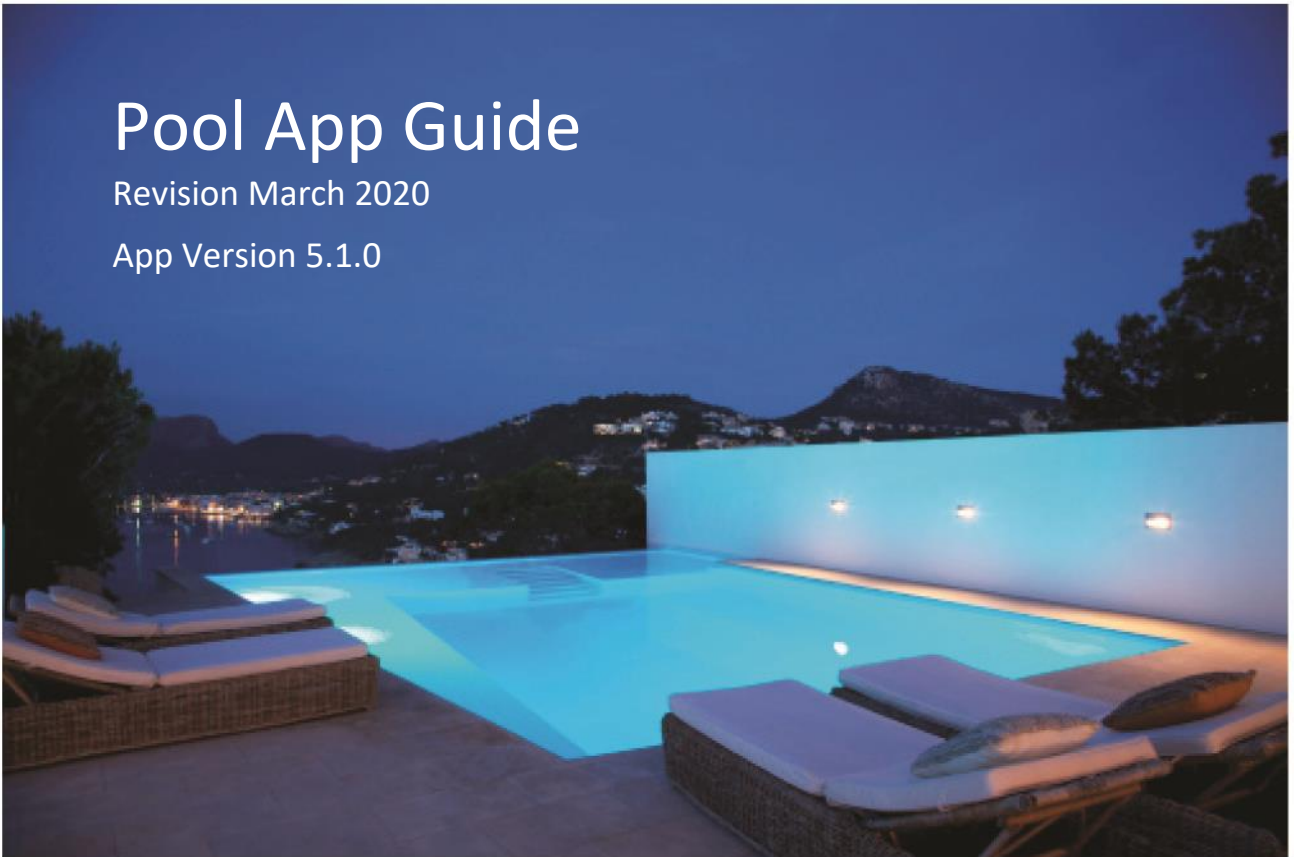


# Pool App Guide

Revision March 2020

App Version 5.1.0



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### What is the Pooled Energy Pool App?

The Pool App<sup>®</sup> (Mobile Application) is the pool owner’s way of monitoring and controlling Pooled Energy systems using your iPhone, iPad, Android phones and Android tablets.

The Pool App operates in conjunction with the Pooled Energy Intelligent Pool Controller<sup>®</sup> at the pool. It is linked via the internet to the Pooled Energy Network Operating Centre which provides additional pool management functions.

