



Kinetico®
water systems

Kinetico Kinex® Salt Monitor

Installation Guide and Owner's Manual















Salt Monitor

The Kinex Salt Monitor saves countless trips to the basement or utility closet by providing remote monitoring of the salt level in your water softener system. Now checking your salt levels and contacting your dealer for salt is as simple as opening the Kinetico App on your smartphone.

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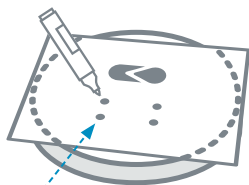
What's Included	Tools Required
 <p>Kinex Salt Monitor</p>	 <p>Drill</p>
 <p>Mounting Hardware Part No. 10463A #6x3/4" Screws (4) #6 Fender Washers (4) Leveling Spacers (2)</p>	 <p>Phillips Screwdriver</p>  <p>1/4" Drill Bit</p>
 <p>Instructions</p>	 <p>1" Spade Bit, Step Drill or Hole Saw</p>  <p>Tape Measure</p>
 <p>Installation Template Part No. 10466</p>	 <p>Awl or Sharp Knife</p>
 <p>Energizer® AA Batteries (4)</p>	 <p>Silver/White Permanent Marker or Paint Marker <i>(Required for install on Kinetico 12x40 drum only. See page 3.)</i></p>



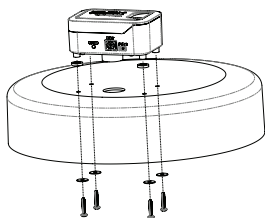
FOR OUTDOOR INSTALLATION

The Kinetico Kinex Outdoor Installation Kit is recommended and sold separately (Part No. 17588). Each kit includes the weather-proof cover for the monitor itself and a foam gasket to install between the salt drum lid and the monitor laser hole.

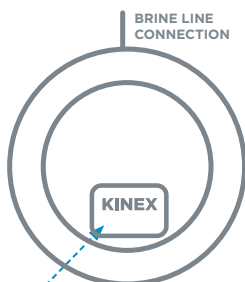
Physical Installation:



PLACE PAPER DRILL TEMPLATE AND ALIGN INDEXING FEATURES LIKE THE KINETICO LOGO.



USING SCREWS, WASHERS AND LEVELING SPACERS, ATTACH SALT MONITOR BODY TO TOP OF SALT DRUM LID (APPROXIMATE PLACEMENT SHOWN).



KINEX POSITIONED CLOSEST TO SIDE OPPOSITE BRINE LINE CONNECTION

1. Unpack Kinex Salt Monitor System and inspect components.
2. Place included paper drill template on Kinetico salt drum lid and align indexing features (i.e. Kinetico logo).
Note: *The installation drilling template indexes all 4 Kinetico drums separately. (Check both sides to find your indexing features.)*
3. Mark locations for mounting screws and laser bore by punching an awl or sharp knife through the template.

Do not drill holes directly over salt drum to avoid plastic chips contaminating the salt.

4. Place lid over trash can or bucket and drill holes.
 - (4) 1/4" holes for mounting screws
 - 1/4" holes are used for screw pass through only. Salt Monitor legs rest on top of the lid.
 - 1" hole for laser
5. Clean burrs from the drilled holes using a sharp knife or deburring tool.
6. Attach Salt Monitor body to drum lid using provided mounting hardware.
 - Kinetico 18x35 does not require leveling spacers.
 - All flat drum lids require spacers. The leveling spacers go on the front 2 legs.

Note: *For outdoor installs only, attach the foam gasket from the weather resistant cover kit (Part No. 17588) prior to attaching the Salt Monitor to the salt drum lid. See cover kit installation instructions for details.*

7. Install included AA batteries or connect to USB mini, 550mA power supply (not included).
Power Supply specification for purchase:

Connection: Mini-USB Voltage: 5 Volts
Amperage: 550 mA Wattage: 3W

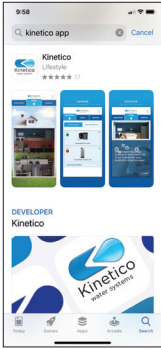
8. **Optional:** For outdoor installation, install the weather-resistant cover. Follow package instructions.

