

FREQUENTLY ASKED QUESTIONS:

What you need to know if you are new to installing a flow-based water leak detector

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Where should it be installed?

The device should be placed in a single location in-line on the water main pipe, preferably indoors (basement or garage) before the pipes branch off to distribute water throughout your house. If a whole-house water filtration system is present, install the device immediately downstream (after).

Is an electrical outlet needed?

Yes, an electrical outlet must be within 10 feet or should be added by a licensed electrician prior to installation of the leak detection device. The plumber will not be responsible for the electrical connection.

What size does my water line need to be?

You may need a specific pipe size diameter to purchase a flow-based water leak detection system. For instructions and a ruler, visit “Locating and Measuring Your Main Water line” at Chubb.com/Water.

Where can I find a plumber?

Call the manufacturer for referrals to plumbers who are familiar with their device and settings or contact Beagle Plumbing Services, a Chubb trusted network partner, to determine if you live within their service area locations.

Are my settings correct out of the box?

Not necessarily. Once set up properly, your leak detection system can generally be left alone to work in the background. However, for best results, we suggest using an installer who is familiar with the device settings and interacting with the mobile app often during the first few months to learn how the system works and help it adjust to your family’s water usage patterns.

What common alerts should I be aware of?

- If you get a minor drip alert, check for worn-out toilet bowl flappers. They do not cause damage but will keep your water running and waste a lot of water.
- If you receive an atypical water use alert while using a garden hose spigot, we suggest opening the app and setting your device on temporary standby mode. This type of usage can be irregular, high volume, and non-routine, making it more difficult for the device to predict patterns.

What do I do if my Wi-Fi signal is weak?

Check to make sure your Wi-Fi signal reaches the location of the leak detection device. If not, consider upgrading the router to a mesh Wi-Fi system and placing one of the communicators near the device. Although Wi-Fi is necessary to receive alerts, the device continues to operate as long as there is electricity.

Visit www.chubb.com/water for acceptable device choices.

The term devices as described herein means a flow-based water leak detection system with automatic shutoff valve. Devices and products described herein are provided by the third-party vendors. Chubb assumes no liability or responsibility for products and/or services provided by these third parties.