



# USER GUIDE



Wellis Intelligent System



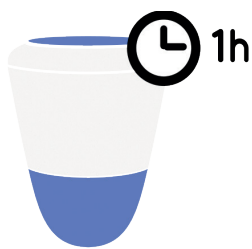
W.I.S., A DEVICE CONNECTING TO THE SPA, MAKES MEASUREMENTS, FORMULATES FORECASTS AND RECOMMENDATIONS, AND NOTIFIES YOU THROUGH YOUR SMARTPHONE (OR TABLET).

Simply drop W.I.S. in the spa and check the water quality via your smartphone. W.I.S.'s multiple sensors keep an eye on the spa, evaluating visible elements (e.g. algae, limescale) and invisible ones (e.g. bacteria, aggressive water). W.I.S. formulates recommendations to optimise the use of chemicals (e.g. type, dosage). Maintaining the water chemistry balance of the water helps to save in chemicals and to protect your spa surface and equipment.

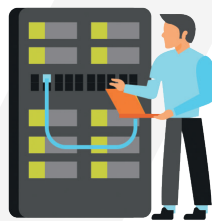
**MEASUREMENT BY W.I.S.**

W.I.S. performs a complete set of measurements:

Temperature / pH / ORP / Conductivity / Battery charge level / Wi-Fi level (or Sigfox)



