



# HOMEOWNERS GUIDE

MADE IN AMERICA!

Basement Defender, LLC

[www.basementdefender.com](http://www.basementdefender.com)

<https://www.basementdefender.com/support>

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US PATENT NO. 9,441,625

# Introduction



## Welcome to the Basement Defender™ Family!

The patented **Basement Defender™** will **TEST** your system **PROACTIVELY** every morning and alert you to problems before an emergency situation.

Viewing the data from your **Basement Defender™** allows you, and or your dealer to access information on how well your system can handle Major Weather Events when they do occur.

For Technical info

go to- <https://www.basementdefender.com/support>

Email us at- [info@basementdefender.com](mailto:info@basementdefender.com)

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# What's Included

AC mechanical float switch



Basement Defender™ unit



Zip Tie

Stainless steel clamps



Heavy gauge AC power cord



1.5" Inline threaded AC Pump Check Valve

**SHOWN: UNIT KIT**



# THE BASICS

Basement Defender™ is the only system that TESTS pumps every morning and ALERTS to problems before an emergency situation arises.

- Basement Defender™ is a sump pump testing and alert system.
- Basement Defender™ activities and exercises sump pumps daily and monitors system components including:
  - AC pump
  - Electrical power
  - Battery charger
  - Float switch
  - DC backup system
  - Temperature and humidity
- When a potential problem is detected, Basement Defender™ will send homeowner alerts and notification through the home Wi-Fi internet connection.
- The only PROACTIVE SOLUTION to ensure your pumps are working properly is to test them EVERY DAY.
- What Basement Defender™ does:
  - TESTS AC Pump and DC backup pump daily at 8am CST.
  - ALERTS when any problem is detected, such as: pump failure, excessive runtime, low current, and more.
  - CHARGES and checks battery backups.
  - SENDS NOTIFICATIONS through email, text and/or mobile app notifications.
  - MONITORS temperature and humidity.
  - SYNCs DATA and sends alerts through home Wi-Fi network.
  - PROVIDES ACCESS to system activity through Basement Defender™ website and mobile app.
- **Manufactured in America.**

### DO I HAVE TO HAVE TO HAVE A PLAN TO USE BASEMENT DEFENDER™?

No, but it is your backup battery charging system and an audible alarm.

To get Proactive Daily Tests and Text Notifications you must set up an account online with a credit card to receive your **FREE 12 MONTHS OF SERVICE**.

### HOW DO I KNOW BASEMENT DEFENDER™ IS POWERED?

The Circle light on the device faceplate will be green to indicate there is power to the device. These lights will turn off when there is no power to the device.

Basement Defender™ **does not have a power on/off switch**. The device's main power on/off is controlled by a 120-volt circuit breaker. Once the power cords are plugged in, the device turns on.

### CAN BASEMENT DEFENDER™ NOTIFY ME BEFORE A PROBLEM OCCURS?

Yes, with a plan, Basement Defender™ tracks sump pump and battery electrical measurements to predict battery and pump failure prior to it actually occurring.

### HOW CAN I CHECK ON MY SUMP PUMP AND WATERPROOFING SYSTEM AWAY FROM HOME?

Ways to check on your system:

1. Log into your account on the web at [www.BasementDefender.com](http://www.BasementDefender.com)
2. Login into the Basement Defender™ mobile app and press the Auto-Test button at the bottom of the screen menu bar.





# SYSTEM TESTING

## DAILY AUTO TEST

Every morning at 8am CST, Basement Defender™ will engage your pumps and exercise the motors to ensure proper functionality.

Upon completion of the test, Basement Defender™ will beep and send data to the web server. An alert is triggered any time a problem is detected.

## MANUAL TEST

The TEST button allows the user to manually test the pump system. Pressing the button for a minimum of 3 seconds will sound an audible beep and place the Basement Defender™ into a manual pump test mode.

In this mode, the AC pump and battery backup pump will sequentially run for 5 seconds. After test completion, the unit will beep. The **ALERTS** light will show RED for any pump failures or GREEN for no problems found.

