

O&M HANDOVER MANUAL

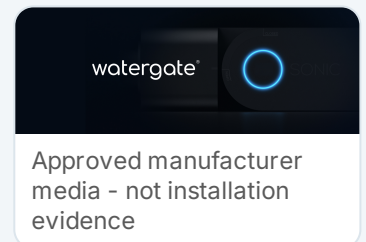
Maple Court - Block A

Maple Court Management Co. - Watergate Sonic water safety

Installer	Alder M&E Services Ltd
Issue	v1.0
Date	14 Jun 2026
Status	Fictional sample - not a real installation
Scope	Block A water-safety handover companion

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APPROVED SOURCE TREATMENT

Evidence, not an installation claim

Watergate Sonic - approved manufacturer media-pack image. Product identification only - not as-installed evidence for fictional Maple Court.

Public manual - om-manuals.co.uk/sample

Document control and handover summary

Project	Maple Court - Block A
Client	Maple Court Management Co.
Installer	Alder M&E Services Ltd
Issue	v1.0
Issue date	14 Jun 2026
Status	Current fictional sample - not acceptance, compliance or a live installation record
Scope	Block A fictional water-safety records, operation, assets, drawings, maintenance, troubleshooting, documents and contacts.

Handover summary

This controlled companion presents the same canonical task, maintenance, route, evidence and contact records as the multi-page web manual.

Emergency and authority limits must be read with each action. Competent-person review remains a release hold.

Contents

System overview
Emergency and operation
Assets and locations
Drawings
Maintenance
Troubleshooting
FAQs & How-tos
Documents and contacts
Annexes

Internal links in this PDF remain valid after the cover, drawings and annexes are composed.

System overview

Understand the installed boundary, normal and degraded state, interfaces and accountable duties before acting.

Purpose and system boundary

This fictional manual covers the Block A water-safety system records. It excludes the incoming utility service, building electrical distribution and water-damage repairs.

Normal and degraded state

Normal means the recorded local indication, available flow and valve state agree with the current project schedule.

Any abnormal or absent indication, uncertain valve state or repeated alarm is degraded. Use local evidence and escalate uncertainty.

Watergate Sonic product boundary

Watergate Sonic monitors water flow, can identify potential leaks and can shut off the water supply. These are manufacturer-source facts, not proof that Maple Court is a real installation.

Source: WGS-SONIC-UM pp. 2-3

Final installed scope, exclusions and interfaces

System or work item	Final installed scope	Excluded from this contract	Assumption	Interface with others	Evidence
Project sensing-point and isolation records	12 fictional project assets installed and labelled	Building fabric beyond local access	Accessible cupboards assumed	Alder M&E with fit-out contractor	Project asset register and certificate
Flat-level access and making good	Access openings at listed cupboards	Decorative finishes beyond local making good	Clear access retained	Fit-out contractor	AL-MC-A-GF-01
Riser pipework	Riser 1 and Riser 2 isolation branches	Incoming utility service	Existing main serviceable	Plumbing contractor	AL-MC-A-WS-02
Electrical spur and control cable	Local fused spurs and control cable	Upstream distribution board	Safe supply available	Electrical contractor	Controlled technical documents
Project record distribution	Current fictional asset register	Personal device support	Controlled issue remains available	Building operator	Fictional handover record

System or work item	Final installed scope	Excluded from this contract	Assumption	Interface with others	Evidence
Project sensing-point to isolation relationships	Relationships listed in MC-WS-SCH-01	Unrecorded hardware topology	Relationship remains within the listed project zone	Alder M&E	AL-MC-A-CS-03
Commissioning and witness records	Trip, close and pressure-hold project records	Future seasonal re-verification	Safe test method is separately controlled	Alder M&E and client representative	AL-MC-A-COMM-014
Periodic project checks	Planned project checks in this manual	Reactive repair after damage	Access remains clear	Building operator and maintainer	Maintenance schedules
Visible identity and condition records	Monthly safe visual record check	Product-specific actuation or control testing	Visible identity and condition only	Building operator	monthly-project-record-check
Water-damage making good	Not included	All water-damage finishes and contents	Incident area made safe first	Client-appointed contractor	Outstanding-works schedule
Plant-room incoming-main operation	Project isolation valve supplied and labelled	Routine operation by residents	Direction from competent authority	Building operator and competent responder	AL-MC-A-WS-02

Lifecycle responsibilities

System or work item	Design and supply	Install and commission	Operate and maintain	Warranty	Emergency escalation
Project sensing-point and isolation records	Alder M&E	Alder M&E	Building operator	Project evidence only - no manufacturer warranty claim	24 hour line
Flat-level access and making good	Fit-out contractor	Fit-out contractor	Building operator	Fit-out contractor	Building manager
Riser pipework	Plumbing contractor	Plumbing contractor	Alder M&E	Plumbing contractor	24 hour line
Electrical spur and control cable	Electrical contractor	Electrical contractor	Competent electrician	Electrical contractor	24 hour line
Project record distribution	Building operator	Building operator	Building operator	Not applicable - project record distribution	Front desk
Project sensing-point to isolation relationships	Alder M&E	Alder M&E	Alder M&E	Project evidence only - no product compatibility claim	24 hour line

System or work item	Design and supply	Install and commission	Operate and maintain	Warranty	Emergency escalation
Commissioning and witness records	Alder M&E	Alder M&E	Alder M&E	Project evidence only - no manufacturer warranty claim	Technical support
Periodic project checks	Alder M&E	Building operator	Building operator and Alder M&E	Project evidence only - no manufacturer warranty claim	Technical support
Visible identity and condition records	Building operator	Building operator	Building operator	Not applicable - safe visual project check	Technical support
Water-damage making good	Client-appointed contractor	Client-appointed contractor	Client	Not applicable - outside system record	Building manager
Plant-room incoming-main operation	Alder M&E	Alder M&E	Competent responder only	Project evidence only - no manufacturer warranty claim	24 hour line

Known limitations and outstanding works at issue

ID	Item and affected area	Operational impact	Safe workaround	Owner and target date	Status and closure evidence
OL-01	Seasonal re-verification - Riser 2	No current impact - planned verification, not incomplete commissioning	Use current commissioned baseline	Alder M&E - 2026-12-15	Planned - retain re-verification record
OL-02	Captive fixings to Flat 16 access panel	Access panel finish only - isolation unaffected	Building operator retains normal cupboard access	Fit-out contractor - 2026-07-15	Open non-critical - fitting record
OL-03	Controlled record distribution for unoccupied flats	No remote project record access - local automatic isolation unaffected	Use local project evidence and front desk route	Building operator - on occupation	Planned non-critical - distribution record

Fictional handover and training record

Role or audience	Topic	Method and trainer	Date	Evidence and acknowledgement	Refresher trigger
Building manager and front desk	Alarm recognition and escalation	Briefing and demonstration - Alder M&E	2026-06-12	Fictional attendance record and verbal acknowledgement	Contact or procedure change
Maintenance contractor	Project isolation, checks and evidence	Practical demonstration - Alder M&E	2026-06-12	Fictional task walk-through record	Annual service or equipment change

Role or audience	Topic	Method and trainer	Date	Evidence and acknowledgement	Refresher trigger
Residents of Flats 12-20	Permitted response and stop boundaries	Resident card briefing - building manager	2026-06-13	Fictional distribution and acknowledgement record	New occupier or alarm event
Out-of-hours responder	Zone route and 24 hour escalation	Scenario briefing - Alder M&E	2026-06-12	Fictional scenario record	Roster or procedure change
Client and facilities owner	Responsibilities, evidence and limitations	Handover review - Alder M&E	2026-06-14	Fictional review acknowledgement - not formal acceptance	Manual revision or open-item closure

See drawing [AL-MC-A-GF-01](#) for locations and zones.

Emergency and operation

Read the action, authority, stop condition and success check together before an alarm, shutdown or restart.

Respond to a leak alarm

Keep clear of standing water where electrical equipment may be affected.

Identify the affected area, note the asset ID and check whether automatic isolation has stopped the flow.

Do not force a valve or repeat-reset a device. Call the 24 hour line if the source is unclear, access is unsafe or isolation has not occurred.

Source: Maple Court fictional commissioning record AL-MC-A-COMM-014; Sonic user manual pp. 2-4

Isolation hierarchy

Use the authorised local-then-riser sequence. A resident may reopen only their own flat valve, and only once the cause is cleared and the area is dry, and must not force an actuator or override lever.

A building operator or competent responder confirms the local state before considering the riser route.

Do not operate the incoming main without competent direction after local and riser routes have been exhausted.

Source: Maple Court fictional isolation drawing AL-MC-A-WS-02

Safe shutdown

Building operator or competent responder only. Confirm the affected location, asset serial and paired project record before acting.

Observe the indication and valve state. Stop if access is unsafe, a valve resists, the source is unknown or electrical equipment may be affected.

Success means flow has stopped in the affected area and the isolated state is recorded.

Source: Maple Court fictional device schedule MC-WS-SCH-01

Restart and return to service

Restart only after the cause is cleared, the area is dry, electrical risk is absent and competent authority has confirmed the route.

Open only the authorised project valve and observe the affected area. Stop after any repeat alarm and escalate.

Record the asset serial, isolation state and measured result before return to service.

Source: Maple Court fictional commissioning record AL-MC-A-COMM-014

Client evidence duty

The client checks the current issue, outstanding limitations, maintenance evidence and responsible party at handover and after each revision.

This fictional sample is not evidence of acceptance, compliance or a live installation.

Source: Maple Court fictional evidence register

[See maintenance task: Post-alarm inspection.](#)

Assets and locations

Find the fictional project asset ID, serial, location, zone and affected area without treating manufacturer photography as installation evidence.

Product identity

Watergate Sonic is the approved manufacturer identity for this sample surface. Asset IDs, serials and Maple Court locations below are explicitly fictional.

Source: Sonic user manual; Approved Watergate media pack

Project sensing point - MC-A-LD-12

Flat 12 · Kitchen sink cupboard - fictional sample asset record

Asset ID	MC-A-LD-12
Serial	4471-2201 - fictional
Generic functional identity	Project sensing point
Location	Flat 12 · Kitchen sink cupboard
Zone	Zone R1
Project relationship	Related to MC-A-SV-12
Affected area and normal state	Flat 12 - visible indication recorded

Source: Maple Court fictional schedule MC-WS-SCH-01

Project isolation valve - MC-A-SV-12

Flat 12 · Kitchen sink cupboard - fictional sample asset record

Asset ID	MC-A-SV-12
Serial	8830-1101 - fictional
Generic functional identity	Project isolation valve
Location	Flat 12 · Kitchen sink cupboard
Zone	Zone R1
Project relationship	Related to MC-A-LD-12
Affected area and normal state	Flat 12 - normally open

Source: Maple Court fictional schedule MC-WS-SCH-01

Project sensing point - MC-A-LD-14

Flat 14 · Kitchen sink cupboard - fictional sample asset record

Asset ID	MC-A-LD-14
Serial	4471-2202 - fictional
Generic functional identity	Project sensing point
Location	Flat 14 · Kitchen sink cupboard
Zone	Zone R1
Project relationship	Related to MC-A-SV-R1
Affected area and normal state	Flats 12 and 14 - visible indication recorded
Source: Maple Court fictional schedule MC-WS-SCH-01	

Project sensing point - MC-A-LD-18

Flat 18 · Kitchen sink cupboard - fictional sample asset record

Asset ID	MC-A-LD-18
Serial	4471-2204 - fictional
Generic functional identity	Project sensing point
Location	Flat 18 · Kitchen sink cupboard
Zone	Zone R2
Project relationship	Related to MC-A-SV-R2
Affected area and normal state	Flats 16, 18 and 20 - visible indication recorded
Source: Maple Court fictional schedule MC-WS-SCH-01	

Project sensing point - MC-A-LD-16

Flat 16 · Kitchen sink cupboard - fictional sample asset record

Asset ID	MC-A-LD-16
Serial	4471-2203 - fictional
Generic functional identity	Project sensing point
Location	Flat 16 · Kitchen sink cupboard
Zone	Zone R2
Project relationship	Related to MC-A-SV-R2
Affected area and normal state	Flats 16, 18 and 20 - visible indication recorded
Source: Maple Court fictional schedule MC-WS-SCH-01	

Project sensing point - MC-A-LD-20

Flat 20 · Kitchen sink cupboard - fictional sample asset record

Asset ID	MC-A-LD-20
Serial	4471-2205 - fictional
Generic functional identity	Project sensing point
Location	Flat 20 · Kitchen sink cupboard
Zone	Zone R2
Project relationship	Related to MC-A-SV-20
Affected area and normal state	Flat 20 - visible indication recorded
Source: Maple Court fictional schedule MC-WS-SCH-01	

