

wally

SOLAIR WILSHIRE

WATER SENSING

Q&A

WATER SENSING Q&A's

WHY SHOULD I GET THIS SYSTEM?

Simply, for PEACE OF MIND. According to the insurance industry, average costs to repair water damage are \$8,000 per incident. This does not include possible damage to neighboring units. Additionally, slow leaks and other longer-term leaks are not covered by most insurance. With the water detection kit, these leaks can be detected immediately before the damage occurs, including leaks such as:

- HVAC
- Under sink leaks
- Water supply lines to toilets or sinks
- Broken washer/dryer areas
- Water supply hoses to the refrigerator

HOW MUCH DOES THE SYSTEM COST?

Solair Wilshire Homeowner's Association has worked closely with the Wally team to obtain special pricing for all residents up to 32% off MSRP! Depending on the size of your unit, there are three options detailed below:

- **Option #1:** (1) Hub + (5) Sensors (Recommended for 1-1.5 bathroom units) for **\$198.45!**
- **Option #2:** (1) Hub + (8) Sensors (Recommended for 2 bathroom units) for **\$272.32!**
- **Option #3:** (1) Hub + (12) Sensors (Recommended for 3+ bathroom units) for **\$366.03!**

Installation (for those who would like assistance) and all applicable sales tax is included.

WHAT IS INCLUDED IN THE COST?

The cost includes the Wally Hub, Sensors, and access to the online Wally App, which can send alerts to your smart phone as desired. The cost also includes 24/7 monitoring by the HOA dashboard for the life of your Wally Hub or for as long as you reside at Solair Wilshire.

WHAT IS THE DASHBOARD?

The dashboard is software provided by Wally to the Homeowner's Association which will allow residents to connect their Hub to a central panel that will be monitored by Solair Wilshire staff. This means that when you receive an alert on your phone, the Solair Wilshire Front Desk will also be alerted.

HOW DOES INSTALLATION WORK?

The Wally system can easily be self-installed by all residents. The first step is to install the Hub, then pair the Sensors and place them in your desired locations. Videos detailing installation can be found here:

- Hub Set Up: www.youtube.com/watch?v=DhqTI5f_mOs
- Sensor Set Up: www.youtube.com/watch?v=4sBPccQpdHE

Please note:

If you have trouble installing the system yourself, Wally can provide customer support (see customer support details at the end of this document). The Solair Wilshire maintenance team will also be available to assist or perform the installation for any Residents that need or want help with the process.

HOW BIG, OR OBTRUSIVE, IS THE SYSTEM?

The Hub is about the size of a sandwich. The Sensors are a little smaller than a pack of cards each, designed to be placed out of sight.

WILL ANYTHING BE GLUED DOWN, SCREWED DOWN, ETC?

No, the Sensors just sit on the floor or in the areas where the most leaks occur.

WILL THIS SYSTEM CATCH ALL LEAKS?

We wish we could say yes, but sadly no. While this warning system will monitor the bulk of the areas where residents experience the most leaks, there are other areas where a leak could still occur. These are typically areas where there is no coverage, such as behind walls, or around sprinkler return lines. Thankfully, leaks from these areas are rare. Furthermore, in these cases, the Sensors may still be of value as any water spilled from one of these areas may eventually work its way to a Sensor that will create an alarm.

HAS THIS SYSTEM BEEN TESTED?

Yes, after full installation in August 2017, the system has been fully tested in the Regatta and a number of hi-rises and other multifamily properties around the country. In just the first month at the Regatta Seaside, it detected 35 verified leaks and to-date has detected over 150 verified leaks resulting in well over \$100,000 in damage prevention.

HOW ARE LEAK NOTICES GIVEN?

For most homeowners with smart phones, you will be provided with a free mobile app that is easy to use and that will offer a way to monitor the system in your unit. Based on your preferences, you can receive text messages, e-mails, or phone alerts. There is also an audible alarm in the Hub and chirp in the Sensor that sounds when a leak has been detected. The sound from the Hub can be muted from your phone if desired. Finally, the Front Desk will have a dashboard that also will provide an alarm as needed.

DO I HAVE TO SIGN ANY PERMISSION AUTHORIZATIONS?

Yes, right before installation, you will be given a release to sign in which you can choose whether or not you would authorize Solair Wilshire HOA to connect your Hub to the dashboard, as well as respond to the alerts. If you give permission for Solair Wilshire to have access to your Hub's information and alerts via the dashboard, you would agree to allow the HOA to enter your unit to investigate any leak if there is no response by you to the alert. Note that the HOA will always notify you first of the leak alert before investigating.

WHO IS RESPONSIBLE FOR REPAIRING THE LEAK IF BOTH MYSELF AND THE FRONT DESK RECEIVE AN ALERT?

This will depend on the source of the leak, but usually the types of leaks caught by these sensors will be from the fixtures that owners are responsible to maintain and repair. For this reason, we highly recommend each homeowner download the smartphone application and follow up when they receive the alerts. The Front Desk will also follow up to each alert that we receive. Additionally, if you choose to sign the release allowing maintenance to enter your unit in the event of a sensor alert, we will investigate the alert at our earliest opportunity depending on the severity of the leak.

