

**FloSenso**  
Smart Water Level Controller

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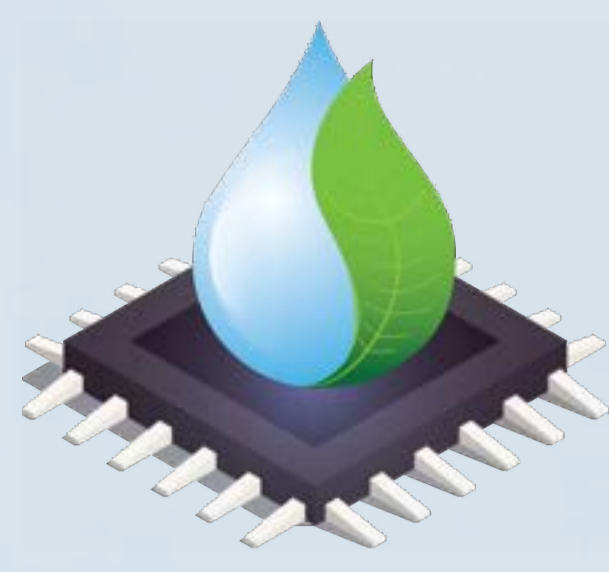
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## Frequently Asked Questions



[www.flo senso.com](http://www.flo senso.com)



## Application Installation

### 01 How do I install the FloSenso application?

You can download the FloSenso mobile application from the App store (iPhone user) or Play store (Android user) by typing "FloSenso" in the search box or scanning the QR code printed on the box or installation guide.

## Registration process

### 01 How can I register myself on the FloSenso app?

You can register yourself with a valid User Name, Email address, Installation Address, Phone Number and Password.

For the purpose of verification, an OTP will be sent to your email id and also an SMS on the phone.

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### 02 Which e-mail should I use?

You are advised to login with the same Email Id and Phone Number which was used at the time of registration on FloSenso website.

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### 03 What should I do if I have not received the OTP after registration?

If you do not receive the OTP within 5 minutes, Click the Resend OTP button.

## Login process

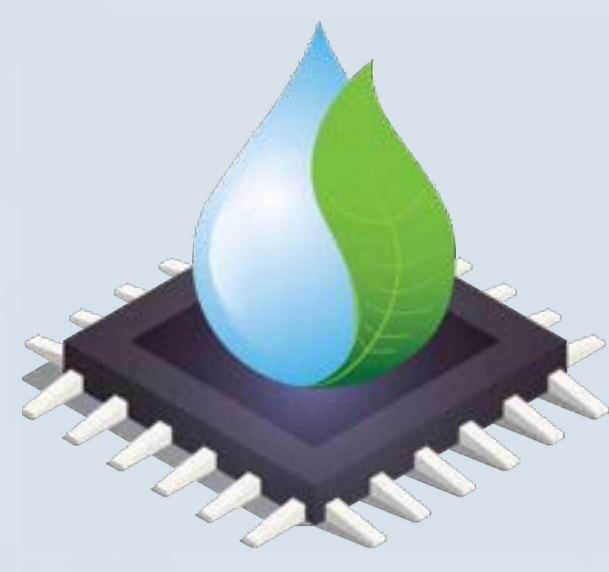
### 01 How should I proceed if I forget my password?

You can reset your password through the Forgot Password option on the Login screen.

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### 02 On Login, why am I being asked to verify myself using OTP?

You need to get verified by the OTP sent on your email id and as an SMS on the phone. Non-verified users receive this message.



## Forget password process

### 01 How do I reset my password?

Select the Forgot Password option on the Login screen. Enter your Registered Email Id and click the Send OTP button.

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### 02 What should I do if do not receive the OTP?

If you do not receive the OTP within 5 minutes, Click the Resend OTP button.

## First Time login

### 01 How do I proceed on the Add Device screen?

When you log in for the first time, your will be redirected to the Add Device screen. You must setup the FloSenso controller through the application and then register the FloSeno device.

## How to set up a device

### 01 My app is displaying a screen to select Wi-Fi bandwidth of 2.4 GHz. What does this imply?

FloSenso controller works on 2.4 GHz frequency band. You need to select Wi-Fi with a 2.4 GHz frequency band, and enter the Wi-Fi name and password.

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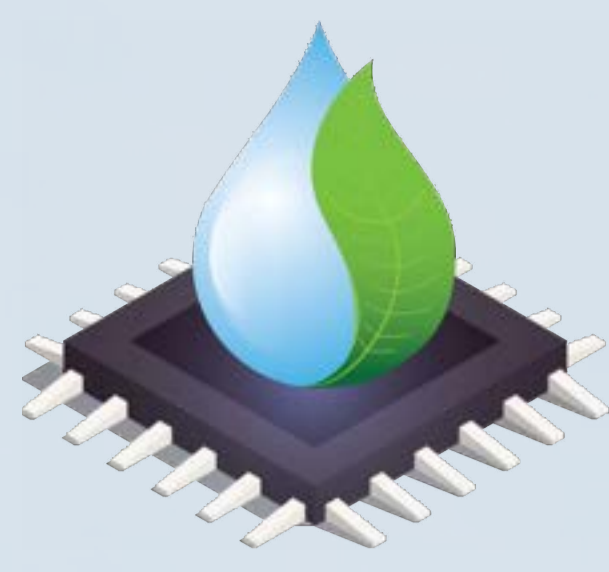
### 02 How do I turn on the Controller in Hotspot mode?

Press the Controller button thrice within 2 seconds.

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### 03 How do I connect my mobile to the Controller Hotspot?

Go to Wi-Fi settings. Select network "FloSenso\_XXX" and enter the password "12345678" (if required). Connect to this network.



## How to set up a device

### 04 What is the SSID(Wi-Fi Name) and Password?

SSID refers to your Home Wi-Fi Name and Password. SSID is prefilled. If not, then enable location permission of the app and connect to the Wi-Fi after entering the password.

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### 05 What is tank name and tank height?

Tank name is the name that you assign to your water tank. Tank Height is the height of your tank measured from the bottom of the Tank to the lid (In CM).

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### 06 Where should I find the QR code?

You can find the QR code printed on the FloSenso Controller as well as on the FloSenso box.

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### 07 What does the message "Connect with FloSenso Hotspot" mean?

Your phone must be connected to the FloSenso Controller Hotspot till the time the device setup process is completed.

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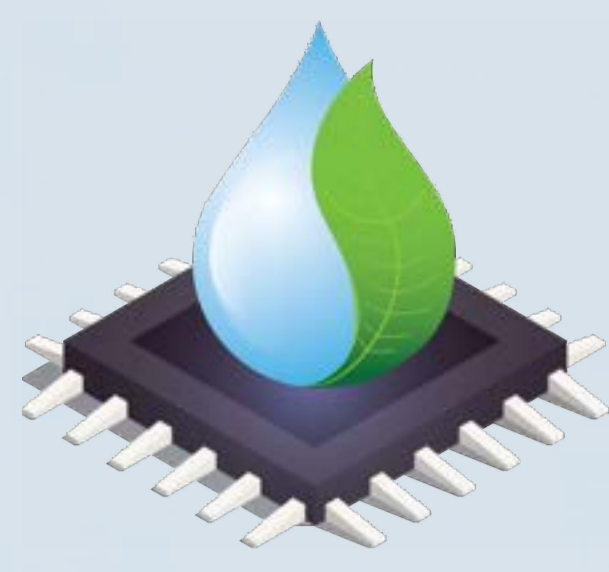
### 08 After scanning QR code, what does the message "Connect with FloSenso HOTSPOT" mean?

Ensure that your phone is connected to the FloSenso Controller Hotspot till the time the device setup process is completed.

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### 09 What does the message "Controller is connected successfully to the Internet. Ensure that your mobile is connected to the Internet." mean?

