



Quick Start Guide

buoy.ai



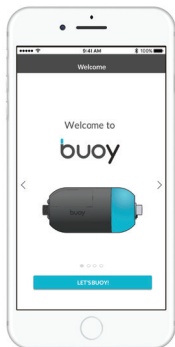
The first complete smart home device for managing household water use, detecting leaks and shutting off water remotely.

What's in the box?

- Buoy™ device
- Battery and charger assembly
- 3/4" meter couplings (2)
- Rubber gaskets (6)
- Buoy Quick Start Guide
- Buoy Installation Guide
- Buoy sticker
- Buoy tape measure



A product of Buoy Labs™



Steps:

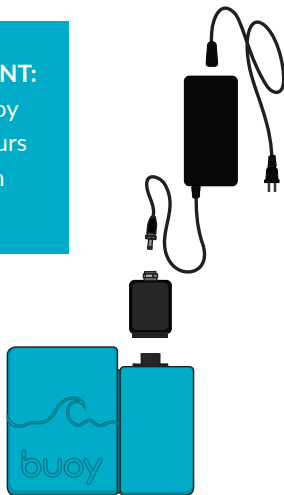
1. Charge your Buoy's battery.
2. Download the app to your phone(s) and/or tablet(s).
3. Put the fully charged battery in your Buoy device.
4. Connect to your home's WiFi.
5. Test the water shutoff button in the app.
6. Install the Buoy and test again.
7. See your household water use.

SECTION 1: BEFORE INSTALLATION



IMPORTANT:

Charge your Buoy battery for 2 hours before placing in the Buoy.



1. Charge your Buoy's battery.

- Connect the power supply and charging adaptor.
- Plug the battery into the adaptor end.
- Plug the power supply into a standard 110v wall outlet.

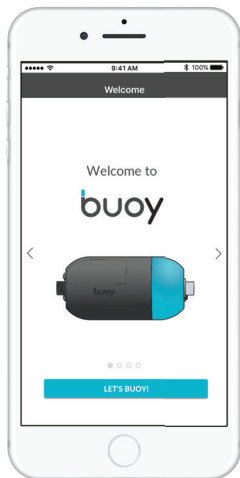
2. Download the Buoy app to your phone(s) and/or tablet(s).

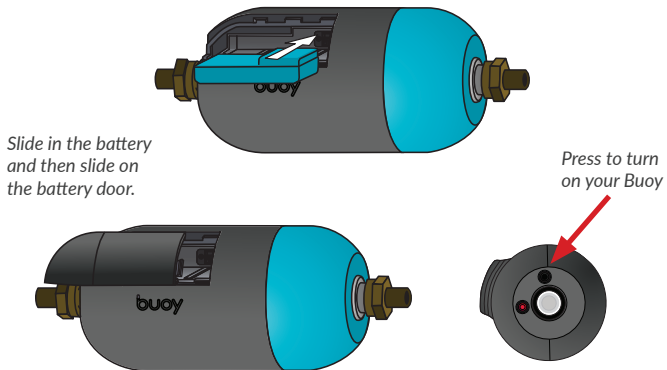
The Buoy app is how your Buoy communicates about your water use, and where you turn off your water if there's a leak.

Download the Buoy app from:

<https://buoy.ai/download>.

We sent you a welcome email with instructions for creating your Buoy password. If you can't find your welcome email, contact us at <https://support.buoy.ai> or call (855) 481-7112.





3. Place the fully charged battery in your Buoy device.

- After the battery is charged (within 2 hours), unplug it from the charger and place it in your Buoy device.
- Press the black button to turn on your Buoy.
- You should see the LED light up.



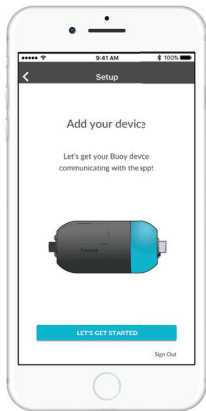
If the Buoy is charged and the white light in the Buoy logo is still off, contact us at <https://support.buoy.ai>.

4. Connect to your home's WiFi.

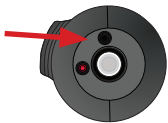
1. Sign in to the Buoy app from your phone or tablet. The white light at the top of the logo on your Buoy will start blinking twice per second.
2. Follow the instructions in the app to complete setup.

If the white light is fading in and out, or is flashing red:

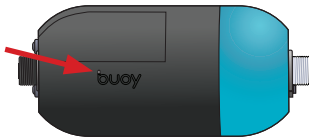
1. Press the black button on the end of your Buoy device for at least 30 seconds. The light will be solid white for about 20 seconds, then start blinking.
2. Follow the instructions in the app to complete setup.



