FloodStop - FAQs

Q. Where can I use the FloodStop device?

A. There is a FloodStop device for virtually every water supply application in your home: washing machine (¾" hose connection), ice maker (¼" compression connection), dishwasher/coffee maker/toilet/sink (3/8" compression connection), water heater (various connections), and wireless whole house (various connections.)

Q. Where do I install my FloodStop valves?

A. The FloodStop valves should be placed between the source of water and the likely location of the leak. So for water heaters, the FloodStop valves should be placed on the water supply line leading to the water heater. For washing machines, ice makers, and dishwashers, the FloodStop valves should be connected directly to the valves in between the valves and the respective appliance. In the case of the washing machine, that means between the valve and the supply hose – which is the highest risk for a leak.

Q. How long does it take to install my FloodStop device?

A. It only takes about 10 to 15 minutes to install your FloodStop device, depending on the model.

Q. Does it matter which direction the water heater FloodStop valve faces?

A. Position the FloodStop valve so that the arrow on the side of the valve is pointing to the water heater (in the direction of the flow of water.)

Q. How does the compression connection work for the FloodStop device for ice makers, dishwashers, or sinks?

A. These particular FloodStop devices are designed in a "reverse nut" configuration. There is a free-spinning nut that is integral to the FloodStop device on the side that connects to the supply valve, and a threaded male connection on the other side to receive a compression nut. Remove the nut from the front of the valve, then screw the nut on the FloodStop device onto the threads of the valve. Then use the nut from the valve to complete the compression connection on the appliance side of the FloodStop device.

Q. How/where do I mount the console to the wall?

A. Mount the FloodStop Control Panel in an easily accessible location within 30 inches of the FloodStop Valve. You may mount the panel using the screws and anchors or Hook & Loop (Velcro) Mounting Pad provided. When using the Hook & Loop Mounting Pad, make sure the adhesive is put on a clean, dry surface.

Q. Do I leave the paper sleeve on the Leak Sensor?

A. If the Leak Sensor is going to be placed on a conductive surface (like concrete or tile, or in a metal water heater pan), make sure you leave the paper sleeve on. If the Leak Sensor makes contact with a conductive surface, it will signal the FloodStop valve to shut off. The paper sleeve acts as a barrier between the Leak Sensor and the surface. When the paper sleeve becomes wet, it will signal the FloodStop valve to shut off. If the Leak Sensor will not be contacting a conductive surface, you may remove the paper sleeve.

Q. My paper sleeve got wet, is there a replacement?

A. No, to replace a wet or damaged paper sleeve just use a folded paper towel.

Q. Which set of prongs do I plug the wire to on the Leak Sensor?

A. Either one. (Push until the plug snaps in place.) The additional set of prongs is so that multiple Leak Sensors can be connected together in series for added protection.

Q. Does it matter which lead I connect to which valve?

A. No, the leads/valves are identical and interchangeable.

Q. How do I know my FloodStop device is operational?

A. If the FloodStop device is plugged in, the green status light above either the “open” or “close” button stays on indicating whether the valve is open or closed. If the device is being operated by batteries, the status light will blink every 45-60 seconds to save battery power.

Q. Does the FloodStop device operate on batteries or does it plug in?

A. Both! It can operate on 4 AA batteries but it also plugs into an electrical outlet. When there is a power interruption the FloodStop device will need to be reset to resume operation – by installing the batteries, you will not have to be present to reset the device.

Q. Are batteries included with my FloodStop device?

A. No, batteries are not included. Each FloodStop console operates on 4 AA batteries, but it is recommended that they be replaced once a year. The console will beep when the batteries fall below 4.2 volts.

Q. I had not installed the batteries and when I lost power the open and close lights are flashing back and forth. What is happening with my device?

A. If you lose power, the valve will stay in the position it was in before the outage. To stop the flashing, press the “open” button for the device to resume normal operation. If for some reason the light continues to flash, the older (black) wall adapter may need replacing. Reach out to Customer Service for futher assistance.

Q. My FloodStop device beeps and the lights blink every 45-60 seconds. What does that mean?

A. A short beep (and corresponding blink) every 45-60 seconds means you have low batteries that need replacing. To replace the batteries,, slide the panel on the front of the controller to the right to reveal the battery compartment. The panel connects similar to the battery panel on most TV remote control units.