Your device setup is complete. Check the Controller LED light now. It should be Blue. If the LED light is not Blue, Restart the device setup process.



## How to set up a device

### **10 What does the blinking Green light on the Controller indicate?**

The blinking green light on the Controller indicates that your FloSenso Controller is not connected to your home Wi-Fi network. This may be due to incorrect SSID and password. To resolve the issue you must restart the device setup process.

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### **11 How do I change the SSID(Wi-Fi name) and password in the Controller?**

This can be done by selecting Configure Old Device option on the Add Device Screen. Select the device name for which you want to change the SSID(Wi-Fi name) and password.

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### **12 What should I do when the Mobile Wi-Fi gets disconnected from the Controller HOTSPOT?**

Please re-connect the mobile Wi-Fi to the FloSenso Controller HOTSPOT and stay connected , even when it says that internet is not available. Please turn OFF mobile data while setting up FloSenso

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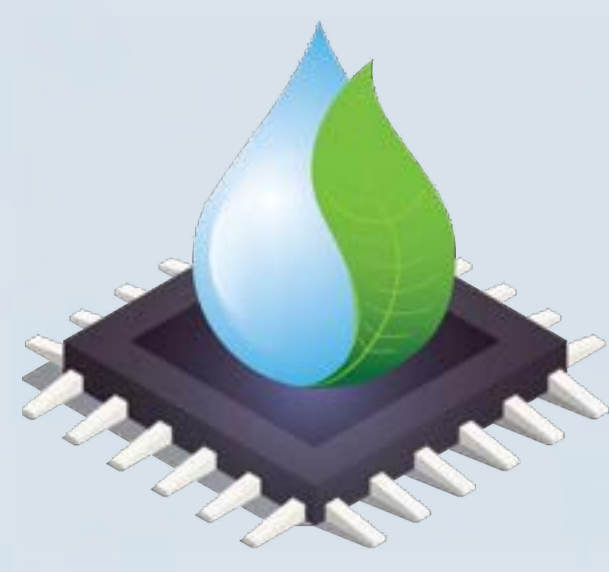
### **13 How to reset the Wi-Fi password of the controller?**

Wi-Fi password of controller can be reset, using the Device Setup option in the bottom bar of the FloSenso app. User needs to select the tank name and follow the steps to reset the Wi-Fi password.

## Device Registration process

### **01 How do I register my device?**

After successful setup of the device you must connect your phone to the internet. A message appears "New Device found". Click on the "ADD" button to register this device.



## Device Registration process

### 02 What is dry run protection?

Dry run protection is intended to prevent a pump from operating without water. This can damage the pump. To protect the pump, you can enable dry run protection. The pump automatically switches off, when there is no water supply.

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### 03 What is Minimum Water Level Threshold?

When the water level reaches the Minimum Water Level Threshold value, the sensor signals the water pump to start operating. Define a minimum water level value for your tank. When water level falls to this level, the pump starts operating when in the Auto Mode ON.

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### 04 What is the Purchase date?

It is the date of purchase of the FloSenso Controller.

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### 05 What is the Invoice number?

It is the number mentioned on your purchase Invoice.

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### 06 What does the message "Your device is offline" mean?

This mean that your device is not connected to the Internet.

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### 07 How do I change the tank height after device setup

User can change the tank height from the Device Settings screen after device setup. Caution: Change in tank height will result in variation in the water level percentage in the tank

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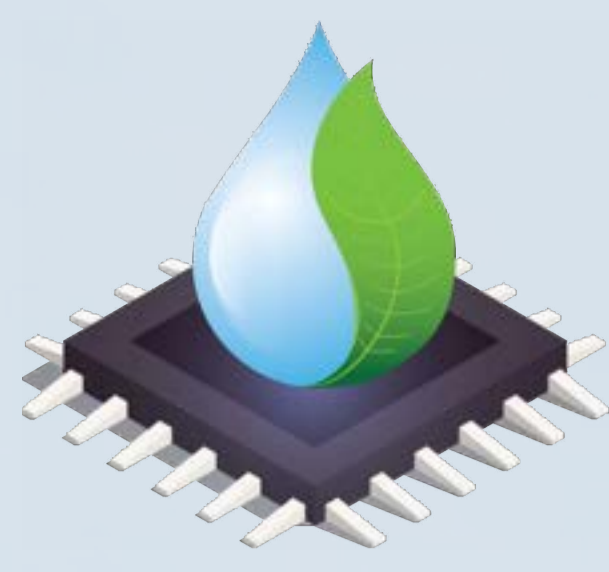
### 08 What is Dry Run time

Select time (in min). Water pump will operate for this duration to keep detecting water.

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### 09 What is Water Stop Level

Water Stop Level is the Maximum water level percentage allowed in the tank. Pump will automatically switch off when the water level reaches the defined value.



## Device Listing

### 01 What is dry run protection?

Dry run protection is intended to prevent a pump from operating without water. This can damage the pump. To protect the pump, you can enable dry run protection. The pump automatically switches off, when there is no water supply.

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### 02 How can I Enable/Disable Dry run protection?

Click on the Settings button for the device you want to Enable/ Disable for. Ensure that your Controller is connected to the Internet.

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### 03 How should I change minimum water level threshold value of the tank?

Click on the Edit button for the device you want to change the minimum water level threshold. Ensure that your Controller is connected to the Internet.

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### 04 How should I change minimum water level threshold value of the tank?

Click on the Settings button for the device you want to change the minimum water level threshold for. Ensure that your Controller is connected to the Internet.

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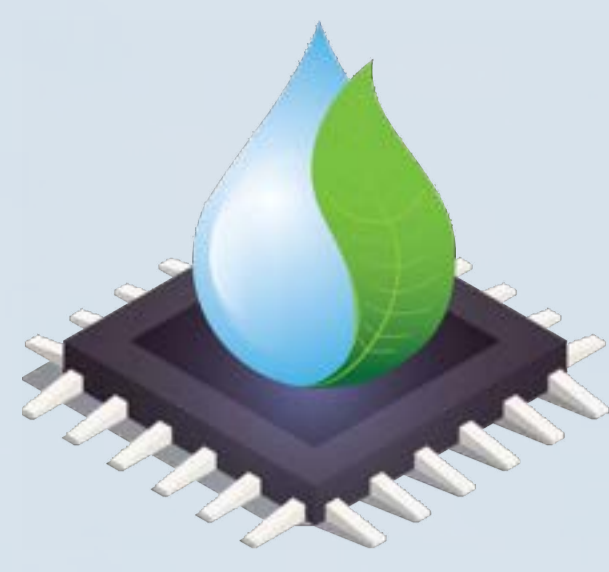
### 05 Can I change the tank height?

Yes, you can change the tank height. Click on the Settings button for the device you want to change the tank height for. Ensure that your Controller is connected to the Internet.

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### 06 What does the message "Your device is offline" mean?

This mean that your device is not connected to the Internet.



## Device Listing

### 07 Which water level percentage is showing in the tank on the listing screen?

It is the last updated water level percentage when you last checked the water level in the tank.

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### 08 How do I change Dry Runtime?

Click on the Settings button for the device you want to change the Dry Run time for. Ensure that your Controller is connected to the Internet.

**\*Only for the product variant with the Line Sensor**

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### 09 How do I disable/bypass the Line Sensor?

Click on the Settings button for the device you want to disable the Line Sensor for. Ensure that your Controller is connected to the Internet.