## APP AUTO-TEST

You can test your system anytime anywhere with the mobile app.

Select Pump Info t the bottom of the screen menu bar

Scroll to the bottom of the screen.

Press the Test button.

A pop up will appear within a few minutes giving you an overall status report.



# AUDIBLE ALARMS

## MUTING THE ALARM

Press the **MUTE** button on the Basement Defender™ device. It will mute the alarm for 6 hours, but if the issue is not corrected the alarm will sound again!

## REMOTE MUTE FROM THE APP

1. Go to **Settings** on your App
2. Click on **Devices**
3. **Slide the Alarm Active** button to disable the audio alarm

The following will cause a Basement Defender™ device alarm to **sound intermittently**:

- Anytime an alert occurs (does not beep when alert is cleared).
- During daily auto-test.
- During manual test.
- Device receives a configuration, such as: clear learns, auto-test schedule set, device parameter is changed, etc.
- Device turns on after losing power.
- Device receives a 'test alarm' command.
- Device receives a 'reset ECM' command.

The following situations will cause device to sound **continuously**:

- When the Backup Pump is activated the alarm will sound until pump stops running.
- If a pump exceeds max runtime (3 min) an alarm will sound until pump stops running.
- Battery backup pump is activated.



### HOW DO I SELECT MY ALERT PREFERENCES?

After selecting your subscription plan under MY PLANS on the Basement Defender™ portal, you will be able to indicate your preference for alerts within the MY ACCOUNT section. You can update them on the app by going to settings at the bottom bar, then go to notifications.

### CAN OTHER PEOPLE RECEIVE THE ALERTS AND NOTIFICATIONS?

Yes, you can add multiple email addresses to receive alerts and notifications. Alert notifications can be managed, by logging into [www.BasementDefender.com](http://www.BasementDefender.com), navigating to Alert Handling on the My Account page. You can only use only one phone number for text alerts, text and email alerts will also show up as push notifications.

### WHAT SHOULD I DO IF I RECEIVE AN ALERT THAT MY BASEMENT DEFENDER HAS STOPPED COMMUNICATION WITH THE WEBSERVER?

If you receive a notification that the Basement Defender™ has not received communication from your device within 24 hours, check the following:

1. Check to see if a circuit has been tripped
2. Verify your WiFi with your phone
3. Reboot your home router by disconnecting the power for 10 seconds then reconnect

**NEVER PUSH THE RESET BUTTON ON THE YELLOW ROUTER-** it makes it unusable.

Contact your internet or electric provider after verifying the above items and still no resolution.

### IF THE POWER GOES OUT OR INTERNET CONNECTION IS LOST, WILL Basement Defender™ STILL SEND ALERTS?

Basement Defender™ will notify you when the power returns and internet connection is restored. Basement Defender™ will also provide information on the activity of your battery-operated sump pump during that power outage.

Your Basement Defender™ device connects with our server about once an hour to ensure connectivity. In the event the device does not connect to the server after 4 hours, you will receive a notification.

**If power loss is a real concern, you can purchase a UPS power backup that you plug your WiFi router in to, then the backup power strip to an outlet.**



### HOW OFTEN WILL MY PUMPS BE TESTED?

With your plan, Basement Defender will Test your AC pump and battery backup sump pumps daily at 8am CST.

### HOW DO I KNOW IF MY SUMP PUMPS ARE WORKING?

On the Basement Defender™ device, the **ALERTS** light will indicate that all pumps are in proper working order with a green light. The Basement Defender™ web portal and mobile app will highlight any alerts on the dashboard screen upon login.

Alert via app notification, email, and text (monitoring plan required) will provide additional awareness so that corrective action can be taken to address the problem.

### CAN I MANUALLY TEST THE PUMPS?

Yes you can test them from the device or from the free mobile app.

### MANUAL TEST FROM THE DEVICE

You can manually test the pumps by holding the **TEST** button for three seconds until you hear a "beep" on the face of the Basement Defender unit.