## Is the Pool App available to me?

Pooled Energy's **Pool App** is available to all Pooled Energy customers as part of their bundled service at no additional charge.

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## HOW TO OBTAIN YOUR POOL APP

The Pool App is available to customers with iPhone, iPad, Android phones and Android tablets.

### Downloading Your Pool App

You can download the Pool App from the iTunes Store and the Google Play Store.

Click on the links below on your smart phone or tablet to download.

#### Google Play Store (for Android devices):

<https://play.google.com/store/apps/details?id=com.pooledenergy.customerapp&hl=en>

#### Apple iTunes Store (for Apple devices):

<https://itunes.apple.com/au/app/keynote/id970259713?mt=8>

Look for this app icon in the App Store:



## Log in to your Pool App

Pooled Energy will email you with a username and password for your Pool App. Enter your username and password into the Pool App to access it.

For example:

Username: BillJones

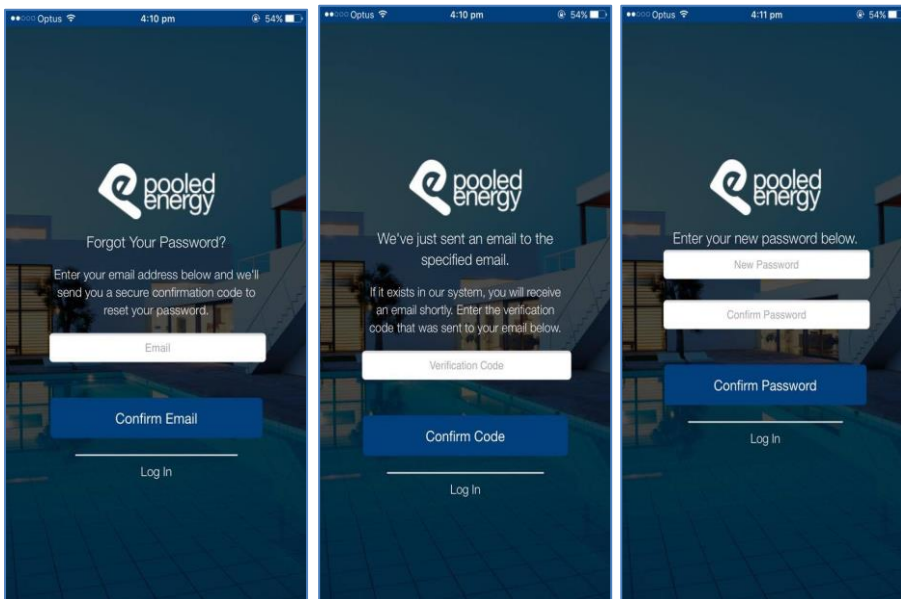
Password: MyPassword

## Reset Password

If you have forgotten the password to your login, you can reset it at any time via the “**Forgot Password**” link at the bottom of the **Login Screen** or if you are already logged in and wish to change your password, via the **Account** page.

**On the Password-Reset screen:**

1. Enter your email address associated with your Pooled Energy account. An email will be sent to this email address with a verification code.
  - a. If you are unsure of your email address, contact Pooled Energy for support
2. Check your email for this code.
  - a. The email may take up to 10 minutes to send. Ensure you have checked all folders including spam
3. Enter the verification code received into the App
4. Enter a new password for your account
  - a. If successful, you will be prompted and now be able to login with your new login credentials.



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## FEATURES OF THE POOL APP

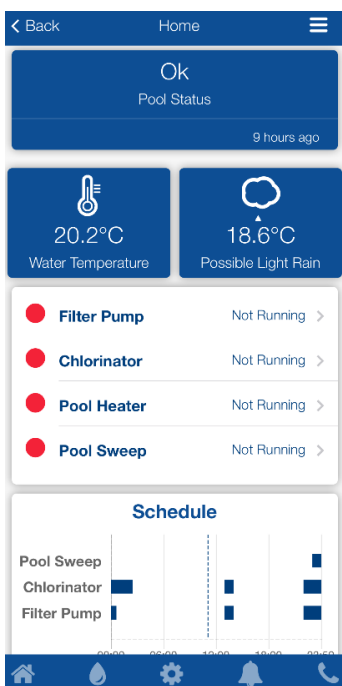
Your Pool App provides monitoring and override control of the automatic operations of your pool.