**\*Only for the product variant with the Line Sensor**

## Tank Overview

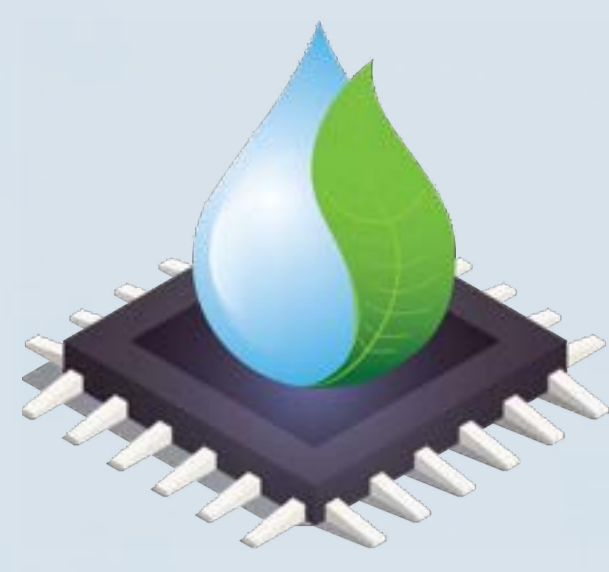
### 01 What is Auto mode ON/OFF?

1. In Auto mode ON: The pump turns ON when the water level drops down to the minimum threshold value defined for the tank or as per time set in the scheduler. The pump automatically switches OFF when the tank is full.
  2. In Auto Mode OFF: The pump will have to be operated manually.
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### 02 How will the Controller work in Auto mode ON?

Controller will automatically switch the pump ON/OFF.





## Tank Overview

### 03 How can I switch between Auto ON/OFF mode?

You can toggle the Auto Mode button to switch ON/OFF.

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### 04 How can I switch ON/OFF the device manually?

User can directly switch ON/OFF the pump by clicking on the ON button and OFF button.

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### 05 What should I do if the device is not switching ON?

1. Restarting the application should help.
  2. When the tank is full the device will not switch ON, If you still want to force start the Pump, then you have to manually long press the Controller button for 10 seconds.
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### 06 What does the message "Sensor is disconnected from Controller" mean?

The connection between the Controller and the Sensor might be loose or the sensor might be malfunctioning. It reconnects in 5-10 mins. If not, then proceed with troubleshooting.

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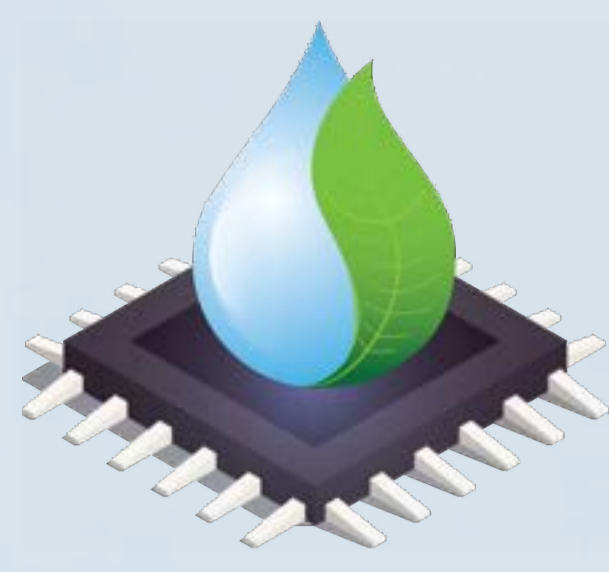
### 07 What does the message "Your device is not connected to the internet." mean?

The Controller is not connected to the Internet.

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### 08 What should I do if I get firmware update alert?

Click on the update button. This is required to update the firmware for better user experience and improved application performance. Do not close the application or disconnect the Flosenso controller from the Internet, while the update is under process.



## Tank Overview

### **09 How do I operate the pump on minimum threshold defined?**

Switch off the Schedule in Auto mode On. Once the scheduler is switched off and no scheduler is set, then the pump will operate on the minimum threshold value defined in the Auto mode.

### **10 How do I operate the pump as per the Schedules set?**

Switch off the Minimum Threshold in Auto mode On. Once the Minimum Threshold is switched off, then the pump will operate as per the schedules set in Auto mode.

### **11 What should a user do if the water level in the tank is showing 100 percent (Tank Full) continuously (and the user has reason to believe that this might not be the case)?**

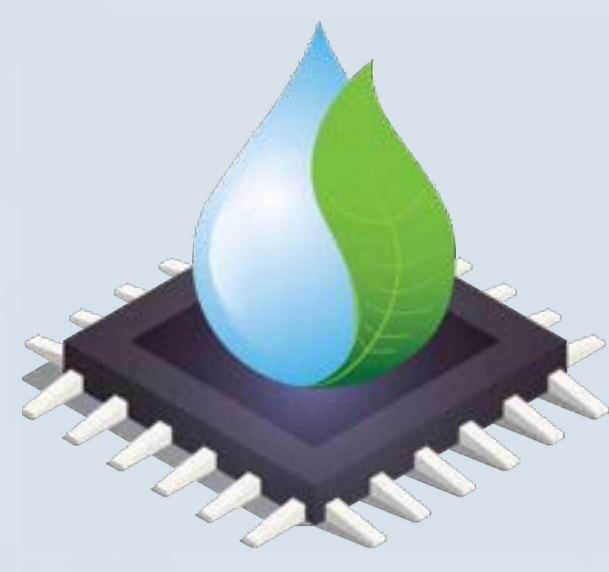
There can be a mild variation in the readings at times because of the high humidity inside the tank. This is usually self-resolving. If the issue persists, then please ensure the following steps.

- Open the tank lid, leave it open for a few minutes, wipe the sensor on the inside very gently with a soft cloth and then close the lid.
- Disconnect the Sensor wire from the sensor. Dust off salty deposit on the sensor wire connector, reconnect the sensor wire to the sensor. This should restore data connectivity.
- Ensure that the overhead tank has an air pipe/air vent/overflow pipe (common fitment by plumbers whenever an overhead water tank is installed)

In the absence of this, changes in atmospheric pressure and trapped humidity can hamper the efficiency of the ultrasonic sensor and give inaccurate data.

This can be fixed in any one of the 3 following ways :

- The air vent can be provided directly over the top surface of the tank using a T-Pipe.



## Tank Overview

- The air vent can be installed perpendicular to the outlet or delivery pipe using a T-Pipe.
- In smaller overhead tanks used in residential areas, the overflow pipe acts as an air vent for circulation. Adding an extra T - pipe is avoidable in this case as the overflow pipe does this job.

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### 12 How do I operate the pump when the water level in the tank is showing 100 percent (Tank Full) continuously (and the user has reason to believe that this might not be the case)?

- Turn On the Water Pump from the ON/OFF button on the tank dashboard screen(In Auto Mode Off)
- An alert appears where you need to enter the duration(in mins) for which you want to operate the pump and then click on the Yes button.

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### 13 How do I operate the pump with the Line Sensor ?

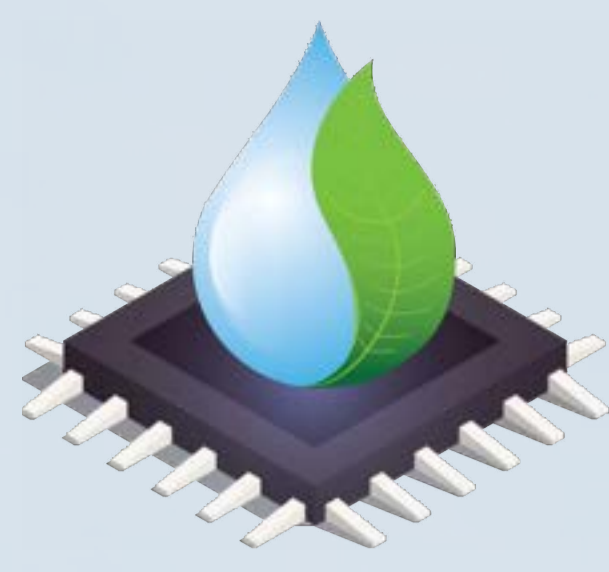
1. Switch On Auto mode, in the tank dashboard screen.
2. Switch On Water Detection, in the tank dashboard screen.
3. The pump will now operate only when the Line Sensor detects water in the main water supply.