Project sensing point - MC-A-LD-R1

Riser 1 cupboard · Ground floor - fictional sample asset record

Asset ID	MC-A-LD-R1
Serial	4471-2206 - fictional
Generic functional identity	Project sensing point
Location	Riser 1 cupboard · Ground floor
Zone	Zone R1
Project relationship	Related to MC-A-SV-R1
Affected area and normal state	Flats 12 and 14 - visible indication recorded

Source: Maple Court fictional schedule MC-WS-SCH-01

Project sensing point - MC-A-LD-R2

Riser 2 cupboard · Ground floor - fictional sample asset record

Asset ID	MC-A-LD-R2
Serial	4471-2207 - fictional
Generic functional identity	Project sensing point
Location	Riser 2 cupboard · Ground floor
Zone	Zone R2
Project relationship	Related to MC-A-SV-R2
Affected area and normal state	Flats 16, 18 and 20 - visible indication recorded

Source: Maple Court fictional schedule MC-WS-SCH-01

Project isolation valve - MC-A-SV-R1

Riser 1 cupboard · Ground floor - fictional sample asset record

Asset ID	MC-A-SV-R1
Serial	8830-1102 - fictional
Generic functional identity	Project isolation valve
Location	Riser 1 cupboard · Ground floor
Zone	Zone R1
Project relationship	Related to MC-A-LD-R1 and MC-A-LD-14
Affected area and normal state	Flats 12 and 14 - normally open

Source: Maple Court fictional schedule MC-WS-SCH-01

Project isolation valve - MC-A-SV-R2

Riser 2 cupboard · Ground floor - fictional sample asset record

Asset ID	MC-A-SV-R2
Serial	8830-1103 - fictional
Generic functional identity	Project isolation valve
Location	Riser 2 cupboard · Ground floor
Zone	Zone R2
Project relationship	Related to MC-A-LD-R2, MC-A-LD-16 and MC-A-LD-18
Affected area and normal state	Flats 16, 18 and 20 - normally open

Source: Maple Court fictional schedule MC-WS-SCH-01

Project isolation valve - MC-A-SV-PM

Plant room · Incoming main - fictional sample asset record

Asset ID	MC-A-SV-PM
Serial	8830-1104 - fictional
Generic functional identity	Project isolation valve
Location	Plant room · Incoming main
Zone	Zone PM
Project relationship	No automatic sensing-point relationship - operation only under authorised fictional project direction
Affected area and normal state	Whole Block A - normally open

Source: Maple Court fictional schedule MC-WS-SCH-01

Project isolation valve - MC-A-SV-20

Flat 20 · Kitchen sink cupboard - fictional sample asset record

Asset ID	MC-A-SV-20
Serial	8830-1105 - fictional
Generic functional identity	Project isolation valve
Location	Flat 20 · Kitchen sink cupboard
Zone	Zone R2
Project relationship	Related to MC-A-LD-20
Affected area and normal state	Flat 20 - normally open

Source: Maple Court fictional schedule MC-WS-SCH-01

Project sensing-point and isolation relationship schedule (MC-WS-SCH-01)

Asset ID	Generic functional identity and serial	Location	Zone	Project relationship	Area affected and normal state
MC-A-LD-12	Project sensing point - 4471-2201	Flat 12 · Kitchen sink cupboard	Zone R1	Related to MC-A-SV-12	Flat 12 - visible indication recorded
MC-A-SV-12	Project isolation valve - 8830-1101	Flat 12 · Kitchen sink cupboard	Zone R1	Related to MC-A-LD-12	Flat 12 - normally open
MC-A-LD-14	Project sensing point - 4471-2202	Flat 14 · Kitchen sink cupboard	Zone R1	Related to MC-A-SV-R1	Flats 12 and 14 - visible indication recorded
MC-A-LD-16	Project sensing point - 4471-2203	Flat 16 · Kitchen sink cupboard	Zone R2	Related to MC-A-SV-R2	Flats 16, 18 and 20 - visible indication recorded
MC-A-LD-18	Project sensing point - 4471-2204	Flat 18 · Kitchen sink cupboard	Zone R2	Related to MC-A-SV-R2	Flats 16, 18 and 20 - visible indication recorded
MC-A-LD-20	Project sensing point - 4471-2205	Flat 20 · Kitchen sink cupboard	Zone R2	Related to MC-A-SV-20	Flat 20 - visible indication recorded

Asset ID	Generic functional identity and serial	Location	Zone	Project relationship	Area affected and normal state
MC-A-LD-R1	Project sensing point - 4471-2206	Riser 1 cupboard · Ground floor	Zone R1	Related to MC-A-SV-R1	Flats 12 and 14 - visible indication recorded
MC-A-LD-R2	Project sensing point - 4471-2207	Riser 2 cupboard · Ground floor	Zone R2	Related to MC-A-SV-R2	Flats 16, 18 and 20 - visible indication recorded
MC-A-SV-R1	Project isolation valve - 8830-1102	Riser 1 cupboard · Ground floor	Zone R1	Related to MC-A-LD-R1 and MC-A-LD-14	Flats 12 and 14 - normally open
MC-A-SV-R2	Project isolation valve - 8830-1103	Riser 2 cupboard · Ground floor	Zone R2	Related to MC-A-LD-R2, MC-A-LD-16 and MC-A-LD-18	Flats 16, 18 and 20 - normally open
MC-A-SV-PM	Project isolation valve - 8830-1104	Plant room · Incoming main	Zone PM	No automatic sensing-point relationship - operation only under authorised fictional project direction	Whole Block A - normally open
MC-A-SV-20	Project isolation valve - 8830-1105	Flat 20 · Kitchen sink cupboard	Zone R2	Related to MC-A-LD-20	Flat 20 - normally open

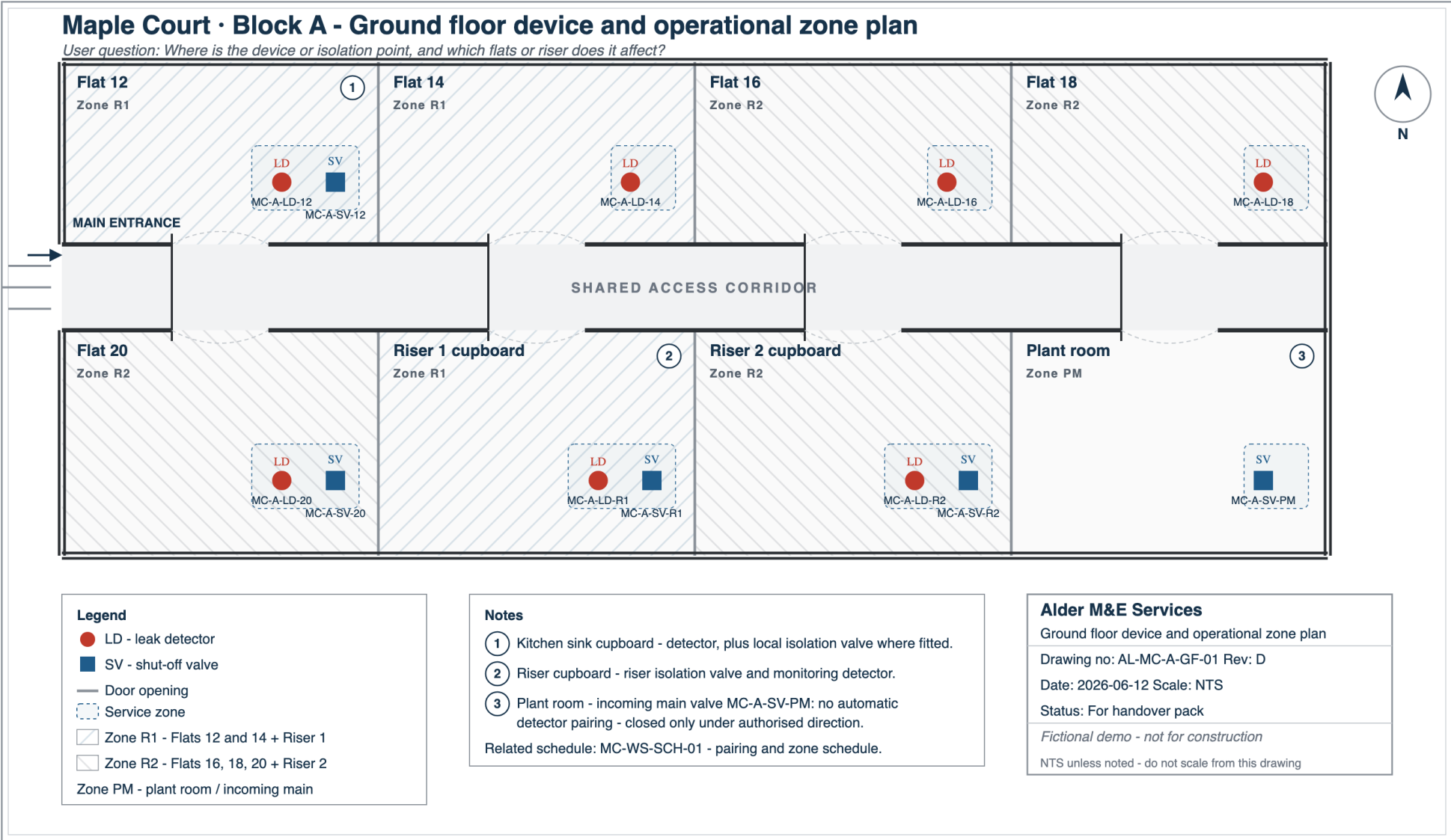
Project isolation and drawing references (MC-WS-SCH-01)

Asset ID	Isolation level	Manual access	Shown on drawing
MC-A-LD-12	Project sensing point	Accessible cupboard shown on plan - competent-person limits apply	AL-MC-A-GF-01 and AL-MC-A-CS-03
MC-A-SV-12	Local isolation	Accessible cupboard shown on plan - competent-person limits apply	AL-MC-A-GF-01 and AL-MC-A-WS-02
MC-A-LD-14	Project sensing point	Accessible cupboard shown on plan - competent-person limits apply	AL-MC-A-GF-01 and AL-MC-A-CS-03
MC-A-LD-16	Project sensing point	Accessible cupboard shown on plan - competent-person limits apply	AL-MC-A-GF-01 and AL-MC-A-CS-03
MC-A-LD-18	Project sensing point	Accessible cupboard shown on plan - competent-person limits apply	AL-MC-A-GF-01 and AL-MC-A-CS-03
MC-A-LD-20	Project sensing point	Accessible cupboard shown on plan - competent-person limits apply	AL-MC-A-GF-01 and AL-MC-A-CS-03
MC-A-LD-R1	Riser branch	Accessible cupboard shown on plan - competent-person limits apply	AL-MC-A-GF-01 and AL-MC-A-CS-03
MC-A-LD-R2	Riser branch	Accessible cupboard shown on plan - competent-person limits apply	AL-MC-A-GF-01 and AL-MC-A-CS-03
MC-A-SV-R1	Riser branch	Accessible cupboard shown on plan - competent-person limits apply	AL-MC-A-GF-01 and AL-MC-A-WS-02
MC-A-SV-R2	Riser branch	Accessible cupboard shown on plan - competent-person limits apply	AL-MC-A-GF-01 and AL-MC-A-WS-02

Asset ID	Isolation level	Manual access	Shown on drawing
MC-A-SV-PM	Incoming main	Accessible cupboard shown on plan - competent-person limits apply	AL-MC-A-GF-01 and AL-MC-A-WS-02
MC-A-SV-20	Local isolation	Accessible cupboard shown on plan - competent-person limits apply	AL-MC-A-GF-01 and AL-MC-A-WS-02

