

Can I install Phyn Plus if I have a fire sprinkler system?

If you have a fire sprinkler system that is standalone and is on its own branch of pipes (not integrated into the same pipes that deliver water to your fixtures) then Phyn Plus can be installed as long as it is placed after where your sprinkler line branches off. Phyn Plus should not be installed where it will interfere with your fire sprinkler operation.

Can I install Phyn Plus on my home if I have a well?

Absolutely! Phyn Plus has been installed on many homes with wells.

Does Phyn Plus monitor my irrigation system for leaks and usage?

If your Phyn Plus device is able to be installed so that it is “before” your irrigation lines, then your irrigation will be monitored for leaks and usage.

What is the diameter of the threaded ends on Phyn Plus?

Phyn Plus has 1” NPSM male threaded ends. When you purchase online, we include connectors in the box: 3/4” Water Meter Coupling Complete with Gasket, 1” NPSM, 2-1/2” Length, 3/4” NPT.

Does Phyn Plus tell me how much water is being used in my home?

Yes, Phyn Plus shows your home’s water consumption monthly, daily, hourly and even in real time. It also shows you how much water you use by fixture type (showers, sinks, tubs, etc...).

What if I have a weak Wi-Fi signal where Phyn Plus will be installed?

If your installation location is out of the range of your home’s Wi-Fi, Phyn Plus has a universal antenna port located on the bottom of the unit. Any external antenna can be plugged into this port to improve your Wi-Fi reception.

Do I need an electrical outlet near where Phyn Plus will be installed?

Yes. You will need an electrical outlet within 15 feet of where the device is installed (we recommend a GFCI equipped outlet). Phyn Plus comes with a 15-foot power cord.

What types of leaks will Phyn Plus find?

Phyn Plus will detect leaks in your water delivery system such as pinhole leaks, drip leaks, pipe bursts, toilet flapper leaks, and leaks in supply-line hoses to clothes and dishwashers. Phyn will also alert you if water has been running longer than normal. Phyn will not catch roof leaks and leaks or stoppages in outflow lines (e.g. a clogged sink or sewer line).

Are there subscription or recurring fees to use Phyn?

No, Phyn does not charge you any recurring subscription fees.

Where is Phyn Plus installed?

Phyn Plus is installed on the main water line, right after your water meter or where the water enters your home and before your pipes split off to the various rooms and fixtures of your home.

How will Phyn alert me when there is a leak?

Phyn alerts of leaks and other plumbing issues via SMS and push notification from the Phyn app, available for iOS and Android devices.

Will Phyn Plus work if I live in a condo or multi-unit dwelling?

Phyn Plus is intended for structures that are individually plumbed, typically found in a single-family home. Phyn Plus can work in a condo or multi-unit dwelling if certain conditions are met. The plumbing must be individually plumbed (each unit having its own main supply line, meter and shut-off valve) and isolated with a pressure reducing valve.

Do I need to "teach" Phyn Smart Water Assistant?

Phyn Plus learns each of your home's fixtures over time. It also relies on your feedback to help it understand the use of water in your home. To teach Phyn, you can re-label the

event and help it correct itself. The more you label events, the more accurate Phyn will be for you in reporting water usage and distinguishing normal events from leaks.