't connect to the Wi-Fi that is at your place.

2. The softener is connected to a Wi-Fi network which is not connected to internet.

Follow these steps:

+ Make sure that your connection to Mobile Data is switched off and the auto connection to available WiFi should be deactivated too.

+ Enable Wi-Fi mode on your softener, change the settings and put the softener in WI-FI: Configure, then you'll need to change your network and connect to Erieconfig.

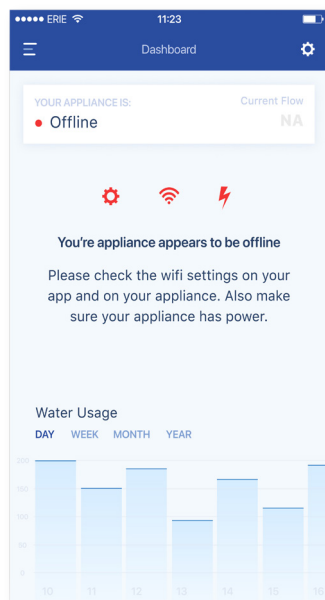+ Then, change you Wi-Fi network on your mobile device, (go to settings, select Wi-Fi and change Wi-Fi to Erieconfig).

If a pop-up message appears stating that "Erieconfig doesn't have any internet access":

+ "Erieconfig doesn't have any internet access, do you want to stay connected with this network?"

You have to tap to the message and enter **"Yes"** (stay connect with Erieconfig)

Then: continue with the steps below.

Go: **"Change appliance Wi-Fi settings".**

On the softener itself, go to the "Basic settings menu": (follow information below)

PROGRAMMING INSTRUCTIONS - BASIC SETTINGS

Before entering the programming mode, make sure that the appliance is in service mode.

In case no button is pressed in a period of 5 min, the control panel will automatically return to the service mode; any changes made will NOT be saved!

1. Press the **scroll** 🔄 button and hold it for 2 sec until the display shows:

   Language: English

   Press the **up** 🔼 or **down** 🔽 button to set the language.

2. Press the **scroll** 🔄 button again; the display will show:

   Set time: 8:01

   Press the **up** 🔼 or **down** 🔽 button to set the time of day.

3. Press the **scroll** 🔄 button again; the display will show:

   HardUnit:　°f

   Press the **up** 🔼 or **down** 🔽 button to set the unit of measure for water hardness. Make sure it is identical to the unit of measure of the water hardness test kit or water analysis report that is used to determine the hardness of the incoming untreated water!

4. Press the **scroll** 🔄 button again; the display will show:

   Set hardn: XX °f

   Press the up 🔼 or down 🔽 button to set the hardness of the incoming untreated water.

5. Press the **scroll** 🔄 button again; the display will show:

   Buzzer: 2

   Press the **up** 🔼 or **down** 🔽 button to enable the buzzer by setting the sound level, or disable the buzzer (OFF).

6. Press the **scroll** 🔄 button again; the display will show:

   Pin: 1234

   This is the unique PIN for the Wi-Fi configuration of your appliance.

7. Press the **scroll** 🔄 button again; the display will show:

   Wifi: Configure

   Press the **up** 🔼 or **down** 🔽 button to set the desired Wi-Fi mode:
   - **CONFIGURE**: to configure the Wi-Fi settings via Wi-Fi direct mode.
   - **ON**: Wi-Fi activated.
   - **OFF**: Wi-Fi deactivated.

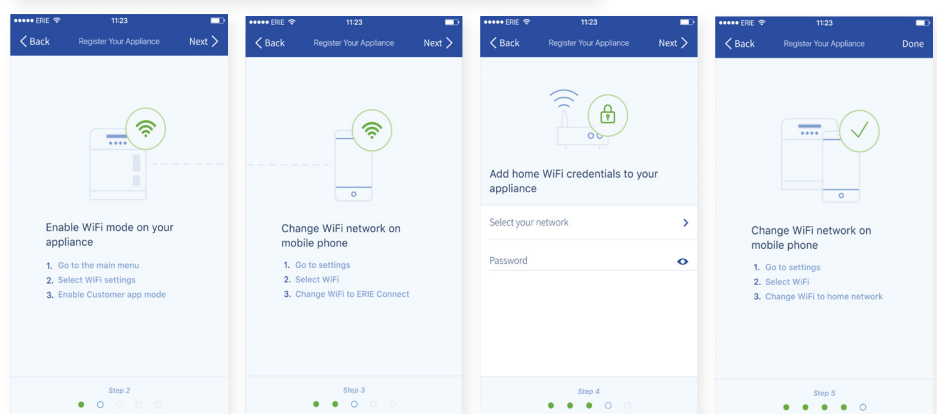8. Press the **scroll** 🔄 button again; the display will show:

