

# Water Grip Manual

2025-04-03



---

## Introduction

Thank you for choosing the Quandify Water Grip, a smart, non-invasive water monitor designed to help you detect leaks and track water usage with ease.

- **Leak detection**  
Get instant alerts if there's a leak anywhere in your home (or in a specific room, depending on where you place it).
- **Track water usage**  
See how much water you're using - daily, weekly, or monthly in the Quandify app
- **Save water (and money)**  
Set your own usage goals, spot unusual water habits, and find ways to cut down on waste.

- **Peace of mind while you're away**

Whether you're on vacation or at work, you'll know right away if something's wrong.

- **No tools, no plumber**

The device simply clamps onto your pipe. No cutting, drilling, or plumbing experience needed.

---

## What's in the Box



| Item                   | Description                                                                                      |
|------------------------|--------------------------------------------------------------------------------------------------|
| 1x Quandify Water Grip | The main device                                                                                  |
| 1x Quick Start Guide   | Simple setup guide to get you started                                                            |
| 1x Allen Key           | A small, practical tool included to easily secure or adjust the Water Grip on your pipe.         |
| 1x Pipe Ruler          | A helpful measurement tool used to check your pipe diameter, ensuring the device fits correctly. |
| 2x Batteries           | For powering the device                                                                          |

---

# Quandify App

The Quandify App is your smart companion for the Water Grip. It lets you see what's happening with your water usage, get leak alerts, and manage your settings - all from your phone.

- **Track water usage**  
See how much water you're using - daily, weekly, monthly or yearly.
- **Get instant leak alerts**  
If a leak is detected, the app notifies you immediately so you can take action.
- **Acknowledge and clear leak alerts**  
Stop the alert and mark it as seen, directly in the app.
- **Check device status**  
See your device's connection status, battery level, and available updates.
- **Change settings**  
Change WiFi, notification settings etc.
- **Installation instructions**  
The app will guide you through all necessary steps to help you succeed with installing the device at your home.

## Download to get started

Available in the [App Store](#) or [Google Play](#).

**Tip:** Keep the app updated to get the latest features and improvements.

---

# Installation

## Where to install

### Main water inlet (optimal)

Usually located in a utility room, basement, or near the main water meter. This setup lets you monitor all water usage and detect leaks anywhere in the house.



*Image: Visualization of Water Grip on main water inlet pipe.*



*Image: Visualization of Water Grip on main water inlet pipe.*

## **Kitchen**

Install one or two devices (hot and cold) to the water pipe(s) leading specifically to your kitchen fixtures, such as the sink, dishwasher, or other kitchen appliances. This helps monitor kitchen water usage and immediately detect leaks or problems specific to this area.



*Image: Visualization of Water Grips on local water pipes under kitchen sink.*

## **Bathroom**

Install one or two devices (hot and cold) on the water pipe(s) supplying your bathroom fixtures, like the toilet, shower, bathtub, or sink. This allows you to closely track water consumption in your bathroom and quickly receive alerts if leaks or unusual water usage occur.



*Image: Visualization of Water Grips on local water pipes in the bathroom.*

### **Laundry room**

Install a device on e.g. the cold water pipe connected to the washing machines to monitor its water usage.



# Supported pipes

| Type                         | Description                           | How to identify             | Dimensions (mm) | Example                                                                               |
|------------------------------|---------------------------------------|-----------------------------|-----------------|---------------------------------------------------------------------------------------|
| Metal:<br><br>Copper         | Strong metal pipe                     | Hard, reddish-brown color   | 15, 18, 22, 28  |    |
| Metal:<br><br>Chromed Copper | Copper pipe with shiny chrome coating | Smooth, shiny silver color  | 15, 18, 22      |  |
| Plastic:<br><br>PEX          | Flexible plastic pipe                 | Easy to bend, usually white | 16, 20, 25      |  |

|             |              |               |                |
|-------------|--------------|---------------|----------------|
| Plastic:    | Plastic pipe | Stiffer than  | 16, 20, 25, 32 |
|             | with metal   | plastic,      |                |
|             | layer inside | usually white |                |
| Multi-layer |              | or grey       |                |
| ed          |              |               |                |
| PAL         |              |               |                |



### Pro tip!

Use the pipe ruler supplied in the box to identify what pipe type and dimension you have.