With a Pooled Energy Automated Swimming Pool, you don't need to worry about managing the pool chemistry or when to run your pump or pool sweep as these are all normally managed for you by Pooled Energy. On occasion however, you may want to override some of the operation of your pool equipment and your Pool App will allow you to fine tune your pool automation, run your pool heater, pool sweep, filter pump, chlorinator and any other connected pool devices.

## Home Page

The home page provides you with a snapshot of your system and equipment's state.

- **Water Quality**
  - Knowing when and when not to swim is an important feature of the Pooled Energy system. Water Quality indicates the overall status of your pool. Tapping on this tile will provide additional advice and instructions in the event that it displays an unusual condition.
  
- **Equipment**
  - Equipment is an overview of the equipment that you have connected to the Pooled Energy system. There are three states that can be displayed for any piece of equipment.
    - **Not Running** – Indicates that the device is not running.
    - **Running** Indicates that a device is currently running.
    - **X Minutes Left** – Indicates that the device is currently running for the next X minutes as a device/manual override that has been triggered from either your Pool App, or a Pooled Energy technician.
    - **Overrides Only** – Indicates that the device is only available to overrides and will not run as scheduled.
  
- **Schedule**
  - An overview of your plan-schedule today and what devices are scheduled to run and when. Note that devices which are dependent on other devices will automatically switch on these devices during their scheduled runtime e.g. the chlorinator will also turn on the pump when it starts.



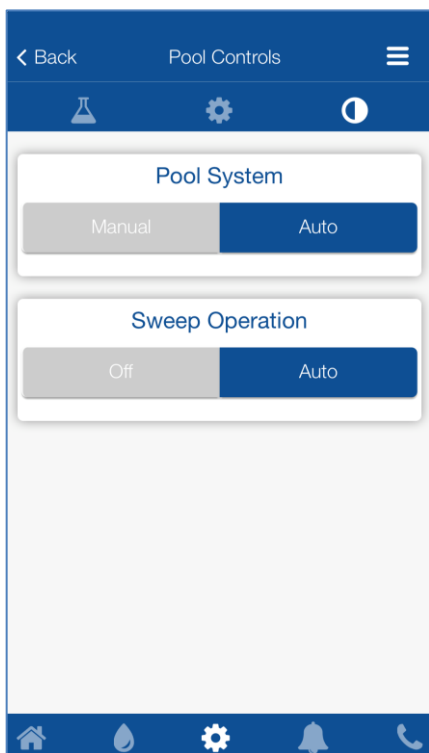
## Changing My Pool Equipment and System Status

### Pool System Manual/Auto

If you ever need to disable *all* pool equipment from running (filter pump, pool sweep, heater, chlorinator) for any reason, you can turn your Pool System **Manual** via your Pool App. This will stop all devices. Please remember that the system can start at any time when operating in **Auto** mode. For safety reasons, you must turn the **Pool System to Manual** before performing work on the pool equipment such as cleaning a pump strainer or pool sweep to ensure that the operation can be performed safely. After performing an operation like this you must then restart automatic operation by turning your Pool System to Auto.

### Sweep Operation Off/Auto

If you remove the sweep from the pool or you do not wish for it to run whilst you are swimming, disable the sweep by changing the state from **Auto** to **Off**. Please remember to reset the sweep operation to **Auto** to ensure it runs as scheduled. You should use disable your pool sweep whenever you are cleaning leaves out of the pool sweep's leaf bag so that it does not start unexpectedly and injure you

