



GATEWAY

INSTALLATION AND USER MANUAL

Pentair Home App



SB-PF-GTW-001



IMPORTANT SAFETY INSTRUCTIONS
READ AND FOLLOW ALL INSTRUCTIONS
SAVE THESE INSTRUCTIONS

SB-CU-IMP-070A

Pentair thanks you for placing your trust in your GATEWAY equipment, the WiFi / Pentair series GATEWAY compatible interface, allowing you to remotely connect your pool equipment via the application Pentair, available in the App store and Play store.

Please carefully read this user manual to fully benefit from all of the functions of your GATEWAY. Store it carefully so that it can be consulted at any time.



Declaration of conformity

Directives – Harmonised standards

Pentair International Sarl - Avenue de Sévelin 20 - 1004 Lausanne - Switzerland

We declare, under our own responsibility, that the product meets the directives

RED	2014/53/EU
SAFETY	EN 62368-1:2014+A11:2017 ; EN 62311: 2008
EMC	EN 301 489-3 V2.1.1 ; EN 301 489-1 V2.2.3 ; EN 301 489-17 V3.2.4 ; EN 301 489-1 V2.2.0
RADIO	EN 300 220-2 V3.1.1 : EN 300 328 V2.2.2

GATEWAY (+ PARTS)

SB-PF-GTW-001A

PART NUMBERS:

SB-SE-GTW-001A

SB-CO-DIV-038A

SB-CO-DIV-039A

Other normative documents

Authorised person for technical documentation

Pentair International S.a.r.l
Avenue de Sévelin 20
1004 Lausanne - Switzerland

Lausanne, 2020 12 21

Jacques Van Bouwel
Engineering Mgr



Product specifications: SB-SE-GTW-001A

Operating temperature: 0° to 40° C

Maximum operating altitude: 2000 m

Watertightness: IP 20

Specifications of 230 V / USB power supply: VEL05US050-EU-BB

Input : 100-240V~50/60Hz 0.18A

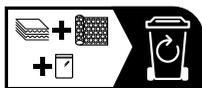
Operating hygrometry: 40% at 40° C

Weight (without power supply): 0.1 kg

Consumption: 1W

Output : 5.0V = 1.0A max

Power supply: 5.0V = 1.0A



Waste treatment of electronic devices at the end of their service life:

The crossed-out bin placed on the main parts which make up the product indicates that it must not be disposed of together with the household waste. It must be returned to an appropriate collection point for electronic device recycling (information available from the local household waste collection service). This product contains potentially dangerous substances which may have adverse effects on the environment and human health.

- Customer Support: +33(0)1 84 28 09 40 (8:30 a.m. to 4:30 p.m.) CET

www.pentairpooleurope.com

- Warranty: 2 ans

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- The document is subject to change without notice

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GENERAL POINTS

- **DANGER** - INSTALLERS, POOL SPECIALISTS AND OWNERS MUST CAREFULLY READ THESE WARNINGS AND ALL INSTRUCTIONS BEFORE USING THIS PRODUCT.

- **WARNING** - Most countries regulate the construction, installation and operation of public swimming pools and spas, and the construction of residential pools and spas. It is important to comply with these regulations, many of which directly regulate the installation and use of this product. Consult your local building and health codes for more information.

- **WARNING** - This installation and user guide contains important information on the installation, operation and safety of this product. This guide should be provided to the owner and/or user of this product.

INSTALLATION

- **DANGER** - DO NOT DISMANTLE OR OPEN THE POWER SUPPLY: RISK OF ELECTRIC SHOCK or electrocution

- **WARNING** - Before installing this product, read and follow the warnings and instructions of this guide. Failing to follow these warnings and instructions may lead to serious injuries, death or material damage. Refer to www.pentairpooleurope.com for more information linked to this product.

- **WARNING** - Do not connect the USB cable connector to any USB port, other than the one provided by the power adaptor.

USE

- **WARNING** - Check the status of this device daily to ensure that the remote management system for your pool and the devices connected to it are always accessible and functional.