---

## Preparations

Before installation, make sure that the pipe is:

### 1. Clean

Wipe away any dirt, dust, or oil so the pipe is completely clean.

2. **Undamaged**

Look carefully to make sure there are no dents, cracks, or damages.

3. **Free from corrosion**

Check that there's no rust or corrosion. Remove any rust/corrosion if possible using sandpaper and/or solvent.

4. **Not painted**

Ensure the pipe surface is bare metal or plastic, with no paint or coating. If any paint exists, remove using a proper solvent.

---

## How to install

1. **Download the Quandify app**

Available in the [App Store](#) or [Google Play](#).

2. **Add your Water Grip in the app**

Create an account and add your device (+).

3. **Follow the installation instructions**

The app will guide you through the steps.

---

## Device operation

### Power options

#### Battery

- Suitable for flexible installation locations

## **USB-C**

- For continuous operation without battery changes
  - Recommended if the device is placed near a power outlet
- 

## **Configuration mode**

Activates Bluetooth pairing mode.

### **How to enable**

1. Press and hold down the button for at least five (5) seconds until the beeper beeps and LED is blinking BLUE
  2. Use the Quandify app to complete the setup
- 

## **Normal operation**

During normal operation the device will:

- Measure water consumption and temperature
- Check for leaks (see *Leakage detection*)
- Send instant alerts if a leak is detected
- Send consumption data to the Quandify app over WiFi

How often the data gets updated in the Quandify app depends on the power source, see table below.

| Power source | Update frequency | Data resolution |
|--------------|------------------|-----------------|
| Battery      | Every 8th hour   | High            |
| USB-C        | Every hour       | High            |

---

## Check device status

See if the device is functioning correctly.

## How to check

1. Press the button once.

2. Check the LED and refer to the LED description table below.

---

### LED description

| Color                                                                                     | Behaviour | Description                                            | Action required                                   |
|-------------------------------------------------------------------------------------------|-----------|--------------------------------------------------------|---------------------------------------------------|
|  Blue    | Blinking  | Configuration mode                                     | Configure the device using the Quandify app       |
|  Green | Blinking  | Device ready to be installed on a pipe                 | Follow the installation steps in the Quandify app |
|  Green | Solid     | Successfully mounted on the pipe and connected to WiFi | -                                                 |

|                                                                                           |          |                                                                         |                                                                                                                                           |
|-------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
|  White   | Blinking | Connecting to WiFi                                                      | -                                                                                                                                         |
|  Yellow  | Blinking | Leak detected                                                           | Check for leakages.<br>Details about the detected leak is shown in the Quandify app.                                                      |
|  Purple | Blinking | The device is being updated and some functions are temporarily disabled | Wait for the LED to turn GREEN. This process can take up to a couple of minutes. Wait until finished. Do not disconnect the power source. |
|  Red   | Solid    | The device is not working properly                                      | Contact technical support                                                                                                                 |



OFF

-

The device is either

-

running in normal  
operation or powered  
off

---

## Device updates

The Water Grip can update itself automatically over WiFi to keep up to date with the latest improvements, features, and security fixes.

## How it works

The device will check for available updates when sending data to the Quandify app. The frequency depends on the power source (see *Normal operation*).

---

## Battery replacement

The device will alert if the batteries needs to be replaced in different ways:



- **Beeping**  
It makes a clear beep sound.
  - **LED**  
See *LED description*.
  - **Push notification in the Quandify app**  
Notification in your phone.
  - **Notification by Email**  
In case you don't have access to your phone.
- 

## Power off

To power off the device, simply remove the batteries and unplug the USB-C cable (if connected).

---

## Resetting the device

### Important ⚠

- A reset cannot be undone. Ensure you want to erase all data before proceeding.
- All settings, including Wi-Fi configurations and usage data, will be deleted
- You will need to reconnect to Wi-Fi and reconfigure the device

## How to reset

1. **Unplug the power source**

Remove batteries

Unplug USB-C cable (if connected)

2. **Press and hold down the button**

3. **Plug in the power**

Insert the power source (batteries or USB-C) while pressing down the button

4. **Hold for approximately 5 seconds**

Wait until the device beeps.

5. **Release the button**

The LED should blink BLUE indicating that the device is ready to be configured (see *LED description*)

---

## Leakage Detection

### Important

If the Water Grip isn't properly installed, or if the pipe contains air/water mix, the device cannot reliably detect leaks.

