



Contract Agreement cum Documentation

Features & specifications provided regarding the Hardware & Software Part of our Smart Water Meters

I. HARDWARE

1. Our Meters stands warranty for 3 Years against any manufacturing defects covering these hardware parts of the meter like Electronic Chip, Battery, Turbine, Top Cover with Sealing Ring,
2. Any manufacturing defects reported after supply of goods under warranty will be replaced free of cost.
3. It is compulsory to install the Strainer before the meter to claim warranty of the same.
4. We usually stock all the necessary spare parts to replace or repair the same on receipt of any request under warranty or out of warranty.
5. The Meter's battery life is tested for a period of 12 years hence it is easily changeable following the user manual provided inside the meter box.
6. The Technical Specification of our Smart Meters for various sizes as below :-

Parameter	Parameter value	
Diameter of conditional inlet, D, mm	15	20
Water flow rate, m ³ /h:		
- minimal Q _{min}	0,03	0,05
- transitional Q _t	0,12	0,20
- nominal Q _n	1,50	2,50
- maximal Q _{max}	3,00	5,00
Sensitivity threshold, m ³ /h	0,015	0,025
Metrological class	B	
Maximum working pressure, MPa, no more than	1,0	
of pressure at Q _{max} , MPa, not more than	0,1	
Limits of the permissible relative error of measuring the volume of water, %:		
- in the range of costs Q _{min} ≤ Q < Q _t	±5	
- in the range of costs Q _t ≤ Q ≤ Q _{max}	±2	
Device indicator capacity, m ³	99999,999	
The cost of division of the lower order, m ³ :		
- SVU	0,00001	
- SVD	0,0002	
Operating temperature range, ° C	From + 5 up to + 90	
Dimensional size, mm, not more than:		
- meters	75x80x130	
- external (remote) indicators	33x67x67	
Mass, kg, not more than:		
- meters	0,5	
- external (remote) indicators	0,1	
Average service life, years, not less than	12	

7. We provide the Swivel Nuts, Nipples, Teflon Seal & Y Strainer with our Smart Meters in one set to enable the user to easily install or remove the meter from the pipeline without the compulsion to cut the pipe & to save the meters from leakages and the strainer saves the meters from small particles getting accumulated in the turbine inside the meter on usage over a long period of time.



2A. SOFTWARE (Reading)

1. The Data Transmission Range of our Smart Meters to our Android or iOS Mobile App in Smartphone or to our GSM Box is inside a RADIUS OF 10 MTRS
2. We provide GSM Box which is optional to run the meter on full automation mode with the help of 3 x LR20D Batteries & a local GSM Sim Card
3. Our Smart Meter uses the BLE (Bluetooth Low Energy) to transmit data to either smartphone or GSM Box using the particular device's Bluetooth sending/receiving capability.
4. For receiving data from our smart meter on semi automation mode the user needs to install our Mobile App on Android or iOS in the smartphone & scan the meter using the same app for successful synchronization & receive the usage volume data update from the meters via Bluetooth whenever the smartphone is found inside the meters data transmission range.
5. Bluetooth feature is required for any smartphone to communicate & receive the usage volume data from our smart meters.
6. After receiving the usage volume data on our app in smartphone the same will get posted on the cloud server if the Wifi or Data of the smartphone is ON
7. To silently capture the usage volume data while inside the meters data transmission range on any smartphone which will run silently in background the user needs to allow all permissions at the time of installing the app in the smartphone, if the same permissions are allowed then even if the meters which are not permanently scanned & saved in the app will also send the readings & the same will get posted on the server if the WIFI or Data is kept ON in the smartphone
8. To run our meters on full automation mode our GSM Box which is optional can be used & installed inside our smart meters data transmission range of 10 Mtrs which has the capability to receive usage data via BLE – Bluetooth low energy in real time from our smart meters & post the same in realtime on our cloud server using the local GSM Sim Card Inserted.
9. To Download our data receiving mobile app via Bluetooth from our smart meters please scan the QR for Android / iOS provided on the Card inside the meters individual Box.



