

## APP GUIDE

# The Solaire Intelligence App

Complete guide to monitoring and controlling your SI devices

The Solaire Intelligence app is your window into your home's energy, pool and water systems. This guide shows you how to get around, what each screen shows, and how to get the most out of each feature.

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## GETTING STARTED

### Download, sign in, add your devices

The Solaire Intelligence app is available on the App Store for iPhone (iOS 15+). Search **Solaire Intelligence** or scan the QR code on your device's packing slip.

- **Download the app** — Search Solaire Intelligence on the App Store. The app is free.
- **Sign in or register** — Open the app and sign in with your SI account. New user? Tap Register — it's free.
- **Add a device** — Tap the + button and select your device type (SI Gateway, SI Pool or SI Water). The app finds your device on the local network automatically.
- **Your device appears** — Once added, your device shows in the device list with live status. Tap it to see the full panel.

## THE DASHBOARD

### Your home at a glance

The main dashboard shows all your registered devices with key stats. Each device card shows the most important live reading — ECM Score for SI Gateway, pool temperature for SI Pool, tank level for SI Water.

#### Dashboard cards

■ **SI Gateway card** ECM Score (current tier and number), solar production in watts

■ **SI Pool card** Live water temperature and heat pump status

■ **SI Water card** Tank level % and litres, automation state

■ **Alerts** Any active alerts appear with a red badge on the device card

■ **Installer view** Installer accounts see all client sites — tap any site to enter its dashboard

## ECM SCORE

### Understanding your energy state

The ECM (Energy Comfort Model) Score is a live 0–20 number calculated by SI Gateway from your solar production, battery state, grid flow and household load. It tells you — and every connected SI device — how much energy headroom you have right now.

SCORE	TIER	WHAT IT MEANS
0 – 3	<b>Critical</b>	Battery low, drawing from grid. Shed non-essential loads.
4 – 7	<b>Cautious</b>	Marginal energy. Be conservative — avoid heavy loads.
8 – 11	<b>Moderate</b>	Balanced. Modest loads are fine; avoid anything heavy.
12 – 15	<b>Comfortable</b>	Solar producing well. Normal operation.
16 – 20	<b>Excellent</b>	Surplus solar. Great time for pool pump, water top-up etc.

## SI GATEWAY

### Solar, battery, grid and cost tracking

Tap SI Gateway in the dashboard to see your full energy panel. Everything updates in real time.

### SI Gateway panel

■ **ECM Score** 0–20 with tier name and colour — Excellent / Comfortable / Moderate / Cautious / Critical

■ **Solar production** Live watts generated by your panels right now

■ **Battery SOC** State of charge % and charge/discharge rate in watts

■ **Grid flow** Watts imported (+) or exported (–) right now

■ **Household load** Total consumption in watts

■ **Grid cost today** Rand cost of grid energy consumed today

■ **Solar savings today** Rand value of solar energy that displaced grid power

■ **Lifetime solar savings** Cumulative rand savings since the system was commissioned

■ **Tariff setting** Set your R/kWh tariff — used for all cost calculations

## SI POOL

### Temperature, pump, schedule and heater

Tap SI Pool to see your pool panel. Controls and settings update immediately — you don't need to be on the home Wi-Fi.

SI Pool panel	
■ <b>Water temperature</b>	Live °C and your target setpoint — updated every few seconds
■ <b>Heat pump status</b>	Heating / Idle / Disabled — with a one-tap toggle
■ <b>Pump state</b>	Auto / Run-now / Off — with the next scheduled window shown
■ <b>Pool light</b>	On/off toggle
■ <b>Live power</b>	Watts consumed by the pump right now
■ <b>Filter health</b>	Clean / Dirty / Paused — derived from the pump current signature
■ <b>Dry-run protection</b>	Status and reset button — protects the pump from running without water
■ <b>ECM Score</b>	Shown when SI Gateway is on the network — 0–20 with tier

## SCHEDULE SETTINGS

Go to SI Pool → Schedule to configure your two daily run windows.

- **Run window 1 / 2** — Set start time and duration for each daily filtration window.
- **Run-now override** — Taps Run Now to start the pump immediately, regardless of schedule.
- **Temperature target** — Set the target °C — the heat pump cycles to maintain this.
- **ECM scheduling** — When enabled, SI Pool adjusts run behaviour based on the ECM Score — longer runs on solar surplus.

## SI WATER

### Tank level, automation and flow monitoring

Tap SI Water to see your water panel. The automation engine runs on the device itself — you're monitoring a self-managing system.

SI Water panel	
■ <b>Tank level</b>	Live % and litres — e.g. 74% · 1,665 L
■ <b>Automation state</b>	Current mode: Idle / Daily Top-Up / Normal Fill / Emergency Fill / Municipal Fill / Borehole Fault
■ <b>Flow rate</b>	Live inflow and outflow in litres per minute
■ <b>Inflow today</b>	Total litres pumped into the tank today
■ <b>Outflow today</b>	Total litres consumed from the tank today
■ <b>Monthly totals</b>	Cumulative inflow and outflow for the month
■ <b>All-time totals</b>	Cumulative since installation
■ <b>Last 3 water events</b>	Recent fill/drain events with volume and timestamp
■ <b>Alerts</b>	Low tank warning, Borehole Fault, Low Flow Warning

## AUTOMATION SETTINGS

Go to SI Water → Automation to configure each fill mode.

- **Daily Top-Up** — Set the time and target level. SI Water fills once per day if below target.
- **Normal Fill** — Set the threshold and target. Fills automatically when level drops below threshold.
- **Emergency Fill** — Set the critical level. Fills immediately when the tank drops this low — day or night.
- **Municipal Backup** — Enable to open the solenoid valve if the borehole can't complete a fill.
- **Borehole Schedule** — Restrict pump operation to permitted hours to avoid peak tariff periods.
- **Borehole protection** — Set minimum flow rate and retry count. SI Water protects the pump automatically.

## PUSH NOTIFICATIONS

### Alerts that matter to you

The SI app sends push notifications for important events. You can enable or disable individual alert types in Settings → Notifications.

ALERT	PRODUCT	WHAT IT MEANS
ECM Critical	SI Gateway	Battery critically low — consider shedding loads
Low tank warning	SI Water	Tank level below your configured warning threshold
Borehole fault	SI Water	Pump locked out due to low/no flow — check the borehole
Emergency fill triggered	SI Water	Tank dropped to critical level — emergency fill started
Dry-run protection tripped	SI Pool	Pump running without water detected — circuit tripped
Dirty filter warning	SI Pool	Filter pressure suggests a backwash is needed
Heat pump fault	SI Pool	Heat pump not responding to enable signal

## INSTALLER PORTAL

### Managing multiple sites

If you're an SI installer, sign in with your installer account to access the multi-site portal. You can monitor all your client sites from a single view and drill into any site with one tap.

- **Installer dashboard** — All client sites in one list — sorted by alert status. Sites with active alerts appear first.
- **Site drill-down** — Tap any site to see the full device panel — same view as the homeowner's app.
- **Bulk notifications** — Receive alerts for all managed sites. Configure per-site notification preferences.
- **Adding sites** — When a homeowner registers their device, link it to your installer account for visibility.
- **Client handover** — Homeowners sign in with their own account and see only their devices.

Questions about the app? Email [info@si-sa.co.za](mailto:info@si-sa.co.za) or visit [solaire-intelligence.co.za](https://solaire-intelligence.co.za)



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