## How it works

The Quandify Water Grip continuously monitors your water flow to identify leaks, helping you quickly respond to potential water damage.

| Leak type | What it means                                                                                                                                                                                                     | Thresholds (default)     |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Medium    | Continuous water flow longer than normal use suggests an appliance (e.g. kitchen tap or washing machine) left open or is leaking                                                                                  | 50 L/h for 45 minutes    |
| Large     | Triggered when water flow is very high - higher than normal for any appliance. This usually means a pipe or appliance is broken. It works like an electrical fuse, quickly alerting you when something goes wrong | 1 500 L/h for 32 seconds |

## Notifications

The device instantly alerts if a leak is detected in different ways:

- **Beeping**  
It makes a clear beep sound.
- **LED**  
*See LED description.*

- **Push notification in the Quandify app**  
Notification in your phone.
- **Notification by email**  
In case you don't have access to your phone.

## Acknowledging a leak

If a leak is detected, the device will alert until the user acknowledges the leak. This can be done by:

- Opening the Quandify app and tap to acknowledge the leak
  - Pressing the button once
- 

## Technical specifications

|              |                  |
|--------------|------------------|
| Battery      | 2 × AA           |
|              | Non-rechargeable |
| Battery Life | Up to 3 years*   |

|                |                     |
|----------------|---------------------|
| External Power | USB-C (5 V DC, 1 A) |
|----------------|---------------------|

|        |                                  |
|--------|----------------------------------|
| Weight | ~282 grams (excluding packaging) |
|--------|----------------------------------|

|                 |                                   |
|-----------------|-----------------------------------|
| Dimensions (mm) | Width: 57, Height: 65, Length: 85 |
|-----------------|-----------------------------------|

|              |                             |
|--------------|-----------------------------|
| Connectivity | Wi-Fi 6 (802.11ax, 2.4 GHz) |
|--------------|-----------------------------|

|  |                   |
|--|-------------------|
|  | Bluetooth 5 (BLE) |
|--|-------------------|

|             |                 |
|-------------|-----------------|
| Environment | Indoor use only |
|-------------|-----------------|

|                   |              |
|-------------------|--------------|
| Water temperature | 0.1°C – 70°C |
|-------------------|--------------|

|                      |         |
|----------------------|---------|
| Temperature accuracy | ±2% max |
|----------------------|---------|

|                   |       |
|-------------------|-------|
| Supported liquids | Water |
|-------------------|-------|

Supported pipes

Metal: Copper

15, 18, 22, 28 mm

Metal: Chromed Copper

15, 18, 22 mm

Plastic: PEX

16, 20, 25 mm

Plastic: Multi-layered, PAL

16, 20, 25, 32 mm

Leakage detection

Medium leak

50 L/h over 45 minutes

Large leak

1500 L/h over 32 seconds

Data update frequency      Battery powered: 8 hours

USB-C powered: 1 hour

App compatibility      iOS 13+, Android 8+

\*Battery life depends on data usage, connectivity conditions, and environmental factors.

## Troubleshooting

| Issue                        | Action                                                |
|------------------------------|-------------------------------------------------------|
| Device won't connect to WiFi | Ensure that your WiFi router is configured to 2.4GHz. |

I cannot see any data in the Quandify app

Check the device status (see *Checking device status*)

How often data is updated depends on the power source (see *Normal operation*)

The device beeps at regular intervals, what does that mean?

The device has detected a leak (see *Leakage detection*)

or

The battery is low (see *Replacing batteries*)

Battery drains quickly

Battery life depends heavily on the frequency of detection of leaks, WiFi connections, LED and beeper action.

Contact technical support if the problem persists.



## Safety & Maintenance

- Keep the device away from extreme heat or moisture.
- Clean with a dry cloth—do not submerge.

## FAQ (Frequently Asked Questions)

### Question

### Answer

How does the Water Grip work?

The Water Grip uses ultrasonic and temperature sensors to measure the flow rate in a water pipe. This data can then be used for detecting leakages (see *Leakage detection*)

Do I need a plumber to install it?

No! It's completely DIY-friendly.

What certification does the Water Grip have? CE

## Support & contact Information

For help, visit the Quandify website or contact our support team:

 Email: [support@quandify.com](mailto:support@quandify.com)

 Website: [quandify.com/support/water-grip](https://quandify.com/support/water-grip)

[Cookie preferences](#)