**\*Only for the product variant with the Line Sensor**

## Scheduler

### 01 Where can I setup schedules?

Click on the Settings icon on the "All Devices" screen of the application dashboard and select the Schedules Tab.



## Scheduler

### 02 How many schedules can be added?

You can add up to 3 schedules.

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### 03 Why is the Add Schedule button not visible?

If 3 schedules have already been added to the device, the Add Schedule option will disappear.

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### 04 How does the scheduler work?

Scheduler feature is only available in Auto Mode ON option. The pump will automatically ON/OFF as per the scheduled time.

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### 05 How do I edit a schedule?

A schedule can not be edited. You can delete and add a new schedule.

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### 06 How do I remove a schedule?

Click on the Delete button next to the schedule you want to remove, on the Set Scheduler screen.

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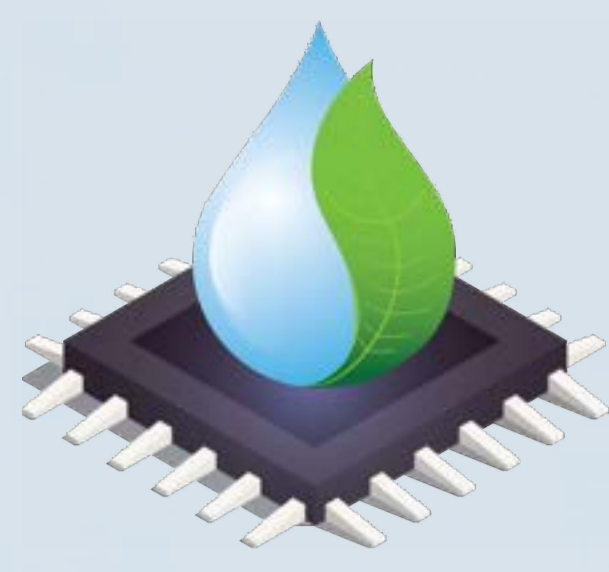
### 07 After setting the scheduler, will FloSenso work automatically, if the Municipal Water Supply is delayed?

FloSenso will check for Inline Water Supply at the scheduled time. In case of no water supply the Controller will check thrice for inline water supply and then switch OFF the pump on detecting no water.

## Wired & Wireless Product

### 01 Difference between Wired & Wireless Product :

- In the Wired version a sensor wire connects the Sensor to the Controller. In the Wireless version- the sensor and controller communicate with each other wirelessly (no sensor wire)



## Wired & Wireless Product

- Installation in Wireless is easier as a wire does not need to be installed from the Controller to the Sensor
- The Wireless variant is priced higher than the Wired version because of the advanced benefit of ease of installation and consequently no sensor wire maintenance is required.
- The features offered by both variants are the same.

## Tank Height Measurement

### 01 How to measure tank height?

Measure tank height with AR feature in the FloSenso application or measure tank height with measuring tape in Centimeters.

## Dashboard

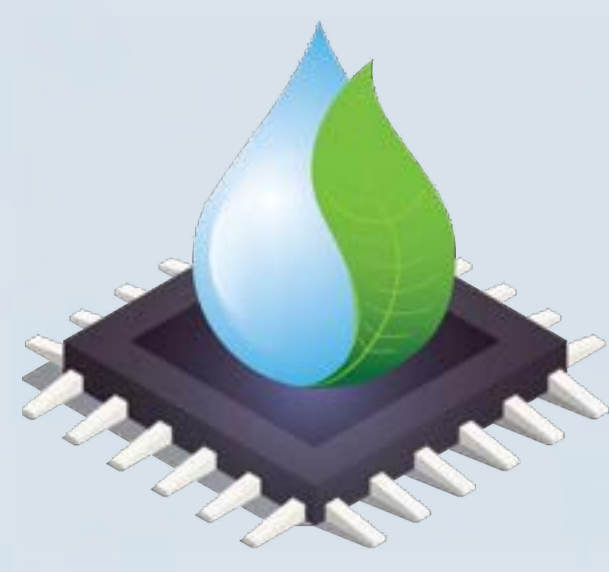
### 01 How can I give my feedback?

Click on the Menu section in the bottom tab bar and click on the Feedback option. Click on "SUBMIT FEEDBACK".

### 02 How can I raise a ticket/contact support?

1- Click on the Help Icon for the device you want to raise a ticket for. Enter details in the support form and click on the "SUBMIT" button.

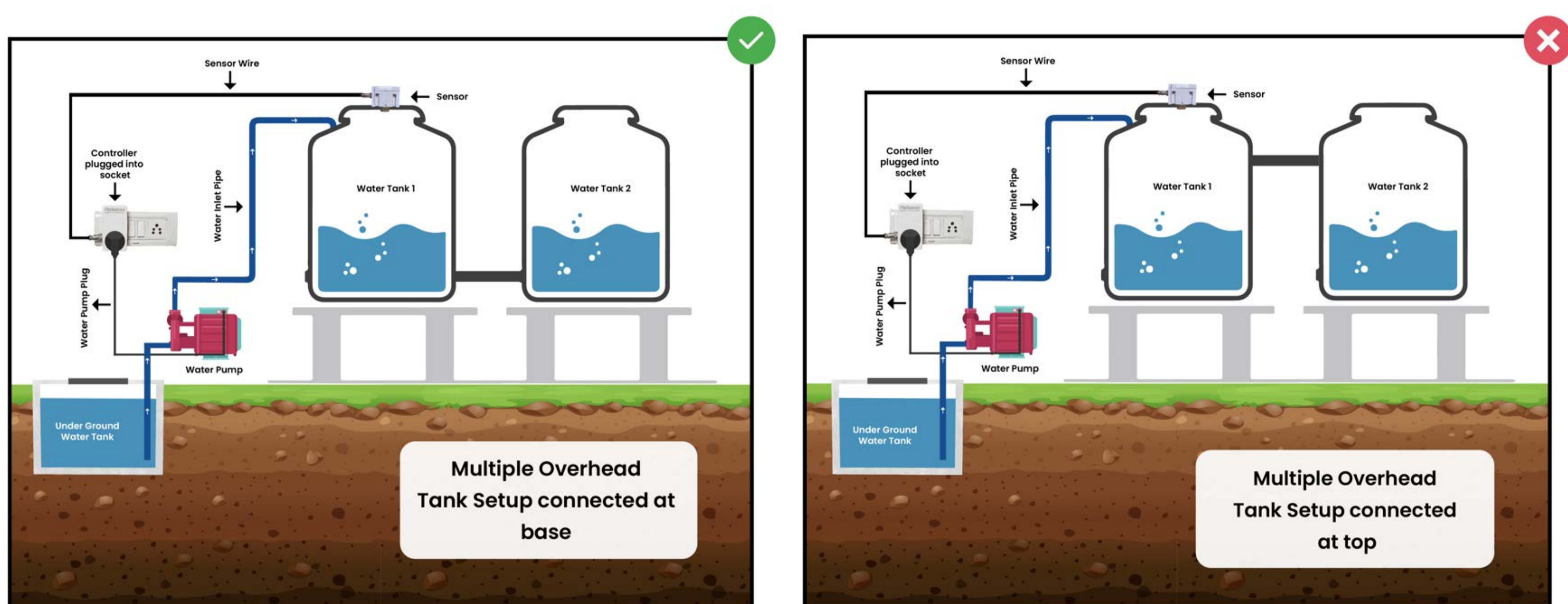
2- Click on the Menu section in the bottom tab bar and click on the Raise Ticket option. Enter details in the support form and click on the "SUBMIT" button.



## Installation Overview

### 01 Is it possible to use FloSenso with interconnected tanks ?

Yes. The Tanks need to be connected to each other from the bottom, with a single outlet for output(only one for all interconnected tanks). In this case, you can connect the sensor on either tank.