Additional Installation Steps (12x40 Drum Only):

9. Align the placement of the Salt Monitor enclosure with the location of the brine well as shown on the drilling template.
10. Using a paint marker or permanent marker, place indexing marks on the lid and drum to allow proper alignment after the lid is replaced following salt refills.

Note: *Properly aligning the lid and drum is important for proper sensor operation.*

Do not store salt bags, or any other items, on top of the device once installed.



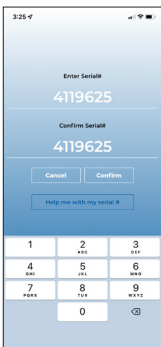
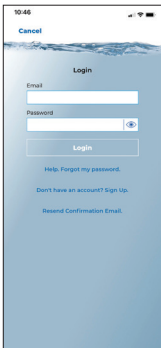
App Setup:

1. Download the Kinetico App
 - Search for "Kinetico"
 - App icon will state Kinetico Water Systems
 - This is a "Lifestyle" application

2. Create account, if you don't already have one.
 - a. Tap on the profile icon in the top right corner.
 - b. Tap "Don't Have an Account? Sign Up."
 - c. Enter the profile information, then tap, "Sign Up."
 - d. A confirmation email will be sent to the email address used at sign-up.
 - e. Navigate to the inbox of the email address used for sign-up. Find the "noreply@kineti.co" confirmation email and open. **Note:** *Some security settings may receive the confirmation email in Spam, Junk, or Clutter folders.*
 - f. Tap "Activate your Account."
 - g. After confirming the account, the Kinetico App can now be accessed. Navigate to the Kinetico App and tap the profile icon in the top right corner.
 - h. Enter your email address and password.

3. Add Kinex Salt Monitor to your account under the Equipment tab.
 - a. Tap "ADD EQUIPMENT."

 - b. Enter the Kinex Salt Monitor Serial Number in both fields and then tap "Confirm."
 - The Salt Monitor serial number is located on a white label found on the backside of the salt monitor or Salt Monitor carton.

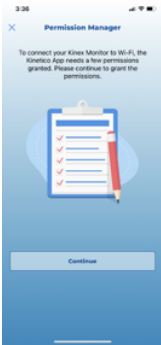




c. Tap on the KINEX SALT MONITOR Tile.

Salt Monitor Connection Steps:

Android/Samsung users proceed to page 8 step p.
iOS/Apple:



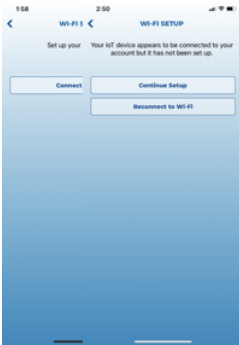
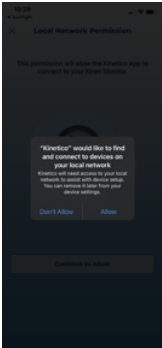
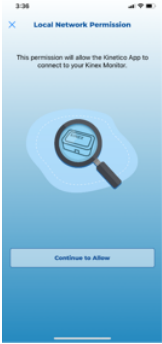
- d. Permission Manager
- Ensure all permissions are granted that make the Wi-Fi connection and alarm notifications necessary.
 - This will be presented whenever attempting a new Salt Monitor installation or when changing the connection of an existing Salt Monitor.



- e. Location Permission
- Explains why the Kinetico App needs the Location Permission granted.