2B. SOFTWARE (Web Dashboard for Admin)

1. Our Cloud UMS is the Web Based Cloud System for completely managing & monitoring the data of each meter users inserted & activated under your admin user account.
2. The URL www.smartwatermeters.in
3. The access to admin account is restricted only to the individuals who has the login credentials to access the admin account under our Cloud UMS System.
4. The usage of our Cloud UMS Service is chargeable annually.
5. We use the highest & fastest level of cloud server hostings available globally to protect & secure the data of all our users, the regular backups are in place to encounter any data crash in case of server issues which is immediately restored by system.
6. Upon Purchasing the same system we will create an admin account, we will add all the smart meters serial ids that has been purchased by your society / association & the login credentials to access the admin account will be sent through email, sms, whatsapp notifications to the registered email & mobile number for the admin provided to us at the time of purchase.
7. The Admin account is divided in 4 important tabs

Dashboard

The admin dashboard will display the stats & reports of the data accumulated from all our smart meters installed in your society.

Total Meters Installed
Total Flats / Bungalows / Villa
Total Consumption Per Day
Total Average Consumption per Day
Total Monthly Consumption
Monthly Average Consumption
Total Bills Paid
Total Bills Pending
Total Bill's Amount Pending
Total Bill's Amount Paid
Graphical Chart Dynamic According to Date Range
Month Wise Total Consumption
Month Wise Total Consumption
Highest Consumption Month
Lowest Consumption Month



Users

The number of meters purchased by your society, the meter serial id's of all will be displayed in User's & the same will show up here under your admin account upon login.

The User's Tab Dashboard will have 11 Columns for display

1. Serial Count
2. Meter Serial Id : This is unique meter serial number & very important as all the user information regarding the particular meter are tracked using this serial id, the meter serial id will be added by us & the same is non-editable

Clicking on the meter id will open new tab in your browser & the dashboard of the same will display all information of the current meter user, Before activating any user please ensure to go in account setting of each user & enter the important fields like Billing Name, Mobile Number, Email, Block, Flat /Bungalow /Villa Number.

In case of Multiple Meters in one Flat / Bungalow /Villa once the information entered in the first meter serial user, the Flat/Bungalow/Villa number will pop up while entering any information in the second & upon selecting the same all other information will get filled up automatically by system & the 2 meters will be tagged with the same user, there are no limits on the number of meters by the same user. The Monthly Usage Bill will also get generated for all the multiple meters in one single bill, the consumption breakup of the same will reflect on the bill for each meter.

3. Photo : A Small profile photo added by the individual user from their respective user account for easy identification.
4. Name : Billing Name of the User – the owner of the meter
5. Contact : Mobile number of the User – the owner of the meter
6. Block No : In case of multiple number of towers in a society the Block Number or block name will be visible separately in this column
7. Floor : In case of multiple storey tower the floor information for each meter user will be visible separately in this column
8. Flat : This is the Flat Number / Bungalow Number / Villa Number of the user of each meter & the same will be locked & non-editable after the admin has activated the same user
9. Reading : This column displays the current reading of the particular meter last updated on the server
10. Updated : This columns displays the time from when the reading of the particular meter was last updated on the server
11. Status : This column displays the status of the user activation, if it displays ACTIVATE Ribbon then the particular meter user is pending for activation, the admin can activate the same by clicking on the ribbon, before activating please ensure the correct Flat / Bungalow / Villa number of the particular meter has been added as once activated then this information will be locked & non-editable at any time in future because we use this as an important field while billing & tracking any information for payment & receipts of the same. Please also ensure the correct Name, Mobile Number & Email of the user has been entered, as once you click on Activate ribbon the Login credentials of the particular meter user will be sent via email, sms, whatsapp notification.
If it displays WORKING Ribbon then the user is already activated & the admin will not be able to de-activate the user in future. To de-activate or delete any user the admin needs to contact us on our support email.

All the above columns information can be easily exported to excel anytime



Billing

The billing Tab will display all the bills generated column wise for each month which has been Paid or unpaid in separate tabs.