Performs measurements every hour



Analyses the data every 4 hours



Sends notifications

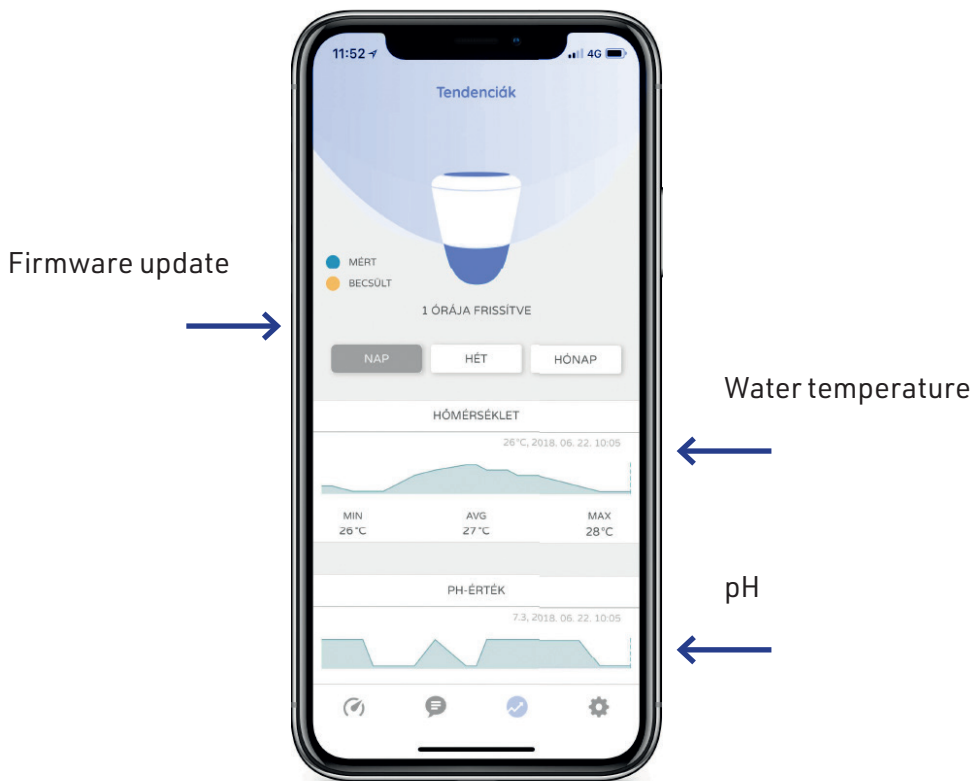
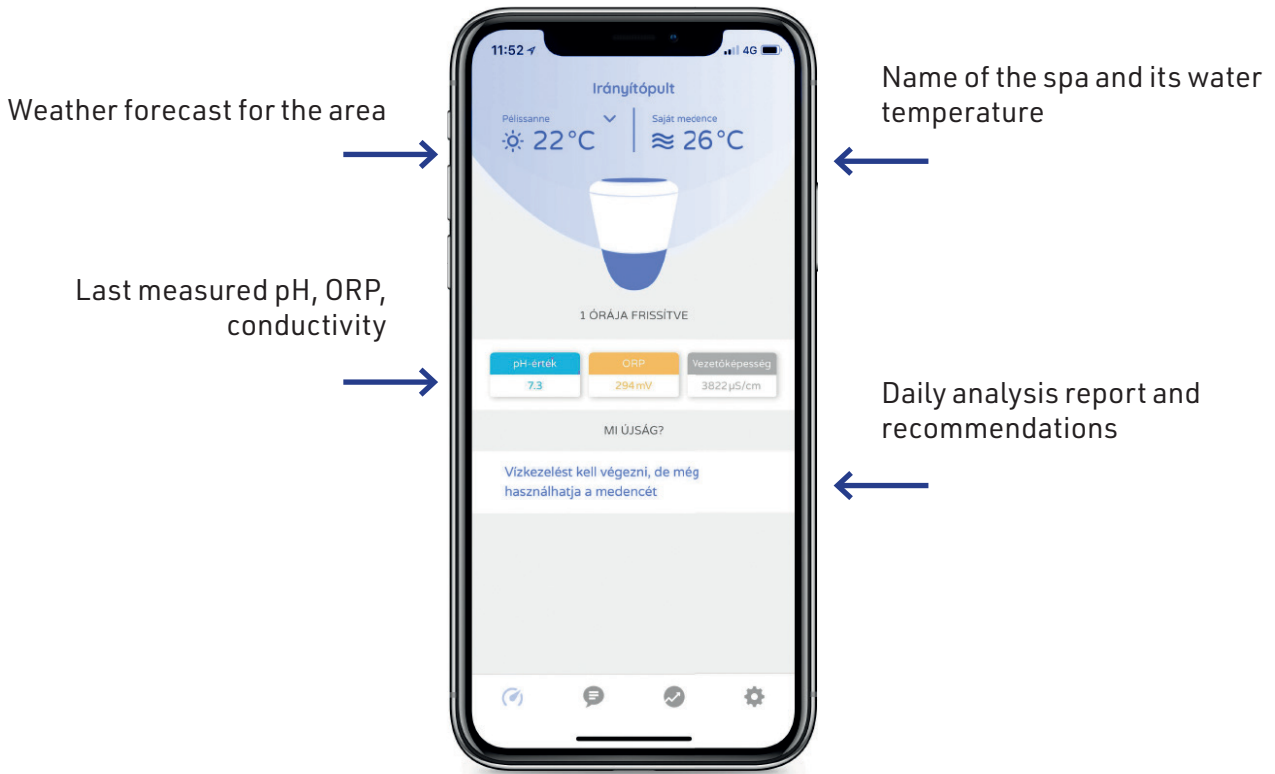
As soon as you switch on W.I.S., it performs the measurements:

1. every 10 minutes in the first hour;
2. these measurement results are then transmitted through a wireless connection to the server, which analyzes them.

After the first hour, W.I.S. changes to standard hourly measurement cycles.

**THE W.I.S. APPLICATION**

1. Makes recommendations to optimise the use of chemicals (e.g. type, dosage);
2. Shows trends and variations over time;
3. Provides a true understanding of spa water quality;
4. Anticipates any changes in spa water quality and notifies you in time.



# SUMMARY

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# SETTING THE APPLICATION

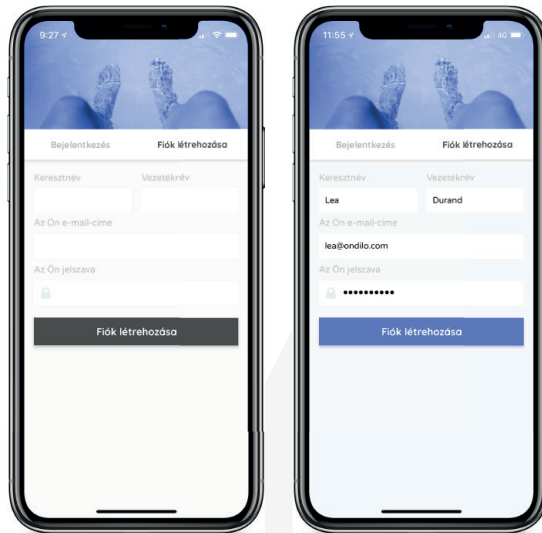
DOWNLOAD THE APPLICATION TO START THE W.I.S. DEVICE

Follow the instructions in the Application step by step.



