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Leakage alarms as damage prevention. Customer experience from practical operation

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Overview

- General information
- What does the customer expect from the leak detector?
- What protection features can moisture detectors and leakage devices have?
- Can a leak detector be too good?
- Alarm, Wifi or water closure?
- How to choose the right leakage protection for the right purpose

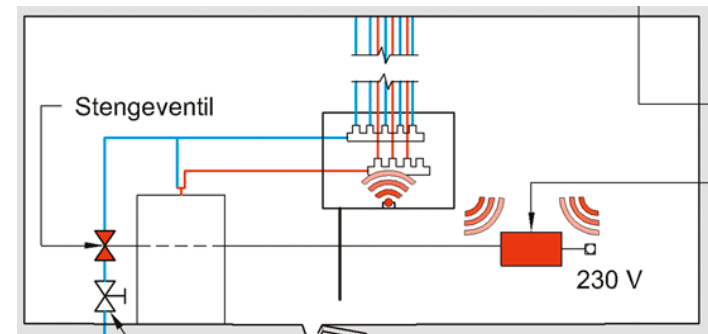
General information



- This lecture is based on user feedback or potential leak detector users.
- All statements are anonymous and general but cover user experiences and questions.

What does the customer expect from the leak detector?

- STATEMENT:
- I avoid getting a water damage for the leak detector alert me right away.
- FACTS:
- If it is an acoustic alarm it requires hearing.
- If it's an WIFI alarm for an app, it requires you to get home quickly and close the water.
- If the leak detector can close the water, you can sleep peacefully wherever you are.

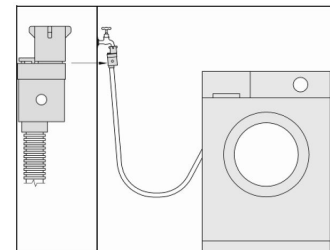
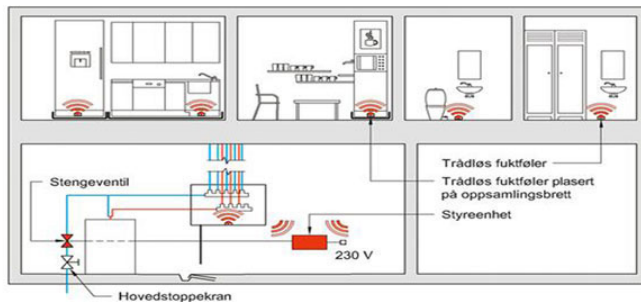


What does the customer expect from the leak detector?



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- STATEMENT:
- I get cheaper insurance.
- FACTS:
- Many insurance companies give a discount if a leak detector is installed.
- In any of the Nordic countries, there is a requirement that a leak detector be installed, or a moisture detector, for example, in Norway
- In Denmark there is a requirement that machines and appliances with automatic water filling in rooms without floor drains are protected against water outflow.



What does the customer expect from the leak detector?



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- STATEMENT:
- I do not need to maintain my installation.
- FACTS:
- Mounting leakage detectors does not mean that you can not maintain your installation. The building rules in most Nordic countries state that it is the building owner who is responsible for his own installation, and therefore he also has a duty to maintain it.



What does the customer expect from the leak detector?

- STATEMENT:
- I am warned if the toilet is running or a water tap is dripping - I am helping to do something for the environment.
- FACTS:
- There are leakage detectors that are also being sold today to help prevent water wastage and are therefore being sold as environmentally friendly.



FAQ: What properties can moisture detectors and leakage devices have?

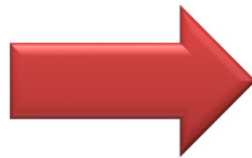
- A moisture detector or leakage protection device may have one or more of the following characteristics:
 - Sound acoustic alarm if it comes into contact with moisture
 - Can send message via WIFI to the homeowner
 - Can close the water
 - The more of the features it has overall, the more secure it will be.
- Another important feature is the power supply to the appliance
 - If the supply is a battery, remember to change this
 - If the supply is the electrical installation of the house, you are always sure that the appliance is powered.

FAQ: Can a leak detector be too good?

- How small damage should the leak detector be able to find?

