

# **Kenmore Smart Connected Water Heater Module FAQs**

## ***Where does the Kenmore Smart water heater module get installed?***

On standard electric water heaters, the module will be installed into a connector on the top of the heater

On heat pump water heaters, the module will be installed into a connector on the front control panel.

Please refer to the Quick Start & Install guide included with the Smart module for proper installation

## ***What are the different modes that can be set in the app or on the water heater control?***

### **Standard Electric Models**

#### **Standard mode**

This is the default mode, using the heating elements for bringing the tank temperature up to the set point.

#### **Energy Saver mode**

Energy Saver mode will automatically adjust the water heater's temperature set point to match your home's usage patterns.

#### **Vacation mode**

Maintains a 60°F tank temperature. This mode is recommended when the water heater is not in use for a long period of time, to minimize energy consumption and prevent the water heater from freezing during cold conditions.

### **Heat Pump Models**

#### **Efficiency mode**

Provides the highest efficiency and lowest cost operation by using only the heat pump for heating. Recovery time and efficiency will vary with ambient temperature and relative humidity.

#### **Hybrid mode**

The default, recommended setting, combining high energy efficiency with reduced recovery time.

#### **Electric mode**

Functions as a conventional electric unit, relying on only the heating elements for water heating.

#### **Vacation mode**

Maintains a 60°F tank temperature. This mode is recommended when the water heater is not in use for a long period of time, to minimize energy consumption and prevent the water heater from freezing during cold conditions.

## ***Can I schedule the water heater to go into vacation mode?***

Yes. From the app you can enter a start and end date of your vacation and your water heater will enter vacation mode between these dates. The water heater will go back into the previous mode once the vacation period ends.

***What is Hot Water Available?***

Hot Water Available is an approximate indication of how much hot water is available and will vary from Low, Medium, and High.

***Will my water heater work if my Internet is not working?***

Yes. The water heater 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 heater until the Internet is restored.

***If power is lost to my water heater, do I have to reinstall or reset the Smart module manually, or will it automatically reconnect when power is restored?***

If your home loses power, the Kenmore Smart module 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 heater to the router.

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

***I bought a Kenmore Smart module, but can't get a good signal at the water heater. Is there a way I can boost the signal?***

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

***Can the Kenmore Smart water heater module be used on a water heater that's not a Kenmore?***

No. The Kenmore Smart module only works with select Kenmore electric water heater products. Currently, #58940, #58950, #58240, #58250, #59250, #59260 and #59280.

***If I sell my home, can I take the WiFi module with me?***

Yes. You can take the Kenmore Smart module with you and install it on compatible Kenmore or Kenmore Elite products in your new home.

***If I sell my home, can the new homeowner use the same Kenmore Smart module 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 module 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 instructions to install the water heater into their new account. The process will require them to push the connect button on the Smart module for 5 seconds prior to starting the install.

***I purchased a home that has a Kenmore Smart connected ready water heater and a home network. How can I connect the water heater to my smart phone?***

To start, either purchase the Kenmore Smart water heater module from your local Sears store, or from Sears.com. When you have received your smart module, follow the included instructions for installing the module, downloading the app, and connecting the module to your home network.

***I have a vacation home. How can the Kenmore Smart module help save energy on my electric water heater while I am away?***

The Kenmore Smart app easily changes the water heater setting to Vacation Mode. Vacation Mode will reduce the water heater's temperature to its lowest setting. This mode maintains the lowered temperature and uses the least amount of energy while you are away.

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

No. Only you or someone with your account credentials can change your water heater 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 module 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. Regardless of the operating mode you have placed the heater, including Vacation Mode, you can still receive notifications and alerts if water is detected near your heater.