AL-MC-A-GF-01-Architectural plan

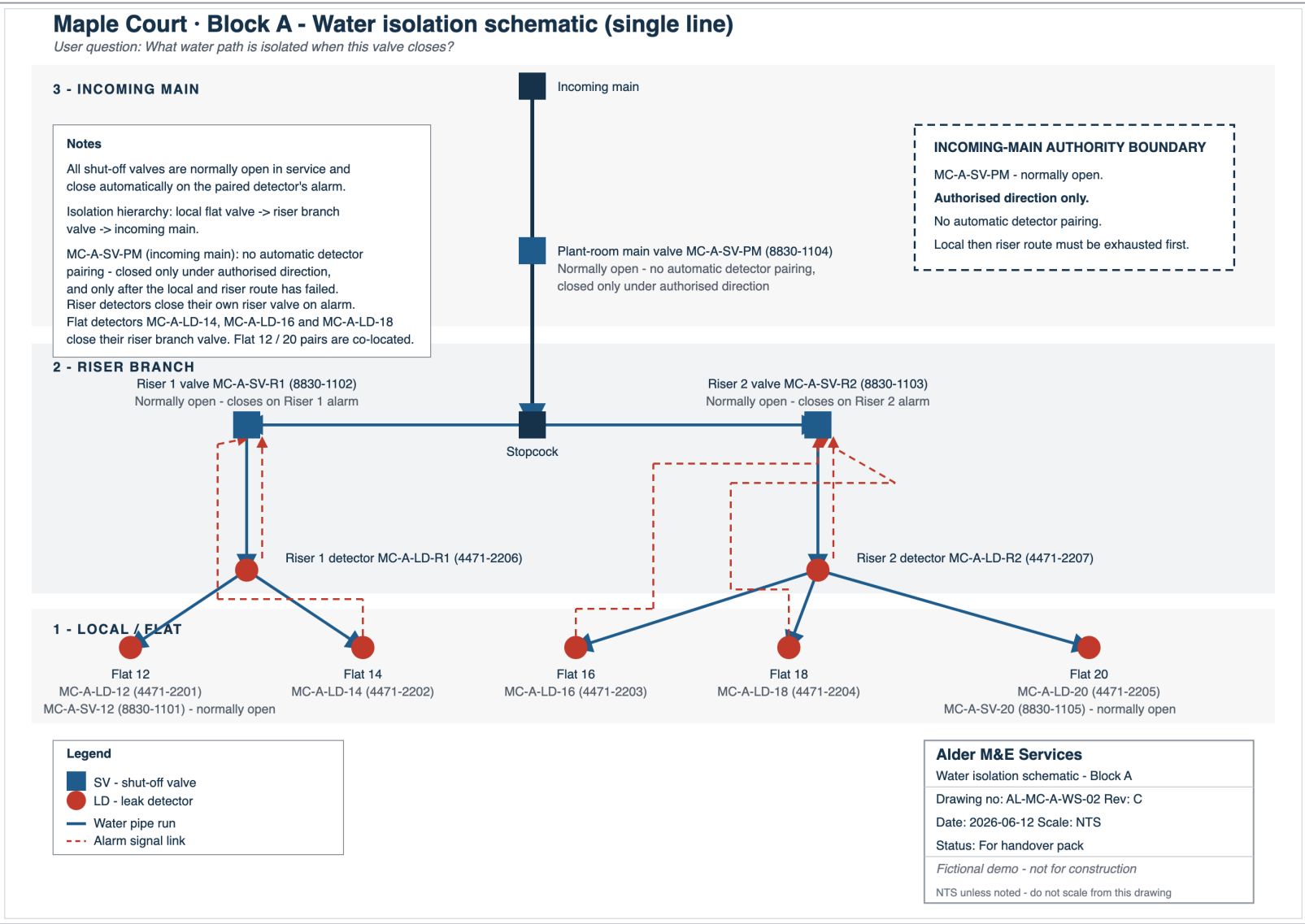
AL-MC-A-GF-01 Rev D - Fictional demo - not for construction - Where is the device or isolation point, and which flats or riser does it affect?



Block A - ground floor device and operational zone plan - dedicated full-size controlled drawing page.

AL-MC-A-WS-02 - Controlschematic

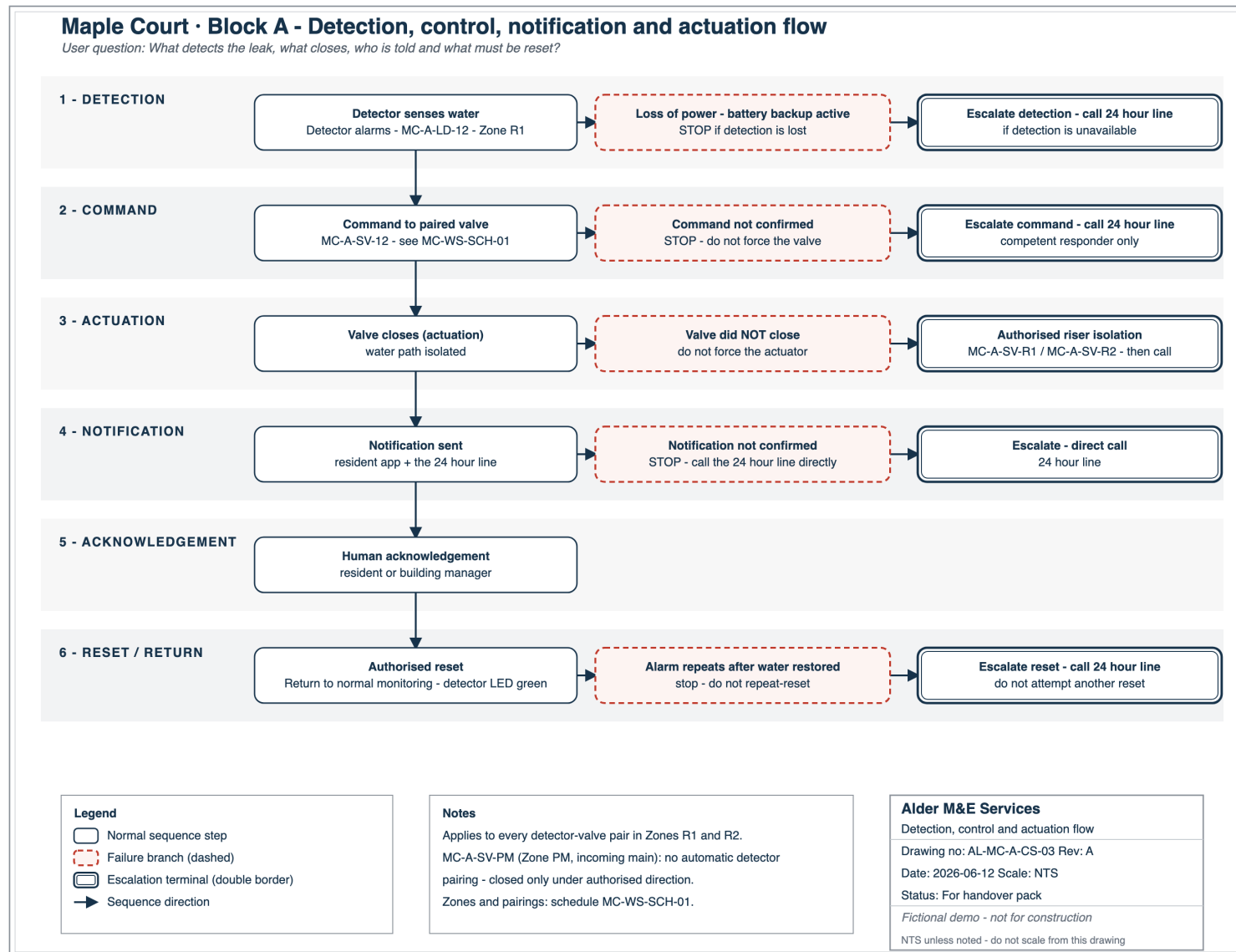
AL-MC-A-WS-02 Rev C - Fictional demo - not for construction - What water path is isolated when this valve closes?



Water isolation schematic - Block A - dedicated full-size controlled drawing page.

AL-MC-A-CS-03 - Signalflow

AL-MC-A-CS-03 Rev A - Fictional demo - not for construction - What detects the leak, what closes, who is told and what must be reset?



Detection, control, notification and actuation flow - Block A - dedicated full-size controlled drawing page.

Maintenance

Use the six cadence groups and keep competence, procedure, pass threshold, stop condition, evidence and owner together.

Authority boundary

These intervals are fictional project requirements, not Watergate manufacturer maintenance intervals. Competent-person review remains a release hold.

Daily - 0 tasks

No scheduled daily task is specified for this sample issue.

Weekly - 0 tasks

No scheduled weekly task is specified for this sample issue.

Monthly - 1 task

Monthly project record and visual condition check

Assets and zones	All fictional project sensing points and project isolation valves in Zones R1, R2 and PM
Responsible party	Building operator
Competence	Building operator briefed on the fictional Maple Court project procedure
Procedure	From a safe accessible position, compare each fictional asset ID and serial with the project register, visually check for damage, leakage and obstruction, and record the visible indication. Do not press, reset, open, close, cycle or force any control.
Pass threshold	Identity matches the register, no visible damage, leakage or obstruction is found, and the observed indication is recorded.
Stop and escalate if	Stop if the identity does not match, damage, leakage or obstruction is found, access is unsafe or the visible indication cannot be recorded.
Evidence to retain	Dated visual-condition record with asset ID, serial and observed indication.
Warranty effect	Fictional Maple Court project procedure only - not Watergate manufacturer guidance.

Source: Maple Court fictional project maintenance schedule - competent-person review required

Quarterly - 3 tasks

Quarterly physical condition inspection

Assets and zones	All fictional Watergate Sonic asset records in Zones R1 and R2
Responsible party	Alder M&E Services
Competence	Competent maintainer familiar with the current Sonic user manual
Procedure	Inspect accessible device and connection condition without disturbing live services.
Pass threshold	No visible damage, leakage, loose connection or unsafe condition is present.
Stop and escalate if	Stop if damage, leakage, heat or electrical risk is found.
Evidence to retain	Inspection record and defect photograph where needed.
Warranty effect	Retain condition evidence; warranty remains subject to manufacturer terms.

Source: Maple Court fictional project maintenance schedule - competent-person review required; Sonic user manual p. 11 - periodically check Sonic and its connections physical condition

Quarterly valve travel and closure confirmation

Assets and zones	Fictional Watergate Sonic asset records in Zones R1, R2 and PM
Responsible party	Alder M&E Services
Competence	Competent maintainer authorised for isolation and restart
Procedure	Follow the current fictional project method for one controlled close-open cycle and confirm the actual water state.
Pass threshold	Full commanded travel and closure are confirmed without resistance or leakage.
Stop and escalate if	Stop if movement resists, closure is incomplete, the state is uncertain or leakage occurs.
Evidence to retain	Travel, closure and return-to-service result by asset ID and serial.
Warranty effect	Forced movement may affect warranty; never force the control.

Source: Maple Court fictional project maintenance schedule - competent-person review required; Sonic user manual p. 9 - handle position may not show internal valve state

Quarterly access obstruction check

Assets and zones	All fictional Watergate Sonic access locations
Responsible party	Building operator
Competence	Building operator briefed on safe visual inspection
Procedure	Confirm safe access is clear without operating or moving the device.
Pass threshold	The device can be reached safely and the identity label can be read.
Stop and escalate if	Stop if access requires forced removal or exposes an electrical or water hazard.
Evidence to retain	Access-check record with location and any corrective action.
Warranty effect	Not applicable - project access housekeeping.

Source: Maple Court fictional project maintenance schedule - competent-person review required

Annual - 2 tasks

Annual backup battery inspection

Assets and zones	Fictional Watergate Sonic assets listed by the project as battery-backed
Responsible party	Alder M&E Services
Competence	Competent maintainer following the current manufacturer instructions
Procedure	Check the recorded battery condition and use only the manufacturer-supported battery type where replacement is required.
Pass threshold	Normal indication is restored and the project functional check passes.
Stop and escalate if	Stop on heat, damage, leakage, wrong battery type or uncertain polarity.
Evidence to retain	Battery condition, type, date, asset serial and test result.
Warranty effect	Use of unsupported batteries may affect support; check current manufacturer terms.

Source: Maple Court fictional project maintenance schedule - competent-person review required; Sonic user manual p. 10 - four AA lithium backup batteries and no rechargeable batteries

Annual system service and flow re-baseline

Assets and zones	Whole fictional Block A water-safety system
Responsible party	Alder M&E Services
Competence	Competent maintainer authorised to isolate, measure and return the project system to service
Procedure	Service against current controlled documents and record the project flow baseline and isolation result.
Pass threshold	Measured results meet the fictional commissioning method and all affected assets return to their recorded normal state.
Stop and escalate if	Stop on leakage, failed closure, unsafe access, abnormal indication or a result outside the project method.
Evidence to retain	Service sheet, measured results and return-to-service record.
Warranty effect	Annual project service evidence is retained; manufacturer warranty remains subject to current terms.