Wait while the Basement Defender™ activates each pump for five seconds.

The device alarm will beep again when tests are complete.

If a pump is determined to fail, Basement Defender™ records the pump fault.

During the test, Basement Defender™ also records the current draw of each motor along with backup battery voltage to analyze potential failures in the future.



## Plan Features

Once paired to WiFi you can have **12 months of free service**. All plans the day of activation annually. You can cancel at any time, any refunds are prorated from your service.

## Prorated Plan Activation

To activate your free 12 month plan you will be sent a link in a email that you need to click on to activate your free service. You must activate the service using an active credit card.

The daily autotest exercises your sump pumps and monitors system components including: AC pump, electrical power, DC backup system, battery charger, temperature, and humidity. When a potential problem is detected, your **Basement Defender™** device will send you alerts and notifications through your home Wi-Fi internet connection.

- **Plans:**
  - **Basic Plan** - Pro-active Protection
    - Daily testing of primary pump and backup pump(s)
    - Alerts when any problem is detected:
      - Pumps: failure, excessive runtime, low current, higher pump ran
      - Backup pump running
      - Battery and charger: low battery, charger unplugged
      - AC power: no AC power in 24 hour period
      - Temperature and humidity changes
    - 24/7 access to all system information including:
      - Pump(s) status timestamped when pump(s) ran last and runtime
      - Backup battery and charger status
      - Temperature and humidity status

Without a plan the Basement Defender™ is your backup battery charger and alarm/manual test system. It includes an audible alarm for a battery, charger, pump failure, or if you battery backup pump is activated.



### **WHY DOES BASEMENT DEFENDER™ MONITOR HUMIDITY?**

Humidity is the amount of moisture in the air. High humidity is a symptom that needs to be addressed to avoid many problems in a home including: flooding water from another area than the sump pit, like a broken pipe, window well or basement door. Humidity above 40% can cause mold growth.

If mold is in your basement or crawl space, the spores can travel throughout your entire home's living space. Mold spores could possibly affect those afflicted with asthma or allergy conditions.