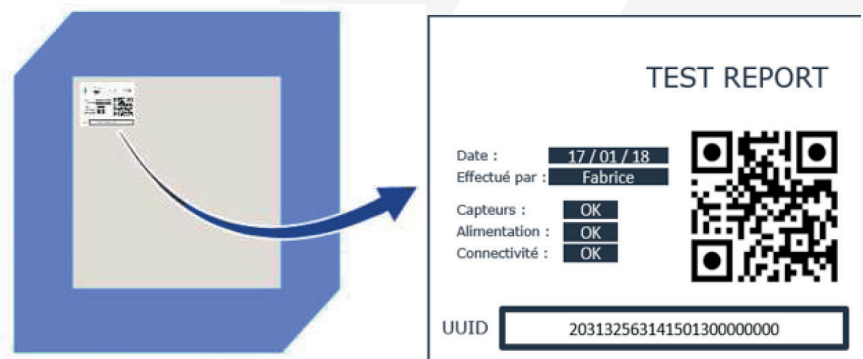
# CREATING AN ACCOUNT

FOLLOW THE APPLICATION'S INSTRUCTIONS.

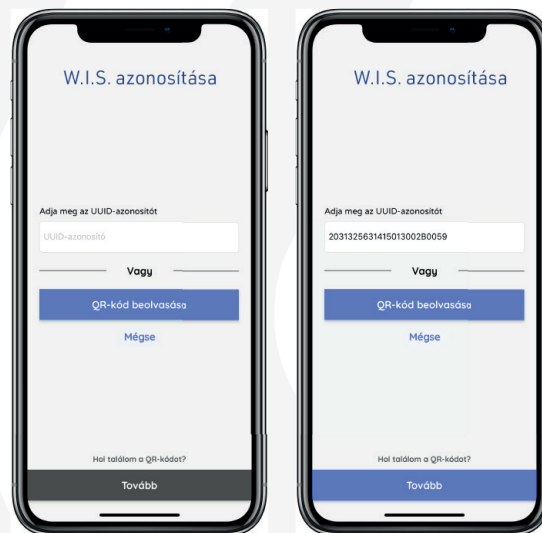


## W.I.S. IDENTIFICATION

Your QR code is located on the top cover of the W.I.S. packaging.



Please do not dispose of the packaging; you will need it for the safe storage of W.I.S. after removing it from the water.

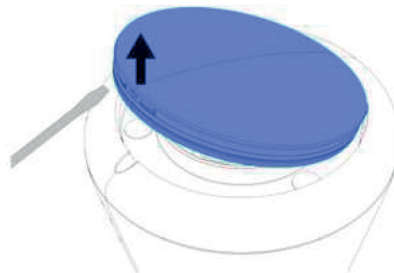


# INITIAL CONFIGURATION

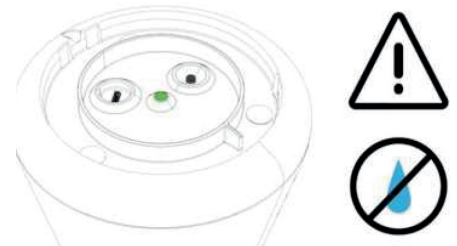
## FOLLOW THE APPLICATION'S INSTRUCTIONS



Open the W.I.S. device.



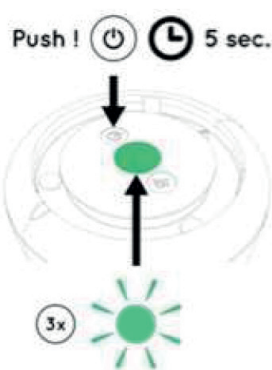
Use the opening tool to remove the top lid.



Be careful! Sensitive area! Make sure that no drops of water enter the inside of the W.I.S. device.