Source: Maple Court fictional project maintenance schedule - competent-person review required

Event-triggered - 1 task

Post-alarm inspection

Assets and zones	Affected fictional Watergate Sonic assets and area
Responsible party	Alder M&E Services
Competence	Competent maintainer authorised for isolation, inspection and restart
Procedure	Inspect the affected area and asset, establish the cause and complete the ruled restart checks before return to service.
Pass threshold	The cause is cleared, the area is dry, the state is known and the safe restart check passes.
Stop and escalate if	Stop if the cause is unclear, electrical risk remains, a valve resists or the alarm repeats.
Evidence to retain	Alarm report, asset serial, findings, measured result and return-to-service record.
Warranty effect	Defects must be resolved and evidence retained before restart.
Trigger	After every alarm

Source: Maple Court fictional project maintenance schedule - competent-person review required

Maintenance requirements and evidence

Task	Competence	Procedure	Pass threshold	Stop or escalate if	Frequency or trigger
Monthly project record and visual condition check	Building operator briefed on the fictional Maple Court project procedure	From a safe accessible position, compare each fictional asset ID and serial with the project register, visually check for damage, leakage and obstruction, and record the visible indication. Do not press, reset, open, close, cycle or force any control.	Identity matches the register, no visible damage, leakage or obstruction is found, and the observed indication is recorded.	Stop if the identity does not match, damage, leakage or obstruction is found, access is unsafe or the visible indication cannot be recorded.	Monthly
Quarterly physical condition inspection	Competent maintainer familiar with the current Sonic user manual	Inspect accessible device and connection condition without disturbing live services.	No visible damage, leakage, loose connection or unsafe condition is present.	Stop if damage, leakage, heat or electrical risk is found.	Quarterly
Quarterly valve travel and closure confirmation	Competent maintainer authorised for isolation and restart	Follow the current fictional project method for one controlled close-open cycle and confirm the actual water state.	Full commanded travel and closure are confirmed without resistance or leakage.	Stop if movement resists, closure is incomplete, the state is uncertain or leakage occurs.	Quarterly
Quarterly access obstruction check	Building operator briefed on safe visual inspection	Confirm safe access is clear without operating or moving the device.	The device can be reached safely and the identity label can be read.	Stop if access requires forced removal or exposes an electrical or water hazard.	Quarterly
Annual backup battery inspection	Competent maintainer following the current manufacturer instructions	Check the recorded battery condition and use only the manufacturer-supported battery type where replacement is required.	Normal indication is restored and the project functional check passes.	Stop on heat, damage, leakage, wrong battery type or uncertain polarity.	Annual

Task	Competence	Procedure	Pass threshold	Stop or escalate if	Frequency or trigger
Annual system service and flow re-baseline	Competent maintainer authorised to isolate, measure and return the project system to service	Service against current controlled documents and record the project flow baseline and isolation result.	Measured results meet the fictional commissioning method and all affected assets return to their recorded normal state.	Stop on leakage, failed closure, unsafe access, abnormal indication or a result outside the project method.	Annual
Post-alarm inspection	Competent maintainer authorised for isolation, inspection and restart	Inspect the affected area and asset, establish the cause and complete the ruled restart checks before return to service.	The cause is cleared, the area is dry, the state is known and the safe restart check passes.	Stop if the cause is unclear, electrical risk remains, a valve resists or the alarm repeats.	After every alarm

Maintenance assets, evidence and ownership

Task	Assets and zones	Evidence to retain	Warranty effect	Responsible party
Monthly project record and visual condition check	All fictional project sensing points and project isolation valves in Zones R1, R2 and PM	Dated visual-condition record with asset ID, serial and observed indication.	Fictional Maple Court project procedure only - not Watergate manufacturer guidance.	Building operator
Quarterly physical condition inspection	All fictional Watergate Sonic asset records in Zones R1 and R2	Inspection record and defect photograph where needed.	Retain condition evidence; warranty remains subject to manufacturer terms.	Alder M&E Services
Quarterly valve travel and closure confirmation	Fictional Watergate Sonic asset records in Zones R1, R2 and PM	Travel, closure and return-to-service result by asset ID and serial.	Forced movement may affect warranty; never force the control.	Alder M&E Services
Quarterly access obstruction check	All fictional Watergate Sonic access locations	Access-check record with location and any corrective action.	Not applicable - project access housekeeping.	Building operator
Annual backup battery inspection	Fictional Watergate Sonic assets listed by the project as battery-backed	Battery condition, type, date, asset serial and test result.	Use of unsupported batteries may affect support; check current manufacturer terms.	Alder M&E Services
Annual system service and flow re-baseline	Whole fictional Block A water-safety system	Service sheet, measured results and return-to-service record.	Annual project service evidence is retained; manufacturer warranty remains subject to current terms.	Alder M&E Services

Task	Assets and zones	Evidence to retain	Warranty effect	Responsible party
Post-alarm inspection	Affected fictional Watergate Sonic assets and area	Alarm report, asset serial, findings, measured result and return-to-service record.	Defects must be resolved and evidence retained before restart.	Alder M&E Services

Troubleshooting

Start with the symptom and read the safe check, authorised action, stop condition, success check and escalation together.

Alarm and project isolation recorded - affected zone asset

Safe check and stop boundary - fictional project scenario

Symptom (zone and asset)	Alarm and project isolation recorded - affected zone asset
Safe first checks	Keep clear of water near electrics; identify flat or riser
Authorised action	Leave the recorded isolation state unchanged and call the front desk
Stop - do not proceed if	Water is near electrics or the source is not visible
Success check	Flow stops and the project isolation state is recorded
Escalate to and drawing or document	24 hour line - AL-MC-A-GF-01

Source: Maple Court fictional safe first checks schedule

Alarm and expected project isolation did not occur - affected zone asset

Safe check and stop boundary - fictional project scenario

Symptom (zone and asset)	Alarm and expected project isolation did not occur - affected zone asset
Safe first checks	Observe visible indication and isolation state only
Authorised action	Call the 24 hour line; operator follows the controlled local-then-riser route
Stop - do not proceed if	A control resists, access is unsafe or source is unclear
Success check	Lowest safe project isolation stops flow
Escalate to and drawing or document	24 hour line - AL-MC-A-WS-02

Source: Maple Court fictional safe first checks schedule

Project isolation recorded but no visible water - affected zone

Safe check and stop boundary - fictional project scenario

Symptom (zone and asset)	Project isolation recorded but no visible water - affected zone
Safe first checks	Check accessible dry areas and asset identity
Authorised action	Keep isolated pending competent inspection
Stop - do not proceed if	Changing state could release concealed water
Success check	Cause is found and area remains safe
Escalate to and drawing or document	Technical support - project records

Source: Maple Court fictional safe first checks schedule

Water restored but alarm repeats - affected zone sensing point

Safe check and stop boundary - fictional project scenario

Symptom (zone and asset)	Water restored but alarm repeats - affected zone sensing point
Safe first checks	Stop after the first repeat alarm and record the visible indication
Authorised action	Leave the controlled local isolation unchanged and escalate
Stop - do not proceed if	Any repeat alarm occurs
Success check	System remains safely isolated without further action
Escalate to and drawing or document	24 hour line - AL-MC-A-CS-03

Source: Maple Court fictional safe first checks schedule

Project asset has no visible indication - affected zone

Safe check and stop boundary - fictional project scenario

Symptom (zone and asset)	Project asset has no visible indication - affected zone
Safe first checks	Check only the visible indication and safe local supply state
Authorised action	Keep zone under observation and call support
Stop - do not proceed if	Electrical access or live work would be needed
Success check	Competent person records the restored normal indication
Escalate to and drawing or document	Technical support - controlled document register

Source: Maple Court fictional safe first checks schedule

Project register unavailable but local state appears normal - affected zone

Safe check and stop boundary - fictional project scenario

Symptom (zone and asset)	Project register unavailable but local state appears normal - affected zone
Safe first checks	Confirm the visible local indication and recorded normal isolation state
Authorised action	Use the controlled offline evidence and report the register fault
Stop - do not proceed if	Local state is abnormal or uncertain
Success check	Local project state remains normal and the fault is logged
Escalate to and drawing or document	Technical support - current manual issue

Source: Maple Court fictional safe first checks schedule

Riser alarm affecting more than one flat - Zone R1 or R2

Safe check and stop boundary - fictional project scenario

Symptom (zone and asset)	Riser alarm affecting more than one flat - Zone R1 or R2
Safe first checks	Confirm riser and affected flats from schedule
Authorised action	Operator follows authorised project riser isolation
Stop - do not proceed if	Riser isolation fails or incoming-main action is considered
Success check	Affected riser flow stops
Escalate to and drawing or document	24 hour line - AL-MC-A-WS-02

Source: Maple Court fictional safe first checks schedule

Safe first checks and escalation

Symptom (zone and asset)	Safe first checks	Authorised action	Stop - do not proceed if	Success check	Escalate to and drawing or document
Alarm and project isolation recorded - affected zone asset	Keep clear of water near electrics; identify flat or riser	Leave the recorded isolation state unchanged and call the front desk	Water is near electrics or the source is not visible	Flow stops and the project isolation state is recorded	24 hour line - AL-MC-A-GF-01
Alarm and expected project isolation did not occur - affected zone asset	Observe visible indication and isolation state only	Call the 24 hour line; operator follows the controlled local-then-riser route	A control resists, access is unsafe or source is unclear	Lowest safe project isolation stops flow	24 hour line - AL-MC-A-WS-02
Project isolation recorded but no visible water - affected zone	Check accessible dry areas and asset identity	Keep isolated pending competent inspection	Changing state could release concealed water	Cause is found and area remains safe	Technical support - project records
Water restored but alarm repeats - affected zone sensing point	Stop after the first repeat alarm and record the visible indication	Leave the controlled local isolation unchanged and escalate	Any repeat alarm occurs	System remains safely isolated without further action	24 hour line - AL-MC-A-CS-03
Project asset has no visible indication - affected zone	Check only the visible indication and safe local supply state	Keep zone under observation and call support	Electrical access or live work would be needed	Competent person records the restored normal indication	Technical support - controlled document register

Symptom (zone and asset)	Safe first checks	Authorised action	Stop - do not proceed if	Success check	Escalate to and drawing or document
Project register unavailable but local state appears normal - affected zone	Confirm the visible local indication and recorded normal isolation state	Use the controlled offline evidence and report the register fault	Local state is abnormal or uncertain	Local project state remains normal and the fault is logged	Technical support - current manual issue
Riser alarm affecting more than one flat - Zone R1 or R2	Confirm riser and affected flats from schedule	Operator follows authorised project riser isolation	Riser isolation fails or incoming-main action is considered	Affected riser flow stops	24 hour line - AL-MC-A-WS-02

FAQs & How-tos

The questions residents and managing agents ask most, each answered from the section of this manual that carries the detail.

Q1 **My leak detector is showing a red light - what do I do?**

A red light means an alarm. Keep clear of standing water where electrical equipment may be affected, note the asset ID and the location, and check whether the flow has already stopped. Do not force a valve and do not repeat-reset a device. If the source is unclear, access is unsafe, or isolation has not happened, call the 24 hour line. See Emergency and operation.

Q2 **How do I turn the water back on after an alarm?**

Your own flat valve, yes - it is yours to reopen from the app. Only once the cause is cleared, the floor is dry, electrical risk is absent and the detector LED is green. Reopen only your own flat valve and watch the area: a riser or incoming-main restart is authorised by a building operator or competent responder, not by you. Never force an actuator or override lever. If the alarm repeats, close your flat valve again, stop and call the 24 hour line. See Emergency and operation.

Q3 **Which devices are in my flat?**

Each flat has a sensing point in the kitchen sink cupboard, and some flats also have a local isolation valve in the same cupboard. Flats without a local valve are protected by their riser branch valve instead. The Assets section lists every device with its ID, serial, location, zone and the area it affects, and the ground floor plan shows where each one sits.

Q4 **Is this my responsibility, or the managing agent's?**

Routine visual checks and reporting are the building operator's. Inspection, valve travel testing, servicing and anything requiring isolation belong to the maintenance contractor. Emergency escalation runs through the 24 hour line at any hour. The Overview section sets out who owns each duty across design, installation, operation, warranty and escalation.

Q5 **How do I know the system is working?**

Normal means the recorded local indication, available flow and valve state agree with the current project schedule. Anything absent, uncertain or repeating is degraded, and should be reported rather than interpreted. A monthly record and visual condition check confirms identity, condition and indication for every device. See Maintenance.

Q6 Could anything I do affect the warranty?

Yes. Forcing a control that resists movement may affect warranty cover, and so can fitting an unsupported battery type. Retaining the dated evidence from each scheduled check is what keeps the record intact. Each maintenance task in this manual states its own warranty effect. See Maintenance.

Q7 A valve did not close during an alarm. What now?

Do not force the actuator. Call the 24 hour line and follow the authorised riser isolation procedure. Do not operate the incoming main unless a competent responder directs it after the local and riser routes have been exhausted. Troubleshooting lists the safe first checks, the authorised action and the point at which you must stop for each symptom.

Q8 What maintenance is required, and how often?

Daily and weekly - no scheduled task is specified for this issue

Monthly - record and visual condition check

Quarterly - condition inspection, valve travel and closure, access obstruction

Annual - backup battery inspection, system service and flow re-baseline

Event-triggered - post-alarm inspection after every alarm

Q9 Where is the certificate, and who signed it off?