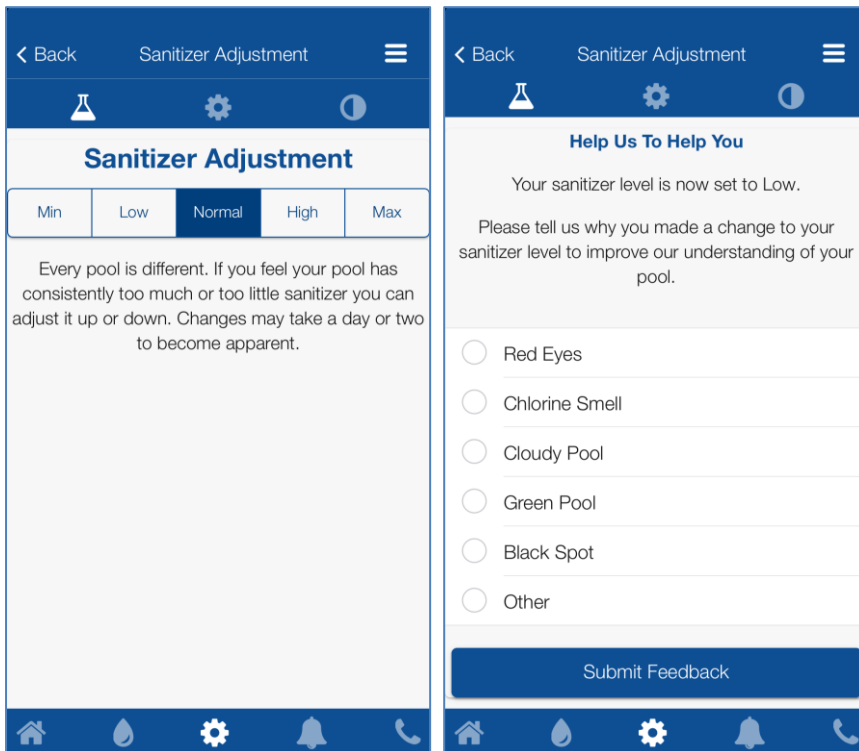


## Tuning your Sanitizer Level

Every pool is different and there are no one-size-fits-all solutions when it comes to managing your pool. If you ever feel that your pool has consistently too much or too little sanitizer, you can adjust it up or down. **Normal** will be correct for most pools.

When you make a change to your sanitizer level we ask for feedback. We use this information to help improve our understanding of your pool to provide you with a better swimming experience.

**Note:** This information is for analytical purposes to help improve our chemistry and will not result in a service call by Pooled Energy.



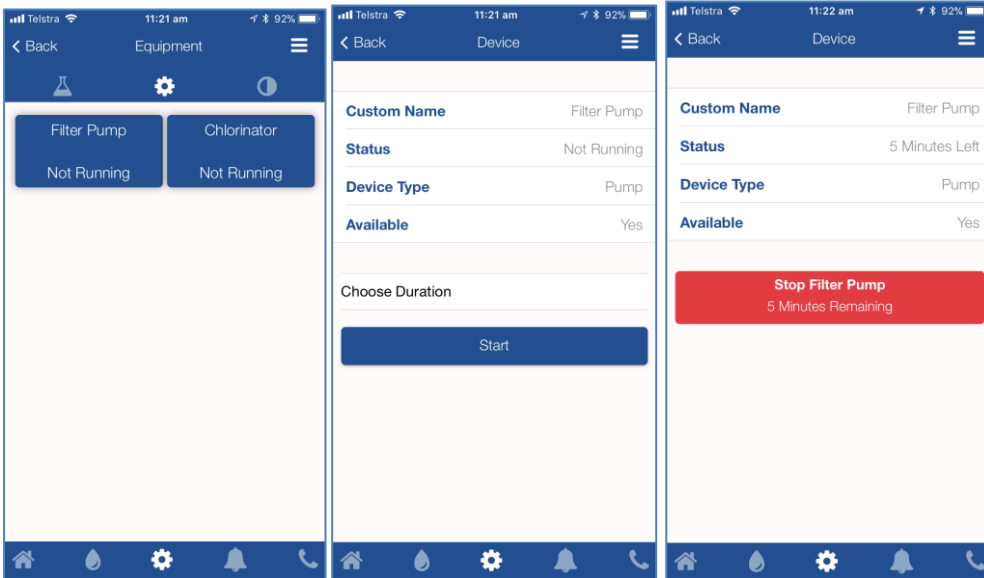


## Run your equipment for additional times beyond the automatic settings

If you would like to run your pool equipment for longer hours than are currently set on your plan, you can do this via the Pool App. This is a one-off event that you can repeat as often as you wish. It will typically not alter or interfere with the schedule for your pool equipment on that day.

