
Flo by Moen Smart Water Monitor and Shutoff - Integration Guide

Alarm.com now supports the Flo by Moen Smart Water Monitor and Shutoff device. Customers can easily protect their home with water leak detection and shutoff. Customers are alerted to water leaks and can quickly and easily shut off the water valve remotely from the app. Customers also enjoy water monitoring, allowing them to moderate consumption and ensure the health of their indoor plumbing. Flo by Moen must be professionally installed.

Requirements

- Compatible Flo by Moen Smart Water Monitor and Shutoff
- Current version of the Flo by Moen app
- Current version of the Customer app
- *Water Management* and *Water Management Plus* service package add-ons

Before integrating

Install the Flo by Moen Smart Water Monitor and Shutoff

Only the Flo by Moen Smart Water Monitor and Shutoff are compatible with this integration. Refer to manufacturer-provided installation instructions to complete.

Create the Flo by Moen customer account

The Flo by Moen Smart Water Monitor and Shutoff needs to be connected to the home's Wi-Fi network.

Important: Remember the username and password, which will be needed later in the process.

Create the Alarm.com customer account or update an existing account

1. Create the Alarm.com customer account if one has not been created yet.
 - For information about creating a customer account, see [How to create Alarm.com customer accounts](#).
2. Verify the customer has the *Water Management* and *Water Management Plus* service package add-on enabled.
 - For information about updating the service package, see [Update the service package on a customer account](#).
3. Have the customer log into the Customer Website or Customer app and complete account setup (if necessary).



Enable the Add Device Portal and the Flo Smart Water Monitor and Shutoff installation wizard

Before a Flo by Moen Smart Water Monitor and Shutoff can be integrated with Alarm.com, **Flo Smart Water Monitor and Shutoff** must be enabled on the *Device and Wizard Preferences* page under *Business Settings* on the Partner Portal.

For more information about enabling the Add Device Portal and installation wizards, see [Add Device Portal](#).

Integrate the Flo by Moen account to Alarm.com using the Add Device Portal

Expand all

To integrate the Flo by Moen account using the Customer Website: ^

1. Log into the Customer Website.
2. Click **Settings**.
3. Click **Manage Devices**.
4. Click **Add Device**.
5. Click **Water Valves and Meters**.
6. Click **Flo Smart Water Monitor and Shutoff**.
7. Click **Next**.
8. Enter the Flo by Moen login credentials when prompted.
9. Accept the terms and conditions and wait for the discovery process to complete.

To integrate the Flo by Moen account using the Customer app: ^

1. Log into the Customer app.
2. Tap ☰.
3. Tap **Add Device**.
4. Tap **Water Valves and Meters**.
5. Tap **Flo Smart Water Monitor and Shutoff**.
6. Tap **Next**.
7. Enter the Flo by Moen login credentials when prompted.
8. Accept the terms and conditions and wait for the discovery process to complete.

Available features

The following features are available for Flo by Moen Smart Water Monitor and Shutoff on the Customer Website and Customer app:

- Quickly and easily shut off water from the app



https://answers.alarm.com/Partner/Installation_and_Troubleshooting/Water/Water_Management/Flo_by_Moen_Smart_Water...

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- Set up automation rules
- Receive alerts when leaks are detected