Press to
wake
Buoy



The light is
the top part
of the "b" in
buoy

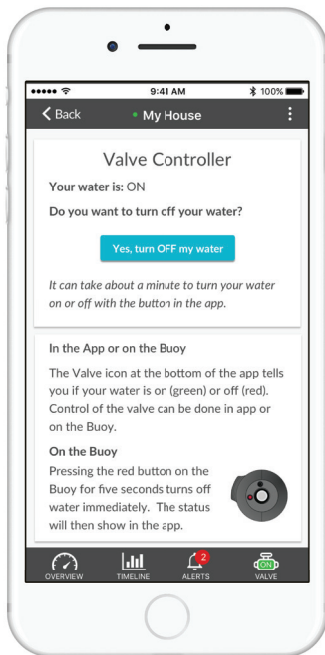


Congratulations! You're connected! (Not connected? Let's troubleshoot. See page 13.)

5. Test the water shutoff button in the app.

Before you install your Buoy:

- Press the Valve button at the bottom of the app screen.
- Press “Yes, turn OFF my water.”
- Within one minute you will hear the valve quietly close inside your Buoy device.
- Press the “Yes, turn ON my water” button and within one minute the valve will open.



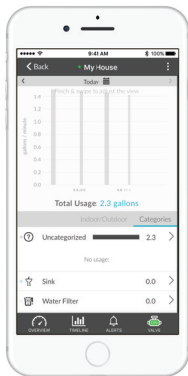
SECTION 2: AFTER INSTALLATION

6. Install the Buoy and test again.

A licensed plumber can install your Buoy. While the plumber is still on-site, repeat Step 5 and press the water shutoff button in the Buoy app.

To make sure your Buoy is capturing water usage throughout your home:

- Turn on the cold water at a sink for 10 seconds.
- Check the app to see the water event.
- Turn on the hot water at a sink for 10 seconds.
- Check the app to see the water event.
- Turn on an outdoor water spout.
- Check the app to see the water event.



If Buoy isn't capturing some of your water use, talk to your installer, or contact Buoy support at <https://support.buoy.ai>.

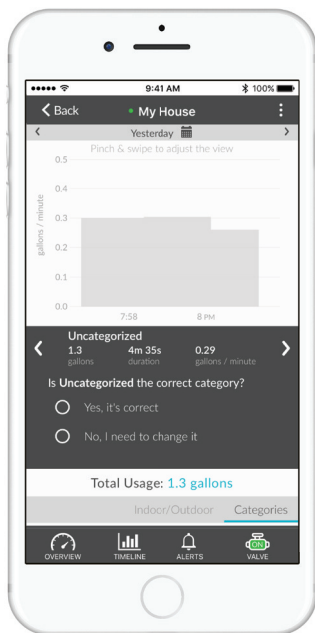
7. See your household water use – but no leak alerts yet.

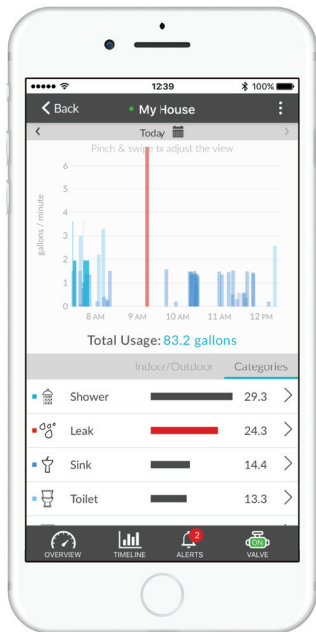
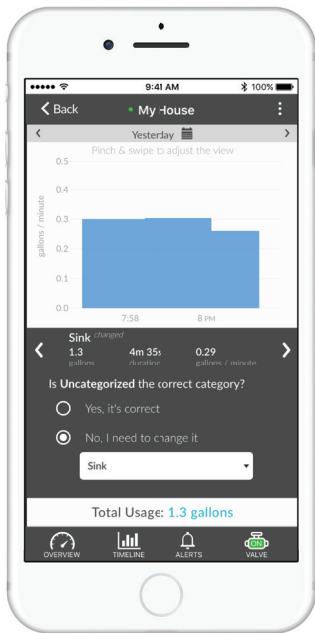
To avoid sending you false alarms while Buoy learns how your house uses water, for the first two weeks, you won't receive leak notifications.