To Generate new Monthly Bills in single click for all users please click on generate Bills Button on top. Before clicking on generate bills please ensure all the readings are latest updated on the server you can view the same by going in USERS Tab, to help the admins identify the users whose readings are not updated since last 10 days we have designed the system where that user column in the users dashboard will be completely RED so it becomes easy for the admin to filter the list of users of which readings are not updated since last 10 days.

On clicking the generate bills button the current month bills for all the user will be generated based on the personal information entered in the master user & the rates will be applied based on the rates provided in the settings tab for billing minus the reading of the previous month consumption of each meter, each bill reference number will be unique for easy tracking, the prefix & suffix for the bill reference number can be configured in the settings Tab. If any users having multiple Meters the same will reflect in a single bill with the monthly consumption of each meter displayed in separate columns on bill in case of multiple meters by single user.

Each User bill will display Bill Reference Number, Bill Date, Billing Month, Total Month Volume, Chargeable Volume, Net Amount, Due Date, User personal Information, the number of meters serial ids of each user, Current Reading, previous month reading, last synced, Last Bill Payment Date, Mode, Amount, 3 x Advertisement Banners which can be uploaded from the settings tab, Digital Signature of the authorized person in society can be uploaded from the settings tab, Society Logo on bill header & the society admin Information like address, contact, email will also be displayed on the header, the logo & society information for the same can be configured under the settings Tab

On successful bills generation the pdf copy of the same will be mailed to each user as per the email id in user master information. The billings details of the same will be sent via whatsapp notification to each user & SMS if whatsapp not found for a particular user mobile number.

Once the Bills are generated it will show in different tabs, PAID & UNPAID, the bills once generated will be irreversible for that particular month.

The meters with zero amount payable in case of no consumption will be auto marked as paid upon generation of the same.



Billing

The UNPAID billing Tabs will display 10 Columns

- i. Bill No : Displays each unique Bills Reference number with prefix & suffix
- ii. Period : Displays Billing Month
- iii. Meter No : Displays Meters serials of users for single meter & multiple ids in case of multiple meters by single user
- iv. Date : Displays Bill Generation Date
- v. Name : Billing User Name
- vi. Flat/ Bungalow/Villa No : Displays the number
- vii. Units : Displays the chargeable units in Litres
- viii. Amount : Displays the net Amount Payable
- ix. Due Date : Displays the due date (Auto bill payment reminder to any user via email, whatsapp notification, sms will be sent every day after due date if the bill of the same remains unpaid)
- x. Status : Displays PAID or UNPAID Ribbon – If the user wants to pay the bill via cash or cheque then clicking on the unpaid ribbon the window will pop up displaying the Bill reference Number & Amount & the mode of payment like Cash or cheque will be selectable by admin, in case of cheque the details like cheque number, date, bank name needs to be entered manually in popup window & once the admin clicks on confirm button the bill status will change to PAID automatically, If any society has opted & integrated Online payment gateway option in our cloud UMS then upon generation of the bill, the pending bills will show up in each User dashboard & upon clicking the pay button the same will be directed to online payment modes & on successful payment the same will be marked as PAID. The payment receipt will be each users bill itself & the same will be watermarked as PAID with payment date & mode of payment when bill status gets changed to paid & the acknowledgement of the same will be sent to each user via email, whatsapp notification, sms.

The PAID billing Tabs will display 10 Columns

- i. Bill No : Displays each unique Bills Reference number with prefix & suffix
- ii. Period : Displays Billing Month
- iii. Meter No : Displays Meters serials of users for single meter & multiple ids in case of multiple meters by single user
- iv. Date : Displays Bill Generation Date
- v. Name : Billing User Name
- vi. Flat/ Bungalow/Villa No : Displays the number
- vii. Units : Displays the chargeable units in Litres
- viii. Amount : Displays the net Amount Payable
- ix. Due Date : Displays the due date (Auto bill payment reminder to any user via email, whatsapp notification, sms will be sent every day after due date if the bill of the same remains unpaid)
- x. Status : Displays PAID or UNPAID Ribbon
- xi. Mode of Payment : If the bill status is PAID then this column will display mode of payment as CASH, CHEQUE with details, ONLINE PAYMENT with Transacton Id.

