Smart Shower Programme FAQs

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A) General FAQs

1. Do the residents need to pay for the installation of these smart devices?

Participating homes under the demonstration project do not need to pay extra for these smart devices and its installation.

2. Are there any privacy concerns with the implementation of this smart shower device?

All information will be treated confidentially and anonymously.

PUB will monitor, survey, collect and analyse the data after the residents have settled in their new flats. A survey/interview will be conducted for a selected group of the participating households to collect socio-demographics data (e.g. room type, number of household members, etc.). At the same time, consent will be sought from the households to collect their water consumption data for analysis. The socio-demographics data will then be matched to consumption data to derive insights.

3. For participating homes under the demonstration project, what do I do if the devices are faulty?

Your device is covered under HDB's Defects Liability Period (1 year), and will be replaced if found to be faulty. To report a faulty device, please contact PUB at 63809874 or PUB_One@pub.gov.sg and we will make arrangements to replace the device.

4. Where can I purchase the device if I do not fall under the Smart Shower Programme?

Consumers can purchase online the current versions of the smart devices used in the demonstration project as follows: -

a) The smart shower device which uses numerical figures to reflect consumption level is available for purchase at the following website: https://www.amphiro.com/en/product/amphiro-b1-connect/

b) The other type which uses colour intensity to reflect water consumption level can be purchased at the following website: https://www.hydrao.com/sg/en/store/shower-coach/hydrao-shower-aloe

5. What is the Bluetooth range of the device?

Your smartphone and the smart shower device have to be placed with close proximity of each other (not more than 5m apart) for the synchronizing of shower data.

6. Can people with a cardiac pacemaker use the device?

The device contains a small permanent magnet, similar to earphones or showerheads with coloured LEDs, which do not contain any warning notices. As a precautionary measure, we recommend that people with a pacemaker refrain from using the device or consult their physician beforehand.

B) Device with display of real-time water consumption in numerical figures

1. Does the display switch itself off if I turn off the water to apply soap?

No. Even after a short interruption (i.e. when the water stops flowing through the device), subsequent water consumption will still be assigned to the same shower. Only when there is no water flow for <u>more than three minutes</u> will the water consumption be calculated as a separate shower (i.e. the display will start from zero again).

2. Why is my shower not recorded in the app as another shower?

A minimum flow rate of 2.5l/min is required for the device to display the numerical figure. However, data extraction will only take place when the volume of water has exceeded 3.5 liters.

3. Alongside the handheld showerhead of the shower, I often draw water through the bath tap or through an additional side shower outlet or fixed showerhead. Will the device display the entire water consumption?

The device will only display the volume of water flowing through the device.

4. **How do I clean the device?**

Clean the device with a damp cloth. Do not immerse the device in water. Do not use any abrasive or corrosive cleaning agents or lime scale removers (scouring agent, vinegar etc.) as this could damage the device.

5. **There is water inside the display or the display is foggy on the inside.**

If the display is foggy on the inside, this is a sign that the device has been lying in water for too long. Avoid leaving your device in a bathtub filled with water after the shower. The fogging should generally disappear by itself.

6. **Do I need to establish a connection with the app during each shower to retrieve all the data?**

The device is equipped with an internal memory capable of storing up to 250 showers. Hence, there is **no need** to establish connection with the app during each shower to retrieve all the data. This is only a need to **connect the app with the device from time to time** for data transmission to take place.

C) Device that uses colour codes at the showerhead to indicate varying water consumption levels

1. **Does the display switch itself off if I turn off the water to apply soap?**

No. Even after a short interruption (i.e. when the water stops flowing through the device), subsequent water consumption will still be assigned to the same shower. Only when there is no water flow for more than three minutes will the water consumption be calculated as a separate shower (i.e. the display will start from zero again).

2. **Can I switch off the showerhead lighting?**

Yes. In the smartphone app, there is an option to switch off the lighting.

3. The showerhead doesn't light on.

First, you have to check to ensure that there is sufficient pressure for the showerhead to operate. You can check the pressure based on the following procedures: -

a. Turn on the tap completely and face the showerhead upwards so that the water flow is directed upwards like a fountain.
b. Measure the height of the water flow.
c. The height has to be higher than 70cm (27 inches) for the device to operate effectively.
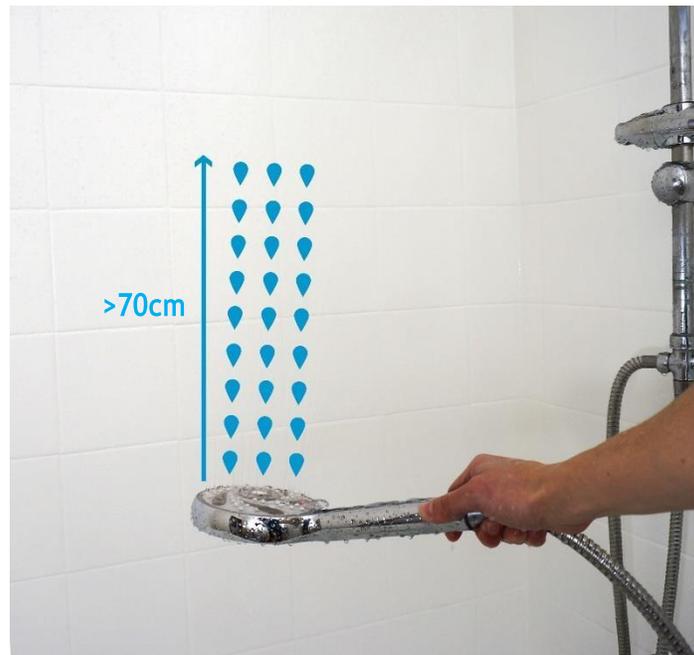
If you don't have the required water pressure, your showerhead cannot be used. Please contact PUB to return the device.

4. Do I need to establish a connection with the app during each shower to retrieve all the data?

The device is equipped with an internal memory capable of storing up to 200 showers. Hence, there is **no need** to establish connection with the app during each shower to retrieve all the data. This is only a need to **connect the app with the device from time to time** for data transmission to take place.