Switch ON the W.I.S. device.



W.I.S. ready.

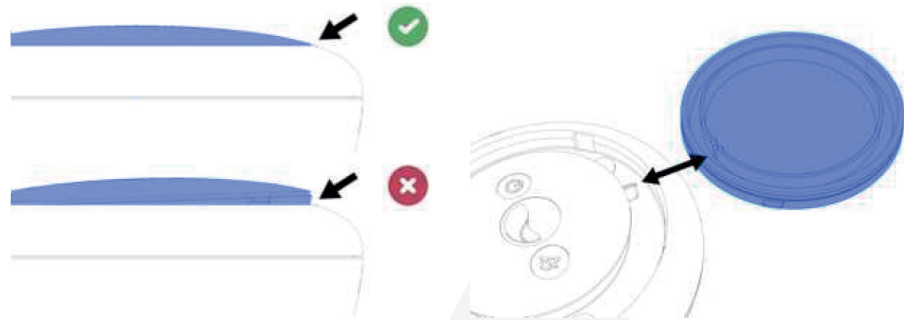


W.I.S. ready.

You may also remove the inner protective cover and then push the button.

# INITIAL CONFIGURATION

## CLOSING THE W.I.S. DEVICE

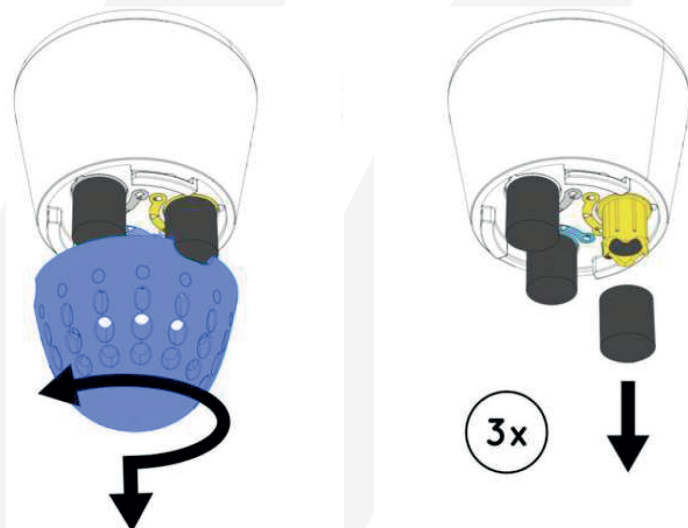


Make sure that the top lid is tightly in place before placing the device back into the water to ensure that W.I.S. is watertight.

When placing the top lid on W.I.S., align the notches with the pins.

## PUT YOUR W.I.S. INTO THE WATER

turn the bottom cover to the left to remove the protective caps of the sensors. Remove the sensor caps and store them in the original packaging; they will be useful when W.I.S. is winterized.



Screw the bottom cover back on before placing W.I.S. in the water.