### 02 If a single pump is supplying water to multiple tanks, will FloSenso work ?

Yes. The Tanks need to be connected to each other from the bottom, with a single outlet for output.

### 03 Can I setup a single FloSenso device for multiple Overhead tanks connected to each other?

Yes. You can set up a FloSenso device for multiple connected water tanks. However, you must ensure that the tanks are connected to each other from the lower end and not upper end of the tank. In such a case FloSenso sensor needs to be installed on any one of the tanks

### 04 How can I purchase additional cable/wire if it gets short?

Call 1800 203 4902 (Monday-Friday 11:30am to 7:30pm) OR Visit the website

## Installation Overview

### 05 Does FloSenso work on submersibles?

Yes, FloSenso works well with a single switch starter (on and off function with a single switch or starter)

### 06 Is the product compatible with three-phase starters?

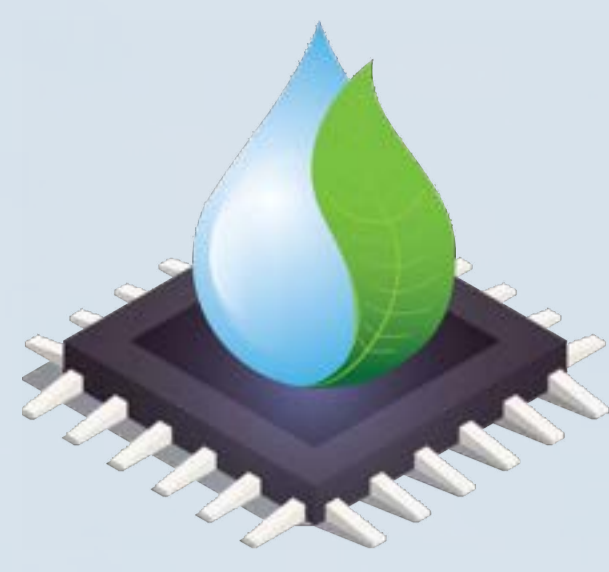
No. If you are using single switch/MCB to operate the pump, then replace it with a three-pin socket and a switch as per the product model number.

Ensure that a 6 AMP ( for FloSenso 6AW and FloSenso 6AWLL ) or 16 AMP ( for FloSenso 16AW and FloSenso 16AWLL ) three pin socket and switch are being used. However, additional 3 phase contactor can be placed between the pump / pump starter and the FloSenso controller to operate the 3-phase pump.

### 07 What type of switches are compatible with FloSenso?

FloSenso is compatible with a 6 AMP (for FloSenso 6AW, FloSenso 6AWLL) or 16 AMP (for FloSenso 16AW, FloSenso 16AWLL) three pin socket and switch. It also works well with single phase starter or a single capacitor.

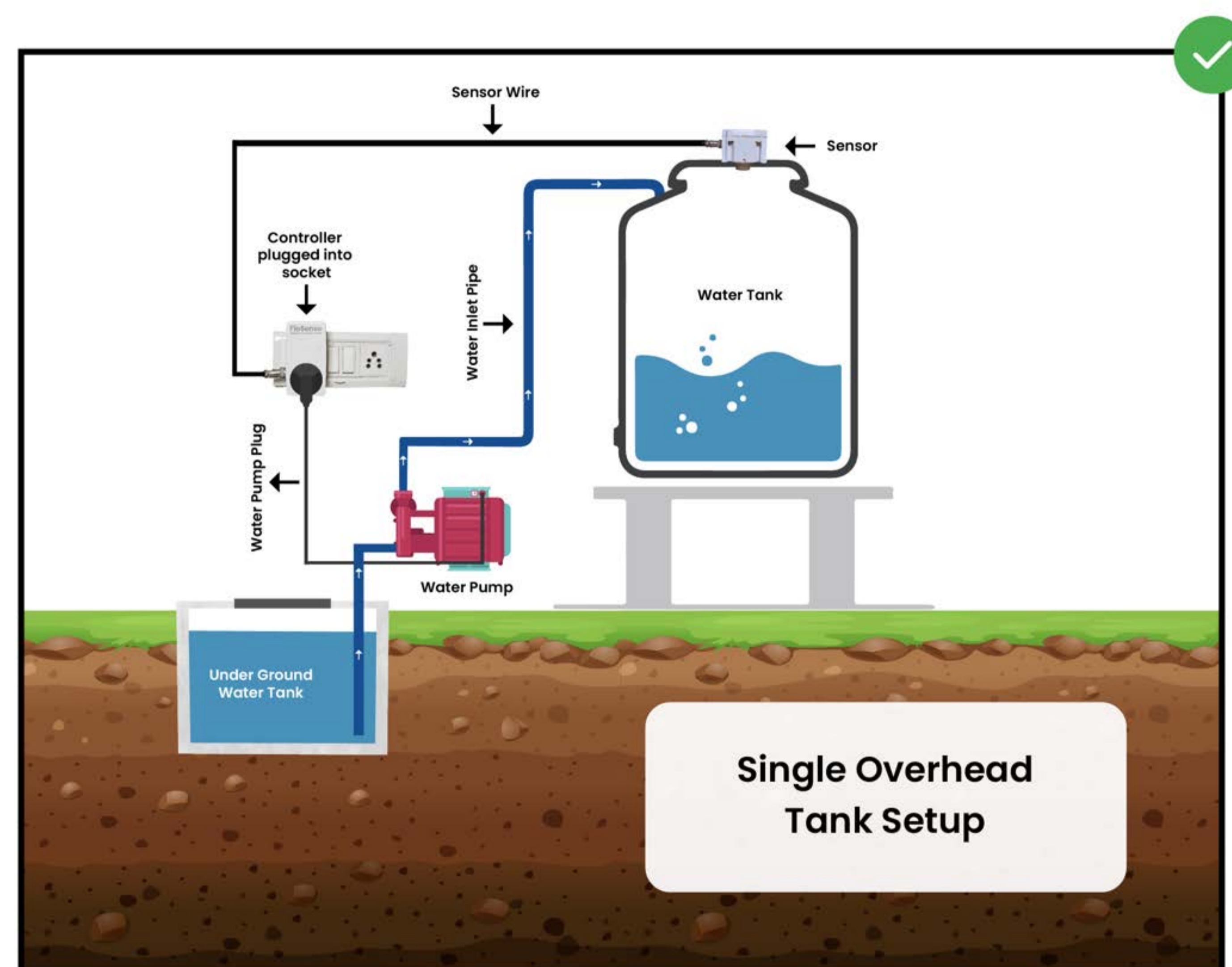




## Installation Overview

### 08 Where do I place the FloSenso sensor if I have an underground and an overhead water tank?

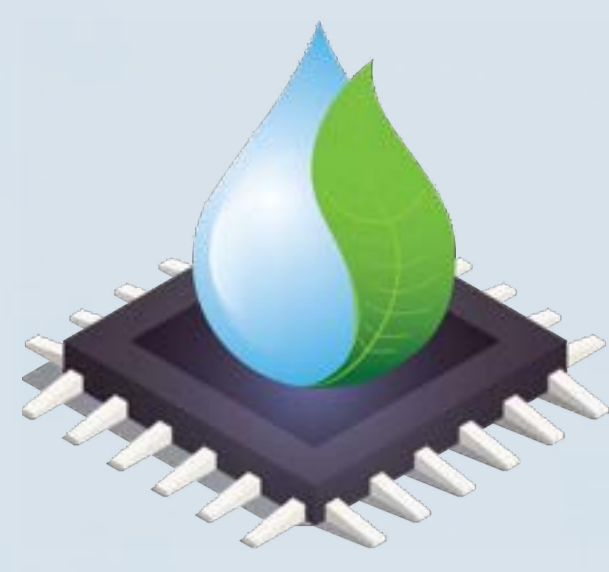
The User has purchased the water management solution to automate, monitor and control water levels/volume in a particular water tank. The Flosenso Sensor has to be installed on the lid of the Overhead tank.



