

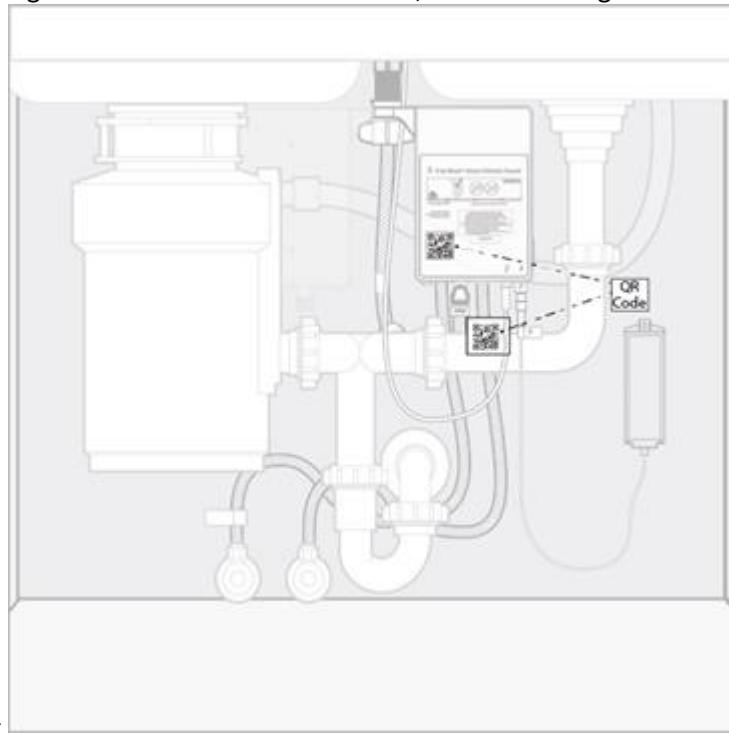
Troubleshooting

Moen Smart Device

*This article includes detailed information on the **Smart Faucet**, also known as the **U by Moen Smart Kitchen Faucet**. It also refers to the **Moen Smart Water app**, also known as the **Moen app** or the **Moen Smart Water Network app**.*

Where can I find my QR code?

A QR code is a 2D barcode readable by your smartphone which Moen uses to identify your specific Smart Faucet: You can find your QR code on the gray control box under your sink, on the cord connecting the handle and the control box, and on the original cardboard box of your



Moen faucet.

How can I power cycle?

To power cycle, unplug the power source for a few seconds and then plug it back in.

Can I skip setting up a voice assistant when setting up my Smart Faucet?

Yes, but you will not be able to give verbal commands through your voice assistant until you do. To setup later using the Moen app, use the Settings icon on the menu to bring up the Settings, tap on User, and then scroll down to "Voice Assistant Setup."

Cannot connect Google Home to my Smart Faucet / Google Home is not working?

Be sure your prompts are "OK Google, ask Moen to...." Please ensure your assistant is working properly. If your Google Assistant is not responding to any prompts, please try resetting your assistant or contacting the distributor you purchased the assistant from.

Are you having trouble linking/your assistant is not responding?

When linking your Google Home for the first time, please make sure you are pairing the device with the same username and password as your Moen account that you use for this app. Make sure your email is typed in ALL LOWERCASE.

Are you having trouble with Google Voice Match or Personal Results?

If your assistant is responding something along the lines of, “You need to turn on Personal Results,” go into your Google Home app and choose the speaker/home hub you are setting up with your Smart Faucet, go to settings, and turn on Personal Results.

To turn off voice match on your Google Assistant for the device linked to your Moen account, go into your Google Home app, click on the linked device, go to settings, and turn off Voice Match.

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Cannot connect Amazon Alexa to my Moen smart device / Amazon Alexa not working?

When linking your Amazon Alexa for the first time, please make sure you are pairing the device with the same username and password as your Moen account that you use for this app. Make sure your email is typed in ALL LOWERCASE.

Be sure your prompts are “Alexa, ask Moen to.....” Please ensure your assistant is working properly. If your Amazon Alexa is not responding to any prompts, please try resetting your assistant or contacting the distributor you purchased the assistant from.

Why can't my Smart Faucet meet my requested temperature amount?

During setup, the smart device will learn the hot and cold capabilities of your water supply. You will not be able to request temperatures outside of what can be supplied by your home. Use “hottest” or “coldest” either verbally or in the Moen app to dispense full hot or full cold. Your device will continue to learn hot and cold every time you run water. To force a full learn, use the Moen app. Tap Learn Your Home under the device’s settings tab.

How can I view last week's data?

From the usage screen, swipe the graph to the right or left to navigate from day to day. To view last week's data first click on the “week” button and then swipe. The same applies for days and years.

If I have multiple devices, how do I see usage of only certain devices?

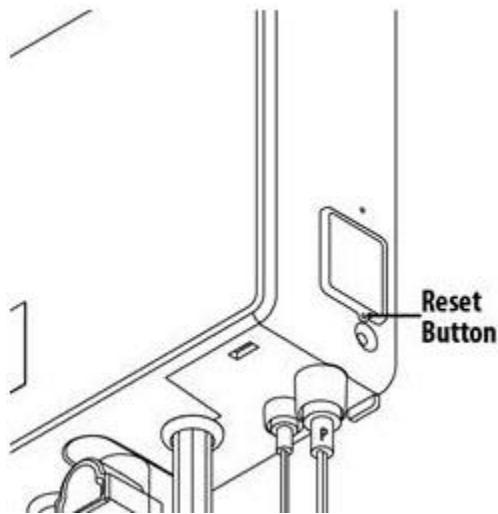
On your usage screen, if you want to view only certain devices, tap the filter button near the top right of the graph, then select only the devices that should display usage.