# INITIAL CONFIGURATION

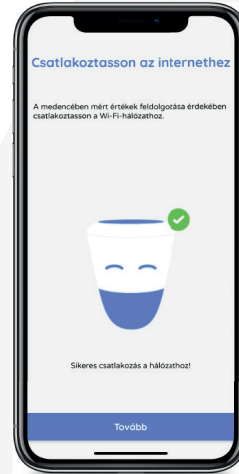
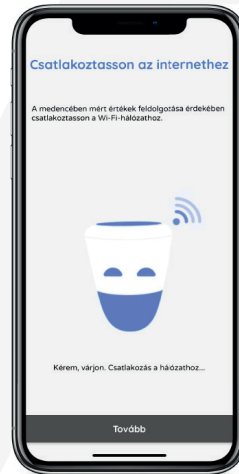
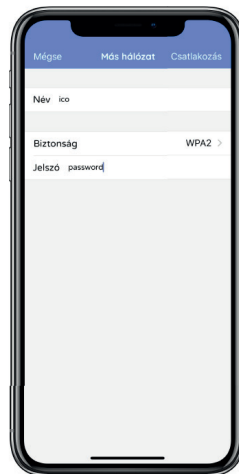
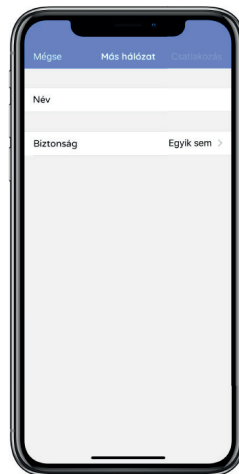
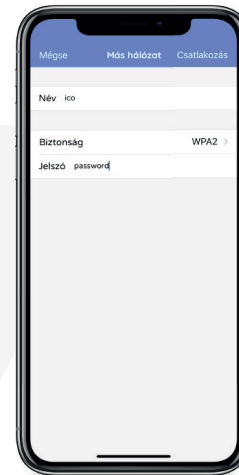
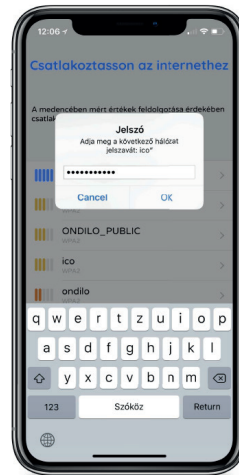
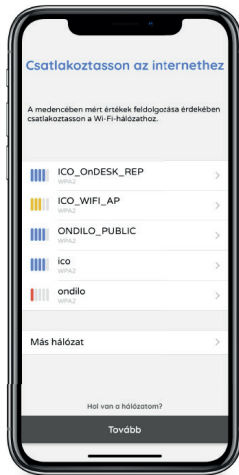
Before initial configuration, follow the Application's instructions.



# INITIAL CONFIGURATION

## CONNECTING W.I.S. TO THE INTERNET

Follow the Application's instructions.



## CREATE YOUR SPA

Follow the Application's instructions.



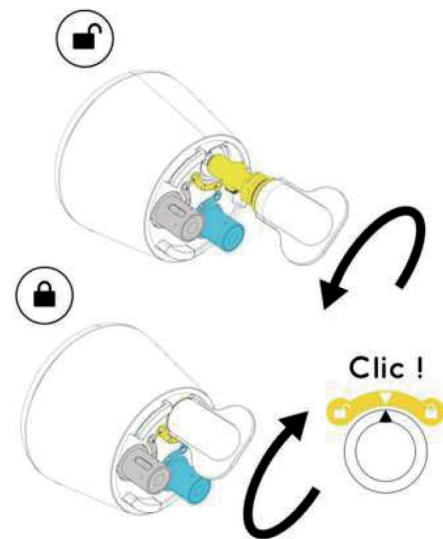
# MAINTENANCE

## SWITCHING OFF THE W.I.S. DEVICE.

Before starting any maintenance, switch OFF the W.I.S. device.



Push the button for at least 5 seconds until the yellow LED starts to blink.  
Replacing the sensors.



## TECHNICAL CHARACTERISTICS

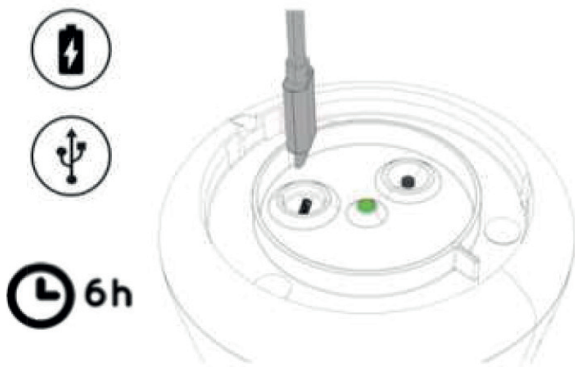
W.I.S. sensors are patent protected; they are made by multi-component injection moulding. The Twist&Lock system makes replacing the sensors easier.

- The orange sensor measures the ORP (Redox).
- The grey sensor measures water conductivity.
- The blue sensor measures the pH value.

# MAINTENANCE

It is recommended that the 3 sensors (orange, grey, blue) are cleaned once a month. Take W.I.S. out of the water, remove the protective cover and clean the sensors with a damp, non-abrasive cloth. Replace the protective cover on W.I.S., and simply drop W.I.S. back into the spa.

