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Cascade Resident Basic Flo Quick Start Tips, FAQs and Troubleshooting

What was provided and installed in your unit (excepting any resident-added options)

- (1) Flo by Moen “Smart Water Monitor & Shutoff” (the main valve)
- (3) Flo by Moen “Smart Leak Detectors” (at water heater and other locations of your choice)
- (1) Flo by Moen “Smart Battery Back-up Unit” (keeps monitoring during a power outage)

What the system does

- Monitors water flow/pressure patterns
- Sends alerts for unusual flow, potential leaks, and device issues
- May automatically “shut off your water” to help prevent major damage

Quick Start (10 minutes)

1) Install the correct app and enable alerts

1. Install the new “**Moen Smart Water Network**” phone app for iOS or Android (see phone links above).
2. Create/sign into your Moen account.
3. Turn on “push notifications” (important for leak/shutoff alerts).

2) Confirm that your Wi-Fi is compatible (before pairing)

- Flo devices require 2.4 GHz Wi-Fi* (not 5 GHz).
- Most newer routers provide a simultaneous signal on both bands.
- If the Moen devices don’t catch your signal, and your router shows a single network name, you may need to use/create a “2.4 GHz” network name (example: “MyWiFi_2.4”) and manually enter that name to set-up each device.

[LINK: Moen Flo needs 2.4 GHz Wi-Fi](#)

3) Add your Flo Shutoff Valve (Main Valve)

In the Moen Smart Water Network app:

1. Add a device (follow the on-screen prompts).
2. Stay near the valve during setup.
3. When complete, verify valve status shows “*Online”.

[LINK: Pairing the Shutoff Valve](#)

Add your 3 leak detectors

1. Add each leak detector in the app.
2. Name each by location (recommended): “Kitchen Sink,” “Washer,” “Water Heater,” etc.
3. Confirm each one shows “Online” and displays battery level.

[LINK: Setup – Smart Leak Detector](#)

Cascade Resident Select Flo FAQs and Troubleshooting

FAQ 1 — “Flo devices can’t connect to my Wi-Fi network”

Why this happens

Flo devices work on 2.4 GHz Wi-Fi. Many routers broadcast both 2.4 GHz and 5 GHz; sometimes the device won’t properly “latch” onto the 2.4 GHz side during setup.

Fix (most common)

1. Confirm that your router’s 2.4 GHz band is enabled.
2. If you have one Wi-Fi name for both bands, create a separate 2.4 GHz SSID (example: “MyWiFi_2.4”).
3. During setup in the Moen app, select the 2.4 GHz network and enter the password manually.
4. Keep your phone close to the device being paired.
5. If it still fails, or if after a while it drops off, insert a fresh, high quality C123A size Li-ion battery (e.g., Duracell, Energizer, Panasonic, etc.), as the commodity OEM batteries shipped with the devices have been found to weaken rapidly and cause the water leak detectors to lose their WiFi signal.
6. If it still fails, restart the Flo device and try again.

[LINK: Restart your Flo device](#)

[LINK: Flo Device frequently going offline \(Wi-Fi tips\)](#)

FAQ 2 — “Flo keeps shutting off my main water valve unexpectedly”

Why this happens

Over the first 7–10 days, Flo “learns” (or re-learns) your normal water-use patterns. If usage is unusual during that learning period (example: you were out of town when the system was first initiated), normal flow (toilet fill, sink use) may be flagged as abnormal.

What to do immediately (if no leak is present)

1. Check quickly for obvious leaks (toilets, sinks, washer area, water heater area).
2. If everything looks normal, open the Moen app and choose “Open Valve”.

If it keeps happening: “Hard Reset + reinstall” is recommended. A hard reset allows Flo to “relearn” your home during normal occupancy.

Hard Reset (overview)

1. Confirm that there is no active leak.
2. Perform a “Hard Reset” (see Moen steps linked below).
3. Re-add the valve in the Moen Smart Water Network app.
4. Expect a new 7–10 day learning period.

[LINK: How to Hard Reset Flo Smart Water Monitor & Shutoff](#)

[LINK: Pairing after a Flo by Moen system reset](#)

FAQ 3 — “Flo shut off the water while my water softener was recharging”

What’s happening

Your condo unit’s **Aqua Systems Smart Choice Generation II** water softener is pre-set to regenerate (back-flush) as needed, based on usage or length of time since the last regen, scheduled to occur at a low usage time commonly set by installers for between 2:00 AM and 4:00 AM. To the Flo valve, a regeneration flush can look like unusual water discharge and may trigger alerts/shutoff.

Recommended fix: Add a Flo “Manual Override” to the for regeneration

In the app, set a standing “Manual Override” for the “Flo Main Shutoff,” so Flo ignores expected regen events but still protects you if normal limits are exceeded, which could indicate a leak.