What are the LED light errors?

Blinking Yellow (2 blinks): Your batteries are running low. Please be sure to replace your batteries before they run out. If you lose all power to your faucet, it will become nonfunctional.

Blinking Yellow (3 blinks): Your faucet has lost network connection. Please check your Wi-Fi router to ensure it is still functioning. There should be a reconnect button on your device settings page for your faucet. Tap reconnect and follow the instructions in the app. This will occur if you move or change your Wi-Fi password as well.

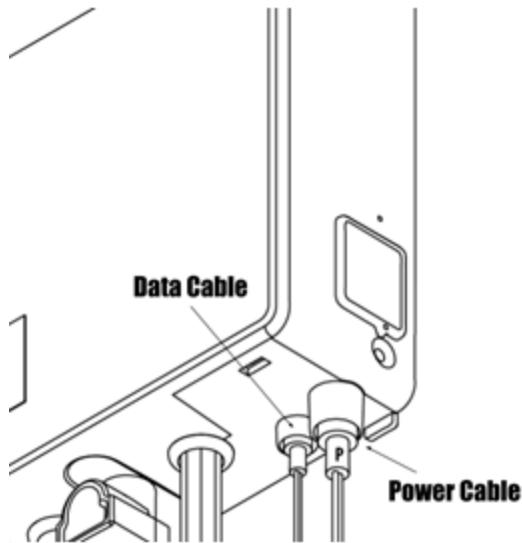
If you deleted the device from your app, you will have to restart your device and re-add it. Restart your device by taking a paperclip and hold down the reset button until you hear a single beep followed 3 seconds later by two consecutive beeps. Go to the Devices tab and tap on the +Add button to begin the set up.



Blinking Yellow (4 blinks): An unexpected hardware event has occurred. If this continues, please contact Moen Support for assistance - 1 (800) 289-6636.

Blinking Yellow (5 blinks): There has been a hardware failure. Please contact Moen Support for assistance - 1 (800) 289-6636.

Blinking Yellow (6 blinks): Your faucet is having problems communicating with its control box. Make sure that both your data cable and power cable are plugged in correctly.

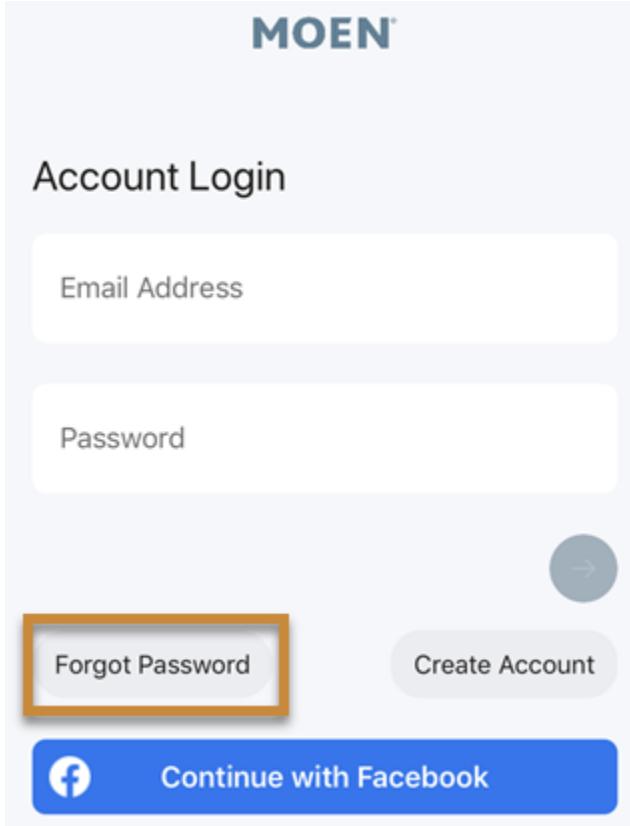


Password Recovery

How to recover your password for the Moen Smart Water app

*This article includes detailed information on the **Moen Smart Water app**, also known as the **Moen app** or the **Moen Smart Water Network app**.*

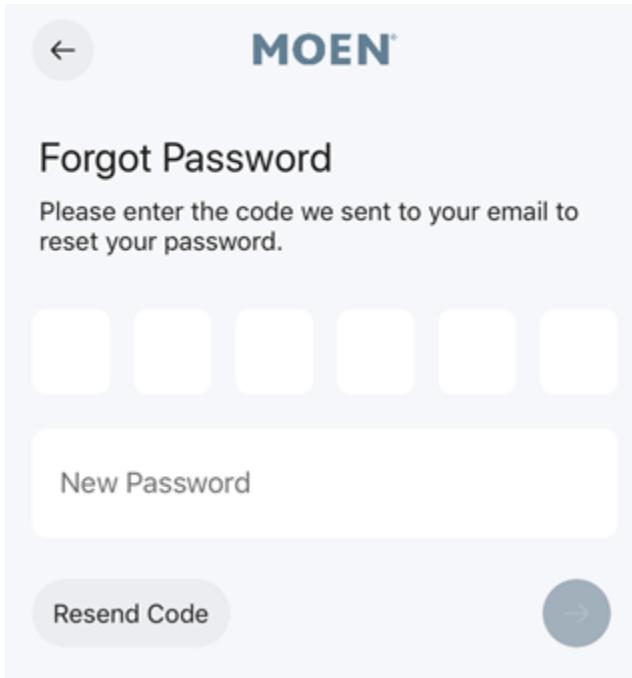
1. On the Moen login screen, tap **Forgot Password**.