All the above columns information can be easily exported to excel anytime



Settings

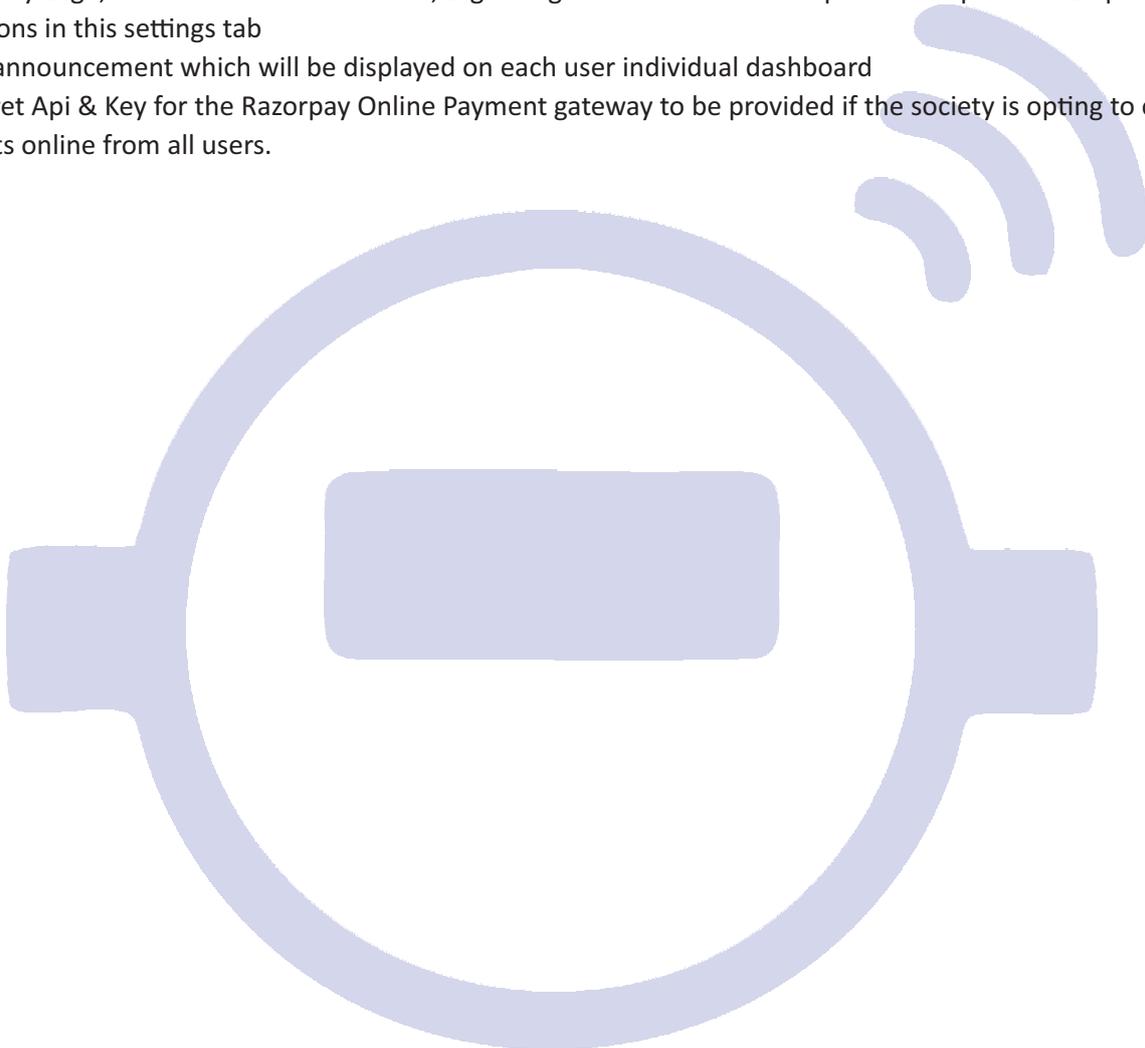
This page displays all the configurable settings related to billing & Payments.