   Exit

   Press the **up** 🔼 or **down** 🔽 button to save the settings into the NOVRAM® and exit the programming mode.
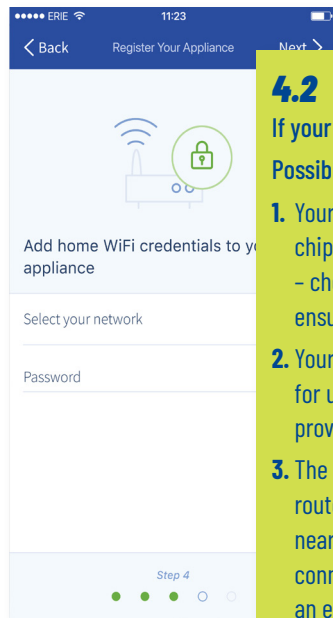
1. Put your softener in **OFF mode** and wait at least for 20 seconds.
(**OFF:** Wi-fi deactivated)

2. Put the softener in **configure mode** to configure the Wi-Fi settings via Wi-Fi **direct mode**.

Wait for at least 20 seconds.

Then proceed again with the app, following the steps below:

4.2

If your network is not listed in the dropdown menu (step 4, see below).

Possible reasons:

1. Your router is only transmitting 5 Ghz and not 2.4 Ghz. And our chip works only with 2.4 Ghz. Most router uses dual transmission – check with your network provider or check your router config to ensure softener is connected via 2.4 Ghz.

2. Your network has an hidden SSID (so the network name is hidden for users) and it need to be visible; if so, check with your network provider or check your router configuration.

3. The softener is in a **"dead spot"** of the Wi-Fi covered by your router. Check for any metal obstruction (washer or dryer, …) near the softener or other structures which may interfere with connection, or use a repeater for the Wi-Fi signal or an extra access point.

If you check all the information above and the problem persists, please contact us: erieconnect@pentair.com, providing below information:

+ Smartphone Operating System and version: iOS 14.4 or Android 10.0
+ Smartphone type: Iphone SE Modelnumber MX9T2ZD/A
One plus 6T Model A6013
+ Serial number of the softener: S12345678
+ Erie Connect Version: 2.5.1
(See the screenshot below to find the version)

Go in the store, scroll down and look through the information provided:

ADDITIONAL INFORMATION

Updated	Size	Installs
November 17, 2020	11M	1,000+
Current Version	Requires Android	Content Rating
2.5.1	5.0 and up	PEGI 3
		Learn more
Permissions	Report	Offered By
View details	Flag as inappropriate	Erie Water Treatment - Aquion

Developer
Visit website
erieconnect@pentair.com
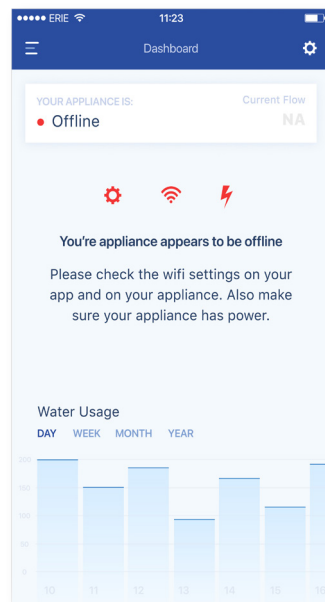Privacy Policy

PENTAIR

erie connect

4.3
Lost WiFi connection with appliance/Popup "Unable to connect to ErieConfig Network"

First check if you changed the network settings (Other SSID or password.)

Then continue with the steps below:

Go: "Change appliance Wi-Fi settings"

On the softener itself, go to the "Basic settings menu": (follow information below)

PROGRAMMING INSTRUCTIONS - BASIC SETTINGS

Before entering the programming mode, make sure that the appliance is in service mode.

In case no button is pressed in a period of 5 min, the control panel will automatically return to the service mode; any changes made will NOT be saved!

1. Press the **scroll** button and hold it for 2 sec until the display shows:

   > Language: English

   Press the **up** or **down** button to set the language.

2. Press the **scroll** button again; the display will show:

   > Set time: 8:01

   Press the **up** or **down** button to set the time of day.