FACTS:

If the sensitivity is too high (the leak detector finds very small leaks) the consumer may experience alarms all the time, thereby becoming irritated. In the end, he can switch it off, thereby not enjoying the leakage protection.



Undgå ubehagelige overraskelser med at spille det gode drikkevand!

Hul i mm	Ø	l/min	l/time	m ³ /dag	m ³ /måned	m ³ /år
0,5	•	0,33	20	0,48	14,4	173
1,0	•	0,97	58	1,39	41,6	499
1,5	•	1,82	110	2,64	79	948
2,0	•	3,16	190	4,56	136	1632
2,5	•	5,09	305	7,30	218	2616
3,0	•	8,15	490	11,75	351	4212
3,5	•	11,3	680	16,30	490	5880
4,0	•	14,8	890	21,40	640	7680
4,5	•	18,2	1100	26,40	790	9480
5,0	•	22,3	1340	32,00	960	11520
5,5	•	26,0	1560	37,40	1120	13440
6,0	•	30,0	1800	43,20	1300	15600
6,5	•	31,0	2050	49,10	1478	17736
7,0	•	39,3	2360	56,80	1700	20400

Værdier er gældende ved et driftstryk i ledningsnettet på 5 atmosfæres tryk.
Ved andre tryk skal værdier multipliceres med følgende procenter:
45% ved 1 ato. 100% ved 5 ato. 127% ved 8 ato.
63% ved 2 ato. 110% ved 6 ato. 134% ved 9 ato.
77% ved 3 ato. 118% ved 7 ato. 141% ved 10 ato.
89% ved 4 ato.

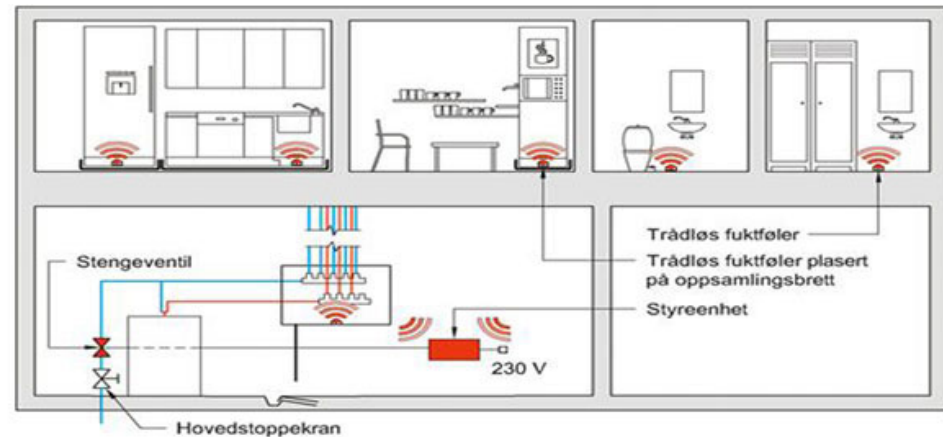


FAQ: Can a leak detector be too good?

- How small damage can the leak detector find?
- FACTS:

This is entirely dependent on how the leak detector detects leaking water. Different technologies exist for different types of leak detectors.

EXAMPLES:
Mechanical meter
ultrasonic meter
Press Censors
Temperature Censors
Moisture meters



FAQ: Can a leak detector be too good?

- If you want to ensure drainage installations, for example, it would be a good idea to use a leak detector of the type with a moisture sensor, as other types may not always work against these types of damage.

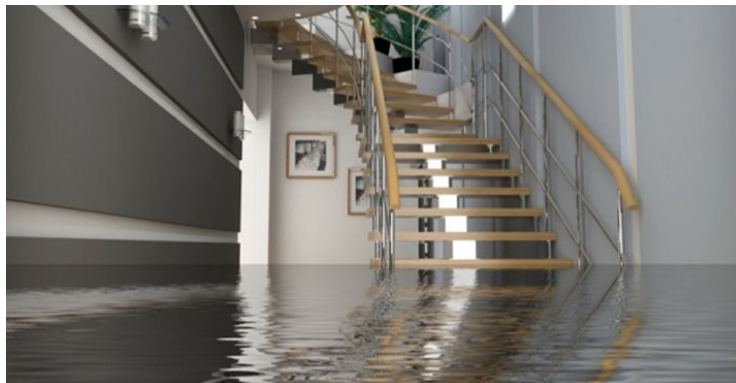


FAQ: Alarm, Wifi or water closure?