Navigate to the **'Equipment'** page, then select the Equipment you would like to control. From here, you are able to run an override by choosing a duration from the drop down.

**Note:** Please remember that running your pool equipment for additional hours will use additional electricity.



Click 'Choose Duration', select the time and then click 'Start'. This will start an override.

You can stop a running override at anytime by clicking the 'Stop' button.

## GUIDED BACKWASH

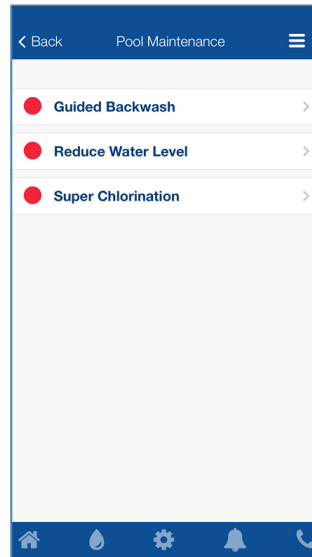
You will need to backwash your filter from time to time. Your Pool App will guide you through the process to make this task much easier.

If instructed by Pooled Energy or if you feel like your system requires a backwash, please take your Smartphone or Tablet to the filter and use your Pool App to go through the 'Guided Backwash' process. This will typically take you less than 5 minutes every 6-8 weeks. We recommend you don't close out of the app or put your phone to sleep during this time to ensure the process is completed successfully.

Please try to do the backwash within 1 week of being asked, or please contact us on 1300 363 703 or [info@pooledenergy.com](mailto:info@pooledenergy.com) and we can organize a service to do this for an additional fee.

### In Summary the backwash will...

- a) Stop the scheduled operation
- b) Clean the Pump Strainer
- c) Backwash
- d) Rinse
- e) Restart the scheduled operation



## Guided Backwash Process in Detail

1. Click **Pool Maintenance** from the menu
2. Click **Start** under **Guided Backwash**. Click **Next** when you are ready to begin.
3. Press the '**Stop all devices**' button that next appears on the App. This is done for safety. All running devices will stop and the App will inform you when you can proceed to the next step.
4. Inspect the plastic strainer basket on the front of the pump and clean any debris or leaves from it if required. Once complete, click **Next**.
  - Before you open the strainer lid and depending upon your particular pool, you may need to shut some valves to stop water flooding out, or the pump losing prime. Please do this. Pooled Energy will provide you with separate instructions regarding which valves to use. When you have cleared the debris, replace the basket and lid and tighten the lid. Then open whichever valves you previously shut.
5. Rotate the main valve on the top of the filter from the **FILTER** position to the **BACKWASH** position. You will typically need to depress the end of the valve handle before you can rotate the valve. If there is another valve in your backwash line, then **open** this valve and press '**Next**' on the App.
6. Press '**Start Pump**'. If for any reason you need to turn off the pump before the 2-minute cycle has completed, you can press the '**Stop Pump**' button.
7. The App will inform you when backwash is complete. Click '**Next**' to advance to the rinsing step.

8. Rotate the main valve on the top of the filter from the **BACKWASH** position to the **RINSE** position. When you have done this, press '**Next**' to continue.
9. Press the '**Start Pump**' on the Pool App to automatically rinse the filter. If for any reason you need to turn off the pump at any time before the 1-minute rinse cycle has completed, you can press the '**Stop Pump**' button on the App.
10. Click '**Next**'. Rotate the main valve on the top of the filter from the **RINSE** position back to the **FILTER** position. If there is a valve in your backwash line, then please close this now. When you have finished this step press '**Next**'.
11. Press the '**Resume Normal Operation**'. The Pool App will inform you when this has been completed and you can press '**Next**'.
12. Backwash is now complete