## CHARGING THE W.I.S. DEVICE

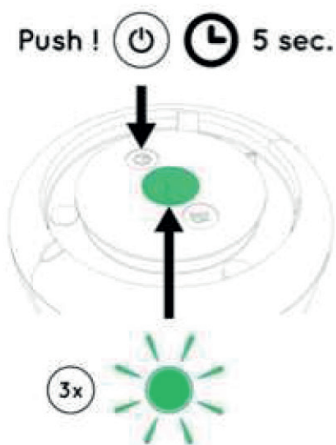


Long life battery  
USB cable and charger included.  
Charge your W.I.S. for a minimum of 6 hours

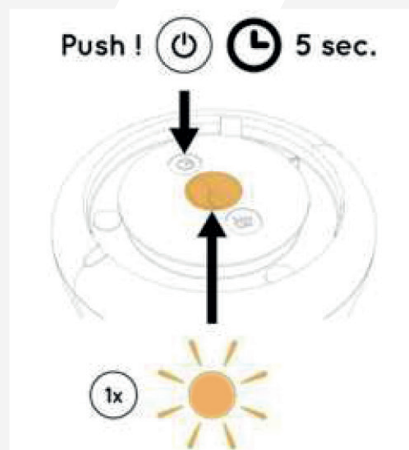
## Indicator light

The indicator light located under the lid of the W.I.S. device displays the status of W.I.S. Push the button for 5 seconds:

- My W.I.S. blinks green three times: W.I.S. is switching on.
- My W.I.S. blinks yellow once: W.I.S. is switching off.



Turned on



Turned off

Push the button briefly:

- W.I.S. blinks green twice: W.I.S. is switched ON.
- My W.I.S. blinks yellow twice: battery charge is low.
- ⊗ My W.I.S. does not blink: W.I.S. is switched off.

#### STORING / WINTERING THE W.I.S. DEVICE

Follow the steps below:

- Take W.I.S. out of the water.
- Dry W.I.S. thoroughly.
- Switch OFF the W.I.S. device (see page 11).
- Dampen the 2 sponges for the blue and the orange sensors.
- Place the 2 sponges inside the protective caps.
- Put the protective caps on the 3 sensors (grey, orange and blue).
- Place W.I.S. in its original packaging.

# PRECAUTIONS FOR USE

W.I.S. is a product that must be placed and used only in a spa. The device does not measure any data when it is out of the water.

Do not place the W.I.S. device near a source of extreme heat or cold. After removing from the water, it is imperative to protect the sensors with their protective caps by previously moistening the small sponges inside them. If you decide to take the W.I.S. device out of the water for an extended period of time, it is strongly recommended to place it in its protective box with its humidified protective caps, protected from dust. In this way, you will be able to use the device in the best possible condition at the beginning of the next season.

The use of W.I.S. does not present a risk of electrocution.

## INSTALLATION AND USE OF W.I.S.

Make sure that the W.I.S. device and the colored analysis chamber are not covered or hindered by any obstruction, such as leaves, buoys, etc. This can alter the measurements or stop data transmission.

The W.I.S. device does not present any risk to swimmers; it is expressly designed to float on the spa surface on a permanent basis. The W.I.S. device must not be used as a toy. It is recommended to keep the W.I.S. device out of reach of children under the age of 6.

For safety reasons, and in compliance with the warranty terms, it is imperative to use the USB cable and the accessories supplied with the W.I.S. device. Wellis cannot be held responsible for damage if the W.I.S. device is connected to a charger other than the one supplied by Wellis.

Never force a connector into the connection socket. If you are having trouble with connecting the connector, it is probably incompatible and must not be forced into place. Check whether the connector is compatible with the socket and try again.

Please only use the opening tool supplied by Wellis to open the upper lid of the W.I.S. device. The use of a different tool for opening the W.I.S. device may reduce the waterproof quality of the top part of the device.

Inappropriate storage and handling may damage the W.I.S. device. Do not drop the W.I.S. device on the floor when removing it from the water. Do not move the W.I.S. device when in operation.

It is forbidden to remove the top cover of the W.I.S. device when it is floating on the water. Water will penetrate the system and will irreversibly damage the W.I.S. device; such damage is not covered under the warranty terms. In such an event, Wellis accepts no liability whatsoever for damage to the device, nor for any data loss. Contact us for assistance at [www.wellis.com](http://www.wellis.com) in case your device needs servicing (except for routine maintenance).

