FAQ

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For any questions please direct customers to contact Flume support directly via in app or website chat or at support@flumewater.com.

What is Flume?

Flume is a smart home water monitor that allows users to view their water use down to the minute, be alerted of leaks, set budgets, view water usage by appliance, and much more.

How does Flume Work?

When water flows through the water meter, a magnetic disc inside the meter spins. The rate of this spinning disc directly corresponds to the flow rate of the water. Flume consists of three components: the Flume Bridge, the Flume Water Sensor, and the Flume App. The Water Sensor straps onto the water meter to measure the flow rate and communicates with the Bridge, which is connected to WiFi and remains inside the home. The Bridge then sends the water usage information to the Flume App.

Are there any requirements to get a Flume?

- WiFi connection, and your WiFi password
- iOS (Apple) or Android device
- Compatible water meter
- Ability to bend over and access the meter pit

How do I make sure my meter is compatible?

Since Flume has partnered with your water utility, your meter is likely compatible. It’s always good to double check, please send a photo of the water meter at your home to support@flumewater.com.

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How long does the battery last?

Flume batteries typically last around 1 year. The device comes with 1 pre-installed battery pack, and has the option to hold a second battery pack to extend the life. Additional batteries can be ordered directly from the Flume website.

How do I get the rebate?

Once your Flume is fully installed the rebate will automatically be credited to the card that was used to purchase within 10 business days (likely sooner). If there is any trouble getting the rebate please contact Flume.

Do I need WIFI at the meter pit?

WiFi is not needed at the meter pit! The Flume Bridge communicates with the Sensor over radio frequency and can be placed 1,000 feet away from each other.

Will Flume shut off my water if it detects a leak?

Flume will notify you of a leak via push notification and/or an email. However, Flume will not shut off your water.

How Accurate is Flume?

Flume is very accurate. Water usage that Flume reports will agree very closely with the water meter. In independent lab tests Flume is 99% accurate to most water meters.

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Can I install myself/How do I install?

Flume is easy to self install, most people can install in less than 15 minutes. You do not need to cut any pipes, and no plumber is required. To install, simply download the Flume App which will walk you through the entire install step-by-step. If any assistance is needed Flume's world-class support team can help.

Is there a warranty?

Flume will replace the device within a year of purchase if due to a manufacturing defect. A $19.99 shipping and handling charge will be assessed for replacement units.

When can I return/How do I return?

Returns must be processed within 30 days of hardware delivery, exceptions can be made by the Flume Support team.

How do I contact Flume?

Flume support can be accessed via chat and Email. Chat is located directly in the Flume app or on the website. The Flume support email is support@flumewater.com. Flume support is open 7 days a week 8AM- 5PM Pacific Time, a live representative will respond within a couple of minutes. *If a customer needs a phone call please advise them to contact Flume via chat or email, Flume support can schedule a call as time permits.

My Flume is not reporting accurately to the meter.

The meter is the source of truth. The customer may be looking at the Flume data incorrectly. Please instruct the customer to contact Flume Support for assistance in performing an accuracy test.