Q. My FloodStop device is beeping continuously and the lights are blinking rapidly. What does that mean?

A. That means your unit is in alarm mode and it may have detected a leak. You will need to visually confirm there is no leak before proceeding with resetting the device.

Q. After a leak is detected and the area secured, (or if no leak is detected) how do I reset my FloodStop device?

A. Push the mute button to silence the alarm. Note that the red light will continue to flash and the valve will remain closed until the Leak Sensor has been dried and the "open" button has been pushed. Dry off the Leak Sensor and press the "open" button to re-open the valve. At this point the light will stop flashing and your FloodStop device is back in service. If that does not happen, follow the troubleshooting guide to determine the issue.

Q. I have dried the sensor and the lights are still flashing and it will not let me open the valve? What do I do?

A. In all likilhood the sensor still has some moisture on it, so you will need to dry it with a dry cloth and let it air out for a few minutes. You could also try unplugging the sensor from the wire harness. This will cause the alarm light to stop blinking and you can hit the "open" button to reset the unit. Then plug the sensor back in and the unit will be operational.

Q. When I plugged the sensor back in my unit went back into alarm mode and the valve closed. What do I do?

A. If you need the use of your appliance immediately, then unplug the sensor and reset the device. Note that the FloodStop device will not be operational in this configuration. To get the device operational, you may need to adjust the sensitivity of the sensor. On the upper left side of the controller there is a recessed screw – turn that screw clockwise to to make it less sensitive. Note that the screw only turns 180° so do not overturn. At the minimum sensitivity level it will take a puddle of water on the sensor to trigger the alarm. If this still does not prevent the alarm from going off, you may need to replace the wall adapter – especially if it is an older, black unit.

Q. My status light is red and it flashes once or twice every 5 seconds or so. What does that mean?

A. On older units, there was only a red light to indicate both “alarm” and “operational.” Rapid flashing in conjuction with rapid beeping means “alarm” while slow flashing every 5 seconds or so means that unit is operational.

Q. I can hear the motor trying to turn the valve, but the valve is not operating. What is happening?

A. Occasionally, in hard water environments the valve can become progressively more difficult to turn, eventually causing the gears inside the motor to break. We can send replacement gears on these rare occurances.

Q. Is there a way to test my FloodStop device?

A. Yes, the FloodStop device has an “open” and “close” button that allow you to operate the valve manually. You can also apply moisture (a damp rag should do) to the Leak Sensor which will both close the valve and trigger the alarm.

Q. Can you manually open/close the valves using the console?

A. Yes, there is an open and a close button on the console that will allow you to operate the valves manually if you know you will be away from the house for an extended period of time.

Q. Are the FloodStop valves solid brass?

A. Yes, all FloodStop valves are the only product of its kind that are made of solid brass.

Q. How do the FloodStop valves operate?

A. These solid brass valves come with a motorized shutoff that is connected to the console. When the console detects from the Leak Sensor the presence of moisture, the valves are automatically closed.

Q. Are there any FloodStop devices that are appropriate for use with potable water systems?

A. Yes, the FloodStop devices designed for water heater, ice maker, dishwasher, toilet, sink, and whole house applications are NSF 61 certified meeting the lead free standard of the “Reduction of Lead in Drinking Water Act” (Federal Public Law 111-380) that became effective January 4, 2014. While the FloodStop devices designed for washing machines are “low lead” they do not meet the NSF 61 standard since washing machines do not involve drinking water.

Q. Occasionally I hear my FloodStop valves opening and closing on their own. Is that normal?

A. Yes, FloodStop valves cycle closed/open once a month to keep the seals lubricated and to ensure the valves are still functional.

Q. I plan on manually shutting off my FloodStop device after each use. How often can I open and close the valves before they wear out?

A. While you should not have to manually close these valves between uses (that would defeat the purpose of the FloodStop device), these valves were tested by a 3rd party to the standard “IGC 115” which is to 5000 cycles of operation without distortion or malfunction. Internally FloodStop has tested to an even higher standard of 10,000 cycles without distortion or malfunction.

Q. Is there a warranty for FloodStop products?

A. Yes, there is a one year limited warranty on FloodStop products. IPS warrants to all original purchasers that these products shall be of good quality and free from defects in material and workmanship for the full year after purchase. However, we will continue to service the product and provide troubleshooting assistance to both distributors and end users for the entire shelf life of the product.