Security / explanation of symbols used



Alternating current



Double insulation without grounding



Direct current

Summary

INTRODUCTION

> Content of packaging p 04

> Device description p 04

> General function of the device p 04

INSTALLATION

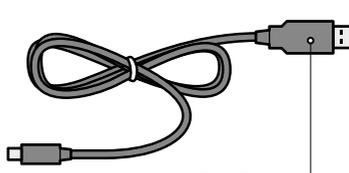
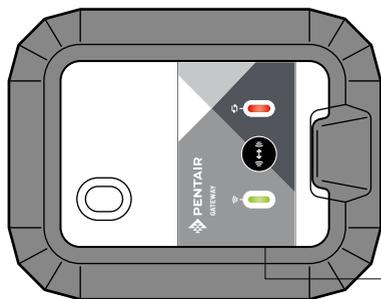
> Connection p 05

> LED meaning p 05

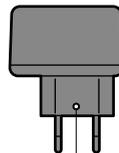
> Provisioning your Gateway to your WiFi home router p 07

> Pairing the Gateway to a device p 09

Content of Packaging



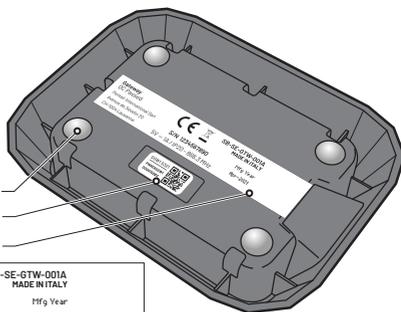
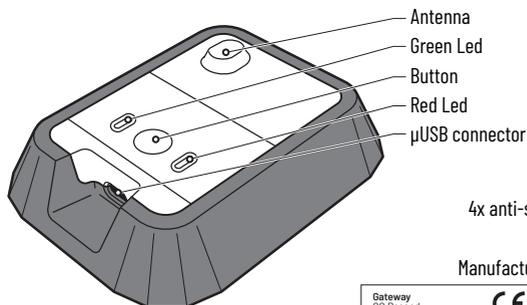
µUSB / USB cable



230V / USB power supply
ref. VELO5US050-EU-BB
INPUT: 100-240V~50/60Hz 0.18A
OUTPUT: 5.0V 1.0A max.

Gateway

Gateway description

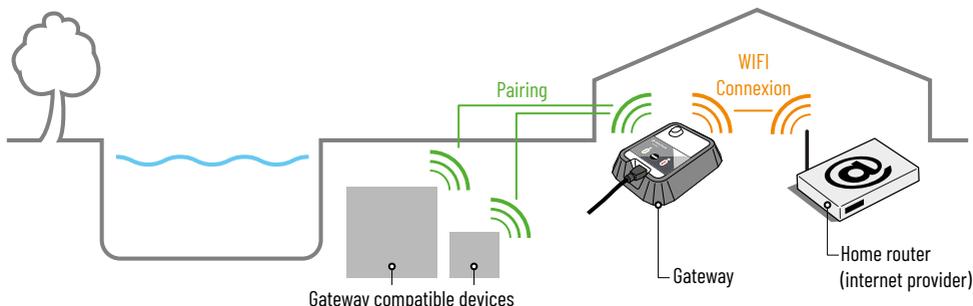


4x anti-slip feet
PNR ID
Manufacturer tag

Gateway QC Passed Pentair International Carl Avenue de Sévelin 20 CH-1004 Lausanne	CE S/N 1234567890 5V = 1A / IP20 - 868,3 MHz	SB-SE-GTW-001A MADE IN ITALY Pfg Year Rfr ~2021
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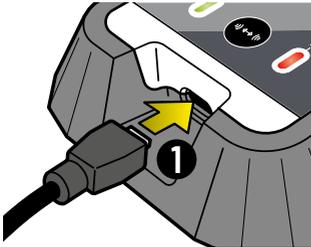
General function of the device.

- The Gateway makes it possible to connect your Gateway's compatible devices to your Pentair App account via your WiFi home router.



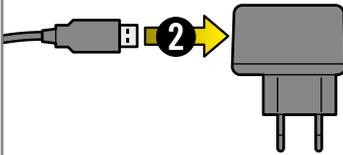
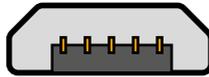
Installation and connection

- i** Simply connect the power supply provided and match the WiFi to your home router, connection to the Pentair's App server is automatic.
By following the instructions, after creating your Pentair account within the Pentair Home App, you will be able to connect to your installation in a few minutes. The controls sent via the App are effective in a few seconds.
- i** Place the Gateway indoors in a dry and well-ventilated area, far away from any heat sources.
After optimizing the radio range, the Gaetway shouldn't be near, or in contact with metal (parts/objects).

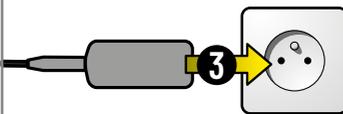


1 - Connect one end of the USB cable provided to the μ USB port of the Gateway.

BE CAREFUL, DO NOT FORCE THE CONNECTION TO THE SOCKET AND THE CONNECTOR, SEE BELOW THE ORIENTATION OF THE CONNECTOR



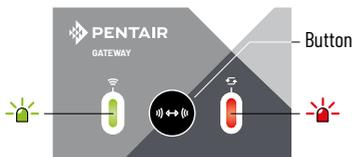
2 - Connect the end of the USB cable to the USB port in the power supply. **DO NOT USE ANY POWER SUPPLY OTHER THAN THE ONE PROVIDED.**



3 - Connect the power supply to a 230V socket, in compliance with local applicable standards.

