

Q: What is the size of the equipment piping?

A: The unit comes with NPT=1" pipe size and an additional NPT=3/4" adapter.

Q: What kind of app do I need to download to control the device?

A: Download the "Smart Life" or "Tuya" app.

Q: Can it be linked with Alexa or Google Play devices?

A: Yes, APP supports sharing devices with other third-party platforms.

Q: Whether false alarms are possible with normal water use?

A: No, we have different modes 1-6 to help you personalize your home's water usage. Normal water usage habits will not cause an alarm.

Q: Can it be installed outdoors?

A: Yes, our equipment can be operated in an open-air environment through the waterproof rating IP67.

Q: Does it require a subscription?

A: All features of the app are free for life with no additional charges, only SMS and phone calls require additional subscriptions

Q: Is professional installation difficult?

A: It is recommended that the installation be completed with the help of a plumber.

Q: Can I close the valve manually? Does it need to be plugged in all the time

A: The product can be operated by touch screen to close the valve. If you need remote APP control, you need to be plugged in all the time, if you don't use APP, the device battery can last for about 3 months without plugging in.

Q: Can one phone control more than one LP365 at the same time ?

A: Yes, you can control them all at the same time in the app and name them differently.

Q: Can water consumption data be exported?

A: Water consumption data does not support export for the time being, the data is for reference only, please refer to the water meter.

Q: Is the plumbing material safe?

A: We strictly use lead-free copper to ensure the safety of water use.