



## STRATO Quick Start Guide

Congratulations on purchasing your new Basement Guardian STRATO Smart Sump System. Please follow these quick start instruction carefully to ensure you have the best possible experience.

1. Carefully unbox your new STRATO system. Do not to crimp, or puncture the clear air hose attached to the primary pump and controller. Inspect your air hose and pump for signs of damage that may have occurred during shipping.
2. Install the Basement Guardian mobile app on your phone. To find the app for your device visit [www.basement-guardian.com](http://www.basement-guardian.com) on your phone and click 'Get The App' in the menu. Tap the ANDRIOD or IOS icon and your browser will open the corresponding app store page.
3. Install the app and create your account.
4. **BEFORE YOU PLACE THE PUMP INTO YOUR SUMP PIT** provision your smart pump. Plug the AC smart pump into a GFCI grounded outlet. The pump controller will light up and run a cycle.
5. Open your Basement Guardian APP and follow the instructions to "add a device". Select "STRATO" and follow the instructions to provision the pump to your account.

### Troubleshooting tips:

- a. Make sure you have a strong WiFi signal next to your sump pit.
  - b. If your phone is not scanning the QR code on the controller, move the controller back and then closer to your phone to help it focus. Consider using your phone's flashlight to increase visibility.
  - c. If you continue to have trouble scanning the QR code, take a photo of it and print it off on a printer. The increased size may make it easier for the phone to scan the code.
  - d. If your controller does not connect to your WiFi make sure your router is running at 2.4Ghz.
  - e. If you have a firewall, please be sure that your smart pump has permission to access your network. Consult your firewall provider and settings for more information.
  - f. If you are still having issues provisioning your pump visit our set-up troubleshooting article: [bit.ly/3XnAh76](http://bit.ly/3XnAh76)
  - g. Your smart pump will protect your basement even if it is not provisioned to your WiFi.
6. Once you have finished provisioning your smart pump, unplug it from the GFCI outlet, and physically install the system in your sump pit, following the instructions in the user manual.
  7. Plug your STRATO's AC pump controller into the bottom receptacle of your GFCI outlet. It will automatically reconnect to your WiFi network. Finally, plug the large square DC plug upside down into the top receptacle of your GFCI outlet with the power cord sticking up.

If you have concerns or need further information about your smart sump pump system, please contact our customer service team at [CS@sfconsumerbrands.com](mailto:CS@sfconsumerbrands.com) or call us at 1(800)237-0987.