The commissioning record and every other current document are listed in Documents and certificates, each with its revision, status and issue date, and each openable from the manual. The Block A commissioning certificate AL-MC-A-COMM-014 records the work as commissioned on 9 June 2026 and signed off by Aisha Hughes, commissioning engineer at Alder M&E Services Ltd, who is listed in Contacts. The evidence register also records what each document answers and what it supersedes.

Q10 Are there any open critical items?

There are no open critical items at issue. Three non-critical items are recorded with their operational impact, safe workaround, owner and target date in the Overview section.

Q11 Is Maple Court a real building?

No. This is a fictional sample manual. Maple Court, Alder M&E Services, every asset ID, serial, drawing and certificate in it are invented to demonstrate what a real handover manual looks like online. Nothing here is evidence of an actual installation, acceptance or compliance.

Documents and contacts

Open current manufacturer sources and fictional project evidence from controlled local copies. Call the right fictional sample contact for emergency, technical or customer support.

Documents and certificates

Manufacturer photography and documents identify Watergate Sonic and Watergate Server. They are not presented as installed at fictional Maple Court.

Current issued evidence

Document ID	Title	Type	Revision or verification	Status	Issue or verified date
AL-MC-A-GF-01	Block A ground floor device and operational zone plan	drawing	D	Current	2026-06-12
AL-MC-A-WS-02	Block A water isolation schematic	drawing	C	Current	2026-06-12
AL-MC-A-CS-03	Detection, control, notification and actuation flow	drawing	A	Current	2026-06-12
MC-WS-SCH-01	Project sensing-point and isolation relationship schedule	schedule	A	Current	2026-06-12
AL-MC-A-COMM-014	Block A commissioning certificate	certificate	A	Current	2026-06-09
AL-MC-A-OM-01	This O&M manual issue	manual issue	v1.0	Current	2026-06-14
WGS-SONIC-UM	Watergate Sonic user manual	First-party technical document	Verified publication copy	Current controlled local copy	2026-08-06
WGS-SONIC-SPEC	Watergate Sonic specification sheet	First-party technical document	Verified publication copy	Current controlled local copy	2026-08-06
WGS-SERVER-SPEC	Watergate Server specification sheet	First-party technical document	Verified publication copy	Current controlled local copy	2026-08-06
WGS-SERVER-GUIDE	Watergate Server reference guide	First-party technical document	Verified publication copy	Current controlled local copy	2026-08-06

Current issued evidence - purpose and retrieval

Document ID	Question it answers	System or location	Where to find it	Supersedes or official source
AL-MC-A-GF-01	Where is the device or isolation point?	Block A locations and zones	Drawings section	Rev C
AL-MC-A-WS-02	What water path is isolated?	Block A water service	Drawings section	Rev B
AL-MC-A-CS-03	What detects, closes and notifies?	Block A control flow	Drawings section	Not applicable - first issue
MC-WS-SCH-01	Which sensing point is related to which isolation valve?	All fictional project assets and zones	Assets section	Not applicable - first issue
AL-MC-A-COMM-014	What fictional project results were recorded?	All 12 fictional project assets	Documents section	Not applicable - first issue
AL-MC-A-OM-01	What is the current manual issue?	Whole fictional manual	This page and PDF	Not applicable - first issue
WGS-SONIC-UM	What first-party technical information does this publication provide?	Watergate Sonic user manual	/sample/watergate-sonic-user-manual.pdf	Official source: https://watergate.ai/wp-content/uploads/2025/11/Sonic-Wi-Fi-User-Manual.pdf
WGS-SONIC-SPEC	What first-party technical information does this publication provide?	Watergate Sonic specification sheet	/sample/watergate-sonic-spec-sheet.pdf	Official source: https://watergate.ai/wp-content/uploads/2026/04/SONIC-Spec-Sheet-R09.pdf
WGS-SERVER-SPEC	What first-party technical information does this publication provide?	Watergate Server specification sheet	/sample/watergate-server-spec-sheet.pdf	Official source: https://watergate.ai/wp-content/uploads/2026/04/Watergate-Server-Spec-Sheet-v1.1.pdf

Document ID	Question it answers	System or location	Where to find it	Supersedes or official source
WGS-SERVER-GUIDE	What first-party technical information does this publication provide?	Watergate Server reference guide	/sample/watergate-server-reference-guide.pdf	Official source: https://watergate.ai/wp-content/uploads/2026/06/Works-with-Watergate-Server-Reference-Guide-v.1.1.pdf

Evidence ownership

Drawing records are owned by Drawings. Maintenance records are owned by Maintenance. This page owns first-party technical documents, the fictional commissioning certificate and the current manual issue.

Current documents

Watergate Sonic user manual

Document ID WGS-SONIC-UM

Purpose Verified first-party technical document

Status Current for this fictional sample issue

[Open the current controlled document](#)

<https://om-manuals.co.uk/sample/watergate-sonic-user-manual.pdf>

Source: Watergate AI Limited; <https://watergate.ai/wp-content/uploads/2025/11/Sonic-Wi-Fi-User-Manual.pdf>; Byte-for-byte verified on 2026-08-06 against the official Watergate AI Limited publication URL. This proves source identity only, not project compatibility, maintenance authority or warranty.

Watergate Sonic specification sheet

Document ID WGS-SONIC-SPEC

Purpose Verified first-party technical document

Status Current for this fictional sample issue

[Open the current controlled document](#)

<https://om-manuals.co.uk/sample/watergate-sonic-spec-sheet.pdf>

Source: Watergate AI Limited; <https://watergate.ai/wp-content/uploads/2026/04/SONIC-Spec-Sheet-R09.pdf>; Byte-for-byte verified on 2026-08-06 against the official Watergate AI Limited publication URL. This proves source identity only, not project compatibility, maintenance authority or warranty.

Watergate Serverspecification sheet

Document ID WGS-SERVER-SPEC

Purpose Verified first-party technical document

Status Current for this fictional sample issue

[Open the current controlled document](#)

<https://om-manuals.co.uk/sample/watergate-server-spec-sheet.pdf>

Source: Watergate AI Limited; <https://watergate.ai/wp-content/uploads/2026/04/Watergate-Server-Spec-Sheet-v1.1.pdf>; Byte-for-byte verified on 2026-08-06 against the official Watergate AI Limited publication URL. This proves source identity only, not project compatibility, maintenance authority or warranty.

Watergate Serverreference guide

Document ID WGS-SERVER-GUIDE

Purpose Verified first-party technical document

Status Current for this fictional sample issue

[Open the current controlled document](#)

<https://om-manuals.co.uk/sample/watergate-server-reference-guide.pdf>

Source: Watergate AI Limited; <https://watergate.ai/wp-content/uploads/2026/06/Works-with-Watergate-Server-Reference-Guide-v1.1.pdf>; Byte-for-byte verified on 2026-08-06 against the official Watergate AI Limited publication URL. This proves source identity only, not project compatibility, maintenance authority or warranty.

Block Acommissioning certificate

Document ID AL-MC-A-COMM-014

Purpose Current fictional project evidence

Status Current for this fictional sample issue

[Open the current controlled document](#)

<https://om-manuals.co.uk/sample/commissioning-certificate.pdf>

Source: Maple Court fictional project evidence register

This O&Mmanual issue

Document ID AL-MC-A-OM-01

Purpose Current fictional project evidence

Status Current for this fictional sample issue

[Open the current controlled document](#)

<https://om-manuals.co.uk/sample>

Source: Maple Court fictional project evidence register

Contacts

Call the right fictional sample contact for emergency, technical or customer support.

EMERGENCY CONTACT

Alder M&E Services - 24h line

Emergency call-out - 24 hours, every day

Use this contact for

Emergency call-out

Organisation

Alder M&E Services Ltd

Phone

08081 570112

Email

emergency@alder-me-services.example

Hours

24 hours, every day

Source: Maple Court fictional contact register

SUPPORT CONTACT 2

Aisha Hughes

Commissioning engineer - Mon-Fri, 8am-6pm

Use this contact for

Commissioning engineer

Organisation

Alder M&E Services Ltd

Phone

0113 496 0210

Email

support@alder-me-services.example

Hours

Mon-Fri, 8am-6pm

Source: Maple Court fictional contact register

SUPPORT CONTACT 3

Maple Court - Front desk

Building manager - Mon-Fri, 9am-5pm

Use this contact for

Building manager

Organisation

Maple Court Management Co.

Phone

0113 496 0455

Email

facilities@maplecourt.example

Hours

Mon-Fri, 9am-5pm

Source: Maple Court fictional contact register

Annexes

The controlled source documents are appended in order below. Select a title to open its first page.

ANNEX 01	Watergate Sonic user manual	Open annex
ANNEX 02	Watergate Sonic specification sheet	Open annex
ANNEX 03	Watergate Server specification sheet	Open annex
ANNEX 04	Watergate Server reference guide	Open annex
ANNEX 05	Block A commissioning certificate	Open annex

watergate[®]

Sonic

User Manual





Meet Sonic, a state-of-the-art smart water valve designed to keep your home safe and efficient.

This brochure will walk you through how to get started and make the most of Sonic.

What is Sonic?

Sonic is a **water valve**, a cutting-edge device that monitors and manages your water system to spot potential leaks, reduce water waste, and protect your home.

Here's what Sonic can do for you:



Potential Leak Detection

Detects possible leaks in real-time and can automatically shut off the water supply to prevent water damage.



Water Usage Monitoring

Provides detailed insights into your water usage.



Legionella Risk Alerts

Flags potential risks for harmful Legionella bacteria.



Remote Control

Allows you to control your water supply from anywhere in the world using the mobile app.



Where is Sonic installed?

Sonic is usually installed near your main water supply entry point. This could be under the kitchen sink, in a utility cupboard, or another accessible location.

If your property came with a pre-installed Sonic, and you have trouble finding it, contact your property manager for assistance.

How does it work?

Sonic continuously monitors water flow and uses advanced AI and sensors to detect anomalies. When a potential issue is identified, Sonic can close the valve to prevent water damage.

Potential leaks

When Sonic detects a possible leak, it creates an issue in your mobile app, sends you a notification, and an email, and then waits for your response.

If you don't respond, our system will try to call you. After another waiting period, it will make a second call. If there's still no response, Sonic will **shut off the valve** to keep your home protected, and make a final call to inform you of this action.



Add the number +44 7480 589 934 to your contact list and mark it as an emergency contact to ensure you receive our calls even in Do Not Disturb mode.

Alerts and notifications

The Watergate app keeps you informed with real-time alerts and notifications. Whether it's a detected leak, unusual water usage, or a scheduled maintenance update, you'll always be in the loop.





Do I need a mobile app?

Sonic works effectively on its own, but for the best protection, we recommend using the Watergate mobile app that unlocks extra benefits. You can monitor water usage in real-time, receive risk notifications, control your water supply remotely, and customise settings.

Pairing Sonic with the Watergate App

To set up your Sonic, download the app, create an account, and follow the on-screen instructions to connect Sonic to your Wi-Fi network.