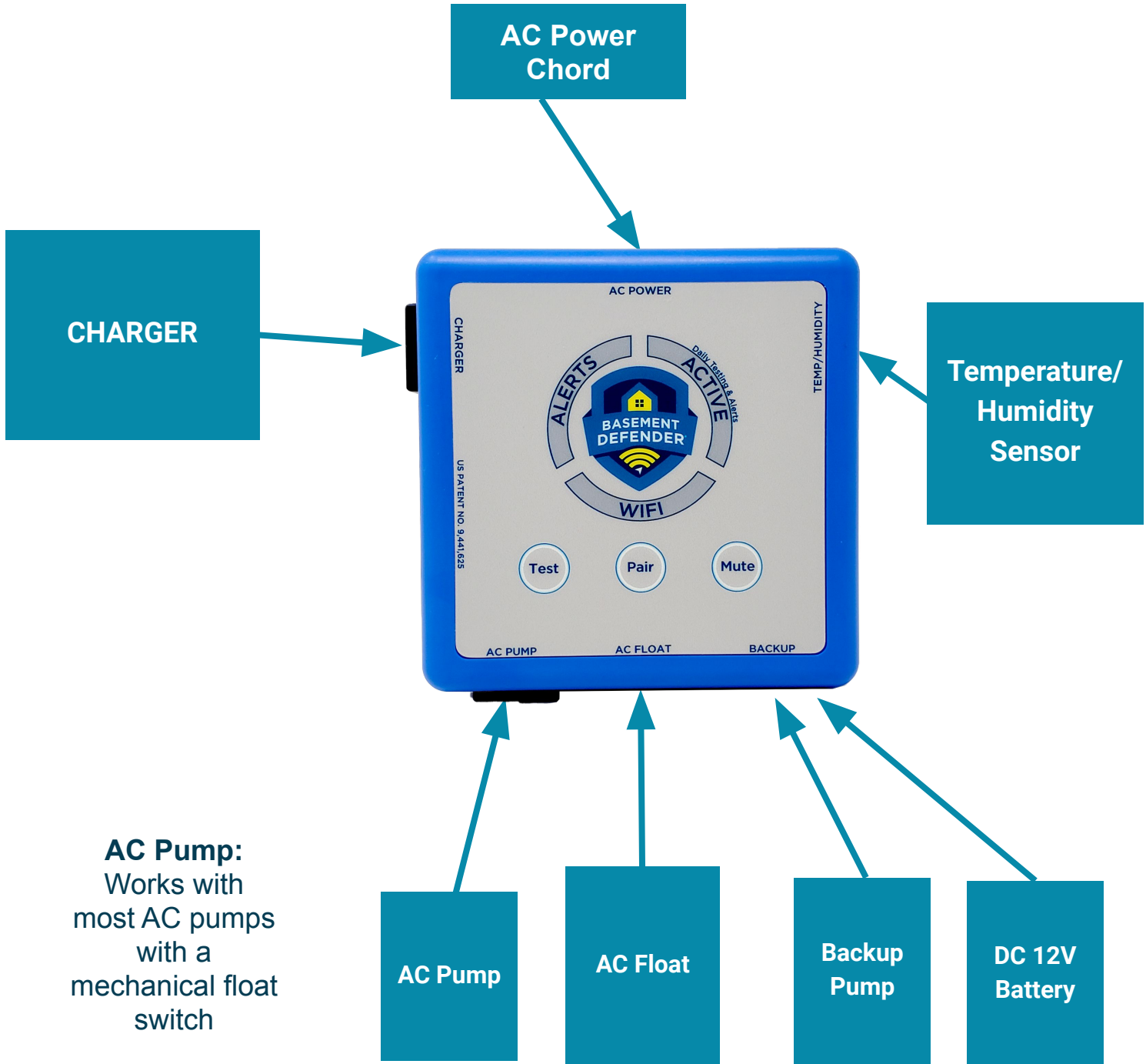
### **WHY DOES IT MONITOR TEMPERATURE?**

Basement Defender™ will alert homeowners to a significant change in temperature, which can serve as an indicator to some big problems. If it gets too cold in a basement or crawl space, pipes can freeze and are at risk to burst, causing the area to flood.