2. Type your **email address** in the email address field and then select the **arrow** to continue to the next screen.



3. A code will be sent to your email address. **Enter the code**, your **new password**, and then the **arrow** to continue.

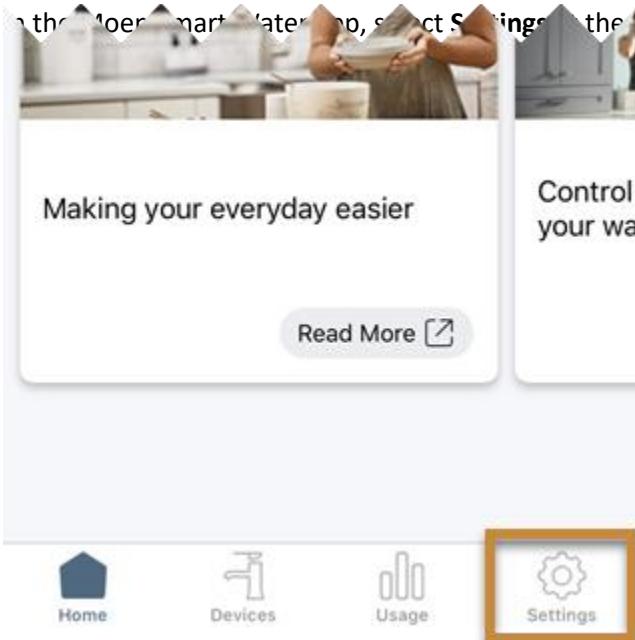


Update Password in Moen Smart Water app

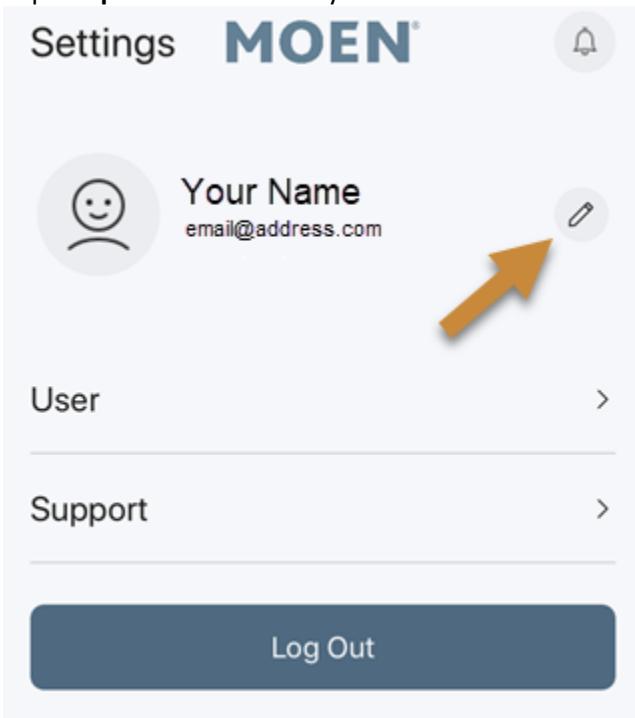
*This article includes detailed information on the **Moen Smart Water app**, also known as the **Moen app** or the **Moen Smart Water Network app**.*

Instructions for updating your password in the Moen Smart Water app.

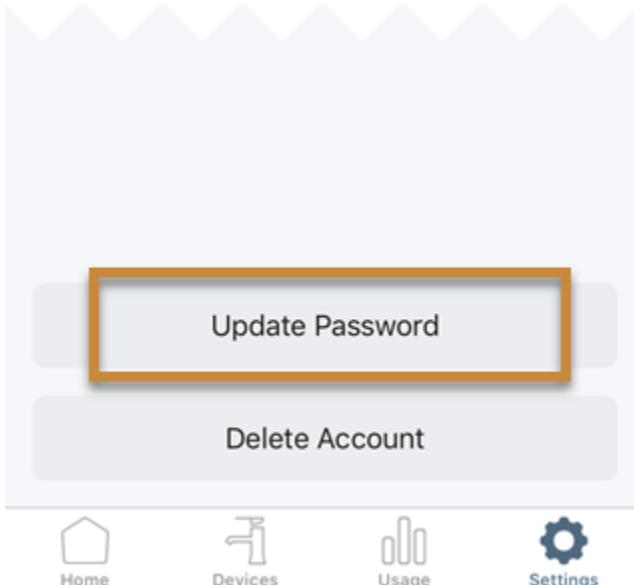
1. On the Moen Smart Water app, select **Settings** in the bottom right corner.