You can download the app for either iOS or Android:



Using the mobile app

The Watergate app's home screen is a true command centre for your water system. The screen dynamically changes to alert you of any leaks or other important events. Here, you can find:

- 1

Property selector
- 2

Notifications centre
- 3

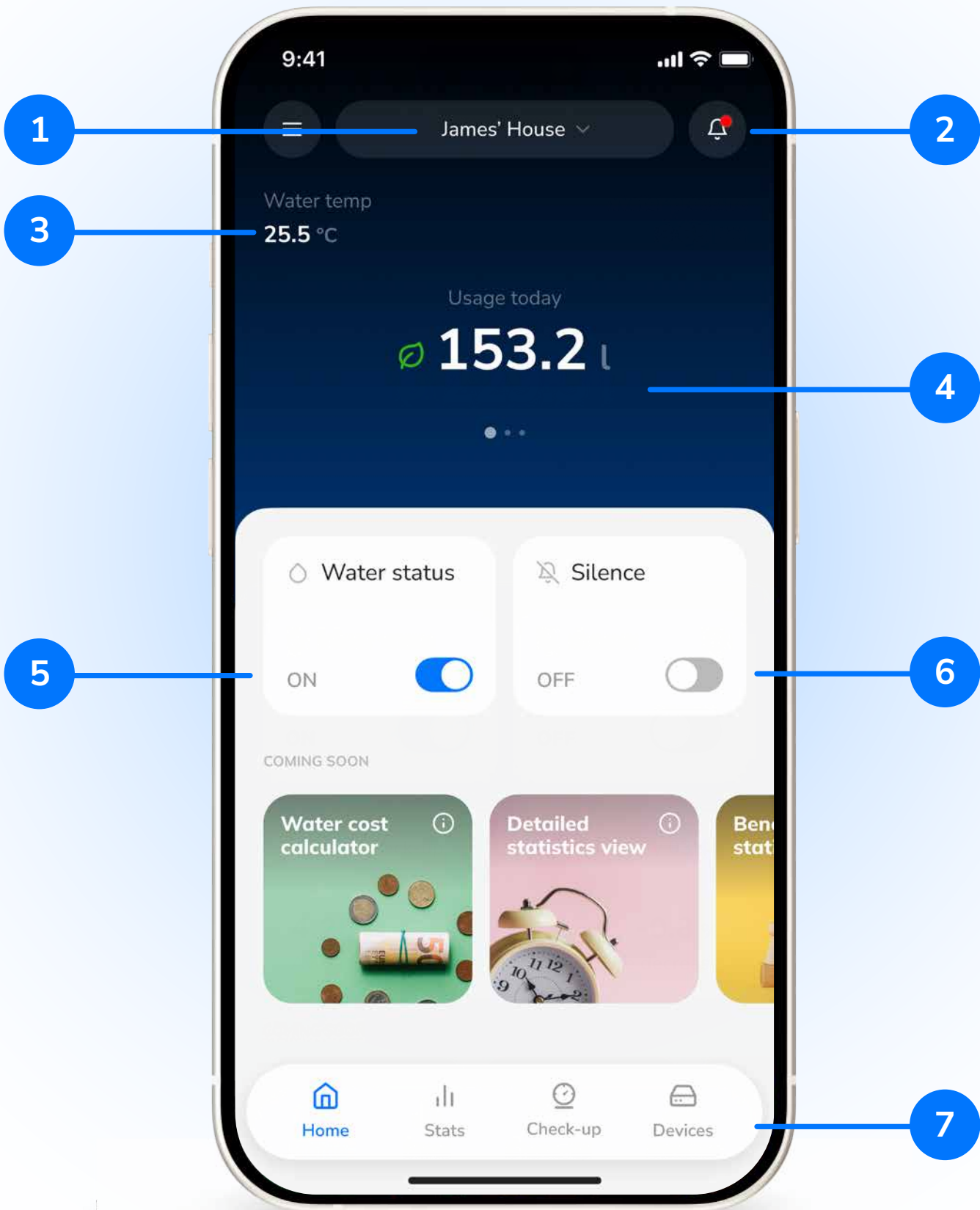
Real-time water temperature value
- 4

Real-time updates on your water usage
- 5

Switch to turn the water on or off
- 6

Switch to silence or unsilence alerts
- 7

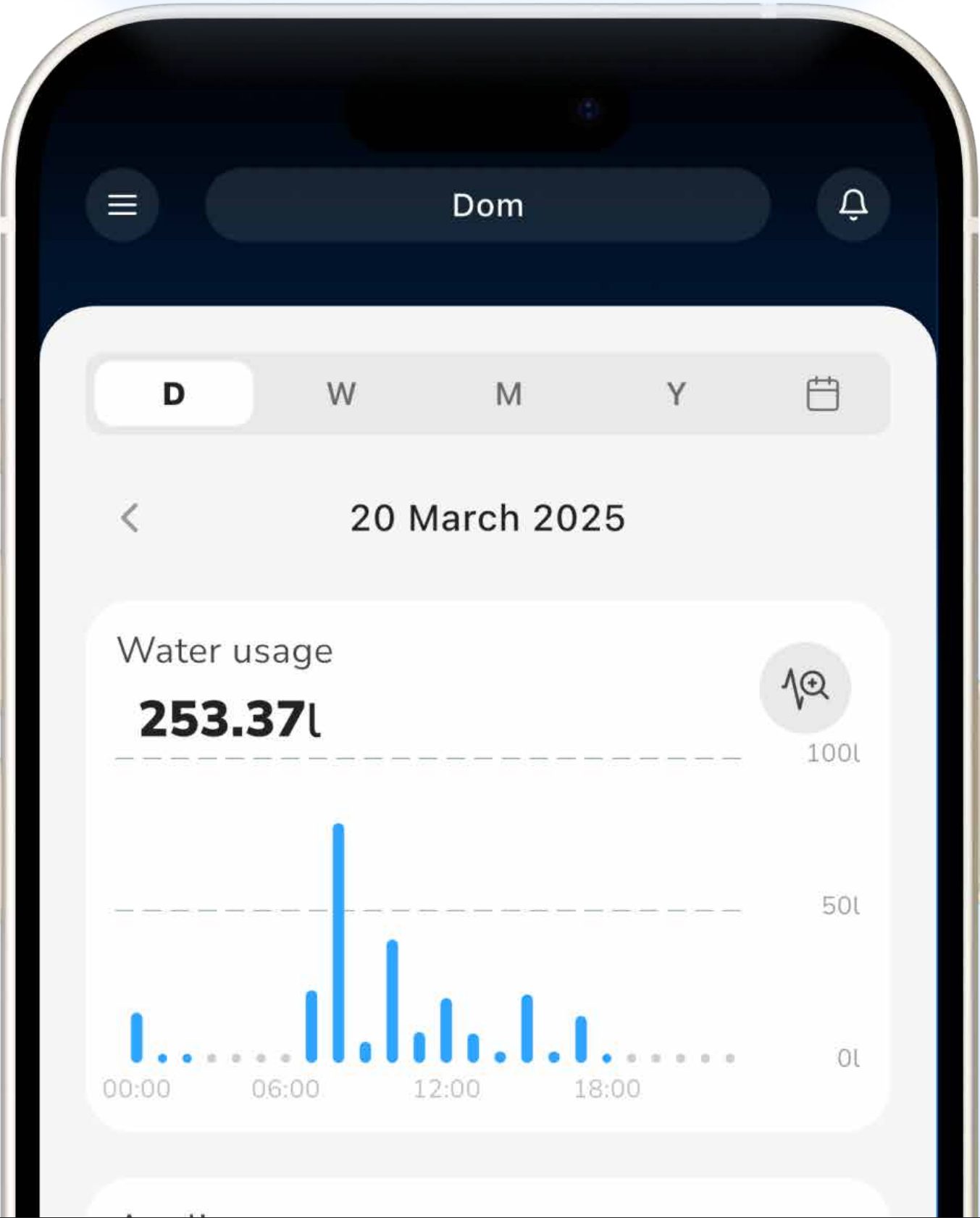
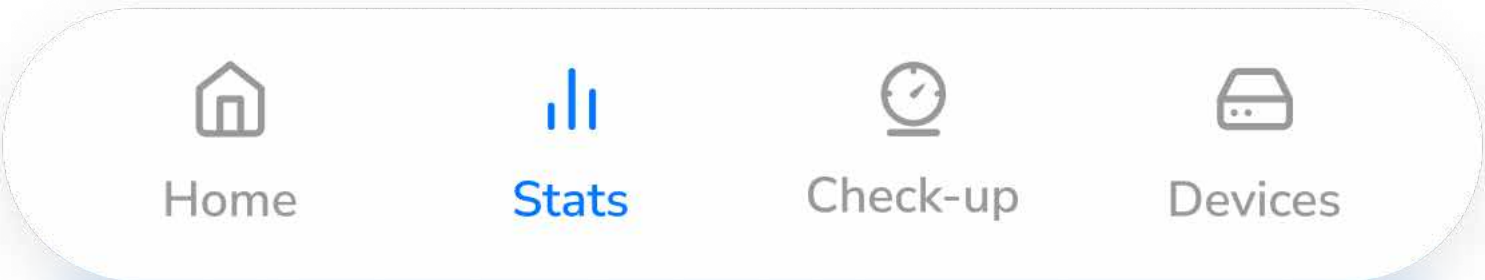
Navigation menu



Water statistics

In the Watergate app's statistics screen, you can monitor your daily, weekly, monthly, and annual water usage, as well as check trends for water temperature in your home.

You can compare these metrics over different periods to efficiently manage your water use and stay informed about your system's performance.



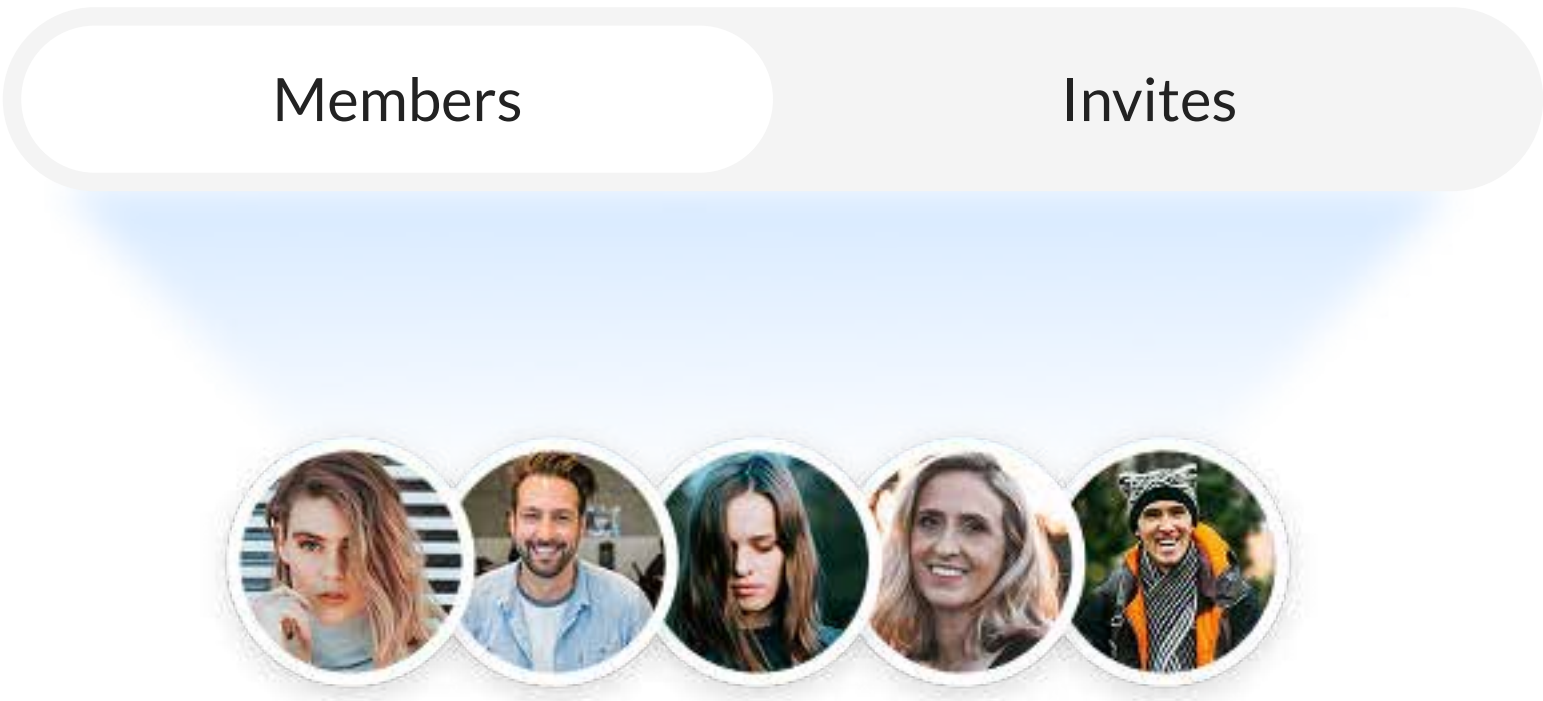
Inviting new users

Adding new members to your Sonic system is simple with the Watergate app.

This allows multiple users to monitor and control the water system in a given property, ensuring everyone in your household has access to important alerts and controls.