For Billing – Society Name, Address, GSTIN, email, phone, Free threshold limit consumption allowed for each meter please input zero in case of zero, Rate Chargeable per litres after threshold for each meter, Bill Prefix, Bill No, Bill Postfix, Due Date (in days), Bill demo Template.

The Society Logo, 3 x advertisement banners, Digital Signature on bills to be uploaded as per the size provided in instructions in this settings tab

Society announcement which will be displayed on each user individual dashboard

The Secret Api & Key for the Razorpay Online Payment gateway to be provided if the society is opting to collect bills payments online from all users.





2C. SOFTWARE (Web Dashboard for Users)

Upon Successful activation of each individual user by admin the login credentials of the same will be notified to each individual user by email, sms, whatsapp notification, the meter serial id will be the login id (which is not changeable) & password for each user. Upon first login each user can change their respective login password from the account settings tab on the user dashboard after login

The user can also change their respective profile information like Name, Email, Phone, Except Block, Floor, Flat/Bungalow/Villa No, Meter id, Meter type, Installation date, will be non-editable once the admin has entered & activated each user.

The user can also keep or change their profile image.

The User Dashboard will display the profile image, Current reading of the meters in Ltrs, Last Updated, This month Consumption,

The dashboard will also display the last 6 months invoices with Amount & payment status & downloadable pdf button.

In case of society opted for online payment gateway the pending bills will have the button to pay online clicking on the same will get re-directed to the online payment gateway & upon successful payment the status will change & display as paid & the user will also receive acknowledgement by Email, Whatsapp or sms

The dashboard also displays the tabled Reading updated logs in 5 columns such as serial, meter id, date, units, last synced time stamp, as per the date range selected by the user from top & the same is downloadable in excel format anytime

The same data is also displayed in a graphical chart.

The dashboard also displays the announcements if any broadcasted by the admin.

Month wise usage Tab
Highest usage Month
Lowest usage Month

We regularly keep updating the user dashboard to provide more detailed information in various tabs & statistics & graphical charts in a more presentable way to all our users so please do not get surprised if you find any other new information here.



3. Mobile Application

We also provide Users Mobile app for easy access anytime from any corner of the world.
Our Users app for all our Smart Meters is available on Android Playstore

The Basic features of the Users App is as follows :-

1. Please download & install our users app on your smartphone from Playstore or i-Store
2. Open our app & use the same user login credentials used for Users Web Application Login.
3. Once logged in successfully the dashboard will display the current reading of the meter on the mobile screen with last updated status.

The dashboard will also display the total current month usage, the meter id, the user personal useful information at the bottom.

4. Upon clicking on the menu tab the profile image of the user uploaded from the web app will be visible along with the user name & meter id. The menu order is as follows :-

- Dashboard
- Usage History
- Bill Details
- Switch Meter (will be visible only if available for the particular user)
- Feedback
- Contact Us

5. The user can check the usage history logged for each meter day wise for last 30 days by clicking on the usage history in menu.
6. The users can also check the bills details by clicking on the bill details in menu which will display the last 6 months bills with the respective bill status as Paid, Pending, Non-Payable. The Bills can be downloaded on the phone by clicking on the same.
7. For user's having multiple meters can check each meter's usage by clicking on switch meter option in menu, after clicking the screen will show all the meters tagged under the particular user, on clicking each meter id will display the dashboard & current reading of the respective meter selected.
For users not having multiple meters the switch meter option will not be visible in the app.
For users with multiple meter the dashboard will display the total current month usage which is the total of all the meters tagged under the respective user.
8. The Users can also submit the feedback or issues relating to app or web app by clicking on the Feedback tab from the menu, upon submitting the feedback the user details with meter id & the feedback will be recorded with us & the same will be processed for developments if found necessary.
9. The last option in menu contact us will display the contact information of the admin society with logo & Society/Association name.
10. Once logged in the user will remain logged in until the same is logged out by clicking on the logout icon on the bottom of the screen.