



# Introducing the Hive Leak Plan

The Hive Leak Plan is a smart service that provides peace of mind against water damage. Because if you or anyone you know has ever had water damage at home, you'll know what a pain it can be.



## How can the Hive Leak Plan help?

The Hive Leak plan includes a Hive Leak Sensor, which works by detecting water flows from the mains into your home. It could be a small but steady flow of water (which might be a little leak) or a large flow of water (which might be a cracked pipe). Either way, you will receive a notification to your phone so you can take action quickly. Having this early warning system gives you reassurance that your home is protected, even from hidden leaks. And to help save water, you can also track your water consumption with our 'usage insights' feature.

## How do I set it up?

A Hive Leak Sensor is simple to install:

- First, find your mains stop tap.
- Clip your Hive Leak Sensor onto your incoming water mains near the stop tap.
- Connect your Hive Leak Sensor to your home Wi-Fi using your Hive app.

## How does a Hive Leak Sensor work?

- Once your Hive Leak Sensor is connected to your water mains it takes readings every 10 seconds.
- For the first 24 hours, the sensor learns about the plumbing of your house and no notifications are sent.
- After that, the sensor will notify you if it detects a continuous flow of water into your house.
- The sensor will detect all continuous water flows, and it will also distinguish between strong and weak flows. These flows could be from visible damage like a cracked pipe, or hidden flows like a faulty water appliance that needs fixing (a push-button toilet or dripping header-tank valve, for example).
- If you receive a notification, the Hive app will help you troubleshoot the problem and can also put you in touch with a local plumber if needed.
- During the installation process you'll also be able to customise your notification preferences.

## Usage insights

With our Hive Leak Plan you also get a feature called 'Water Usage Insights'. This allows you to learn more about your water consumption. You'll receive a monthly report that helps you understand how you use water in your home – and where you're using it.

## What do I need?

- An internet connection (>1MB/s) with a Wi-Fi router (802.11 b/g/n)
- An iPhone (iOS9 or higher) or Android phone (OS 4.4 or higher) for the Hive app
- Pipe clips (which come in the box): 15mm and 22mm (other sizes on request)

## Limitations

- The sensor will not pick up leaks in sealed hot water heating or wastewater systems as these are not directly fed from the cold water main supply.
- The sensor must be installed inside your property and near your mains water shut-off valve.