- 1 Open the Watergate app and go to menu 
- 2 Under 'Property settings' select 'Property members'
- 3 Tap on the grey plus button to add a new member
- 4 Enter the email address of the new member
- 5 Send the invitation by tapping the 'Confirm' button
- 6 New members need to confirm the invitation by clicking 'Accept' in their email

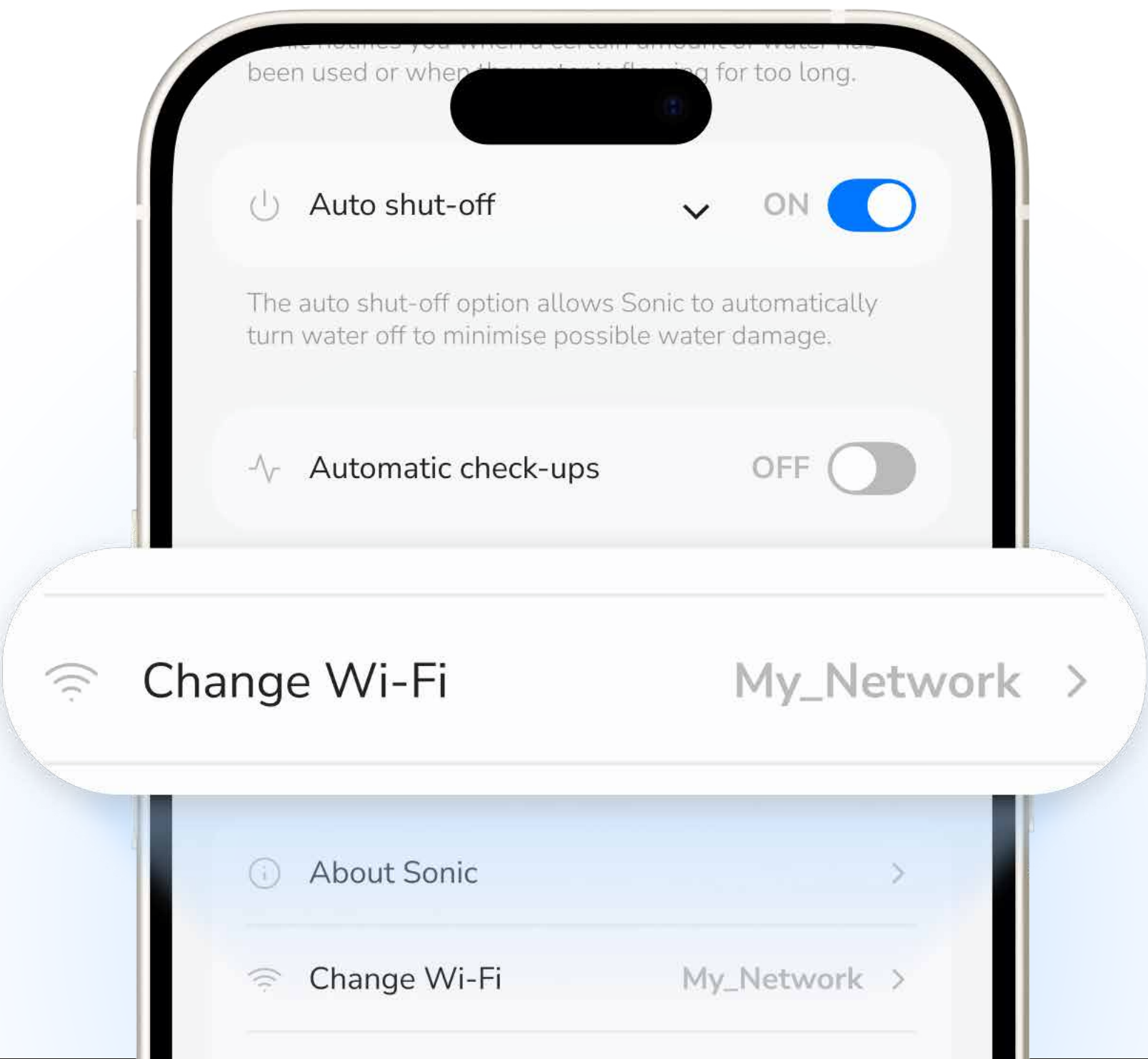
You can view your pending invites under 'Invites' tab



Swapping Wi-Fi

If you want to change the Wi-Fi settings on your Sonic, you can easily do it through the app. Remember to connect to a **2.4 GHz network** to ensure compatibility with your device.

- 1 Open the Watergate app and go to 'Devices'
- 2 Under 'Valves' select 'Sonic Wi-Fi'
- 3 Tap on 'Settings' 
- 4 Tap on 'Change Wi-Fi'
- 5 Follow the instructions on the mobile app



What else should I know?

Handle position

The handle on your Sonic device operates independently from the internal valve. This means the handle might appear open, while the internal valve is actually closed. Use the switch on the home screen of the mobile app to operate the valve in order to ensure correct status of your water supply. You can still open and close the valve manually in case of emergency.

Wi-Fi requirements

Sonic requires a **2.4 Ghz Wi-Fi** connection. Ensure your home network meets this requirement, and remember to reconnect the device to the network after any changes to your internet settings.

Battery backup

Sonic is primarily powered by the mains electricity, but in case of a power outage, it has a battery backup. Sonic uses four long-lasting **AA lithium batteries**.

The mobile app will notify you if the battery level is low. Avoid using rechargeable batteries, as we cannot guarantee their functionality.



LED functionality

The LED indicator provides visual feedback on Sonic's status.

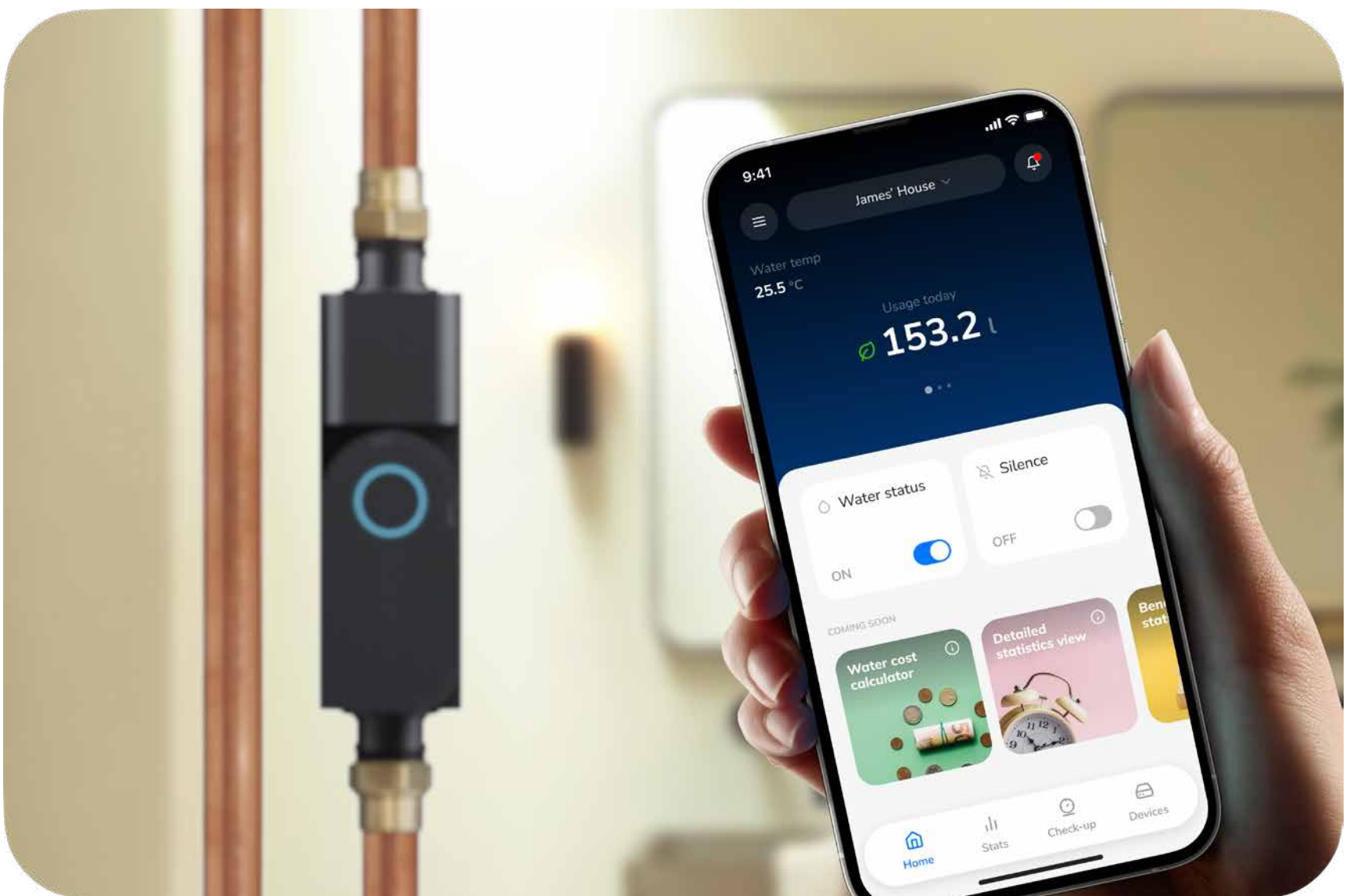
Solid blue	Operating normally
Flashing blue	Pairing mode - bluetooth active, ready to connect
Flashing purple	Attempting to connect to Wi-Fi
Solid green	Operating in offline mode
Solid red	Error

Maintenance

To keep the system running smoothly and in optimal shape, periodically check Sonic's and its connections' physical condition.

Ensure your mobile app is always up-to-date to benefit from the latest features and improvements.





Support

We hope you enjoy the peace of mind that comes with Sonic. For any further assistance, please don't hesitate to reach out to our support team.

FAQs

Visit our [FAQ page](#) for answers to common questions and troubleshooting tips.

Customer Support

Contact us via **support@watergate.ai** or call our support hotline at **+44 20 3327 1000**.



Thank you for being a part of the Watergate community!

watergate® SONIC VALVE

Product Specification

Product Name: Sonic Valve 2.0
Model: WA01A A-01

Product details

Main function: Water flow measurement
Abnormal water flow detection

Other functions: Remote valve control
Water temperature measurement
Micro leak detection

Power supply: External PSU, 7.5V DC
Battery pack, backup option only¹
(4x AA lithium batteries)

Operating conditions: Indoor use: 0-40°C
Water temperature: 0-70°C
Pressure: 0-10 bar

Flow measurement: Range: 0.15 - 70 l/min
Maximum measured error:
± 50 ml for flow below 1 l/min or ± 5% for flow above 1 l/min
Small flows detection: 40-150 ml/min
Flow coefficient (C_v): 4.8 m³/h

Dimensions: 20.6 cm x 11.4 cm x 5 cm

Weight: 811 g (unit only)

Connectivity: Wi-Fi - 802.11b/g/n (2.4GHz only)

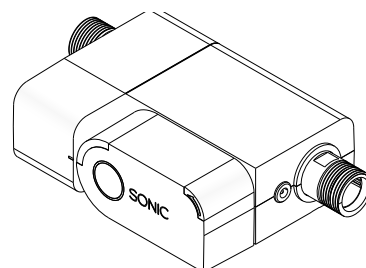
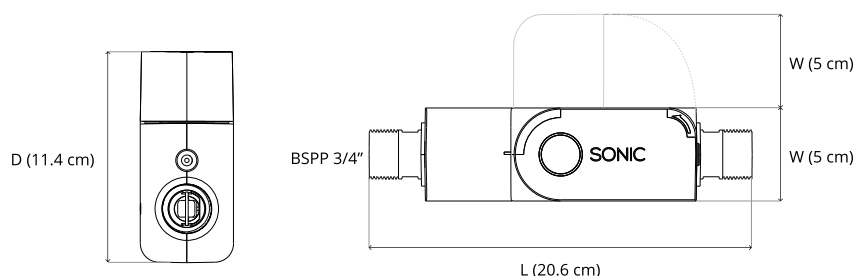
Certifications:     

Packaging

	Weight	Dimensions
Sonic Wi-Fi + PSU	1127 g	L: 32.0 cm W: 15.3 cm H: 6.8 cm

Accessories

Power Supply Unit (PSU): Input: 100-240 V AC, ~50/60 Hz, 0.35 A
Output: 7.5 V DC, 1.33 A
Cable length: 180 cm
Mains plug type: US with UK adaptor



¹ The device can work for up to 40 hours on new lithium batteries, in case of emergency. Use this as a backup for short power outages only.

watergate® SERVER

Enterprise-grade smart
water management controller

WD01A A-01



Key benefits and features

- Central water management controller for system monitoring and leak detection
- Continuous monitoring of flow, pressure, temperature and water quality parameters
- Easy integration with BMS for leak and system status reporting
- Web-based dashboard for system status, diagnostics and historical data
- Mobile application for configuration, alerts and remote access
- DIN rail-mounted form factor for installation in control panels and plant rooms

The Watergate Server is a DIN rail-mounted control and monitoring unit designed for ongoing oversight of a building's water infrastructure. It acts as the central processing and communications node, aggregating data from connected sensors and field devices, running local analysis, and sharing system status with external platforms.

The device is intended for installation inside DIN-rail technical enclosures and is powered by an external 24 V DC supply. Optional 24 V battery backup support can help maintain operation during power outages. Connectivity options include Ethernet, Bluetooth, Wi-Fi and Modbus to support integration with building networks.

Watergate Server supports both cloud-based services and local system integration. Data and events can be exchanged with cloud platforms for remote monitoring, analytics and mobile access. A local API enables direct on-site communication with building management systems and third-party controllers without reliance on external connectivity.

A dedicated BMS interface enables integration with building automation systems, allowing water system alarms, status signals and operational states to be incorporated into wider building control. Continuous monitoring of water flow, pressure, temperature and conductivity is supported. AI-assisted analysis helps identify leaks, abnormal conditions and operational risks.