You can help your Buoy learn faster by recategorizing your water use in the app.

To recategorize:

1. Select an uncategorized water event (tap on the bar in the graph or the edit area below the graph).
2. Select the correct category (sink, shower, etc.) from the dropdown menu.





By the end of two weeks, you will see your water usage categorized and can receive leak alerts.

Understanding Buoy's Lights

Solid white = *Booting up* ○

A solid white light on your Buoy means that the device is in the process of booting up. This should last no more than 20 seconds.

White, blinking quickly = *Ready to connect* ○○○○

A quickly blinking white light means your Buoy is ready for you to connect to your home's WiFi. To do this, see *Connect to Your Home WiFi Network* on page 5).

White, fading in and out (breathing) = *Normal* ○○

A white light slowly (once every two seconds) fading in and out means the Buoy is connected to your network and ready to start tracking your water usage.

Solid red = *Water is shut off* ●

A solid red light means the Buoy shutoff valve is closed and you have turned off the water to your home. To reopen the valve, see *"How do I turn my water back on?"* on page 16.

Red, blinking = *No WiFi* ●●

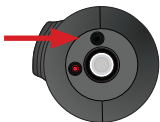
A blinking red light means that your Buoy has been

communicating with your network, but is having trouble connecting now. This could be because there is a problem with the internet connection at your location, or there is some interference between the WiFi and the Buoy. If other devices using your WiFi are connected and working, contact us at <https://support.buoy.ai>.

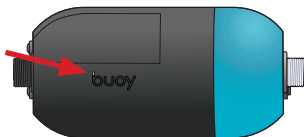
No light ☹

To save power Buoy's lights turn off after about a minute. If you're not sure if Buoy has power, press the black button on the side of the Buoy. If a white light starts blinking slowly, your Buoy is fine. If the white light is on and then quickly turns off, you need to charge the battery.

*Press to
turn on
your Buoy*



*The light is
the top part
of the "b" in
buoy*



Troubleshooting

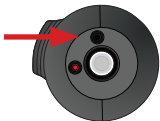
My battery is charged, but Buoy isn't "waking" when I push the black button.

Be sure your battery is securely placed. If it's in and fully charged but Buoy is still not responding, contact us at <https://support.buoy.ai>.

I got an alert that my device is offline. What should I do?

- A. Your Buoy has lost its connection to your WiFi.
1. Press the black button on the side of the Buoy device.
 2. If the white light in the Buoy logo starts blinking slowly, the connection is fine.
 3. If the white light is blinking quickly, it is trying to connect to your WiFi network. Go to Connect to Your Home WiFi Network on page 5).

Press to turn on your Buoy



The light is the top part of the "b" in buoy



- B. WiFi signal strength can vary, causing Buoy to connect intermittently.
1. Check the signal strength in the “Property Details” screen of the Buoy app.
 2. If the signal is low, we recommend a WiFi extender product closer to the Buoy.
 3. After resolving WiFi issues, press the black button on the Buoy again.

If Buoy isn't responding and is still offline, contact us at <https://support.buoy.ai>.

How do I reset my Buoy's WiFi connection?

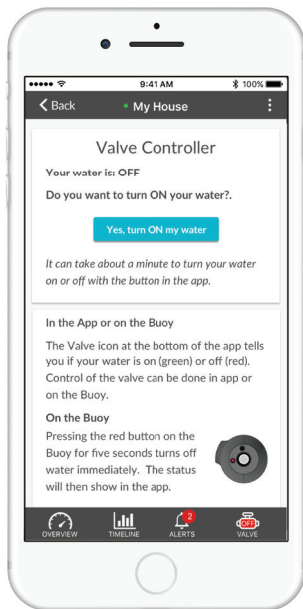
If you have changed your home WiFi or password, go to the Buoy app and follow the instructions to update your WiFi information. The app will go through the setup process, and tell you when to push the black button on the side of your Buoy to reset the connection.

How do I turn my water back on?

The app will show that your water is off. You can turn water back on at the Buoy itself or from the app.

- From the app, click the Valve icon at the bottom of your app screen.
- From the Buoy, press the red button on the side of the device and hold for two seconds.

Press and hold for two seconds to turn on/off valve.



The valve is closed and water is off. Tap the blue button to turn on the water to your property.

Additional Help

Customer Service

<https://support.buoy.ai>

1 (855) 481-7112

FAQs

buoy.ai/faq

Website

buoy.ai

Legal, Compliance, and other important information regarding your Buoy device can be found in the Buoy app in Account Settings > Legal, or on our website at buoy.ai.

