

Kenmore Elite Smart Hybrid Water Softener FAQs

Will my water softener work if my Internet is not working?

Yes. The water softener will continue to work even when the Internet is not working; however, you will no longer be able to use the app to monitor or control your water softener until the Internet is restored.

If power is lost to my water softener, will it automatically reconnect when power is restored?

If your home loses power, the water softener will automatically reconnect when power is restored.

What do I do if I replace my router?

If you replace your home router, change the SSID, or change the Password, you will need to reconnect the water softener to the router.

1. Press the 'connect' button on the softener faceplate for 5 seconds (the Smart connect LED will begin to blink)
2. Open the Kenmore Smart app and follow the steps "Add a Product" to connect the water softener to your home router.

I bought a Kenmore Smart Hybrid Water Softener, but can't get a good signal at the softener. Is there a way I can boost the signal?

You can visit [Sears.com](https://www.sears.com) to find a number of routers and range extenders available that will help you get a stronger signal in your home.

If I sell my home, can I take the Kenmore Smart Water Softener with me?

Yes. You can take the Kenmore Smart Water Softener with you to a new home, properly installing it in a new location. If you install it with a new wireless router, or change the router SSID and password, you will need to go through the process reconnecting your softener to the router.

If I sell my home, can the new homeowner use the same Kenmore Smart Hybrid water softener on their home network? What will they need to do?

Yes. To start, you should go into the Kenmore Smart app and use the Remove Product link located in the product's Info page.

The homeowner can set up the Kenmore Smart water softener on their new home network. They will need to download and install the Kenmore Smart app for their smartphone. If they do not already have an account, they can set one up in the app, then follow the 'Add a Product' instructions to install the water softener into their new account. The process will require them to push the 'Connect' button on the faceplate for 5 seconds prior to starting the install.

Can I add multiple Kenmore Smart Water Softeners?

Yes, multiple water softeners may be added to your account through the 'Add a Product' process, and would appear in the Kenmore Smart app. An example would be your primary residence and a vacation home.

I purchased a home that has a Kenmore Smart Hybrid Water Softener and a home network. How can I connect the softener to my smart phone?

Follow the instructions in the Use & Care guide for downloading the app, and connecting the softener to your home network. If the Use & Care guide is not available, one can be downloaded from kenmore.com/smart.

What is the Continuous Water Flow Alert feature?

This feature sends you a notification when the water softener detects continuous water flow. You can adjust the set points on the water softener Settings page. When first added to your account, the Continuous Water Flow Alert is set to 0.1 gal for 60 min. If the water softener detects water flow of 0.1 gal or more for 60 minutes, it will send you a notification letting you know there may be an issue.

Can anyone with the Kenmore Smart app change the settings on my water softener without my knowledge?

No. Only you or someone with your account credentials can change your water softener settings. It is always a good practice to be sure to keep your account information private so that unauthorized people cannot access your account.

How do I know if my Kenmore Smart Hybrid Water Softener isn't working properly? Does the App alert me?

Yes, the Kenmore Smart app will send you notifications if it is unable to communicate with your home network.

Smart app terminology. What is...?

- Flow Rate – the amount of water measured in a given time period
- 'gal' – abbreviation for gallons
- 'gpm' – abbreviation for gallons per minute, a flow rate
- Alert History – a list of alerts recorded by the app for circumstances that exceed set limits
- Continuous Water Flow Alert – an alert that appears in the app to notify the member that the set amount of water flow has been exceeded
- Water Consumption – water used in the residence as measured by the Smart water softener. This does not include any water use that has been redirected prior to the water softener by the plumbing. An example would be a plumbing line leading to an exterior shut-off valve.