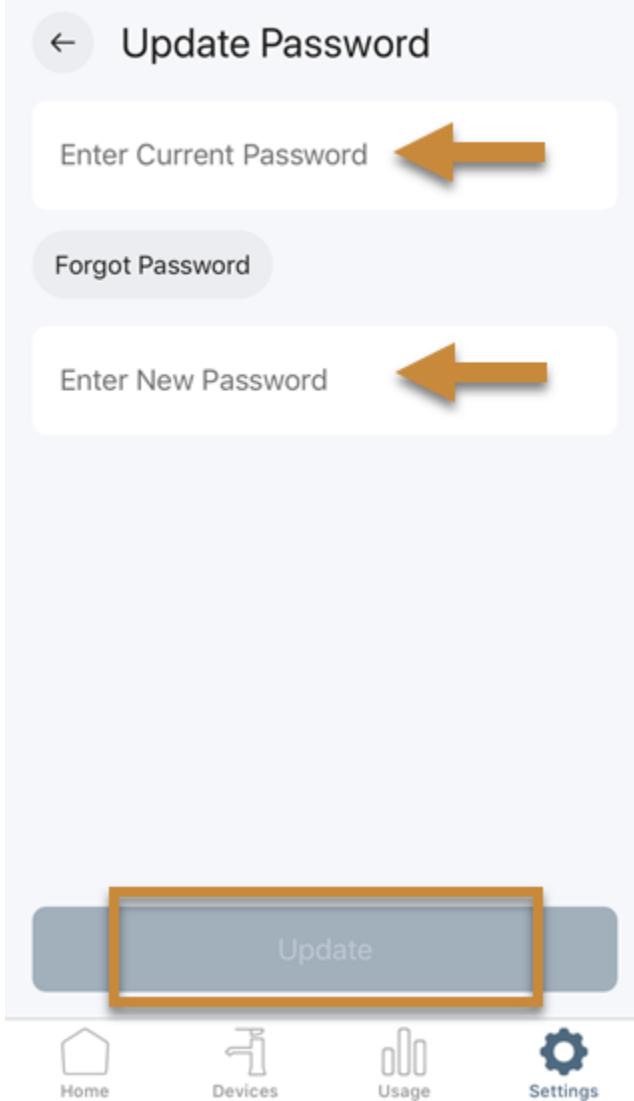
2. Tap the **pencil** icon next to your name and email address.



3. Tap **Update Password**.



4. Enter your current password, your new password, and then tap **Update**.



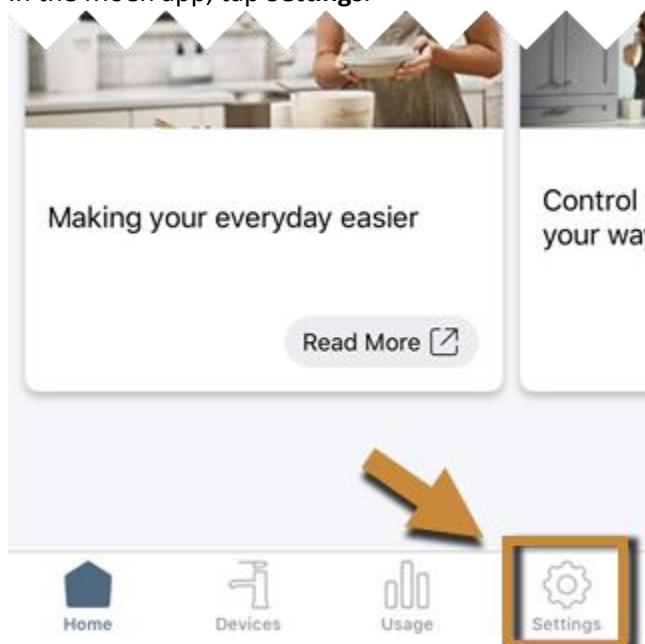
Enable Moen Alexa Skill

Instructions for connecting your Moen Network products to Amazon Alexa

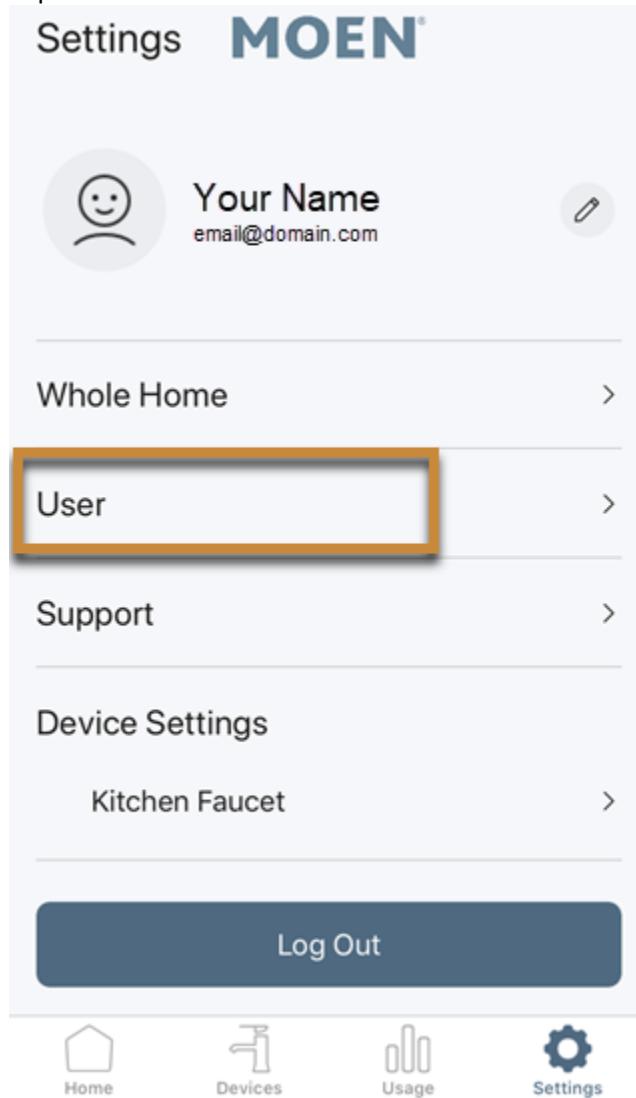
The Amazon Moen skill allows you to control all your Moen Network products with Amazon Alexa. The Moen Network is a collection of connected smart water products that provide unmatched water management and control experiences all with the sound of your voice through your favorite Alexa device.