LED meaning

- i** Depending on the lighting frequency of the LEDs, the Gateway provides information on its status.



  Double flashes :
= new device, no connection

The device is new and free of any provisioning with a home router.
- Proceed as described next pages.

  Micro cut-off = connected to the server

  1 short flash blinking = sending information to the server

The Gateway is functioning perfectly

Trouble shooting:

  Micro cut-off 2 sec spaced = WiFi OK, but no connection to the server

The WiFi connection to the home router is working. The connection to the Pentair server has not been set up.

- Make sure your device is ON and connected to internet.
- The Gateway is automatically configured, provided the DHCP server of your internet home router is activated (in the vast majority of cases, the DHCP server is activated by default on the installation of your internet home router). This function can be accessed via the management menu of your internet home router. Refer to your internet access provider for more details. The Gateway uses the TCP 8883 & 443 port. Make sure that those ports are open towards the outside.

  Flashing = no connection to the WiFi

The WiFi connection to the home router is not working.

- Make sure your device is ON and the WiFi is activated.
- Restart provisioning between the Gateway and the home router.

WiFi provisioning :

  =   Permanent (time out 5 min) = Long button pressed for WiFi provisioning.

You have just longly pressed the button.

- Proceed to WiFi provisioning (see following page).
- To exit WiFi provisioning mode before 5 min, press the button more than 1 sec again.

Pairing :

  =   Alternative permanent fast blinking (time out 5 min)
  = Short button pressed for pairing (to Speedeo Connect for ex)

You just made a short press on the button.

- Proceed to Pentair's device pairing (see p8).
- To exit pairing mode before 5 min, press the button less than 0.3 sec again.

Firmware up-date:

  Flashing = automatic firmware update (wireless) in progress

An automatic update is in progress. **!! Do not unplug the USB (shut down) during that process !!**

- Wait for the status to change (this may take some minutes).

  Slow flashes = the automatic (wireless) update has failed

An automatic update has failed. Wait for the status to change, Gateway will automatically reattempt an update. If this status doesn't disappear after 30 minutes, check that your internet connection is functioning properly and if necessary, contact Pentair technical support on techsupport.poolemea@pentair.com.

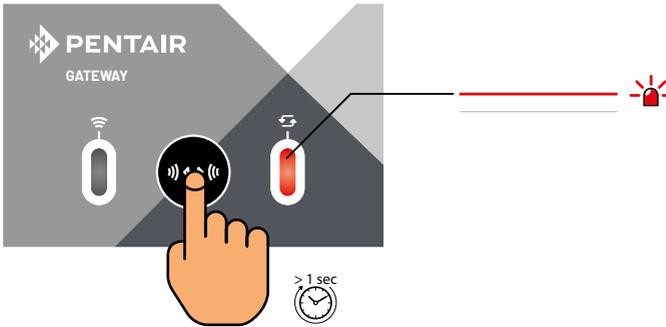
Provisioning your Gateway to your WiFi home router (1/3)

#1: Make sure :

- you have downloaded the Pentair Home App and created your account.
- you have downloaded the Pentair Home App and have created your account.

#2: Place your Gateway within range of your WiFi home router.

#3: Give a long push (> 1 sec) on the button. The red LED will steady light.
You will now have 5 minutes to complete this provisioning sequence.

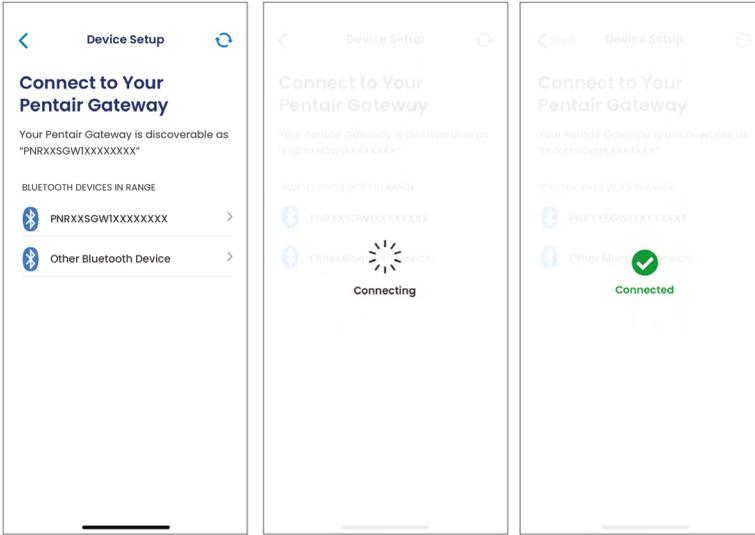


#4: Open Pentair Home App under your pool account. In device set up menu, access to the screen asking you if you will be using a Gateway?
Select «Yes»