Do not use chemicals, flammable products, liquids (other than water) or any abrasive sponge for cleaning the W.I.S. device

If any liquid comes into contact with the W.I.S. device when recharging, disconnect the power supply immediately.

If the power cord is damaged, if liquid has been spilled on the product, if the product does not function correctly despite following the instructions or if the product has been dropped and is damaged, contact Wellis customer assistance at the following website: [www.wellis.com](http://www.wellis.com).

# WARRANTY SUMMARY

This warranty („Warranty“) applies to all countries in which the W.I.S. product („Product“) has been sold on the market by Wellis or an authorised retailer. Wellis warrants that, at the time of its original purchase, the Product is free from defects in material, design and workmanship subject to the following terms and conditions:

The Warranty applies to the product's end-purchaser (the "Customer"). In no way does the Warranty limit the rights of the Customer under the mandatory provisions of applicable national law, nor does it limit the rights of the Customer as outlined in his/her contract with the Product retailer/distributor.

The Warranty is valid provided that the Customer presents the Product with the original proof of purchase, such as an invoice, receipt, sales slip, warranty certificate issued by an authorised retailer accompanied by a sales slip, or proof of credit card payment if the purchase took place over the Internet. The proof of purchase must contain the date of purchase, a precise description of the Product and, if applicable, the name of the authorised retailer and the serial number. In the event that the aforementioned documents cannot be presented, or that the information required is incomplete or illegible, Wellis reserves the right to freely deny the Warranty.

The Warranty is only valid if the Product was employed for personal use. It does not cover professional use or Products rented out for commercial purposes.

The Warranty Period is valid for a maximum of 2 (TWO) YEARS from the date the first Customer purchased the Product from Wellis or an authorised retailer („Warranty Period“).

During the Warranty Period, Wellis shall repair or replace the defective Product free of charge, at its sole discretion and within the limits of available stock. Wellis shall return the repaired Product, or another Product in good working condition to the Customer. All parts or materials that have been replaced will become the property of Wellis.

The Warranty Period of a repaired or replaced Product will not be extended or renewed.

The Warranty applies to defects that arise when using the Product in accordance with the Installation and Use Guide. It does not cover Product maintenance, repairs, or part replacement due to normal wear and tear or ageing. Furthermore, the Warranty is invalid if:

## FURTHERMORE, THE WARRANTY IS INVALID IF:

The defect is attributable to the Product being: used in a manner that is inconsistent with the installation and use guide, subjected to rough treatment, extreme heat or environmental conditions, or rapid environmental or temperature changes, exposed to corrosion, oxidation, or unauthorised modifications and/or connections, subjected to repairs made by unauthorised personnel or by the Customer, subjected to repairs made with unauthorised replacement parts, improperly used or used while connected to an inappropriate power supply, exposed to an accident or forces of nature, used in a spa with untreated water, exposed to chemicals or subjected to any other act beyond the reasonable control of Wellis,

The Customer does not inform Wellis or the authorised Product retailer of the defect within thirty (30) days of its appearance during the Warranty Period;

The Product is not returned to Wellis or the authorised Product retailer within sixty (60) days of the defect's appearance during the Warranty Period;

The Product series or identification number has been removed, deleted, damaged, altered or rendered illegible;

The Product series or identification number has been removed, deleted, damaged, altered or rendered illegible;

The defect is the result of the Product being used with an accessory that is not manufactured or supplied by Wellis.

# WARRANTY SUMMARY

The application gives dosages or tips for informational purposes only. Wellis cannot be held liable with regard to the information given. The Application user remains the sole decision-maker with regard to the chemicals added to his swimming spa, and to its management.

The Customer agrees to return the Product in its original packaging. Wellis is not responsible for any Product damage that occurs during transport due to inappropriate packaging.

Wellis reserves the right to request a flat-rate fee from the Customer to cover the cost of shipping and handling.

