

FREQUENTLY ASKED QUESTIONS

How do you configure the monitoring locations?

Login into the LinkThru dashboard and replicate your building layout see How to Create a Hierarchy available here www.linkthru.com/how-it-works/videos-guides.

How long do the batteries last? Are they rechargeable?

The TMU device has a battery life of 3-5 years and the battery is not rechargeable.

How do you attach the probe clips to the pipes?

For more accurate results attach the probes under pipe insulation, cut back the insulation, fit the sensor and re-fit the insulation. For 15mm pipework, use the clips supplied fitted to the sensors. For 22mm pipework you use the alternative clips and cable ties supplied. In both cases ensure the pipe is clean and the copper sensor head is in contact with the pipe.

For more information please refer to How to Attach Probes available here www.linkthru.com/how-it-works/videos-guides.

How do you mount the TMU device?

The TMU device can be mounted on top of the pipe insulation using the cable ties provided or adhered to a flat surface using the double sided pads provided.

How do you access the data from your outlets?

Log into the LinkThru dashboard and navigate through the hierarchy to find the device you are looking for. Select the Device point and click on the dashboard icon. This will show you the analysis and raw data pages.

For new installations the analysis page will require a few days before useful data is available. Raw data can be observed much sooner; press the pair button on the TMU to test the transmission.

For more information please refer to How to Analyse Data available here www.linkthru.com/how-it-works/videos-guides.

My TMUs are not responding?

- Check the TMU device is installed on the correct pipework and the clip is in firm contact on a clean.
- Ensure the probe cable is attached and on the correct port, ensure the antenna is attached to the TMU.
- Ensure you have created the hierarchy and selected the correct device type. Check the ID on the TMU device matches the sensors that are attached to the Device point on the LinkThru dashboard. For more information please refer to How to Attach Probes available here www.linkthru.com/how-it-works/videos-guides.
- Look for a green LED on the TMU device, no light indicates either a flat battery or device failure. Please contact Cistermiser Customer Services on 0118 969 1611.

What is an activation and what does it mean?

An activation is when LinkThru can see evidence of water flow in the pipe (e.g. a tap being used).

What is a Device?

A device is the physical unit that transmits data to LinkThru and is located in a device point. The TMU is a device and each TMU has a unique device ID. The device ID is printed on the TMU label and used to attach the device to the device point.

What is a Device point?

Device points represent an actual location or object in the physical world, these locations have been categorised to represent different parts of a water system: sinks, calorifiers, cold water tanks, toilets and showers. This is because the acceptable temperature measurements for each device point type are different: a calorifier will not have any flow events but is likely to be operating a high temperature for a long period of time as opposed to a hot water tap that will only reach high temperatures when it is in use.

What is a Device type?

Device points are categorised to represent different parts of a water system: sinks, calorifiers, cold water tanks, toilets and showers, these are device types. This is because the acceptable temperature measurements for each device point type are different: a calorifier will not have any flow events but is likely to be operating a high temperature for a long period of time as opposed to a hot water tap that will only reach high temperatures when it is in use.

What is Hierarchy?

There is a folder hierarchy within LinkThru that contains every device point, these represent locations in the real world and provide structure to the data. In addition to the different types of device points there are also different folder types, which again represent things in the real world

such as customers or buildings, there is also a generic folder type. This hierarchy is shared between all users and you have the ability to add, delete and edit each item within it.

Does the system require Wi-Fi?

There are no Wi-Fi requirements with the system. Data is transmitted using the Sigfox network. Therefore there is no reliance on an organisation's own network and IT integration.

What does the unique ID number mean?

The unique ID number on the TMU label is the unique ID for the TMU. This is the code used to assign the device to a specific outlet/water system Device point on LinkThru.

How do I boost the Signal?

If the Sigfox reception is strong on one part of the building but weak at the desired installation point, a Repeater can be used to extend the signal. The repeater is installed in the area with a strong signal and paired with the device located in a weak signal position. For more information please refer to How to Pair a Repeater available here www.linkthru.com/how-it-works/videos-guides.

How is the data stored and for how long?

All data is securely stored on secure servers and held indefinitely. After the end of the contract there will be various options for the exchange of data.

Can data be extracted?

Definable reports can be generated on the LinkThru dashboard.

Can you get longer probe cables?

Currently the probe cables are 1m in length.

Can you put one device on to 2 outlets?

Yes, by using each probe on the device on different device points i.e. 1.1 on Outlet 1 hot, 1.2 on Outlet 1 cold, 2.1 on Outlet 2 hot and 2.2 on Outlet 2 cold. This can be beneficial in multiple-outlet areas.

If you delete a Device point or hierarchy, is it possible to recover the historic data and the configuration?

Please contact Cistermiser Customer Services on 0118 969 1611.

How long is the warranty for the TMU device?

The warranty is for the length of the original contract.

What exclusions does the warranty have?

Exclusion include, but limited to; Battery, wear and tear, misuse, tampering with the TMU device and immersion in water. Please see the Terms & Conditions for further details.

Are the TMU devices water-proof or splash-proof, and if so what is their IP rating?

The TMU devices are IP55 rated, so they are splash-proof but should not be submerged in water.

Can I use mains power for the TMU devices?

No, the TMU monitors will only work with the built-in battery.

Will the TMU devices connect to a BMS?

No the standard product does not connect to a BMS. To discuss your specific requirements please contact Cistermiser Customer Services on 0118 969 1611.

Can the TMU devices be opened by the user?

The TMU devices are manufactured with security screws and the enclosures should not be opened in any circumstance. Evidence of tampering will void any warranty on the equipment.

Can you use the system on chillers or other systems?

The TMU devices can be used on various other items beyond the water system. In these circumstances, the TMU device will require configuring appropriately on the LinkThru dashboard.

The dashboard is showing me lots of information but I can't see what I want?

On the LinkThru dashboard you can select the level of detail you want to see. The dashboard is designed to only show the most relevant information. For more information please refer to How to Analyse Data available here www.linkthru.com/how-it-works/videos-guides.