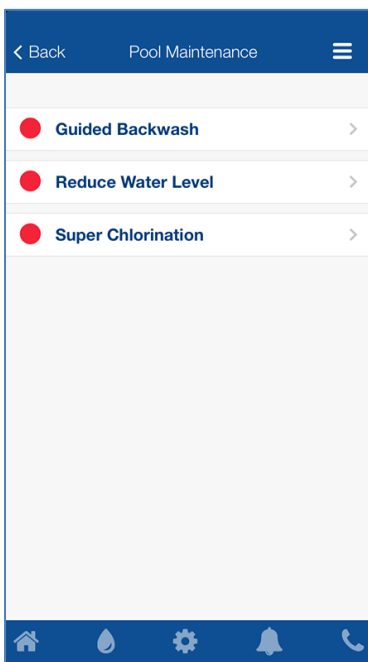
**Note:** You are able to cancel the backwash procedure at any time. If you do choose to cancel a backwash for any reason, please ensure all equipment is back in a default state and the main valve on the top of the filter is set to the **FILTER** position.

The backwash process is normally required every 6 - 8 weeks during the swimming season for typically sized sand filters...and less frequently in winter.

## SUPER CHLORINATION

Super Chlorination is a 24-hour cycle that can be used to respond to the unfortunate event of a faecal-incident or other needs to perform a super chlorination. It will require some additional time beyond the 24-hour cycle before the normal operating conditions of your pool resume. This varies pool-by-pool due to surface and environment conditions.

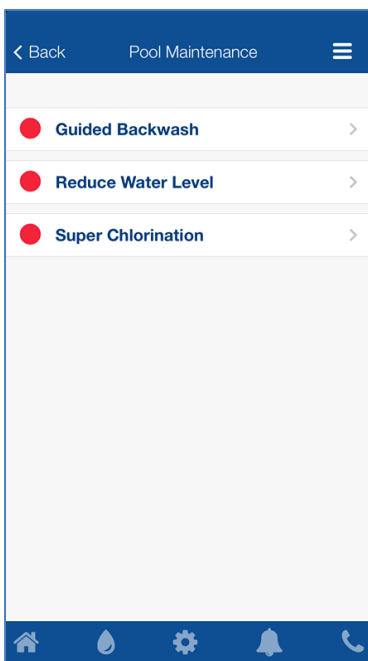
1. Remove any offending biological material from the pool
2. Click on the '**Pool Maintenance**' page
3. Click '**Start**' under '**Super Chlorination**'
  - a. Your pool will enter a special hyper-sanitization cycle that will push the pool outside of its normal operating conditions.
  - b. We recommend that you do not swim in the pool during this cycle and wait until the pool has returned to normal conditions. The Pool App will tell you when it is safe to swim and when the cycle is complete.
4. After 24-48 hours, your Pool App should indicate **Water Quality** as **Ok** and your pool should be operating as per normal conditions again.



## REDUCE WATER LEVEL

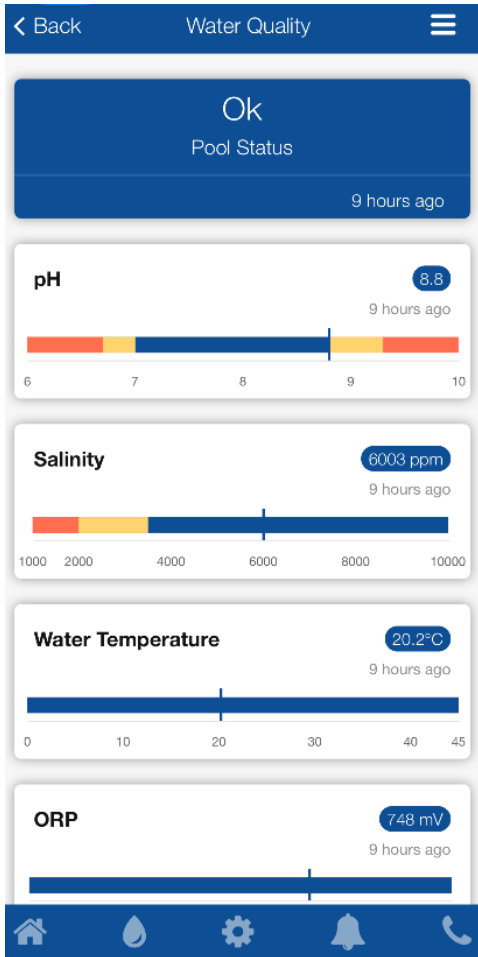
Reduce Water Level is a process that walks you through reducing the water within your swimming pool.