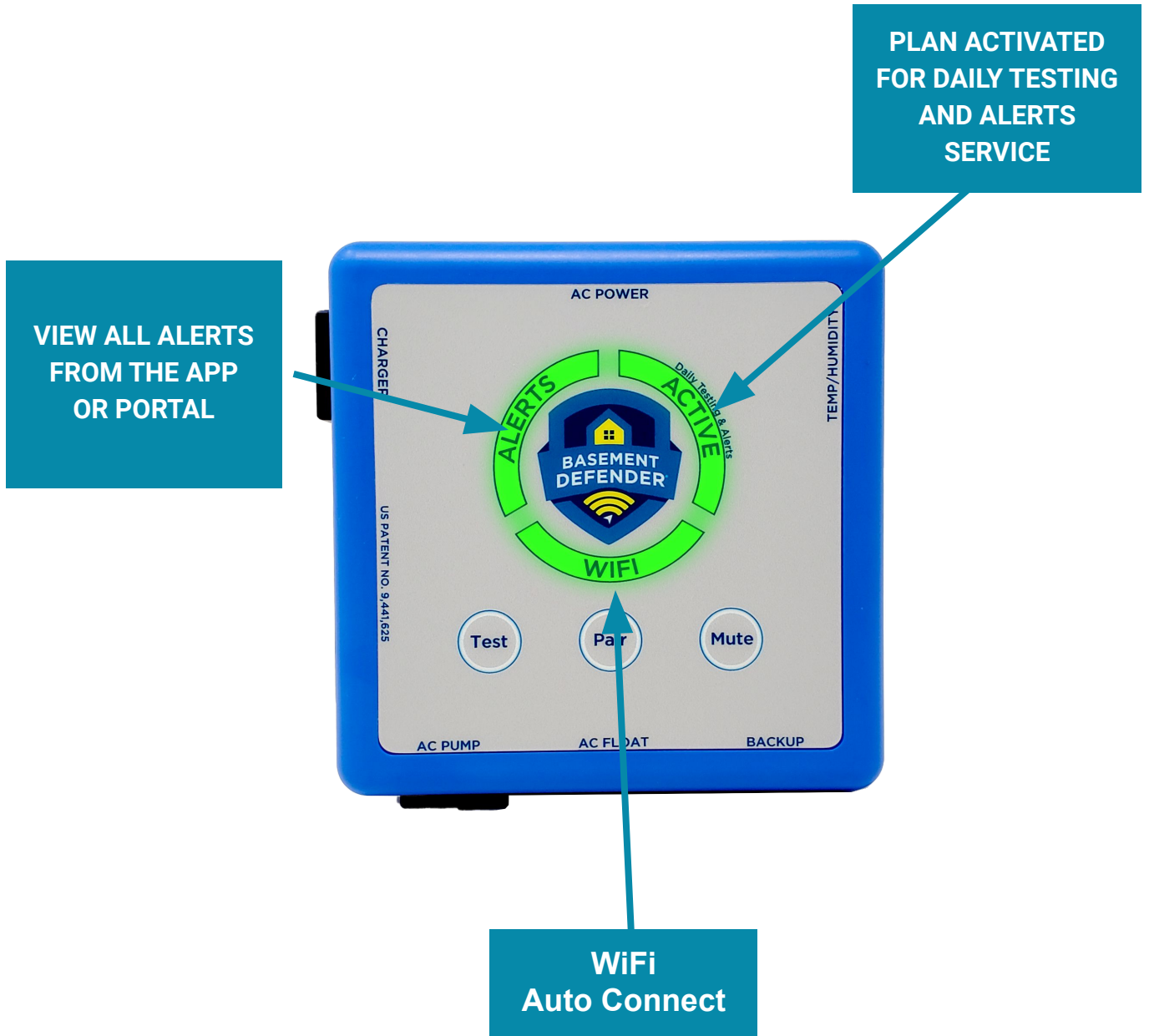


# THE DEVICE





# LIGHT RING





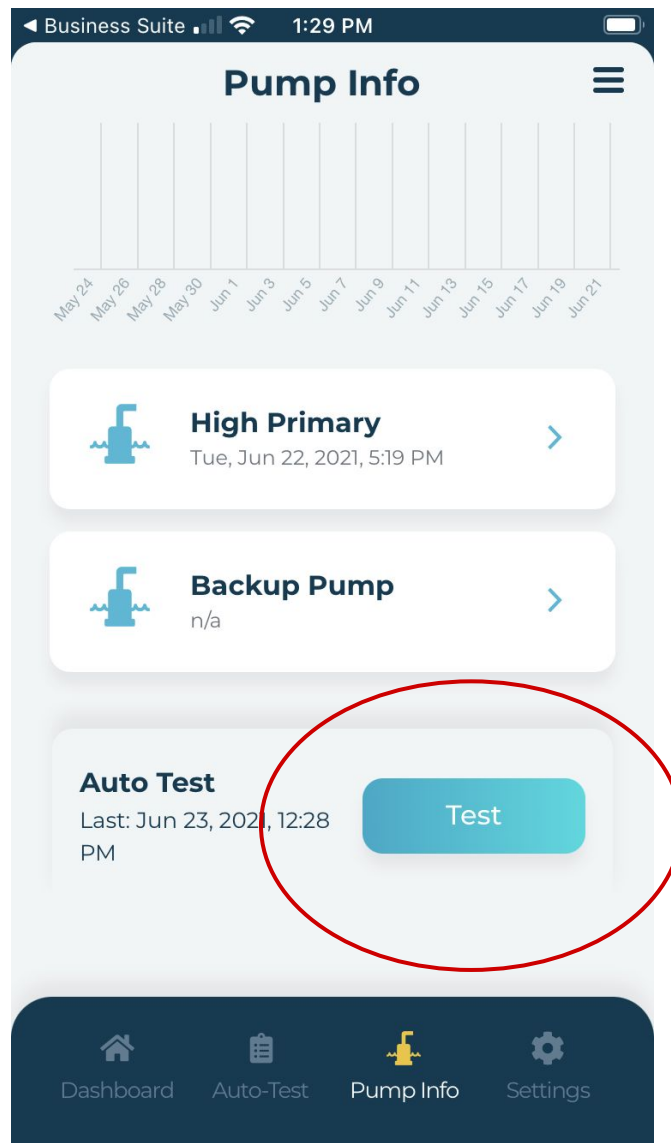
# DEVICE BUTTONS





# APP FEATURES

## AUTO TEST BUTTON



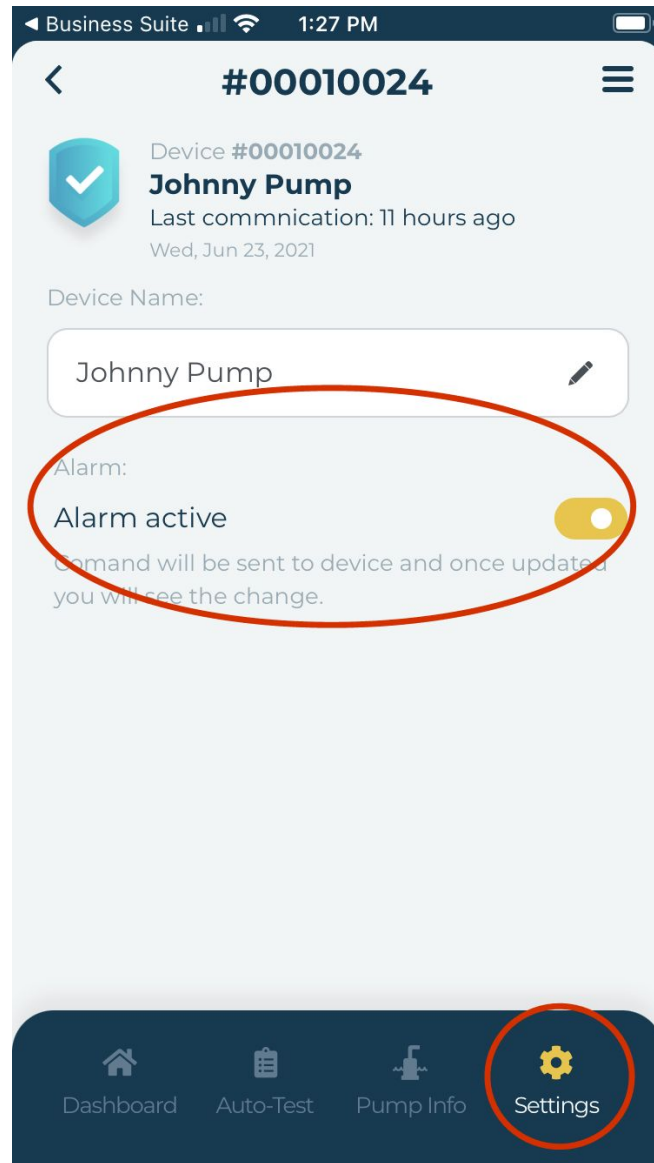
TESTS YOU PUMPS AT WILL





# APP FEATURES

## DISABLE MUTE ALARM



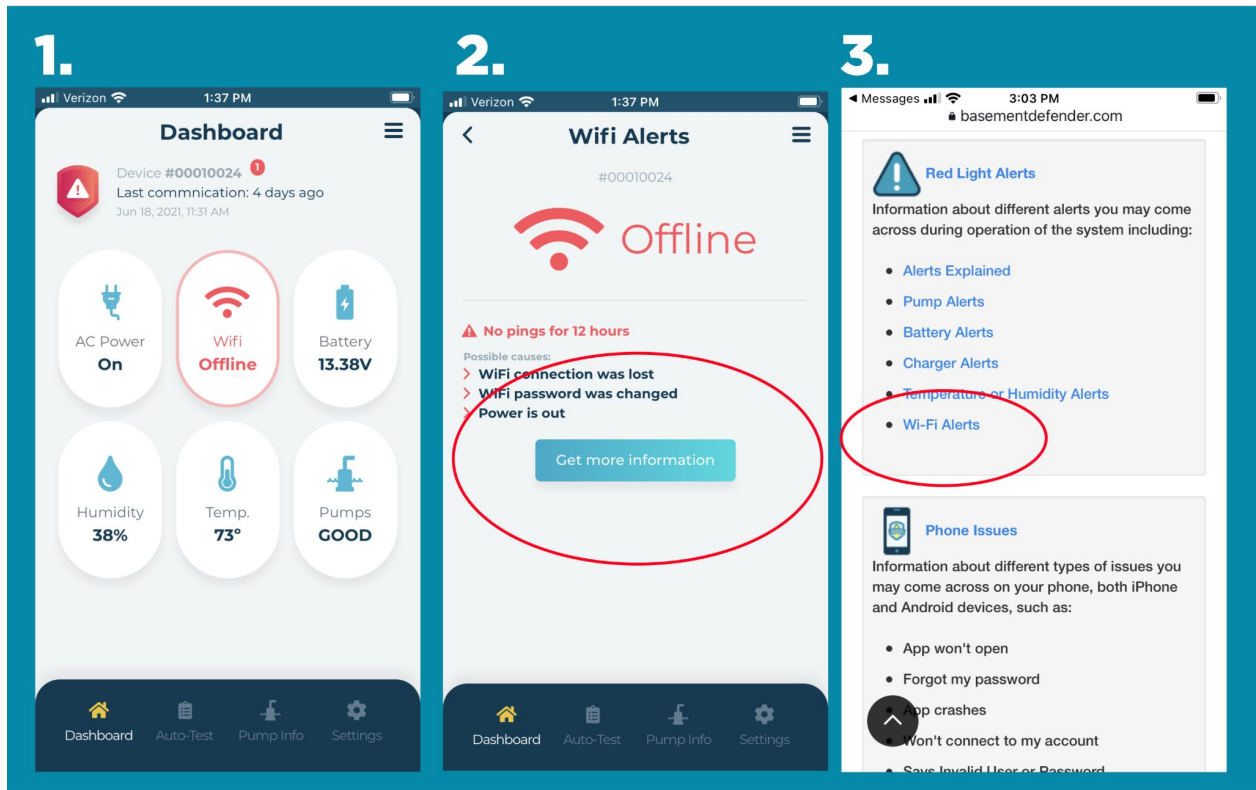
## MUTE YOUR ALARM AND ALL ALERTS

**IMPORTANT: IT DOES NOT SOLVE THE ISSUE OF WHY YOU GOT AN ALERT AND BLOCKS ALL ALERTS**



# APP FEATURES

## ALERT INFO ON THE APP

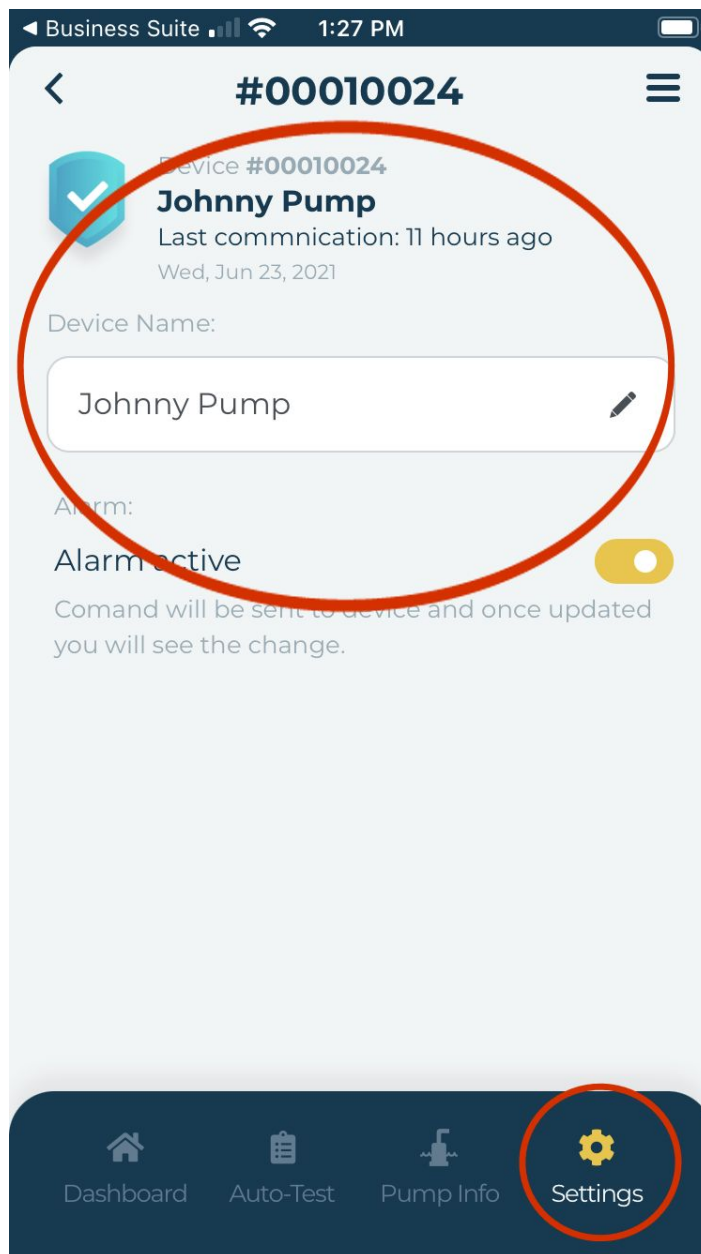