Aqua Systems parameters guidance (typical regen limits):

- Regen water flow rate is usually ≤ 10 GPM
- Total volume of a regen is typically ≤ 150 gallons
- Regen window is typically 2:00 AM–4:00 AM (which can occur on random days of the week)

Manual Override settings (recommended):

- Time window: 1:55 AM to 4:05 AM (to allow for softener and Flo clocks being slightly out of sync)
- Applies to: “Home” mode and “Away” modes (an unused softener regens at times to refresh water)
- Setting for Max flow: 10 GPM
- Setting for Max volume: 150 gallons
- Setting for Max duration: 7200 seconds (2 hours)
- For safety: Leave “Shut Off After Alert” set to ON is recommended

[LINK: How to Add a Manual Override](#)

FAQ 4 — “What can I do to prevent auto shutdown when guests are taking extra showers, etc.?”

Use one of these options:

Option A (short-term): Reduce sensitivity temporarily

If you expect higher-than-normal use for a day/weekend, reduce sensitivity temporarily and set it back afterward.

[Link: Adjust FloSense Sensitivity](#)

Option B (better for planned high-use times): Add a temporary Manual Override

Example: “Saturday 9:00 AM–2:00 PM” with reasonable limits.

[Link: Manual Override instructions](#)

Option C: If it shuts off but there’s no leak

Check quickly for leaks; if none, “Open Valve” in the app and continue monitoring.

FAQ 5 — What is the best way to set up the app for my condo?

Accurate home details can help Flo estimate normal usage and reduce false alerts.

Recommended setup:

- Home type: Condo/Apartment (if prompted)
- Enter the following (approximate is fine):
 - Unit square footage
 - Number of bathrooms
 - Typical number of occupants in residence
- Name each device clearly (especially leak detectors) by room/location
- Enable “push” notifications for:
 - Leak detected
 - Valve shutoff
 - Device offline / low battery

Cascade Resident Flo Quick Response Guide [POST THIS PAGE NEAR YOUR VALVE]

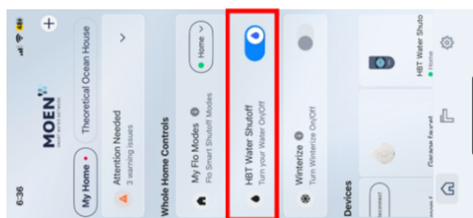
If your water is OFF and you do NOT see a leak

1. Check toilets/sinks/washer/water heater area quickly.
2. In the Moen Smart Water Network app, tap "Open Valve".
3. If it happens repeatedly, do a "Hard Reset + reinstall" (see FAQ 2).

If your water is OFF and you DO see a leak

1. Keep the valve "closed" to prevent property damage.
2. Stop water at the source if possible and address the leak promptly.
3. Contact the Property Managers for emergency response (service@cressy.com)

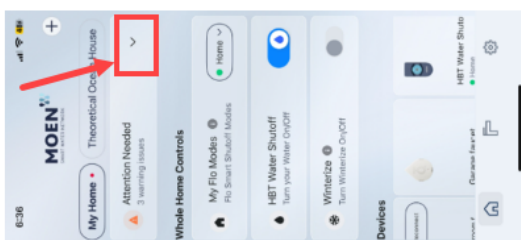
Turning your water ON or OFF using the Moen Smart Water Network phone app:



Turning your water ON or OFF using the Moen Smart Water Network phone app after a Critical Alert :

When you receive a critical alert, you can open that alert and control your water from the alert. If your water was turned off from a Critical Alert ensure any issues related to the alert are resolved. Once you're confident that everything is secure, you can proceed to turn the water back on.

Open drop-down menu:

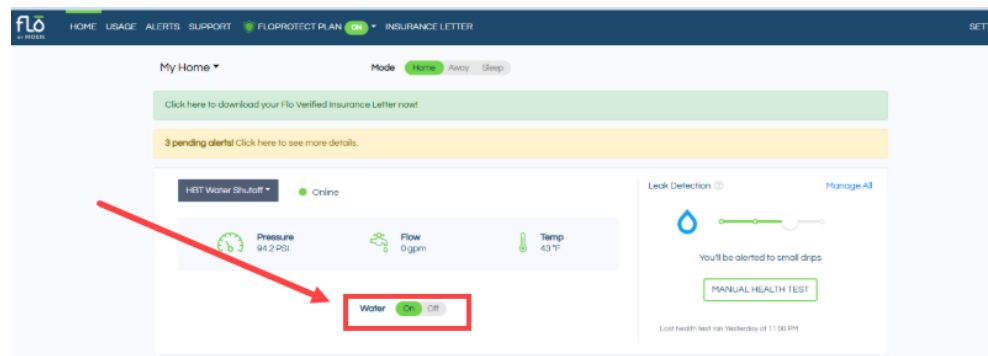


Then tap "TURN WATER ON"



Turning your water ON or OFF Using user.meetflo.com

To turn your water on or off, log onto user.meetflo.com with your app credentials. On the home page, select the Moen Flo Shutoff to turn on or off. There is a toggle button for Water. Click on it to turn your water ON or OFF.



Turn in your water ON or OFF manually with the HEX KEY provided

To turn your water on or off manually, go to your Moen Flo Main Shutoff Valve, **insert the hex key that came with your device** in the center of the blue valve dial, **push in and turn in any direction** until the valve light is solid green.