DO INSURANCE COMPANIES GIVE DISCOUNTS FOR INSTALLED LEAK DETECTION?

We have been informed that some insurance companies do provide discounts on HO-6 (homeowner) policies when a system such as this is installed. Solair Wilshire HOA has a Certificate of Installation and water damage mitigation fact sheet to present to your Insurer for a discount request.

HOW DO I GO ABOUT ORDERING THE SYSTEM?

All you need to do is drop off a check made out to "Wally Labs LLC" at the Front Desk 24 hours a day, 7 days a week.

Before installation occurs, we'll have the appropriate releases for you to sign to permit Solair Wilshire HOA to monitor your unit.

HOW LONG DO THE BATTERIES LAST?

We've been told that the batteries are rated for roughly five years. However, the system will notify both you and the dashboard if one of the batteries needs to be replaced. The notifications occur when the battery has reached 25% as well as when the battery has reached 10%. The Hub has space for four (4) AA batteries (used as backup should the power go out). The Sensors take two (2) AAA batteries. Batteries are provided in the kit for the initial installation.

ARE THERE ANY LISTENING DEVICES IN THE SYSTEM?

The system just monitors for water leaks and humidity as well as temperature. The Sensors are not designed for listening and do not have a microphone. This means, you cannot use them for surveillance in your house other than water leak detection.

HOW ARE THE SENSORS AND HUBS CONNECTED?

Because the Sensors are connected to the Hub wirelessly via Zigbee, they do not need to be plugged directly into the Hub/base unit. The Hub/base unit will need to be installed in a central location in your unit, most likely where your other communications equipment resides. Because each unit is configured differently, you will need to work with what best works with your set-up. You can address this during the installation process.

IF I SPILL WATER ON THE FLOOR, AND ON A SENSOR, WILL IT GO OFF?

Yes, the Sensor will report a leak. However, if you are home and accidentally drop water on a Sensor and create a false alarm, just turn off the alert on your phone/Hub and notify the Front Desk.

WILL THIS WORK WHEN NO ONE IS HOME?

Yes it will. In fact, you are most vulnerable when you are not at home, or are asleep. With this system, you will have the peace of mind in knowing that should a leak occur, in your unit or even above, that you will be notified. Having this system might be the difference between affecting just one room versus affecting many units.

IF I ORDER ONE RIGHT AWAY, HOW LONG UNTIL IT IS DELIVERED?

While we have no hard dates at this time, we expect we can start delivering products and begin the installation process within 30 days. Rest assured, we will keep you notified along the way about our progress.

DO I NEED ANY TECHNICAL EXPERTISE TO HAVE THIS SYSTEM?

In short, the answer is no. If you have a smartphone, Wally can assist with your App set up. Otherwise, the Hub and Sensors maintain themselves. Should there be diagnostic issues, Wally will provide support to residents and the Front Desk to troubleshoot the problem.

IS THERE ANYTHING I NEED TO DO DIFFERENTLY AFTER THE SYSTEM IS INSTALLED?

Not really. You should notify your housekeepers of the location of the Sensors, such as behind the toilets, and make sure that they don't get the Sensor wet during mopping because this can cause the Sensor to alarm. Other than that, it's simply a matter of keeping the Sensors dry unless there is a leak.

WHAT IF I WOULD LIKE ADDITIONAL SENSORS?

The system can accommodate up to 32 Sensors per hub. Additional Sensors can be purchased via www.wallyhome.com or by contacting the management office.

WHAT IS THE RANGE ON THE SYSTEM?

Wally tests reveal that the Sensors can communicate well within the area of Solair Wilshire units. If you do not feel your sensors are connected to your hub, you may need to find a more centralized location for it.

IS THERE A WAY TO AUTOMATE THE SYSTEM TO SHUT OFF THE MAIN WATER VALVE?

Wally has developed an automatic shut off valve that could shut off the water going into your unit automatically or manually via the smartphone application. This may, depending upon the difficulty of installation, be available to Solair Wilshire residents after the first round of Wally Water installations. We will share more information about this as soon as it's relevant.

WHAT HAPPENS WHEN/IF I MOVE OUT OF SOLAIR WILSHIRE?

Since residents purchase the Wally Water system (Hub and Sensors) themselves, the equipment is yours to take with you to your next residency. The smartphone application will continue to work after set up in your new home. However, your Wally system will no longer be connected to Solair Wilshire's dashboard.

For any additional questions about the Wally System, please call or e-mail Wally Customer Support:

- Phone Support: [\(888\)-959-9986](tel:888-959-9986). Available Monday-Friday 9AM-5PM PST
- Email Support: Support@wallyhome.com

For any additional questions in regards to purchasing or the dashboard, please contact the Solair Wilshire management office.

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www.wallyhome.com/pro