- f. Location Permission as shown by the iPhone and iPad.
- Several options are presented to the user.
 - Allow Once - one time use and will ask every time.
 - **Recommended Selection:** Allow While Using App - grants permission each time the app is open and in use.
 - Don't Allow - will not allow the Wi-Fi network to be auto populated in the Setup Page and will make it hard to identify Wi-Fi networks nearby.



g. Local Network Permission

- Explains why permission is necessary. Without permission, the phone will not identify the Salt Monitor Wi-Fi; therefore, it will not establish the Wi-Fi connection necessary for installation.

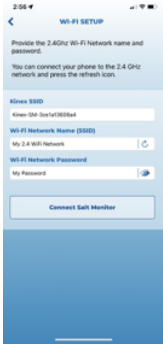
h. Local Network Permission as presented by the iPhone and iPad.

- **Recommended Selection:** Allow - will provide permission to connect the phone to the Salt Monitor's Wi-Fi.
- Don't Allow - will prevent the phone from connecting to the Salt Monitor's Wi-Fi. Installation cannot continue.

i. Salt Monitor setup options:

- If Wi-Fi connection has been made and the "Continue Setup" button is observed, you can select "Continue Setup" and skip to page 9 step 4.
- If the Salt Monitor is not connected to Wi-Fi, select "Connect to Wi-Fi" or "Reconnect to Wi-Fi."

j. To make it easier, before attempting to connect the Salt Monitor to a 2.4 GHz Wi-Fi Network, record the Wi-Fi Name (SSID) and Wi-Fi Network Password.



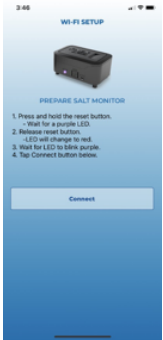
k. Wi-Fi Setup screen

- Provides network name and password inputs early in process.
- If the phone is already connected to the 2.4 GHz Wi-Fi network, press refresh icon on the Wi-Fi Network Name (SSID) input box to autopopulate.
- “Eye” icon on password box will reveal characters typed for validation.

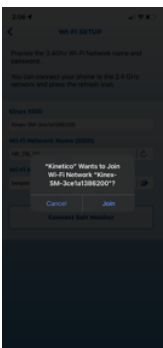


- l. Important for iOS. This screen details what to do in the event your Apple device shows a white screen with green bars. If observed in the proceeding steps:
- select “Cancel” in the upper right corner of the screen.
 - select “Use Without Internet”

Once instructions are read and understood, select the “Proceed with Connect” button.



- m. Follow in app instructions to connect the Salt Monitor to a Wi-Fi network. **Note:** *Some Wi-Fi mesh networks, such as eero™, may require a temporary disable of the 5G network within the Wi-Fi network's mobile application or admin settings.*



- n. Now that the device has been located and put into connection mode, the device must be connected to the home Wi-Fi network. Tap “Join.”
- iPhone or iPad will identify the Kinex-SM-XXXX. Select join.

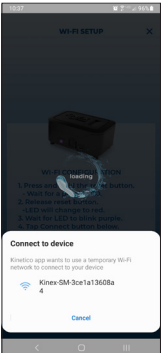


- o. Device Wi-Fi connection successful. Tap “Continue” to proceed to Salt Monitor final installation setup on page 9 step 4.

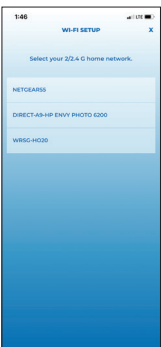


Android Wi-Fi connection steps

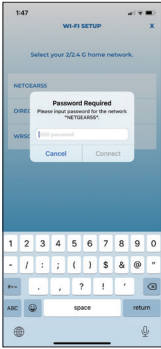
- p. Follow in app instructions to connect the Salt Monitor to a Wi-Fi network. **Note:** *Some Wi-Fi mesh networks, such as eero™, may require a temporary disable of the 5G network within the Wi-Fi network’s mobile application or admin settings.*



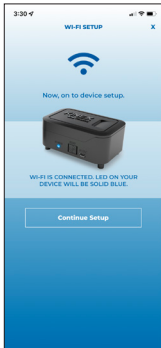
- q. Now that the device has been located and put into connection mode, the device must be connected to the home Wi-Fi network. Tap “Join.”
 - Mobile device or tablet will identify the Kinex-SM-XXXX. Select it when it appears.