3. Press the **scroll** button again; the display will show:

   > HardUnit: °f

   Press the **up** or **down** button to set the unit of measure for water hardness. Make sure it is identical to the unit of measure of the water hardness test kit or water analysis report that is used to determine the hardness of the incoming untreated water!

4. Press the **scroll** button again; the display will show:

   > Set hardn: XX °f

   Press the up or down button to set the hardness of the incoming untreated water.

5. Press the **scroll** button again; the display will show:

   > Buzzer: 2

   Press the **up** or **down** button to enable the buzzer by setting the sound level, or disable the buzzer (OFF).

6. Press the **scroll** button again; the display will show:

   > Pin: 1234

   This is the unique PIN for the Wi-Fi configuration of your appliance.

7. Press the **scroll** button again; the display will show:

   > Wifi: Configure

   Press the **up** or **down** button to set the desired Wi-Fi mode:
   - **CONFIGURE**: to configure the Wi-Fi settings via Wi-Fi direct mode.
   - **ON**: Wi-Fi activated.
   - **OFF**: Wi-Fi deactivated.

8. Press the **scroll** button again; the display will show:

   > Exit

   Press the **up** or **down** button to save the settings into the NOVRAM® and exit the programming mode.
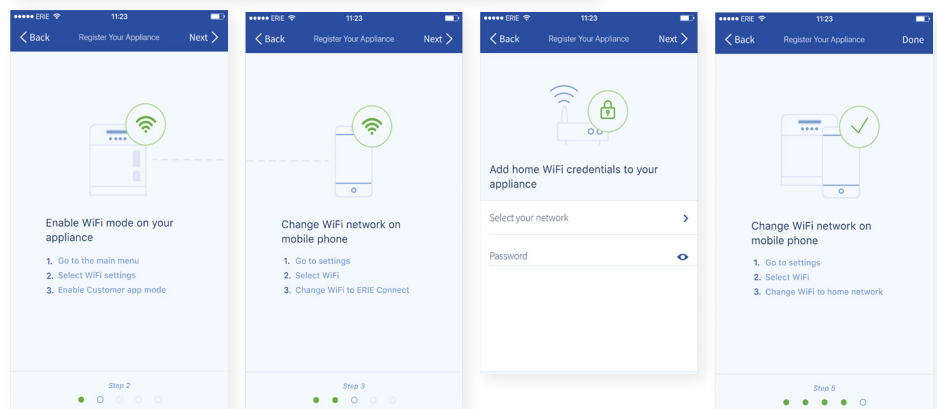
1. Put your softener in **OFF mode** and wait at least for 20 seconds.
   (**OFF:** Wi-fi deactivated)

2. Put the softener in **configure mode** to configure the Wi-Fi settings via Wi-Fi **direct mode**.

Wait for at least 20 seconds.

Then proceed again with the app, following the steps below:

5

Change of languages

To change the language of your app, open the main menu, then scroll down by using the arrow down button, near to log out button as in **figure 1** below.

You will then be able to select one of the **11** available languages.

Alternatively, you can go to **"Settings"**, look in **"Appliance Settings"**, you can click on **"System language"**, and select your language there. See **figure 2** below.
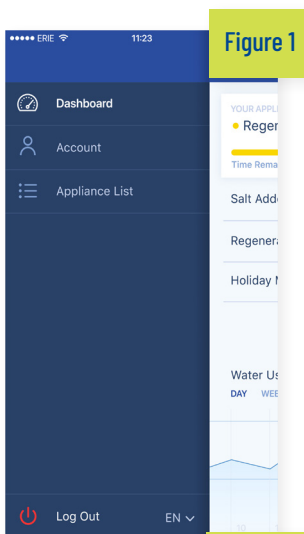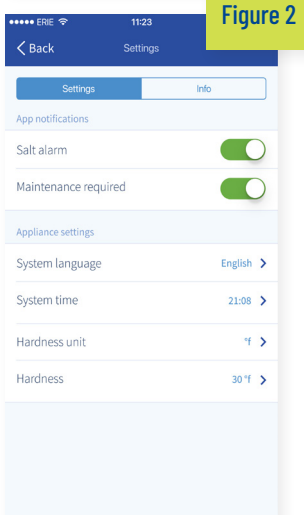
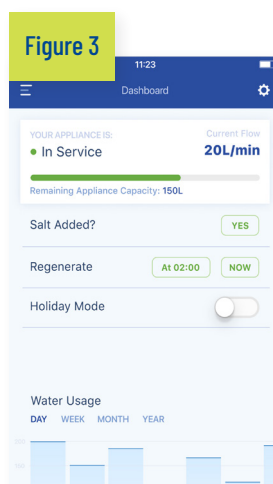**Figure 1**
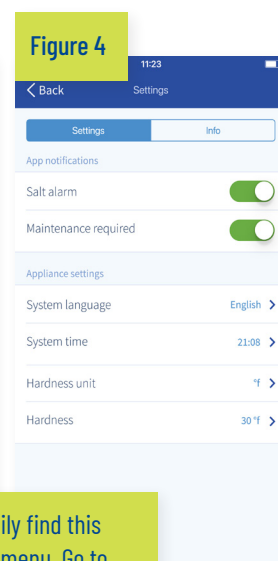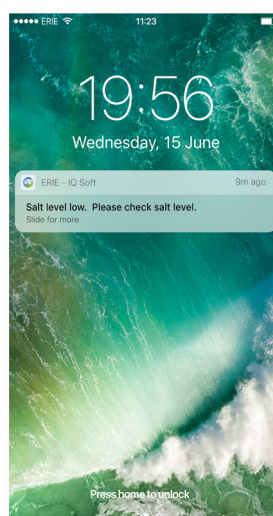
Figure 2