1. Click on the 'Pool Maintenance' page in the menu
2. Click 'Reduce Water Level'
3. Click 'Start'
  - a. This will stop all running equipment before continuing to the next step. This may take a minute.
4. Click 'Next' when all devices have stopped
5. Rotate the main valve on top of the filter to the WASTE position and click 'Next' once done
6. Click 'Start Filter Pump'
  - a. This will run your Filter Pump for 10minutes
  - b. You can run your Filter Pump for an additional period of time by simply clicking 'Repeat' at the end of the Filter Pump run
7. Click 'Next' once the filter pump has completed running
8. Rotate the main valve on top of the filter from the WASTE position to FILTER
9. Click 'Resume Normal Operation'
10. Reduce Water Level is now complete



## WATER QUALITY

Pooled Energy's water chemistry operates on a wider range of water parameters than the conventional pool chemistry. We provide you with a snapshot of your current pool chemistry levels to help give you a better insight into how your pool is operating. Clicking on individual tiles will provide a more detailed description about the status of that water quality reading.



Click on any of the tiles to receive additional information on each parameter.

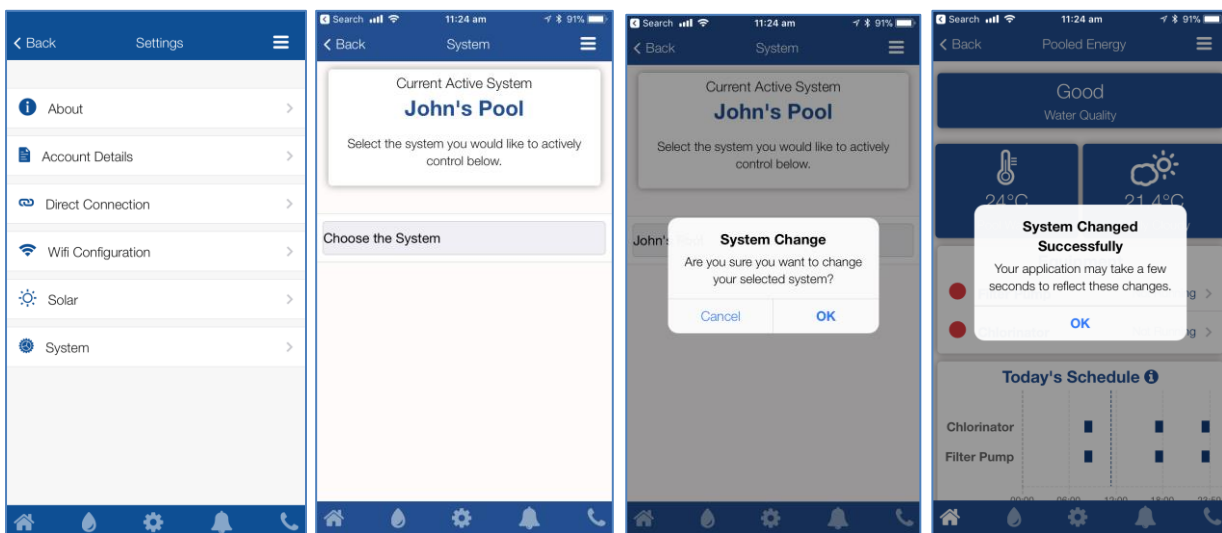
## CHANGING BETWEEN MULTIPLE SYSTEMS

For customers who have multiple Pooled Energy systems, you can switch between them for easy control from your Pooled Energy App.