The following steps are for enabling the Moen Skill in the Amazon Alexa app. You must first download and install the Alexa app on your phone. These instructions are for both iPhone and Android.

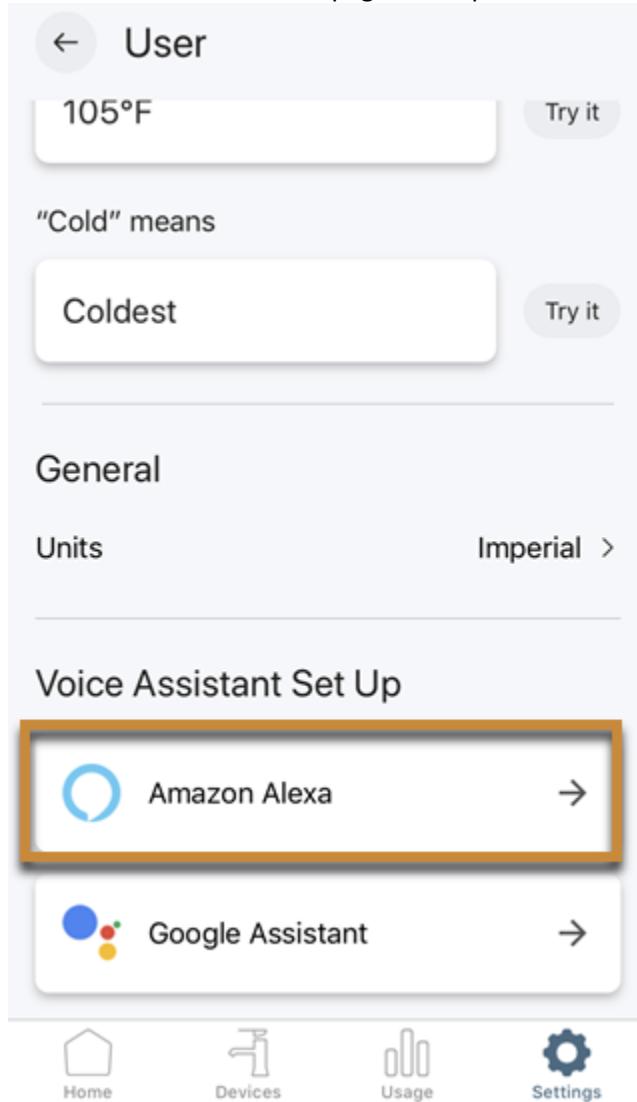
1. In the Moen app, tap **Settings**.



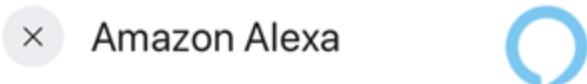
2. Tap User.



3. Scroll to the bottom of the page and tap **Amazon Alexa**.



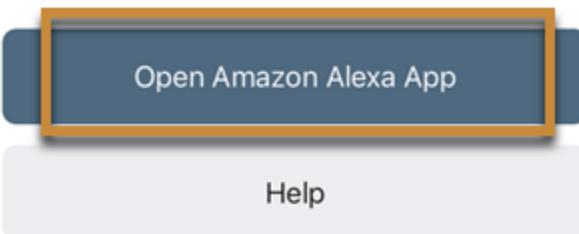
4. Tap the **Open Amazon Alexa App** button.



1. Tap the "Open Amazon Alexa App" button below.

2. Sign in using your **Moen login and password**.

3. Confirm voice is working by saying "Alexa, tell Moen to turn on my faucet."



5. Tap **Enable to Use**.

6. Sign in using your **Moen login and password**.

Connect Smart Faucet to Moen Smart Water app

Step-by-step instructions for connecting your Smart Faucet to the Moen Smart Water app

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The following instructions are for connecting your Smart Faucet in the Moen Smart Water app.

Requirements

- iOS: 14.1 and later
- Android: 8.0 and up
- 2.4GHz WiFi network

How to Connect Smart Faucet

- If you are setting up this device for the first time, you will need the Moen Smart Water app. To download the Moen Smart Water app, visit the Apple App Store or Google Play Store from your smartphone and search for "Moen Smart Faucet".
- After the Moen Smart Water app is installed, open the Moen Smart Water app and create an account.