**Tells you what to check or what you can do if you get an alert or for Non-Plan Holders have a red light**



# APP FEATURES

## NAME YOUR PUMP



**Name your pumps.**  
**Example:** Summer Home or Apt 5



# MANUFACTURER WARRANTY

## 3 YEAR LIMITED WARRANTY:

When used and maintained in normal use and in accordance with the proper installation, the Basement Defender™ is warranted against any original defects in materials and workmanship for three full years from the date of original purchase. During the Warranty period Basement Defender™ will repair or replace at no cost to you any defects in products.

## REPLACEMENT AND RETURNS

Basement Defender, LLC will replace a unit, only if found defective and if it meets the warranty requirements. Returned units must be sent at the homeowner's expense to:

Basement Defender LLC  
412 Rockwell Court, Burr Ridge, IL 60527

If found defective, units will be repaired or replaced and returned at no cost.

If a unit is found to be in good working order, the unit will be returned at the expense of the homeowner.

## WHAT THE WARRANTY DOES NOT COVER

The Warranty does not cover use of the product in the following; improper installation, and or improper maintenance of the product, damage to misuse, acts of God, flooding, nature, vandalism or other acts beyond the control of Basement Defender™.

## OTHER IMPORTANT TERMS

THIS WARRANTY IS THE EXCLUSIVE WARRANTY AND REMEDY PROVIDED BY Basement Defender™, ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OR MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE ARE DISCLAIMED, IN NO EVENT WILL Basement Defender™ BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR NATURE TO OWNER OR ANY PARTY CLAIMING THROUGH OWNER WHETHER BASED IN CONTRACT, NEGLIGENCE, TORT OR STRICT PRODUCTS LIABILITY OR ARISING FROM ANY CAUSE WHATSOEVER.

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Basement Defender, LLC  
412 Rockwell Court  
Burr Ridge, IL 60527