This Warranty constitutes the sole and exclusive legal remedy of the Client against Wellis, and Wellis's sole and exclusive liability to the Customer in terms of defective Products. This Warranty replaces all other warranties and guarantees, whether oral, written, legal (except for those that are mandatory), contractual, quasi-delict, or otherwise. Wellis is not liable for incidental or consequential damages or expenses. Any modification to the Warranty requires the prior written consent of Wellis. The Warranty is subject to French law, insofar and to the extent that the peremptory norms of the law of domicile or of the Customer's head office do not provide otherwise.



# TECHNICAL CHARACTERISTICS

Dimensions	Weight	Connectivity	
H = 15 cm W = 11.6 cm	700 g	<u>Wi-Fi model</u> Wi-Fi: 802.11 b/g/n Bluetooth: 4.X USB 2.0	<u>Sigfox Model</u> Sigfox module Bluetooth: 4.X USB 2.0

Parameters related to power supply and the environment

Battery input voltage: 3.7 V DC

Charger input voltage: From 100 to 240 V AC

Charger input frequency: From 50 to 60 Hz

Charger output voltage: 5 V DC

Operating temperatures: From 5 to 45 °C (41°F to 113°F)

Storage temperatures: From 5 to 45 °C (41°F to 113°F)

## PACKAGE CONTENT

- W.I.S.
- 3 twist&lock sensors
- 1 built-in temperature sensor
- 1 tool for replacing the sensor
- Tool for opening the USB port
- 5 V charger with USB cable
- 1 User guide



# TECHNICAL CHARACTERISTICS

## REQUIRED CONFIGURATION

iPhone, iPad or iPod touch with iOS (from version 9.0)  
Smartphone or tablet with Android (from version 4.3)



CE conformity for Europe  
W.I.S. conforms with the requirements of European Guidelines no. 2006/95/EC and 2004/98/EC



Information relative to the RoHS directives  
This symbol means that this product respects the RoHS European directive, the aim of which is to limit the use of six dangerous substances.



Disposal information in the European Union  
This symbol means that, in accordance with local laws and regulations, you must dispose of your product and / or battery separately from household waste. When this product reaches the end of its life, take it to a collection point designated by the local authorities. Separate collection and recycling of your product and/or battery during disposal will help conserving and providing natural resources.



Information related to the eco-organization Eco-Emballage  
This symbol means that the company printing the packaging has paid a royalty to the eco-organization Eco-Emballage.

## ONLINE RESOURCES

For the latest information about the W.I.S. device, please visit the website [www.wellis.com](http://www.wellis.com)  
To learn more about W.I.S. support, or if you need help, please contact us at the following website: [www.wellis.com](http://www.wellis.com)

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Other product and company names mentioned here may be trademarks of the respective companies.

# TROUBLESHOOTING

Problem	Possible reasons	Solutions
1 The QR code does not work	The QR code does not match your W.I.S.	Check that you are scanning the QR code on the original W.I.S. packaging.
	The QR code on the box is illegible	Please contact our assistance service with your W.I.S. serial number.
	I don't have Internet access on my telephone	Check the connectivity of your telephone.
2 My W.I.S. does not switch ON	The battery charge level is low	Charge the W.I.S. for a minimum of 6 hours.
	I did not press the button for a period long enough	Please remove the lid and check whether W.I.S. is switched ON.
3 My W.I.S. does not connect to the Wi-Fi	My W.I.S. is out of the range of the Wi-Fi network	Please read the assistance page on Wi-Fi extension to your garden: <a href="http://www.wellis.com">www.wellis.com</a> .
	My Wi-Fi network is configured for 5 GHz	W.I.S. is only compatible with a Wi-Fi network of 2.4 GHz; please check the setup of your Internet box.
	My Internet box or Wi-Fi hotspot is switched OFF	Check the status of your Internet box.
4 My W.I.S. does not connect	The login data are incorrect	Check your Wi-Fi connection information (Wi-Fi network name, security key).
	W.I.S. does not connect to the Internet	Check the Internet connection.
5 I can't install the W.I.S. application	Your iOS or Android version is not compatible with your Application	W.I.S. Application system requirements: iPhone, iPad or iPod Touch with iOS (version 9.0), smartphone or tablet with Android (version 4.3).
6 My W.I.S. does not connect to Sigfox	W.I.S. is located outside the range of the Sigfox network	Please check the covered zones at the following address: <a href="http://www.sigfox.com">www.sigfox.com</a> .



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