### 09 Can FloSenso be used for filling Overhead Tank from Underground Sump Tank?

Yes. FloSenso can be used for filling Overhead Tank from Underground Sump Tank. FloSenso will switch ON the water-pump automatically when water reaches lower threshold in the Overhead Tank and Switch OFF the water-pump when the Overhead Tank is full or when there is no water in the Underground Sump Tank.

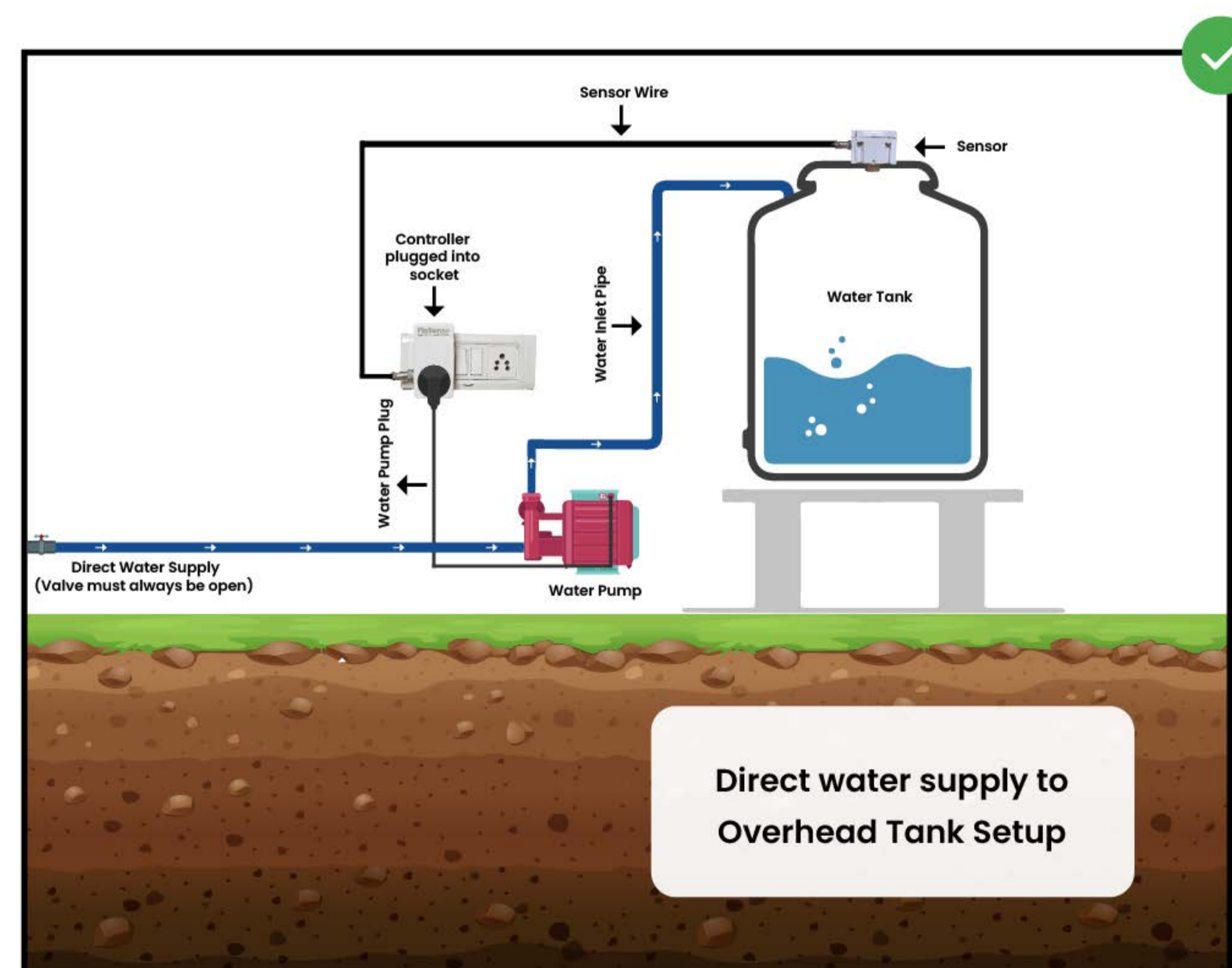




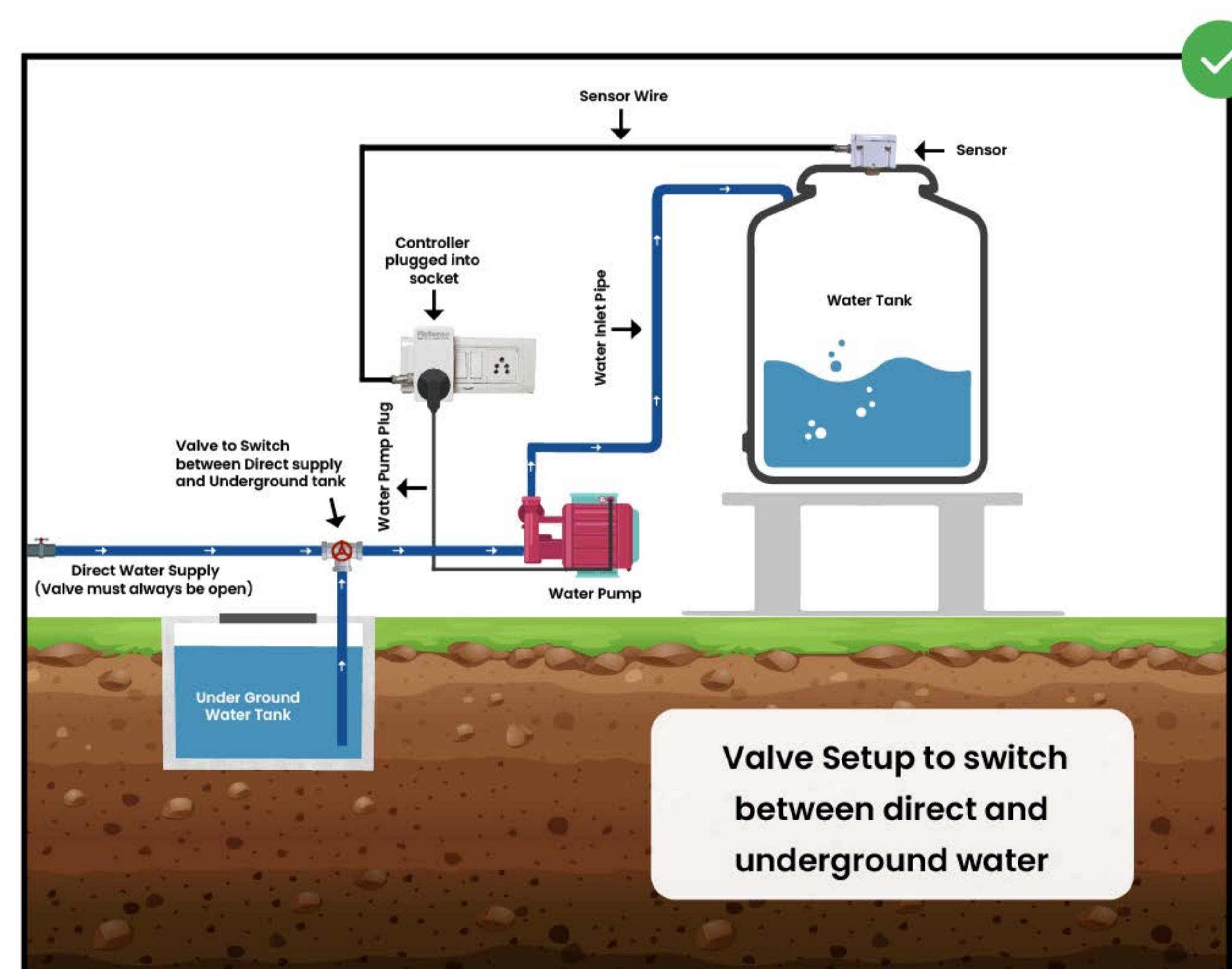
## Installation Overview

### 10 Can FloSenso be used for filling Tank from a Municipal Water Supply (Inline Water Supply)?

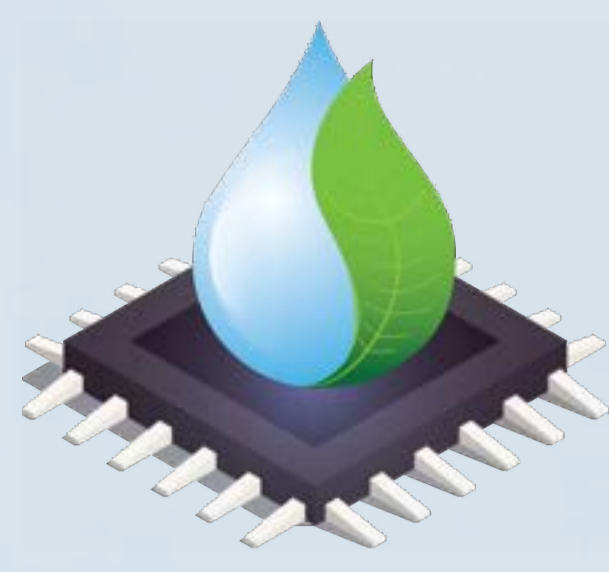
