

Frequently Asked Questions

Q: What is the “Low, Med, High” in the Salt Usage Graph?

A: These values are comparing the salt usage of your water softener over time to ensure nothing has changed. These are not an indication of performance or a comparison to other water softeners in your area.

Q: Why is the Connected Salt Level Sensor using *Bluetooth*[®] wireless technology and WiFi?

A: The *Bluetooth*[®] wireless technology connection is used to send the following information to your Pentair Connected Salt Level Sensor:

1. WiFi network name and password
2. Brine tank dimension, recorded from tank setup

Once this information gathered by the device, *Bluetooth*[®] wireless technology is no longer required for operation. The Connected Salt Level Sensor will communicate with the Pentair Home app using the WiFi connection thereafter.

Q: Why do I still get alerts if I have turned them all off in the Pentair Home app settings?

A: There are a few critical alerts that will send regardless of your notification choices. Those alerts are:

1. Low Salt
2. Low Battery
3. Offline

Q: I inserted the batteries but the blue Mode Light is not on or has stopped blinking. How do I place it back in *Bluetooth*[®] wireless technology pairing mode?

A: Press the Mode Button and the Mode Light will blink blue.

Q: What do the different mode lights mean?

A:

Blinking blue = *Bluetooth*[®] wireless technology pairing mode

Solid blue = *Bluetooth*[®] wireless technology connected

Blinking Green = WiFi connecting to router

Solid Green = WiFi connected

Red = replace battery

Orange = factory reset

Q: I bought a new water softener. How do I transfer my Connected Salt Level Sensor to the new softener?

A: Go to Settings in Pentair Home app and change WiFi network information (if needed). Then, repeat Tank Setup in the app. Your historical softener data (from previous location) will be retained.

Q: I moved and took my Connected Salt Level Sensor with me. How can I reset and reinstall it on my new water softener? What about the historical data from my previous softener?

A: Go to Settings in Pentair Home app and change WiFi network information (if needed). Then, repeat Tank Setup in the app. Your historical softener data (from previous location) will be retained.

If you want to delete historical data from the app, go to Settings and “Remove Device”. Also, hold Mode Button for ten seconds until orange light appears. Your sensor is now reset.

Q: I moved and am not taking my Connected Salt Level Sensor with me. What about the historical data for that softener?

If you want to delete historical data from the app, go to Settings and “Remove Device”. Also, hold Mode Button for ten seconds until orange light appears. Your sensor is now reset and all historical data has been erased and will not be accessible to next user.