1. To connect your Smart Faucet, in the Moen Smart Water app, tap **Devices**.



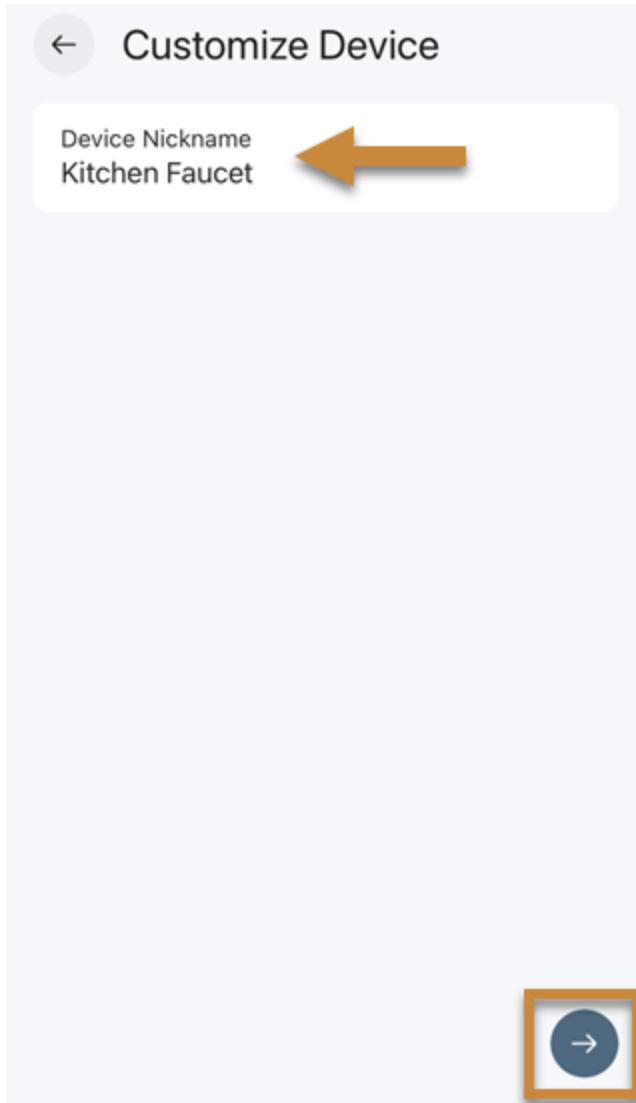
2. Tap on **+ Add** to add a device.



Task 1 - Register your device

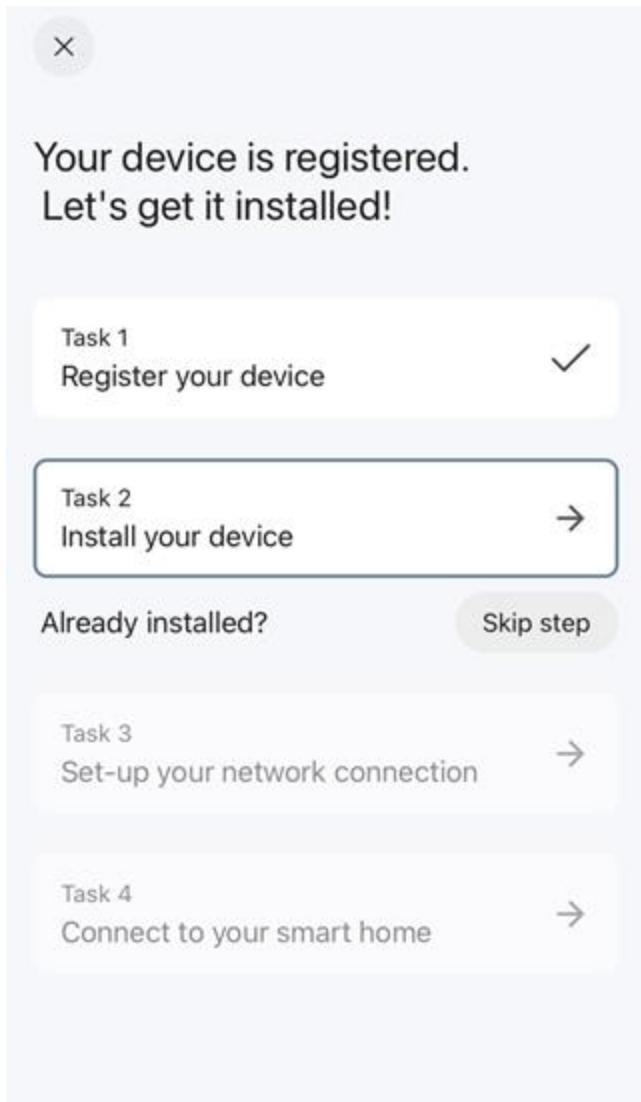
Follow the on-screen instructions for registering your Smart Faucet. Scan the QR code on the control box and fill out the requested fields to register your Smart Faucet.

Once your Smart Faucet is registered, **name your device** under "Device Nickname" field and then tap the **arrow** to go to the next screen.



Task 2 - Install your device

If you select "Task 2 Install your device", the app will walk you through installing your Smart Faucet step-by-step. If the Smart Faucet is already installed, select "Skip step".



