

How To/Troubleshooting Guide

This step-by-step guide provides you with the tools you need to troubleshoot connectivity or power malfunctions. If you need further assistance, please contact Smartwell® Customer Care at 866.699.4507 or via email at smartwellcare@elkay.com.



Connectivity Issues

Note: Most troubleshooting issues are related to loss of Wi-Fi connectivity.

Wi-Fi Connection Lost

If a "Searching for Wi-Fi" or "Restart" screen appears, check your Wi-Fi connection.

1. Locate the small black adapter module on the back of the unit.
2. Unplug the power cord from the module to disconnect Wi-Fi.
3. Reboot by plugging the power cord back into the module. Three green lights will appear on the module when successfully restarted.
4. Turn Smartwell's power off and back on if the home screen does not appear.
Note: A separate troubleshooting guide is provided with your Wi-Fi module. Please reference for more detailed information.
5. When the home screen appears you are all set.

Ethernet Connection Lost

If a "Restart" screen appears, check your Ethernet connection.

1. Unplug the Ethernet cable and plug it back in.
2. Turn Smartwell's power off and back on if the home screen does not appear.
3. When the home screen appears you are all set.

Screen Frozen/Screen Not Responding

1. Turn Smartwell's power off and back on.
2. When unit is fully rebooted, the home screen will appear and Smartwell is ready for use.

If problems persist, call Smartwell Customer Care at 866.699.4507.

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Turning Water On/Off

Twist the blue handle on the check valve (back of unit) parallel to the water line to turn on. Twist the blue handle perpendicular to the water line to turn off.



On



Off



Turning Power On/Off

Flip the on/off switch (near base of unit) to the OFF position to turn power off. Do not unplug the power cord from the outlet to turn the unit off.

To turn power on, wait 5 seconds and then flip the on/off switch to the ON position.

It typically takes 1 minute to reboot. A black screen will appear; next the word "Android" will flash on the screen; lastly, the home screen will appear.

