Sales FAQs

How much does the T&S WaterWatch cost?
There are two components that make up WaterWatch: a sensor device, and a SaaS subscription. For ease of ordering we've created two bundled models that each contain a WaterWatch Sensor and SaaS Subscription. The SaaS subscription is required in order to access the reporting dashboard and to receive leak alerts.

Costs for each model are shown below:

Model	Description	List Price
TSB-2020-3YR	1 WaterWatch Sensor + 3 Year SaaS Subscription	$1,999.00
TSB-2020-1YR	1 WaterWatch Sensor + 1 Year SaaS Subscription	$999.00
TSB-2020	1 WaterWatch Sensor	$299.00

The SaaS subscription covers up to 5 sensors per location. Enterprise pricing is available for large accounts. Contact your T&S representative for more information.

Does the T&S WaterWatch have a warranty?
T&S WaterWatch includes a 1-year limited warranty which covers any manufacturer defects. If the sensor is out of warranty, you may have to pay for replacement of the sensor.

What sizes does the T&S WaterWatch come in? What size pipe does it accommodate?
The T&S WaterWatch comes with interchangeable couplers that can accommodate all standard pipe sizes between 3/4" and 2 1/8". The coupler comes in three sizes to fit 3/4", 1 1/4", and 2" pipe size families. You will choose the appropriate coupler, attach it to the sensor and use a strap to attach the sensor to the pipe.

Is my property compatible with the T&S WaterWatch? How many sensors do I need?
T&S WaterWatch listens to pipe sound on the "main line" of the physical property. The ideal location for the sensor is inside the property close to where the main water line enters the building, placed downstream of the water meter and at the midpoint of the first vertical run or within a few feet of the meter on the first horizontal run. The sensor requires access to a power outlet (or an extension cord) and access to a stable WiFi connection. If you have more than one water system (for instance, hot and cold are separate lines) you will need one sensor per water line. If you have any questions, take a few photos of your pipes and email to: support@conservationlabs.com. We're happy to help evaluate your situation!

Does the T&S WaterWatch have to be powered?
Yes, the T&S WaterWatch requires access to a 110 power outlet. It comes with a power cord that is 16 feet long.

What type of leaks will the T&S WaterWatch detect?
The T&S WaterWatch identifies both slow and catastrophic leaks. If the device senses patterns outside of normal water use (e.g., leaky toilet or faucet), it proactively sends an alert for a suspected leak. If a catastrophic leak is detected (such as a pipe bursting or equipment failing), a text alert is sent with more urgent messaging.

Do I need to "teach" T&S WaterWatch?
No. Place the T&S WaterWatch device on the pipe, connect it to Wi-Fi, and let it collect data for 10 days. During that time it self-learns your water use patterns.

Does the T&S WaterWatch shut off the water?
The T&S WaterWatch is a water monitoring sensor. It provides you with leak alerts, alerting your facilities management personnel to take action. It currently does not automatically shut off your water, but an add-on water shut off product is in development and planned for a future release.

I have several locations. Can I look at water use across all of my locations? Can I compare locations?
Yes, in the WaterWatch App, you will be able to see your aggregate water use across all locations, as well as water use for each individual location.

How secure is T&S WaterWatch?
T&S WaterWatch collects data from several sensors built into the device. These sensors collect data such as extracted sound features and ambient room temperature. Sensor data is converted to water usage in the cloud. This helps the T&S WaterWatch protect your property and detect leaks. Information about leaks, notifications or alarms delivered through the WaterWatch App, and any actions you take in response to those notifications are also collected and stored in the cloud. We use the Amazon Web Services (AWS) IoT platform, the same platform used by globally known names such as iRobot, GoPro, and Under Armour to launch connected products. Transmitted data is always encrypted and AWS is one of the most secure platforms in the marketplace.