- r. Select the 2/2.4 G Wi-Fi network you would like to connect Salt Monitor to and enter the Wi-Fi password. Tap “Confirm.”
 - If the Wi-Fi password is not known, it can often be found on the Wi-Fi router itself or the internet service provider can reset when needed.
 - If only one access point is visible on the Wi-Fi network list, the internet service provider may need to be contacted. The internet service provider can create a dedicated 2/2.4 GHz and a dedicated 5 GHz network connection.



s. Enter the Wi-Fi network password and tap “Connect.”

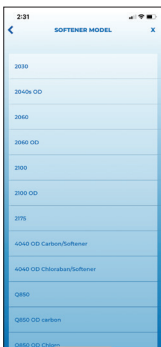


t. Once the device is successfully connected to the WiFi network, the LED on the device will be solid blue in color. Tap “Continue Setup” to finish installation.



Kinex Salt Monitor Setup:

4. To calculate salt levels properly, more information must be collected about the softener the Salt Monitor will be monitoring. First, select the softener brand, either Kinetico or Non-Kinetico. If selecting a Kinetico Softener, proceed to step 4a. If selecting Non-Kinetico Softener, proceed to page 10, step d.



Kinetico Softener Setup:

a. Select the Kinetico softener model number.



b. Select the Kinetico salt drum size.



c. Select the current salt dose. Continue with setup on page 11, step 5.

Note: It is important to choose an accurate salt dose as this will affect the accuracy of the salt level calculations. Please consult your Kinetico dealer.



Non-Kinetico Softener Setup:

d. Select the salt drum type used on the softener system.

Note: Cabinet softener models, regardless of manufacturer, are not supported.



e. If the cylinder is selected, measure the width of the salt drum and enter inch measurements in the app. Round to the nearest 0.25 inches. Tap "Next."

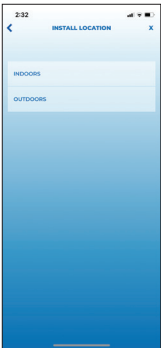
f. Repeat for height.



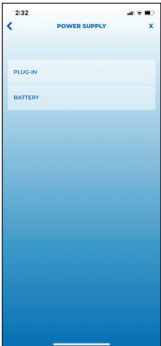
- g. If the box is selected, follow prompts on screen to enter measurements. Input in inches to the nearest 0.25 inch. Select "Next" to continue.



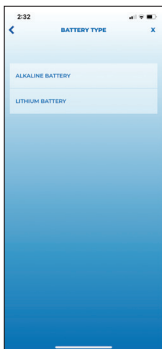
- h. Enter your softener's salt dose in lbs.
Note: It is important to choose an accurate salt dose as this will affect the accuracy of the salt level calculations.



5. Continuing with set up, please select the installation location for the Salt Monitor and softener system it is monitoring.



6. Tap "PLUG-IN" or "BATTERY" as the primary power source for the Salt Monitor device.

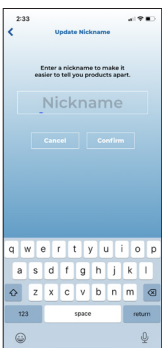


7. Indicate battery type, “ALKALINE BATTERY” or “LITHIUM BATTERY,” for the primary power or back-up power (if installed).

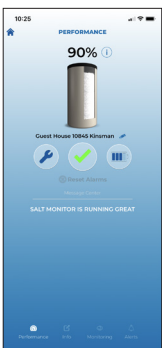
Note: Batteries installed as back-up will expire sooner than expected.