1. Click **System**
2. Click the dropdown and select the system you want to control.
3. Confirm your change
  - a. Once confirmed, you will be redirected to the home-page
  - b. Your app will take a few moments before being fully operational again

Your choice is saved so you don't have to change systems whenever you start the Pooled Energy application.

This is only applicable to customers with multiple Pooled Energy systems installed and who have been instructed by Pooled Energy that this process is available to them



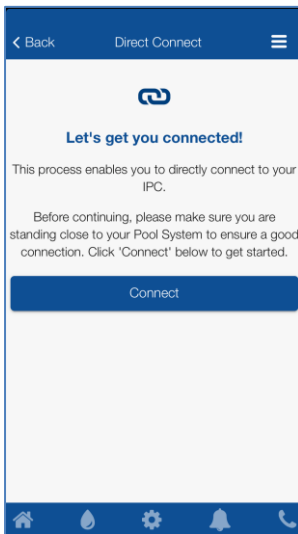
## DIRECT CONNECTION

If applicable, you can directly connect your device to your Pool System via the Pooled Energy Application. Some scenarios when this would be applicable are:

- Pool System cannot communicate with Pooled Energy servers

- Your Pool Energy System cannot communicate with the internet
  - o You are having internet outages with your ISP (Internet Service Provider)

**Note:** Before starting, make sure you are within close physical proximity of your Pooled Energy system.



## iOS Devices

1. Navigate to the **Direct Connection** page found on the **Settings** page
2. Click **Connect**
3. When prompted, click the 'Join' option. This will now begin the process of connecting your iOS device to your Pooled Energy system. This process can take 30 seconds. Please do not close your application during this time.
4. Once complete, your Pooled Energy Application will log back in and redirect you to the home page. You will now see a link icon in the top right of the Application which indicates you are Direct Connected to your Pooled Energy System.

## Android Devices

1. Navigate to the **Direct Connection** page found on the **Settings** page
2. Click **Connect**
3. This will now begin the process of connecting your Android based device to your Pooled Energy system. This process can take 30 seconds. Please do not close your application during this time.
4. Once complete, your Pooled Energy Application will log back in and redirect you to the home page. You will now see a link icon in the top right of the Application which indicates you are Direct Connected to your Pooled Energy System.

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## CONNECTING MY POOL SYSTEM TO MY WI-FI NETWORK

If applicable, you can connect your Pool System to your Wi-Fi network. Some scenarios when this would be applicable are:

- You've changed your home Wi-Fi network password
- Your Pooled Energy system is no longer connected to your home Wi-Fi network
- You have changed your home Wi-Fi router
- Pooled Energy has informed you that you are required to perform a Wi-Fi configuration

Before starting, make sure of the following:



- You have your home Wi-Fi network details ready
- You have a 2.4 GHz home Wi-Fi network available
- You are standing within close physical proximity of your Pooled Energy system

### iOS Devices

1. Navigate to the **Wi-Fi Configuration** page found in the menu
2. Click **'Connect'** and when prompted, click **'Join'**
  - a. This will start a Wi-Fi network scan
3. Select your home Wi-Fi from the list
  - a. If it doesn't appear, scroll to the bottom of the page and click **'Scan'**
4. Enter your home Wi-Fi password and click **Ok**
  - a. This will begin to connect your Pool System to your home Wi-Fi network
5. If successful, you will be prompted saying that the Wi-Fi configuration process was successful. If not, follow the steps prompted to you

### Android Devices

1. Navigate to the **Wi-Fi Configuration** page found in the menu
2. Click **'Connect'**
  - a. This will start a Wi-Fi network scan
3. Select your home Wi-Fi from the list
  - a. If it doesn't appear, scroll to the bottom of the page and click **'Scan'**
4. Enter your home Wi-Fi password and click **Ok**
  - a. This will begin to connect your Pool System to your home Wi-Fi network
5. If successful, you will be prompted saying that the Wi-Fi configuration process was successful. If not, follow the steps prompted to you.

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## CONTACT INFORMATION

**1300 364 703**

[info@pooledenergy.com.au](mailto:info@pooledenergy.com.au)

[www.pooledenergy.com.au](http://www.pooledenergy.com.au)