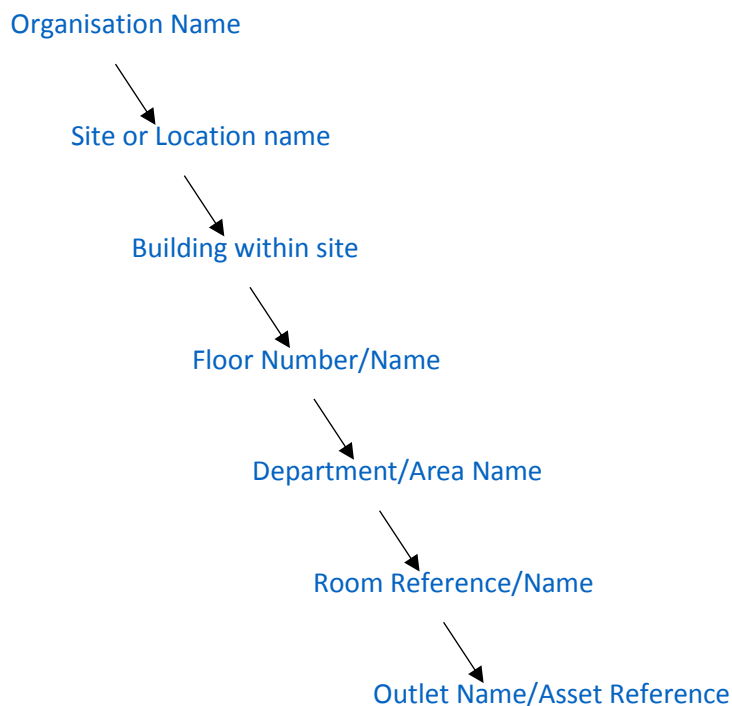# FREQUENTLY ASKED QUESTIONS

How do you configure the monitoring locations?

Login into the Devicepoint portal website and first create your building hierarchy using the LinkThru hierarchy structure. Here is a typical example:

Organisation Name

→ Site or Location name

→ Building within site

→ Floor Number/Name

→ Department/Area Name

→ Room Reference/Name

→ Outlet Name/Asset Reference

Are the units rechargeable?

The battery is not rechargeable. Due to the data / battery optimisation software the unit has a battery life of 3-8 years.

How do you attach the probe clips to the pipes?

If you are using the probes on 15mm pipework, then you just clip the probes on to the pipes.

For 22mm pipework you use clips and cable ties to attach the probes to the pipes.

The LinkThru TMU Quick Start Guide contains illustrations of these two fixing options.

How do you attach the affix the TMU monitor?

If you want to the use a water pipe to attach the TMU monitor to then due to the lithium ion battery you should only attach the unit to the cold pipes and never the hot. Alternatively, you can use adhesive pads or Velcro to attach the TMU to a wall surface, etc.

How do you access the data from your outlets?

By using the Devicepoint website with your login details you will be able to access and view all the data on your LinkThru dashboard.

What is an activation and what does it mean?

An activation is when the system can see evidence of water flow in the pipe (e.g. a tap being used).

Does the system require Wi-Fi?

There are no Wi-fi requirements with the system. We use Sigfox for the data transmission. This ensures data transmission stability with no requirement for access to an organisation's own network, reducing cyber security risk.

What does the unique ID number mean?

The unique ID number on the TMU label relates to the Devicepoint location software. This is the code you use to allocate the unit to a specific outlet/water system device.

How long does the cloud store the data?

The cloud retains all the data for the life of your LinkThru contract. After the contract finishes there will be various options for the exchange of data.

Can you extract data?

Yes. You can produce bespoke reports from your data.

Can you get longer probe cables?

Currently the probe cables are 1m in length. Additional lengths of probe cables may be available in the future.

Can you put one device on to 2 outlets?

Yes, by using each probe on an individual outlet (i.e. 1.1 on Outlet 1 hot, 1.2 on Outlet 1 cold, 2.1 on Outlet 2 hot and 2.2 on Outlet 2 cold). This is great for multiple-outlet areas, such as shower blocks or high-volume washrooms.

If you delete a device point/area/building/site, is it possible to recover the monitoring data and the configuration?

Please contact Cistermiser Customer Services on 0118 969 1611.

How long is the warranty for the TMU device?

The warranty is for the length of the original contract.

What exclusions does the warranty have?

Battery, wear and tear, misuse, tampering to access the TMU internals, immersion in water. Please see the Terms & Conditions for further details.

Are the TMU devices water-proof or splash-proof, and if so what is their IP rating?

The TMU devices are IP55 rated, so they are splash-proof but should not be submerged in water.

My TMUs are not responding?

Please contact Cistermiser Customer Services on 0118 969 1611.

Can I use mains power for the TMU devices?

No, the TMU monitors will currently only work with the built-in battery.

Will the TMUs connect to a BMS?

The cloud data can be routed to a BMS or an asset management software using various means of routing. Due to the individual nature of BMS or other software, a specific project will be scoped to do this for you, the client. To discuss your specific requirements, in the first instance please contact Cistermiser Customer Services on 0118 969 1611.

Can the TMUs be opened by the user?

The TMU monitors are manufactured with security screws and the enclosures should not be opened in any circumstance. Evidence of tampering will void any warranty on the equipment.

Can you use the system on chillers?

The TMU monitors can be used on various other items outside of a water system. In these circumstances, the TMU device will require configuring appropriately on the LinkThru dashboard.

Where should the probe to monitor the hot water temperature into the outlet be positioned?

The probe should be positioned after the hot return (if the water system in this location has one). This is to ensure that the system is monitoring the water temperature and utilisation into the outlet, rather than the flow and temperature in to the distribution system.

The dashboard is showing me lots of information but I can't see what I want?

On the LinkThru dashboard you can select the level of detail you can see. The dashboard is designed to only show you what is required.