Is T&S WaterWatch vulnerable to attacks?
T&S WaterWatch uses Amazon Web Service (AWS) including IoT Core. AWS is the same cloud infrastructure used by globally known names in IoT such as iRobot, GoPro, and Under Armour to launch connected products. AWS IoT Core makes it possible for connected devices to interact with cloud applications and other devices easily and securely. AWS has a world-class team of security experts monitoring systems 24x7 for attacks and vulnerabilities. We rely on their experts to support the T&S WaterWatch OS and data, including on-going remediation of any vulnerabilities.

Who installs the T&S WaterWatch?
T&S WaterWatch is easy to install and was originally designed for a homeowner. No plumbing skills are required and you or your facilities management personnel can handle the job.

What do I need to do to install the T&S WaterWatch? What are the installation steps?
There are three steps - identify the appropriate location, connect the sensor to WiFi, and attach the sensor to the pipe.

The ideal location for the sensor is inside the property close to where the main water line enters the building, placed downstream of the water meter and at the midpoint of the first vertical run or within a few feet of the meter on the first horizontal run. The sensor requires access to a power outlet (or an extension cord) and access to a stable connection to WiFi. If you have more than one water system (for instance, hot and cold are separate lines) you will need one sensor per water line. If you have any questions, take a photo of your pipes and email to: support@conservationlabs.com. We're happy to help evaluate your situation!

Once you have identified the location, you use your computer or mobile phone and access the WaterWatch App. You will need your WiFi password to sync the T&S WaterWatch to your router. The WaterWatch App walks you through this process, step-by-step. You can connect the sensor to WiFi at any comfortable location in the restaurant.

Once the app confirms the sensor is transmitting, walk to the installation location and attach it to the pipe.

Why does a restaurant need the T&S WaterWatch? What is its value? What are the reasons to buy?
Water leaks and unwanted water use cost US restaurants over $1 billion dollars every year. Reducing water use saves money by not only reducing water but also water waste and energy. Further, the monitoring system can help identify high water use fixtures and behaviors, leading to conservation recommendations. It also positively affects your brand as sustainable brands attract customers. Developing an understanding of water consumption will help to identify areas for improvement and facilitate the sharing of best practices. The big challenge, however, is that collection of water data is difficult, time consuming, and not very timely. Until now. Realizing value from water conservation efforts is simpler, faster, and more cost-effective with the T&S WaterWatch. No plumbing skills are required to install, and it installs in under 10 minutes. One sensor per water line reports on water use down to the fixture or appliance. What gets measured, gets managed. Use T&S WaterWatch to protect and monitor all your restaurant locations and manage your water conservation initiatives.

How does T&S WaterWatch compare against its competitors? What are the differentiators?
There are about 10 direct competitors that are focused on the residential sector leveraging four technologies: magnetic field, turbine, ultrasonic, and pressure. Competitor prices range from

$250-$850. Our advantage is our proprietary machine learning approach that leverages audible sound data from a low-cost sensor to create accurate water flow estimates and all reports and insights. The sensor is non-invasive, accommodates all standard pipe sizes and types, installs in less than 10 minutes, and delivers precise insights as well as custom conservation recommendations. There are no known direct competitors in the commercial sector.

Is the T&S WaterWatch accurate?
After the 10 day training period the T&S WaterWatch is 95%+ accurate at measurement water usage at the event level. This accuracy is at par with municipal water meters.

Can I install T&S WaterWatch outside?
T&S WaterWatch is water resistant, but is not waterproof and should be installed inside the building close to where the main water line enters the building.

Can I order T&S WaterWatch through E-Store?
At launch you will not be able to order T&S WaterWatch through E-store.

How do you whitelist a product?
We need to provide the MAC address of each unit to the customer.

Process to find the MAC address for a unit is:

- Plug in the sensor at a location near your computer
- Change your computer's WiFi network connection to "H2know"
- Go to your browser and enter this into the URL bar: http://192.168.4.1/
- At the bottom of the page you should see the MAC address