Yes. FloSenso can be used for filling Water Tanks from Municipal Water Supply (Inline Water Supply). You can set schedulers for the FloSenso Controller. FloSenso will Switch ON the water-pump automatically as per timing scheduled by you and fill the Water Tank. It will Switch OFF the water-pump when the tank is full or if there is no water supply in the Municipal pipeline. In case of no water supply, it will check thrice for the Inline Water Supply, then switch OFF the pump on detection of dry run.



### Only Direct Water Supply



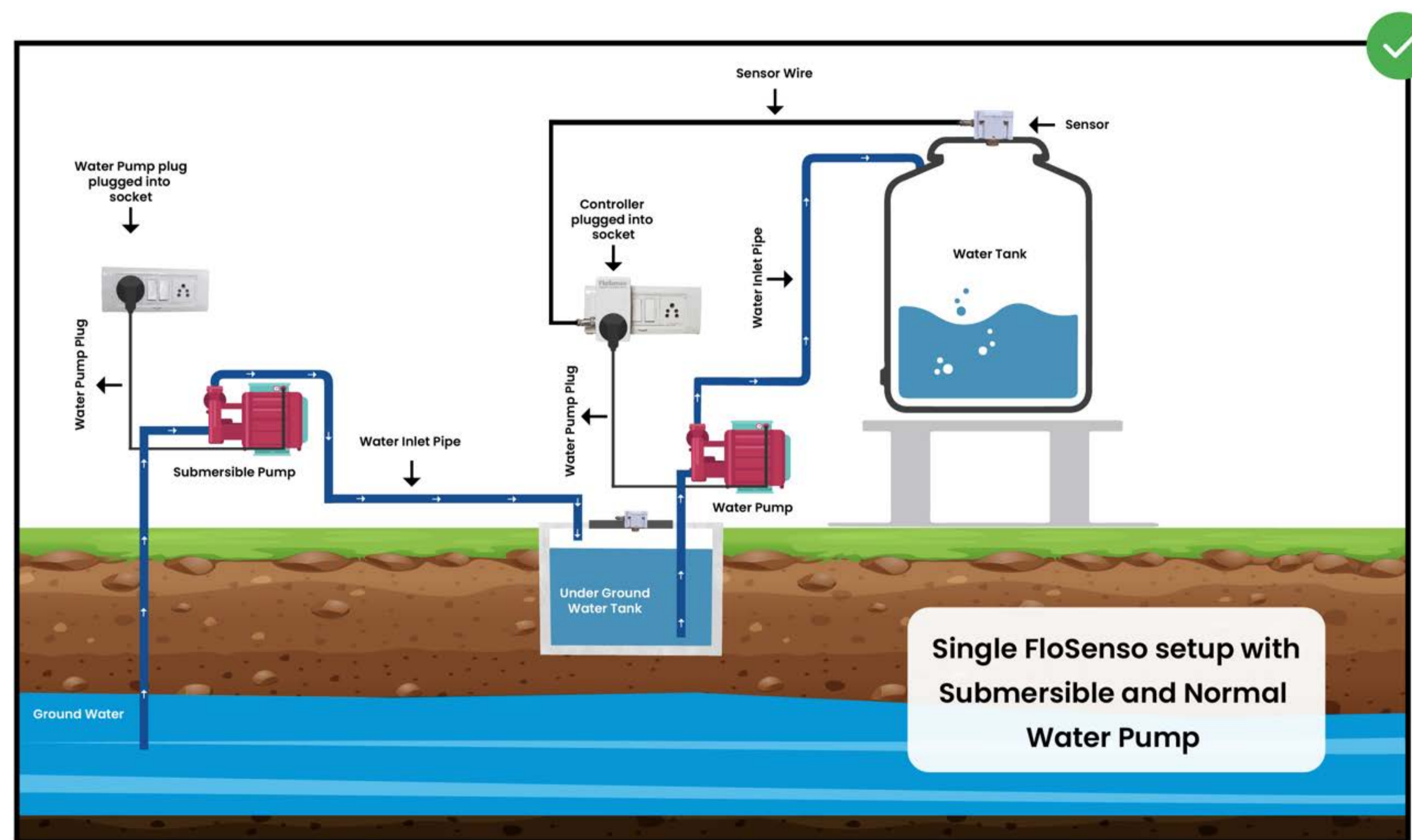
Can be used using a valve to switch between Direct Water Supply and Underground Tank