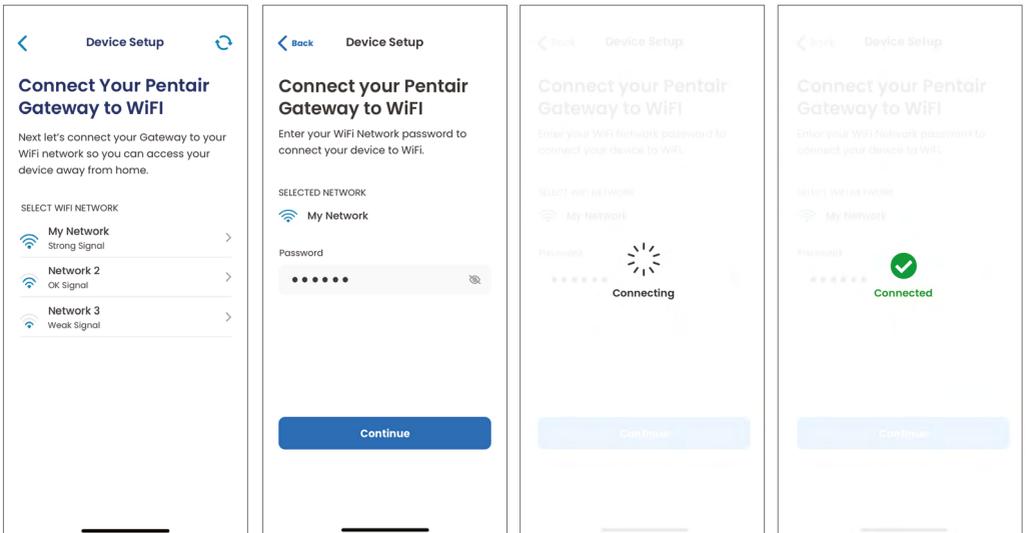


Provisioning your Gateway to your Wi-Fi home router (2/3)

#5: Make sure your phone's Bluetooth® connection is on. Your Gateway will be discoverable as «PNRXXSGWXXXXXXXXXX». Select it.



#6: Continue the flow of menus by selecting your WiFi network and populate the credentials asked and continue until getting «Connected». Then your Gateway is connected to your WiFi home router.

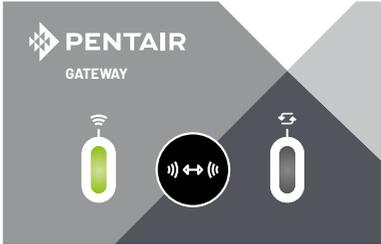


Provisioning your Gateway to your Wi-Fi home router (3/3)

#7: Close the navigation page.

You can now return to your original WiFi settings.

#8: The green indicator light will flash following step described below:



  = Searching WiFi

  = Searching Pentair server

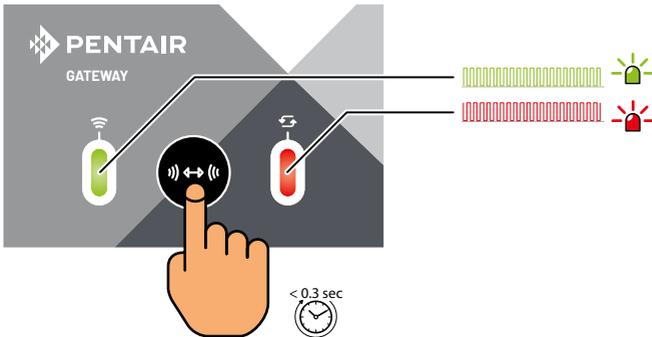
  = Server connected

From now on, the data from Gateway's compatible devices is recorded regularly on the cloud.

Pairing the Gateway to a device (compatible, Pentair range).

#1: Make sure your Gateway is properly power supplied.

#2: Give a short push (< 0.3 sec) on the pairing button. The green and red LEDs should be flashing alternately and quickly. You will now have 5 minutes to complete this pairing sequence.



#3: On the device to be paired, go on the pairing menu and select «Gateway» then valid or launch the pairing procedure (depending user interface type).

#4: Within the 5 minutes duration, as soon as the LEDs stop flashing, Gateway and device are successfully paired.



SAVE THESE INSTRUCTIONS !



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