

Determining the Cause of Leak Alarms / Automatic Shutoffs

4951 March 8, 2023

Understanding the FloLogic Leak Alarm / Automatic Shutoff, and Determining the Cause

Read below or see [this video](#) for assistance.

When the FloLogic System automatically shuts off the water, you receive an alert on your local Control Panel reading "LEAK" OR "FLOW TIME EXCEEDED" (and/or via the app). This only occurs when water continuously flowing has surpassed the flow time allowance in your Home or Away program settings. To silence the local alarm, Press the DISABLE key on the Control Panel. After more than 20 + years of service we are 100% confident that the FloLogic System will not produce a "false" alarm. There must be actual water movement to trigger an auto-shutoff.

Next, examine your property for signs of water damage or accumulation, and if you see no evidence of a leak, Press the HOME key on the Control Panel or the "Water On" command through the app to restore your water service. If water once again begins running, a pinwheel graphic will appear in the Control Panel, or the app countdown timer will progress. NOTE: Skipping to the instructions below to observe the real time flow rate may help identify the source of the water flow. (BEWARE: Water meters can NOT see low flow volume, where FloLogic can begin to see flow as small as 1/2-ounce/minute. Real time flow will always stop if you shut the supply off.) Next,

- Check all indoor faucets and outdoor hose spigots and connections for signs of a leak.
- Toilet flappers and fill valves are a common source of stealthy, wasteful, but non-damaging leaks. Use the process of elimination. Start by shutting off toilets at the angle stop valve located below the toilet. With all toilets turned off, if flow stops, you've found the culprit. You can determine which toilet has the leak as it will immediately take on water once its valve is turned back on.
- Do you have a humidifier that may be in service? Evaporative models have constant flow that can trigger shutoffs. [See this post to learn how to adjust your settings to accommodate the water usage of a humidifier.](#)
- Rule out long flow times associated with purification systems, irrigation and pools (when these are installed after/downstream from FloLogic. [Learn more about accommodating for these items here.](#)
- If you still cannot determine the source, contact a plumber, or leak detection professional, as you may have a hidden leak behind a wall or beneath a slab.

Observing the real-time flow rate

While in the Home or Away modes, the FloLogic Control Panel will illuminate a pinwheel graphic to show when water is flowing above your Drip Rate (aka Flow Sensitivity) setting. The app will show real-time flow happening at or above your sensitivity as the flow timer countdown

progresses. FloLogic is also capable of displaying real time flow, expressed in ounces-per-minute ranging from 0 – 48 ounces (older Systems range is 0 – 32 ounces). This is a very helpful tool when determining the source of a leak or unintended water use.

For Systems purchased since 2020, from the Control Panel, while in the Home mode, press the HOME button once to switch to a real time readout. Or from the app, tap the “eye” icon on the status screen. For older Systems, from the local Control Panel enter the Program mode as follows:

- Press PROG + ACCEPT/EXIT keys at the same time. The LCD will read PROGRAM.
- Press the NEXT/BYPASS key. The LCD will read DRIP RATE oz/min (this is the current flow sensitivity).
- While on the Drip Rate screen, press the PROG key once to observe the flow rate in real time.

If the flow rate is above 32/48 ounces-per-minute, the Control Panel will read “INVALID, or HI FLOW,” as the System does not display specific flow volumes above this range.