Designed for professional installations, the Server supports over-the-air (OTA) firmware updates, configurable operating modes and modular sensor expansion. This makes it suitable for new build projects and retrofit deployments that need scalable, data-led water management.

Device info	
Model name	WD01A A-01
Dimensions (WxHxD)	Without Antenna: 180 mm x 89.8 mm x 68.1 mm 7.1 inch x 3.54 inch x 2.68 inch With Antenna: 180 mm x 115.3 mm x 68.1 mm 7.1 inch x 4.54 inch x 2.68 inch
Mounting	DIN-rail, 10DIN size
Weight	322 g 0.71 lbs
Ingress protection	IP54
User interface	RGB LED indicator 1.3" OLED display Button-controlled interface Buzzer
Compliance	UKCA, CE, RoHS

Operating conditions	
Temperature	Ambient temperature: 0-40°C Water temperature: 5-70°C (<i>dependent on sensors used</i>)
Humidity	0-90%

Power	
Power requirements	24 V DC, 1.5-2 A
Power consumption	3 W (not including sensors)
Battery backup	24 V external battery (optional)

Communication	
Ethernet	10BaseT/100BaseT
Bluetooth	Bluetooth 5 (LE)
Modbus	Modbus RTU
Wi-Fi	802.11 b/g/n @ 2.4 Ghz
Wi-Fi security	WPA/WPA2

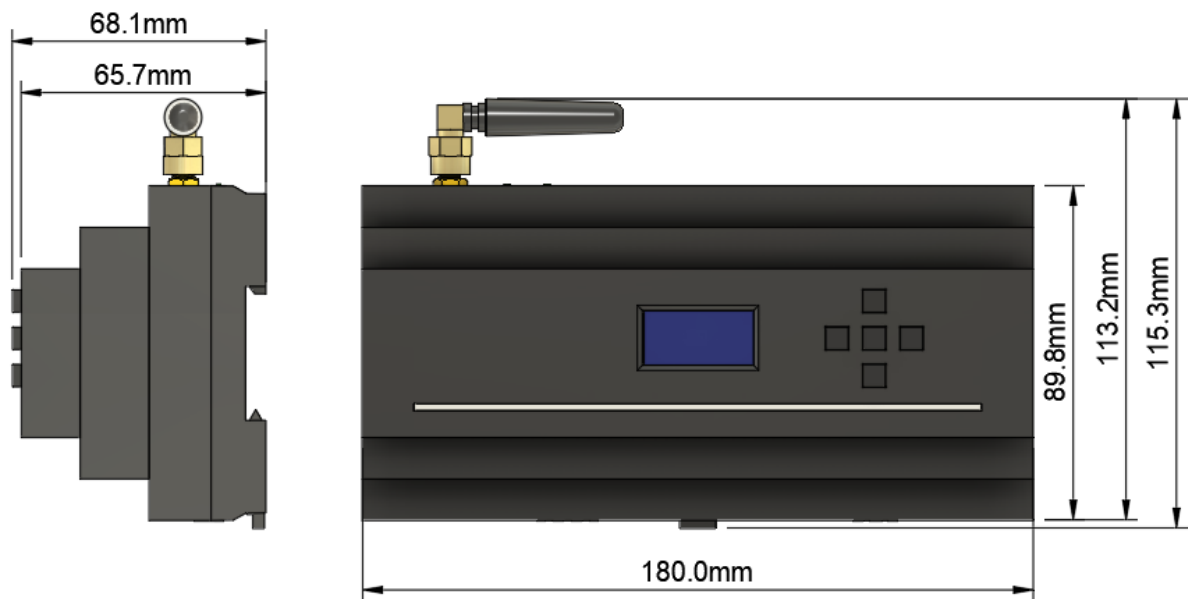
Connectors	
WI-FI ANTENNA	Connector: SMA Antenna gain: 2 dBi
ETHERNET	10BaseT/100BaseT RJ-45 Ethernet port LED Link LED Active
I ² C	Digital output for additional Watergate modules. Voltage: 3.3 V DC Frequency: 400 kHz

Connectors	
	Internal pull-up 2.2k Ohm Max cable length: 25 cm Protection: Reverse polarity, Overvoltage, Overcurrent (max 50 mA), TVS diodes, ON / OFF output voltage AWG: Max. 14, Min. 30
TAMPER	Digital input for the enclosure door tamper switch. Voltage: 3.3 V DC Max cable length: 1 m Protection: TVS diodes, internal pull-up 10k Ohm, Schmitt-trigger for noise reduction AWG: Max. 14, Min. 30
LEAK	Analog input for a leak detection wire. Voltage: 3.3 V DC Max cable length: 10 m Protection: TVS diodes AWG: Max. 14, Min. 30
FLOW METER 1	Digital IO for IO-LINK devices. Voltage: 24 V DC Current: Max. 0.4 A Max cable length: 3 m Protection: Reverse polarity, overvoltage, reverse current blocking, TVS diodes, and ON / OFF output voltage AWG: Max. 12, Min. 30
FLOW METER 2	Digital IO for IO-LINK or Pulse devices. Voltage: 24 V DC

Connectors	
	Current: Max. 0.4 A Max cable length: 3 m Protection: Reverse polarity, overvoltage, reverse current blocking, TVS diodes, and ON / OFF output voltage AWG: Max. 12, Min. 30
PRESSURE	Analog input for Pressure Sensor. Voltage: 24 V DC Current: Max. 0.05 A Max cable length: 3 m Protection: Reverse polarity, overvoltage, TVS diodes, resettable fuse protection, and ON / OFF output voltage AWG: Max. 12, Min. 30
BATTERY	Analog input for monitoring external battery voltage. Voltage: Max. 29.2 V DC Max cable length: 1 m Protection: Reverse polarity, overvoltage, TVS diodes AWG: Max. 12, Min. 30
BMS RELAY	Relay output for BMS purpose Voltage: Max. 300 V DC / 400 V AC Load capacity: 8 A 230 V AC 8 A 30 V DC Protection: RC snubber arc suppression across coil contacts AWG: Max. 12, Min. 30

Connectors	
MODBUS	Smart valve port. RS485 for MODBUS purpose Voltage: 24V DC Current: Max. 1A Impedance: 120 Ohms Speed: Up to 115200 baudrate Fuse: 1 A for supply, 0.05 A for signals Protection: Reverse polarity, overvoltage, overcurrent, resettable fuse protection, TVS diodes, and ON / OFF output voltage AWG: Max. 12, Min. 30
POWER	DC Power Input Voltage: 24V DC Current: Min. 1.5A, Max. 2A Fuse: 2 A Protection: Reverse polarity, overvoltage, overcurrent, fast fuse protection, TVS diodes AWG: Max. 12, Min. 30

For a list of compatible third-party components, see
Reference Guide: Works with Watergate Server.



Works with Watergate Server

Reference Guide

This reference guide provides a list of modules and accessories tested and verified for compatibility with the Watergate Server. It is intended for engineers, designers and integrators who require clear guidance when specifying devices for water management systems.

The list reflects the current state of validated compatibility at the time of publication and will be expanded as additional devices are tested and approved. For requirements or products not listed in this document, please contact Watergate for the latest compatibility information.

Flow meters

Picomag DMAx	
Nominal diameter	DN15 1/2 " DN20 3/4" DN25 1" DN50 2"
Measured variables	Volume flow, temperature, and conductivity
Accuracy	Volume flow: +/-0.8% o.r. +/- 0.1% o.f.s
Measuring range	DMA15: 0.05 - 25 l/min DMA20: 0.1 - 50 l/min DMA25: 0.2 - 100 l/min DMA50: 1.5 - 750 l/min
Max. process pressure	16 bar
Medium temperature range	-10-70°C
Communication	IO-LINK, Pulses

Promag H10	
Nominal diameter	DN65 2 1/2" DN80 3 " DN100 4 " DN125 5 " DN150 6 "
Measured variables	Volume flow, temperature, and conductivity
Accuracy	Volume flow: +/-0.5% o.r. +/- 1 mm/s
Measuring range	DN65: 8 - 2000 l/min DN80: 12 - 3000 l/min DN100: 20 - 4700 l/min DN125: 30 - 7500 l/min DN150: 42 - 10000 l/min
Max. process pressure	40 bar
Medium temperature range	-10-70°C
Communication	IO-LINK, Pulses

Pressure sensors

WIKA O-10(T)	
Connection	Standard G1/4" EN837
Accuracy	±0.5% o.f.s
Measuring range	0-16 bar

WIKA O-10(T)	
Overload limit	200%
Medium temperature range	-30-100°C
Output signal	4 ... 20 mA

Actuator & Valves

Belimo R225PW-Q & LR24A-MOD	
Control function	Open/Close
Actuation time	75 s
Valve type	Ball-valve
Nominal diameter	DN25 (1")
Operating pressure	PN40
Kvs	40 m³/h
Ambient temperature range	5-40°C
Medium temperature	5-100°C

Belimo R232PW-Q & NR24A-MOD	
Control function	Open/Close

Belimo R232PW-Q & NR24A-MOD	
Actuation time	90 s
Valve type	Ball-valve
Nominal diameter	DN32 (1 1/4")
Operating pressure	PN25
Kvs	63 m ³ /h
Ambient temperature range	-30-50°C
Medium temperature	5-100°C

Belimo R240PW-R & SR24A-MOD	
Control function	Open/Close
Actuation time	90 s
Valve type	Ball-valve
Nominal diameter	DN40 (1 1/2")
Operating pressure	PN25
Kvs	100 m ³ /h
Ambient temperature range	-30-50°C
Medium temperature	5-100°C

Belimo R250PW-S & SR24A-MOD	
Control function	Open/Close
Actuation time	90 s
Valve type	Ball-valve
Nominal diameter	DN40 (2")
Operating pressure	PN25
Kvs	150 m ³ /h
Ambient temperature range	-30-50°C
Medium temperature	5-100°C

Commissioning certificate

Alder M&E Services · fictional demo document

Field	Value
Project	Maple Court - Block A
Address	14 Wharfside Lane, Leeds, LS10 1QD
Commissioning date	2026-06-09
Commissioning engineer	Aisha Hughes, Alder M&E Services Ltd
Certificate no.	AL-MC-A-COMM-014

This certifies that the water leak-detection and automatic shut-off isolation system serving Block A was pressure-hold tested, sensor-trip tested and valve-close tested on the commissioning date above. Full device-level results are recorded overleaf.

System test basis: pressure hold

Item	Value
Method	Fictional demonstration procedure - not statutory.
Test pressure	6.0 bar
Duration	30 minutes
Measured drop	0.04 bar
Pass criteria (threshold)	<= 0.10 bar drop over 30 minutes
Result	Pass

This is a fictional demonstration document produced for the Alder M&E Services · Maple Court sample manual. It is not statutory certification and carries no legal or regulatory standing.

Per-device test results

Serial	Device	Location	Test	Measured	Threshold	Result
4471-2201	Project sensing point	Flat 12 · Kitchen sink cupboard	Close time	1.1 s	<= 2.0 s	Pass
8830-1101	Project isolation valve	Flat 12 · Kitchen sink cupboard	Close time	1.1 s	<= 2.0 s	Pass
4471-2202	Project sensing point	Flat 14 · Kitchen sink cupboard	Close time	1.2 s	<= 2.0 s	Pass
4471-2203	Project sensing point	Flat 16 · Kitchen sink cupboard	Close time	1.2 s	<= 2.0 s	Pass
4471-2204	Project sensing point	Flat 18 · Kitchen sink cupboard	Close time	1.3 s	<= 2.0 s	Pass
4471-2205	Project sensing point	Flat 20 · Kitchen sink cupboard	Close time	1.4 s	<= 2.0 s	Pass
4471-2206	Project sensing point	Riser 1 cupboard · Ground floor	Close time	1.5 s	<= 2.0 s	Pass
4471-2207	Project sensing point	Riser 2 cupboard · Ground floor	Close time	1.6 s	<= 2.0 s	Pass
8830-1102	Project isolation valve	Riser 1 cupboard · Ground floor	Close time	1.2 s	<= 2.0 s	Pass
8830-1103	Project isolation valve	Riser 2 cupboard · Ground floor	Close time	1.2 s	<= 2.0 s	Pass
8830-1104	Project isolation valve	Plant room · Incoming main	Close time	1.3 s	<= 2.0 s	Pass
8830-1105	Project isolation valve	Flat 20 · Kitchen sink cupboard	Close time	1.4 s	<= 2.0 s	Pass

Wet-pad trip time: elapsed time from a simulated wet-pad alarm to the detector's LED indicating alarm state.
Valve close time: elapsed time from an alarm signal to the paired valve reaching the fully-closed position. Both are fictional demonstration measurements, not statutory certification.