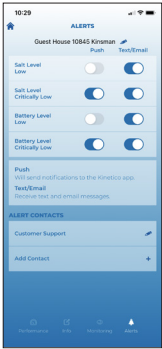
8. Review summary details. If correct, tap “Finalize Kinex Salt Monitor.”



9. Update Nickname
 - Name your Salt Monitor to help quickly identify any future alarm notifications received for this device.
 - Suggest using current location, address, last name, etc.



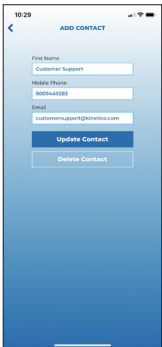
10. Place Salt Monitor on the salt drum, and press the reset button one time to see the salt drum’s current salt level.



11. Managing Alert Preferences.
 - a. Tap on the Equipment tab.
 - b. Tap on the Kinex Salt Monitor Device.
 - c. Tap Alerts in the bottom right corner.
 - d. Select "Add Contact" and fill out the "ADD CONTACT" form. Select "Update Contact" when complete.
 - e. Toggle alerts and alert types you would like to receive.

Note: Alerts toggled ON will automatically send to the email address or phone number entered in the "ALERT CONTACTS" list. ON is blue; OFF is grey.

ALERT	DESCRIPTION
Salt Level Low	Notifies user when salt level in the salt drum is low. Salt should be added soon to keep the softener system working properly.
Salt Level Critically Low	Notifies user when salt level in the salt drum is critically low. Salt should be added immediately to keep softener system working properly.
Battery Level Low	Notifies user when the battery level is nearing depletion. The battery will need to be changed soon.
Battery Level Critically Low	Notifies user when battery level is critically low. The battery should be changed immediately to keep the monitor functioning.
Battery Change Recommended	Notifies user when battery has been in use for longer than 12 months. Kineticco recommends changing the battery annually, regardless of usage to protect from battery leakage. This alert cannot be turned off.



- f. To allow additional people to receive alerts, tap "Add Contact" and enter their contact information.
- g. To edit contacts previously set up, tap the pencil/edit icon to the right of the contact name. Make changes and then tap "UPDATE."

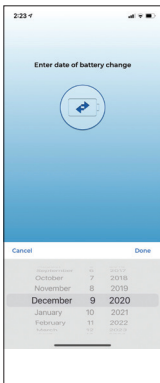
Updating Settings:

Change Wi-Fi Network after initial installation.



1. Tap the Equipment tab.
2. Tap on Kinex Salt Monitor.
3. Tap on Info tab.
4. Scroll down to “Wi-Fi Configuration” and tap on the Pencil/Edit icon.
5. Refer to the Wi-Fi instructions observed during the initial installation of the device.
 - iOS/Apple page 5 step d.
 - Android page 8 step p.

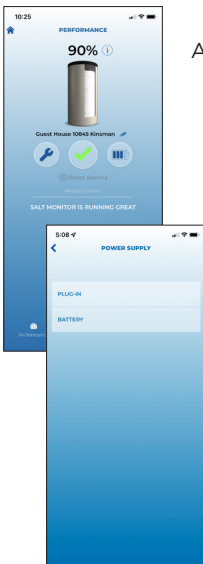
Updating battery replacement date.



1. Tap the Equipment tab.
2. Tap on Kinex Salt Monitor.
3. Tap on the Monitoring tab.
4. Scroll down and tap on the pencil/edit icon next to “Battery Changed.”
5. Select the date the batteries were replaced and then tap “Done” to update.

Note: *Kinetico recommends replacing batteries with Energizer brand. This brand performed best in performance testing.*

Add/change power type.



1. Tap the Equipment tab.
2. Tap on the Kinex Salt Monitor.
3. Tap on the plug/battery level icon.
4. Choose your power type.
 - For more detail see page 11 steps 5-7.