6

Settings

Figure 3

Figure 4

App notification: You can easily find this in the app under the settings menu. Go to **"Settings"** and switch the button to enable or disable **push notifications**. As in **figure 3 and 4** above.

If you activate App Notifications, you will get the following Push-message to your mobile device:

You can change the basic **"Appliance Settings"**.

6.1
Salt alarm

If you set up the notification you'll receive a **push notification** about the salt level – If the user has activated the push notification on the phone, he will get push notification mentioning **"Salt level low"**.

Otherwise there is also a display on the softener controller screen that shows **"Check salt level"** to inform you that the number of programed regen before the message to appear has been made and salt must be recharged. When the low salt alarm is active, and once the salt tank has been recharged, the low salt alarm message on softener controller and on the app can be cleared out, either from the app, or directly on the softener controller - see below instruction to do so.

"To reset push ↓"
End-user interface – Salt level alarm

1. Press the *scroll* ⊖ button; the display will show:

```
 Salt Added?
 To reset push ▼
```

• Press the *down* ▼ button to *reset the salt level alarm.*

6.2
Maintenance required

Maintenance counter is preprogrammed every 24 months. So, after 24 months a message will be showed on the screen of the softener and you will receive a push notification on the app. A dealer doesn't receive any message. Then, the client needs to contact his dealer to do the maintenance.

It's not based on real-time diagnostics.

6.3
Appliance settings

6.3.1
System language – (change languages)

You can change the languages by clicking on **"System Language"**.

(You can easily find this in the app under the settings menu: "Settings").

6.3.2
Update system time

You can change the time by clicking on **"System Time"**.

(You can easily find this in the app under the settings menu: "Settings").

6.3.3
Hardness unit

You can the unit of the hardness ($^{\circ}$f, $^{\circ}$d, PPM) by clicking on **"Hardness Unit"**.

(You can easily find this in the app under the settings menu: "Settings").

6.3.4
Hardness

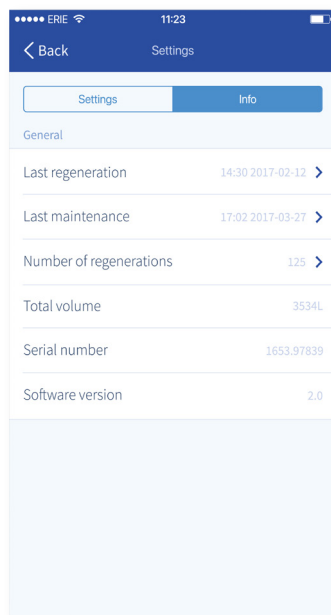You can change the hardness by clicking on **"Hardness"**.

You should only change the hardness setting after confirmation by testing of the hardness at your place. NB - failure to correctly set-up hardness will lead to softener poor performances and/or excessive salt consumption.

(You can easily find this in the app under the settings menu: "Settings").