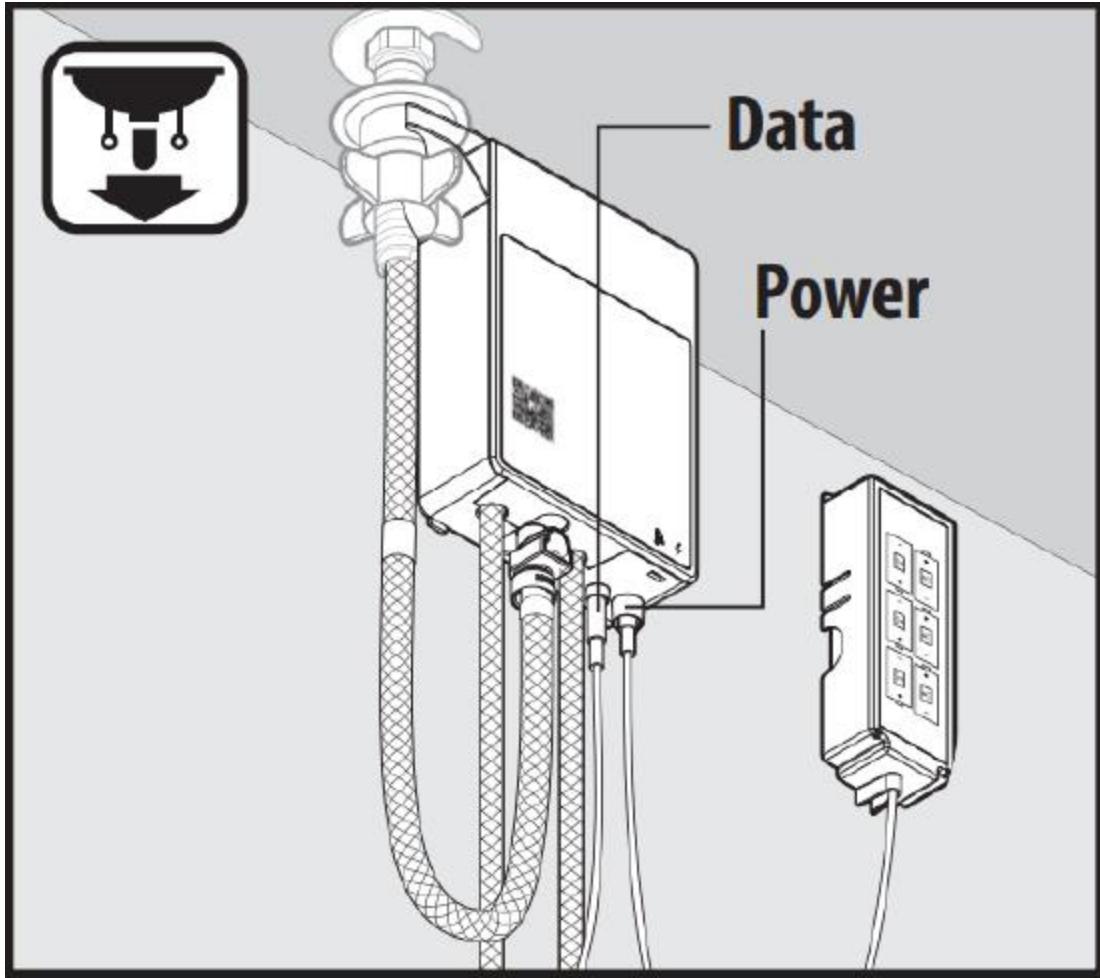
Task 3 - Set-up your network connection

Select Task 3 - Set-up your network connection.

Prepare Your Faucet

If this is a new installation, connect the control box under your sink to a power source. After a few seconds, the LED on the Smart Faucet will blink amber/blue. This indicated the Smart Faucet is ready to be configured.

If the light is not blinking, try unplugging power, reconnecting it, and trying again. If this does not work, you may need to [reset the device](#).



Connect to Wi-Fi

Go to your phone's Wi-Fi settings and look for a network similar to Moen-Faucet-59623 where the numbers match part of your serial number. Connect to that network and return to the Moen Smart Water app.

iOS

Android

← Connect to Wi-Fi

Leave the Moen app, open iOS Settings, and then select Wi-Fi.



Look for a network similar to **Moen-Faucet-00356**, where the numbers match part of your serial number.

Connect to that network by tapping on it. Once connected, return to the Moen app.



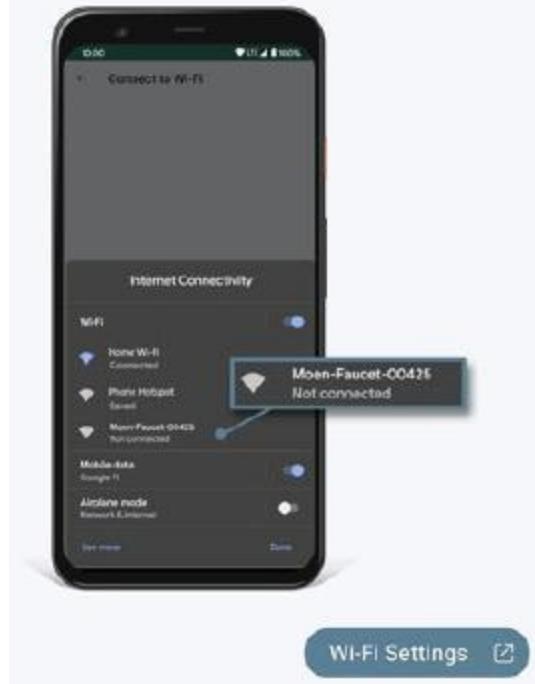
Troubleshoot

← Connect To Wi-Fi

Go to your phone's Wi-Fi settings and make sure it is turned on.