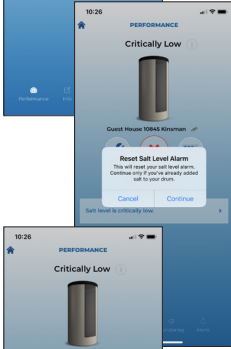
Note: *Lithium Ion battery selection does not have a Battery Level Low alarm on the Alerts tab.*



Reset Salt Level Alarms.

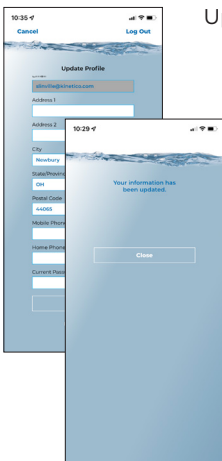
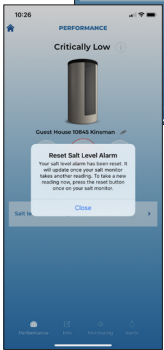
Reset using the Salt Monitor device:

- Press the reset button on the Salt Monitor 3 times or until a Yellow/Orange Blinking LED is observed on the Salt Monitor.
- Allow the Salt Monitor to process all LED lights and refresh the Kinetico App when complete.



Reset using the Kinetico App:

- Open the Kinetico App and Login.
- Navigate to the Equipment tab.
- Select the Salt Monitor which requires resetting.
- From the Performance page select the "Reset Alarms" button found above the "Message Center."
- Follow in app prompts.
- Alarms will be reset; however, the Salt Monitor needs to take another reading to recognize the change.
- Allow 24 hours to automatically take a new reading or press the reset button one time on the Salt Monitor for immediate update.



Update Account Profile.

1. Tap on the profile icon in the top, right-hand corner.
2. Log in with email and password.
3. Updated profile details.
4. To save changes, enter Kinetico App password into "Current Password" field. Tap "UPDATE."
 - To change current password, Log out of the account. Select "Help. Forgot my password." link from the Login screen.
 - Follow prompts in Kinetico App for reset.
5. Email address cannot be changed within the Application. To contact Kinetico Customer Support select Service tab and then Contact Kinetico. If not logged into the Kinetico App select Service tab and Call.

LED INDICATORS

LED INDICATION	FUNCTION
Solid White	Powering on and initializing.
Solid Red	Wi-Fi is not connected.
Blue Blinking	Wi-Fi connection in progress.
Solid Blue	Wi-Fi is connected.
Solid Green	Firmware update in progress, data moving from cloud to board.
Green Blinking	Data transmitting from board to cloud.
Solid Purple	Wi-Fi reset complete, Wi-Fi credentials have been cleared successfully.
Purple Blinking	Salt Monitor is ready for pairing, visible on Wi-Fi connections list in smart device settings.
Solid Yellow	Battery level critically low.
Yellow/Orange Blinking	Salt has been added and alarms have been reset.

FCC/IC INFORMATION

Part Number: 10453A
Reference: PRI24068
Contains FCC ID: COF-WMNB30
Contains IC ID: 10293A-WMNB30
Manufacturer: Henway Technologies
Address: 5685 Hudson Industrial Parkway STE 3, Hudson, Ohio 44236
Telephone: 330-227-4857

FCC/IC Information: This device complies with Part 15 of the FCC Rules and with Industry Canada license exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation. This radio transmitter COF-WMNB30 and 10293A-WMNB30 has been approved by Innovation, Science and Economic Development Canada to operate with the antenna types listed below, with the maximum permissible gain indicated. Antenna types not included in this list that have a gain greater than the maximum gain indicated for any type listed are strictly prohibited for use with this device. This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions: (1) This device may not cause interference. (2) This device must accept any interference, including interference that may cause undesired operation of the device. FCC / IC RF Radiation Exposure Caution Statement: To maintain compliance with FCC / IC's RF exposure guidelines, place the product at least 20cm from near persons.



FC IC

Assembled in the US
of both domestic and
foreign components



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Part No. 10464D

Rev. 10/2023