## Installation Overview

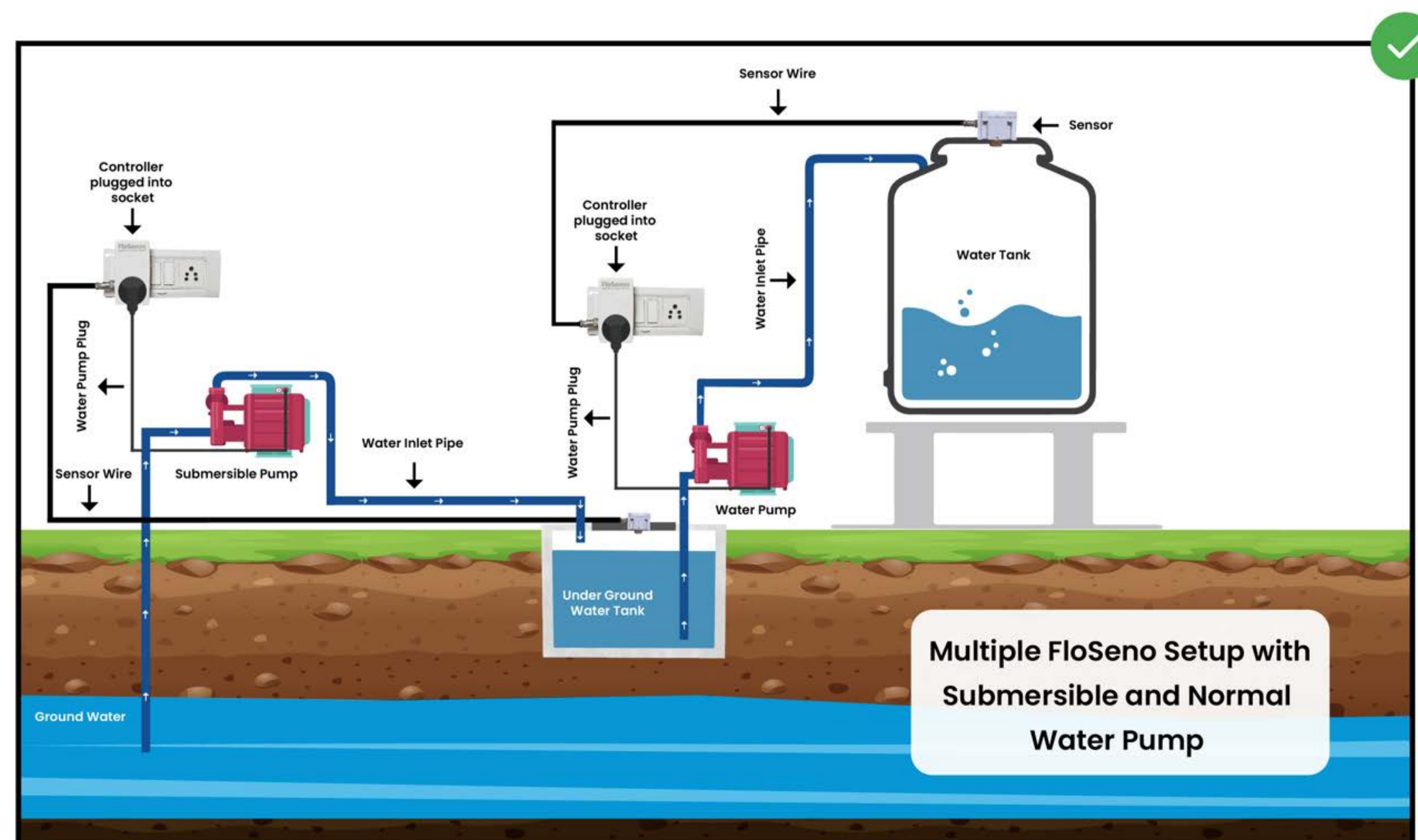
### 11 How do I install FloSenso if I have multiple motors to pump water in overhead and underground tanks?

If you have multiple motors to pump water in underground tank and another motor to pump water to overhead tank, you can use single FloSenso device to control the motor that pumps water to overhead tank

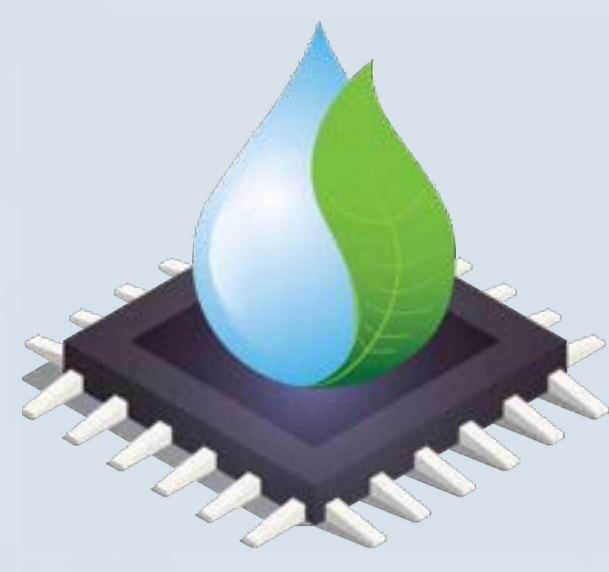


### Single FloSenso Setup

or use Multiple FloSenso device to monitor and control your water pumps according to the water level in each tank. Both devices can be managed from single dashboard in the FloSenso App.



### Multiple FloSenso Setup



## Manual ON/OFF

### 01 How to switch ON/OFF the pump without using the App.

Long press the Controller button for 10 seconds to switch the pump ON / OFF.

On switching ON:

- If the Overhead tank is full, the Controller will switch off automatically after 5 minutes
- If the tank is not full, the Controller will switch off as soon as the tank is full.
- If dry run protection is disabled, the application will keep sending a push notification every 5 minutes, prompting the User to turn off the switch as no water supply detected.

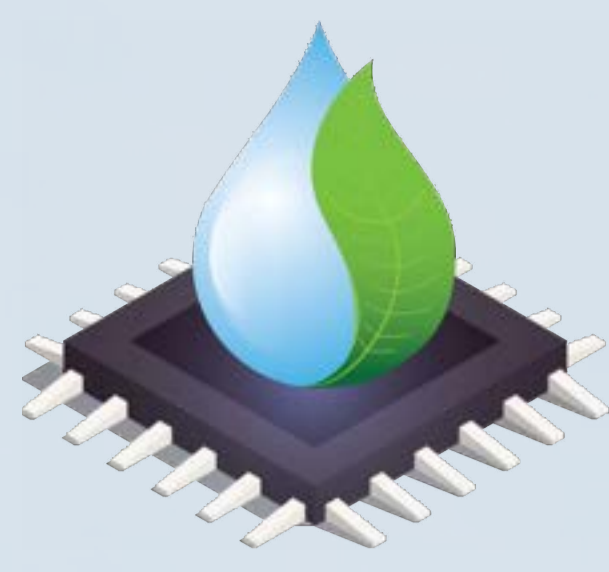
### 02 Is it possible to manually operate the FloSenso Automatic Water Level Controller?

Yes. You can operate the FloSenso Controller manually from a tiny button on the controller. If the tank is full, the pump will switch off in 5 minutes. You can again Switch ON the pump in the same way if required. It will switch off in loops of 5 minutes.

## Notification

### 01 What kind of push notifications will I receive from FloSenso?

App will give you a notification when the water level is below the minimum threshold value ,when the pump starts, when the pump turns OFF, in the case of overflow, and for dry run.



## LED indicator light

### 01 What is the significance of different LED indicator lights?

- **RED** – Power ON
- **Green** - Hotspot mode
- **Blue** – Connected to Internet
- **White** – Water Pump ON
- **RGB** – Sensor data malfunction\*
- **Blinking Blue** – No internet \*
- **Blinking Red** – Unable to connect to Wi-Fi \*
- **Blinking Purple** – FloSenso is updating

## Offline Mode

### 01 Will the FloSenso device work without Internet connection?

Yes. FloSenso is designed to work in offline mode without the Internet. If your FloSenso controller and the smartphone with the FloSenso app are connected to the same Wi-Fi Network, then the device can function perfectly.

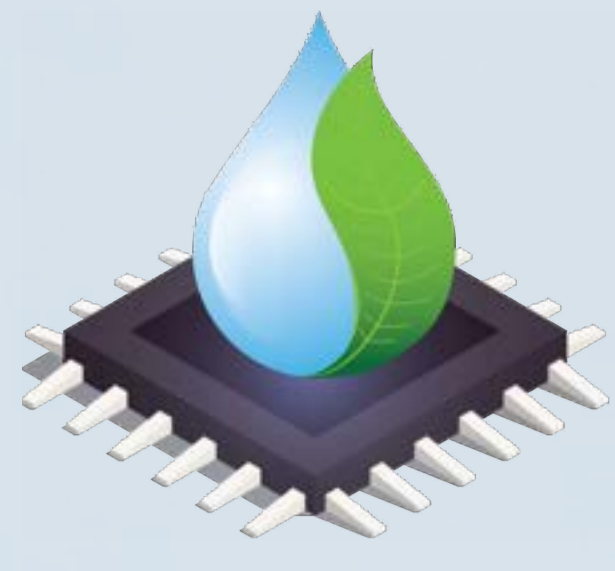
## Warranty

### 01 What is the warranty period?

1 year warranty

### 02 What are the warranty terms and condition for the warranty?

1 year warranty for manufacturing defects only. Any physical damage will not be covered in the warranty. For further details refer to <https://www.energy-bots.com/flo senso/warranty>



**FloSenso**  
Smart Water Level Controller



*Thank you!*