Look for a network similar to **Moen-Faucet-69623** where the numbers match part of your serial number.

Connect to that network by tapping on it. Once connected, return to the Moen app.



Wi-Fi Settings

When you go back to the Moen Smart Water app, you will automatically be directed to the "Choose Home Wi-Fi" page.

Choose Home Wi-Fi

Select your 2.4 GHz home Wi-Fi network and then select the next arrow.

Enter Your Wi-Fi Password

Enter your Wi-Fi password and then select the next arrow.

← Enter Password

Enter your Wi-Fi password

○

→

Wait For Connection

The Smart Faucet is trying to connect to your Wi-Fi network. Please watch the Smart Faucet and do not touch the handle or sensor during this time. The LED will blink an amber/yellow color while it is trying to connect. This may take a few minutes.

Watch for the LED to change and select "Green Light" once the LED turns green.

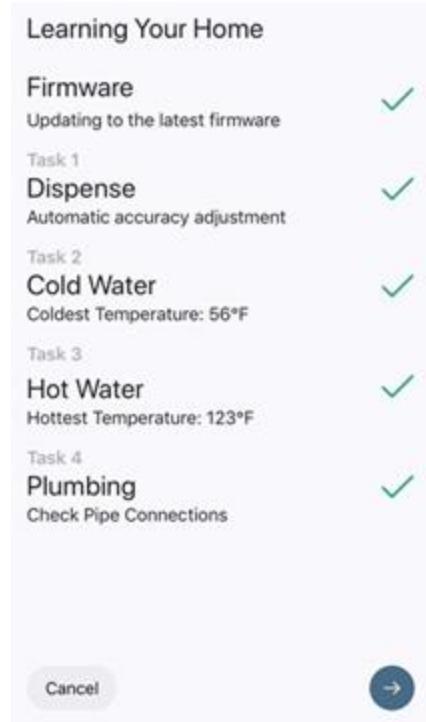


Accuracy Tests

Your Smart Faucet is going to update your firmware and perform some tests to learn your home water system. The Smart Faucet will turn on and off a few times and run the hottest and coldest water possible.

Please do not touch the water during the test as it may get extremely hot!

To begin, select, "Start Tests". Once completed, you will see check marks next to all tasks and be able to continue to the next screen by tapping the arrow at the bottom of the screen.



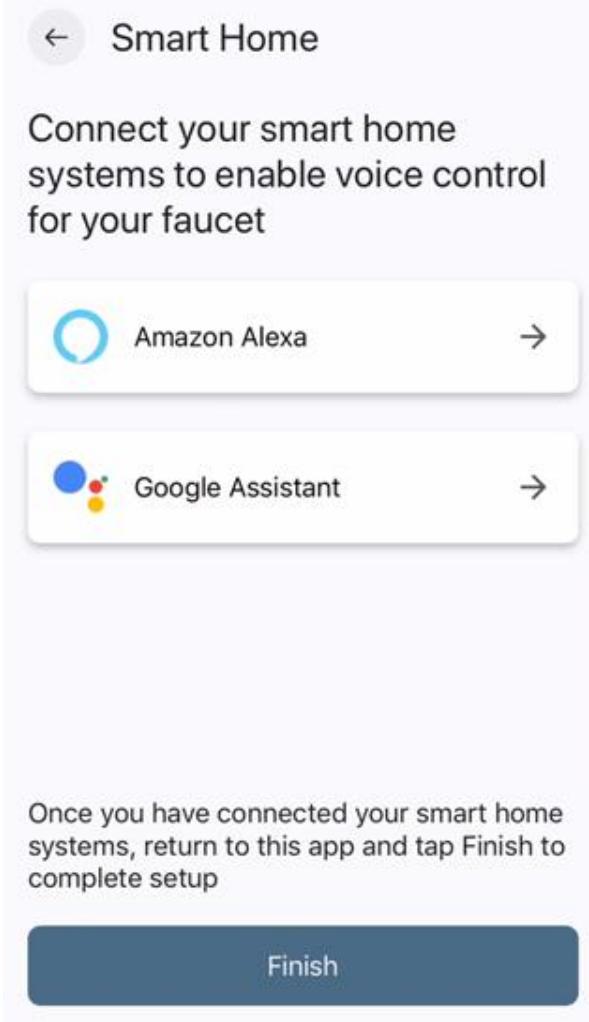
Task 4 - Connect to your smart home

1. Select Task 4 - Connect to your smart home. If you have already connected to your smart home or would like to set this up at a later time, you can select "Skip Step".

For Amazon Alexa instructions: [Enable Moen Alexa Skill](#)

For Google Assistant instructions: [Add Smart Faucet to Google Assistant](#)

2. Select which smart home system you would like to enable voice control for.



3. Log in with your Smart Faucet account.

4. Tap "Finish" to complete the set up.

Remove Smart Faucet from Moen Smart Water app

Instructions for deleting your Moen device from the Moen Smart Water app.

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1. Tap the **Devices** tab at the bottom of the app.
2. Tap on the faucet you would like to delete.
3. Tap on **Settings** in the upper right corner.
4. Tap **Delete Device** at the bottom.
5. Tap **Delete** again to confirm.