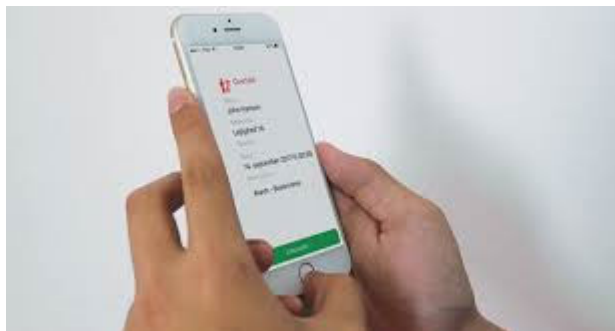
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- Acoustic alarm if the leak detector comes in contact with moisture.
- FACTS:
- As a user you will find that this type of leak detector only makes sense if you are present and can hear that there is an alarm.
- Users of this type of leak detectors have experienced that the damage occurred while on vacation or similar, and therefore the alarm has had no effect and that they have suffered a water damage anyway.



FAQ: Alarm, Wifi or water closure?

- Send message via WIFI to the homeowner
- FACTS:
 - As a user, you will find that this type of leak detector only makes sense if you are a place where you can quickly react yourself or can make others react.
 - Users of this type of leak detectors have found that they have received an alarm on their phone but have actually found a place where they could not do anything to stop the damage before it is too late.



FAQ: Alarm, Wifi or water closure?

- Closes the water at leakage.
- FACTS:
 - This makes good sense but should be combined with either an acoustic alarm or a WIFI message, as there may be on-site conditions that make it inappropriate for the water to be shut off for an extended period of time.



FAQ: How to choose the right leakage protection for the right purpose?



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- In case of sudden large outflow of water (pipe breaking).
- In case of minor seizures.
- When outflow of water from installations other than water installations.



FAQ: In case of sudden large outflow of water (pipe breaking).

- Simple alarms that measure moisture from leaky installations
 - Will give an acoustic alarm, and may send a message to the user, but will not be able to shut off the water.
 - If there is only a battery power supply, this will run out before the user arrives.
 - If the meter is placed so that it is flooded with water, there is a risk that it will not work (electrical interruption).
- Electronic alarms based on moisture meters that can interrupt the water
 - Will give acoustic alarm and possibly send message to the user by SMS or equivalent
 - Will react and shut off the water if one or more moisture meters are in the vicinity of the damage site and become moisture affected, but otherwise they will not work.
- Electronic alarms that measure water consumption using a water meter
 - Will react and shut off the water.
 - Will provide acoustic and electronic alarm to the user.

FAQ: In case of minor seizures.



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- Simple leakage devices that measure moisture from leaky installations
 - Will give an acoustic alarm when there is sufficient moisture near the alarm, and may send a message to the user, but will not be able to close the water.
 - If there is only a battery power supply, this will run out before the user arrives.
- Electronic leakage protection devices based on moisture meters that can interrupt the water
 - Will react and shut off the water if one or more moisture meters are near the damage site and when there is sufficient moisture, but otherwise they will not work.
 - Will give acoustic alarm and possibly send message to the user by SMS or equivalent
- Electronic leakage protection devices that measure water consumption using a water meter
 - Will react and close the water when the seepage damage exceeds the water meter's starting torque or cut off value.
 - Will provide acoustic and electronic alarm to the user.

FAQ: When outflow of water from installations other than water installations.



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- Simple leakage devices that measure moisture from leaky installations
 - Will give an acoustic alarm when there is sufficient moisture near the alarm, and may send a message to the user, but will not be able to close the water.
 - If there is only a battery power supply, this will run out before the user arrives.
- Electronic leakage protection devices based on moisture meters that can interrupt the water
 - Will react and shut off the water if one or more moisture meters are near the damage site and when there is sufficient moisture, but otherwise they will not work.
 - Will give acoustic alarm and possibly send message to the user by SMS or equivalent
- Electronic leakage protection devices that measure water consumption using a water meter
 - Will not respond to this type of damage.



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**Thank you for your attention
Questions ?**