For all changes, please wait for about **30 to 40 seconds.**

7

Info
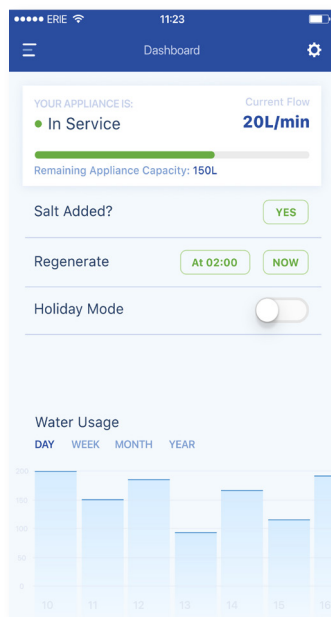
7.1.1
Last regeneration

You can see when the last regeneration was and the amount of salt used.

(You can easily find this in the app under the settings menu: "Info"**)**

7.1.2
Last maintenance

You can see when the last maintenance was.

(You can easily find this in the app under the settings menu: "Info"**)**

7.1.3
Number of regeneration

You can see the number of the regeneration cycles completed since original installation and will be displayed the last 10 regens and details about it.

(You can easily find this in the app under the settings menu: "Info"**)**

7.1.4
Total volume

You can see the volume of water that has already gone through the softener since its installation.

(You can easily find this in the app under the settings menu: "Info"**)**

7.1.5
Serial number

You can see the serial number of your softener.

(You can easily find this in the app under the settings menu: "Info"**)**
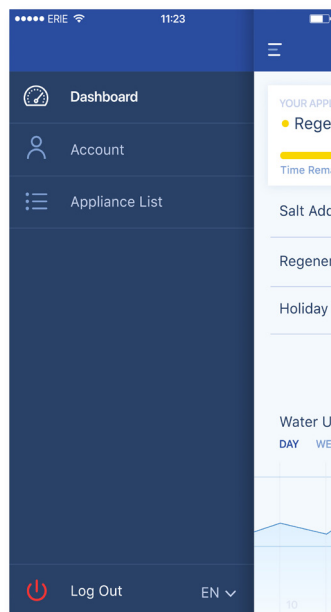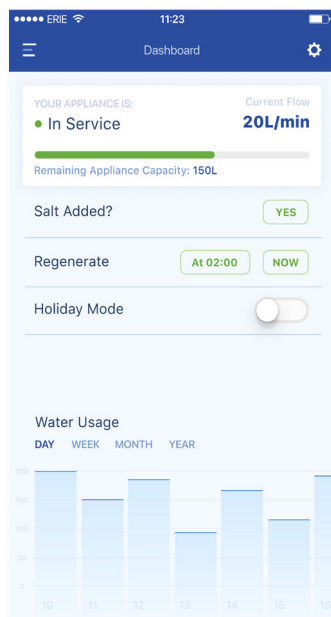
7.1.6
Software version

You can see the software version: it will start with 5 numbers + Axx Dxx.

(You can easily find this in the app under the settings menu: "Info"**)**

8

Dashboard

8.1
Salt added

This step is needed if you have a pop-up message, which told you that the salt level was low, or if you added salt to your softener for any other reason. Please touch the button "**Salt added**" and select "**Yes**" so your softener can recalculate the salt level.

8.2
Regenerate

+ If you want to manually start a regeneration you can push the button "**Now**" and the regeneration will start.

+ If you want to add a time delay to this manual regeneration, you can set up the timing you prefer.

Rarely you'll have to use these buttons. In fact, the regeneration starts automatically because your softener will monitor and calculate when the softening capacity is close to being exhausted.

This manual regeneration feature is intended for use more in case you think there is a problem, or if you want to verify if the softener is working properly.

8.3
Holiday mode

Set the date of your return, so you're softener won't start regeneration until that time.

8.4
Water usage

You can monitor your water usage: daily, weekly, monthly, and yearly consumption.

Remember that: you'll be able to check the basic consumption for this calendar year.

9

Different flow is counting down on the device than on the app

Just to inform you this is due to a simply delay between the app and device:

Your device acts in real-time, then the data goes to the **"Cloud"** and the app does a **"Polling"** every **20 seconds**. (This is to avoid overloading servers unnecessarily).

It is therefore quite normal to see a small difference between the two readings.

10

Technical questions related to your softener's performance

This is not IOT/app related, so please contact your water treatment dealer.

11

Suggestion for the app

If you have some advice to provide us feel free to contact us to **erieconnect@pentair.com**

12

Please note

The following symbols are causing problems and may not be used in the SSID of the Wifi network or in the password of the WiFi network.

Below the symbols:

" **/**

If you can't find your solution above please contact us directly to erieconnect@pentair.com and make sure to provide us:

+ Smartphone Operating system and version.

+ Smartphone type.

+ Serial number of the softener.

+ Erie Connect Version.