LYNC BY WATTS

It's beautiful. It's connected. It's simple & efficient.
Element is a game changer.

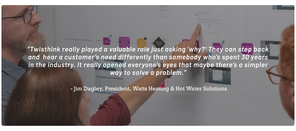
CHALLENGE

For decades, hot water systems have been relegated to basements without much thought about integrating various components and systems. Water heaters and water management devices are often piecemealed together. These cobbled together systems result in unnecessarily large footprints and require individual contract plumber expertise to service and maintain manually.

Lync by Watts, however, had been giving a lot of thought to an integrated water management solution and had an idea. *what if we could integrate all the components into an intentionally designed footprint and provide a single digital user interface to monitor and maintain the system and ensure water safety?*

Testing the idea with Lync's customers

The first step in the process was to listen to what would bring value to Lync's shareholders. We spoke directly with owners, engineering leaders, infection control, facility managers, manufacturing reps, contractors, and consulting engineers to get different perspectives on the idea. Based on feedback from the "Lync by Watts" concept presentation, we began to understand and imagine what a solution might look like – visualizing current-state realities and limitations against future-state potential to determine the most essential elements – and how we should proceed with connecting all the water system's components.



"Twistshink really played a valuable role just asking 'why?' They can step back and hear a customer's need differently than somebody who's spent 30 years in the industry. It really opened everyone's eyes that maybe there's a simpler way to solve a problem."

- Jim Dagley, President, Watts Heating & Hot Water Solutions

SOLUTION

A commercial solution that thrives in rugged conditions

To create a single solution and experience, by combining multiple devices into one, required developing the system controller software that creates a single user experience across the device, web, and mobile. A key to enabling these experiences was a back-end connection to the cloud. This required determining the specifications from cloud platform to open-source operating system (Linux) and web technology (HTML, Java) in order to seamlessly connect and power the various interfaces.

Additionally, an industrial computer needed to live inside the enclosure that could drive the user interface. This required understanding what hardware components could exist in a wet environment, withstand heat and temperature thresholds, and interact with heaters, pumps and filters.

A simple, powerful and accessible interface

We again turned to the feedback from our stakeholder interviews to deliver the data and information they wanted to access from the system, either on-site or remotely. These preferences informed the creation of every screen that would become accessible on the touchscreen controller, web app and mobile app. Ultimately, more than 50 screens providing specific insights were created, including system status monitoring, access maintenance logs and alerts, temperature monitoring, sediment and infection control, user management, sanitation control, and component settings.

Just because it lives in a basement, doesn't mean it has to look like everything else

We learned that today's maintenance rooms are desired to be experienced like modern server rooms or new laundry facilities: bright, beautiful, and well organized – a distinct departure from the days of dark and dingy environments. But any system also needed to be accessible and easily serviceable.

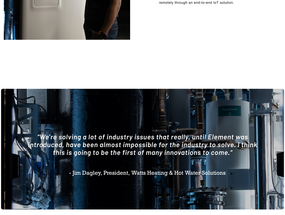
The enclosure reflects the sophistication and seriousness of the components within. Sliding glass doors instead of bolted-on metal panels makes servicing the components easier. Motion sensors ensure a well-lit working environment, with an illuminated handle and large digital operating screen. Ventilation fans are hidden while also having on the operating intelligence of the system.

Fully configured, the system shrinks the overall footprint by up to 75 percent, affording more room for additional systems as needed.

Meet Element

A first-of-its-kind water wellness management solution

By following an HCD process and listening to feedback from stakeholders on what would be most valuable, Lync created Element – a complete, engineered hot water wellness management solution that integrates heating water, water temperature control and monitoring, remote device monitoring, real-time system notifications, and historical reporting. Element provides safe, reliable domestic hot water, helps mitigate the risks of scalding and waterborne pathogens (such as Legionella), and aids in full building sanitation. All while giving users access to critical information locally and remotely through an end-to-end IoT solution.



"We're solving a lot of industry issues that really, until Element was introduced, have been almost impossible for the industry to solve. I think this is going to be the first of many innovations to come."

- Jim Dagley, President, Watts Heating & Hot Water Solutions

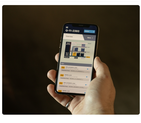
OUTCOMES

24/7
Data Accessible
Data insights from edge devices can be retrieved at any time from a web-based or mobile application

65%
Reduced Install Time
Combining various components into a single unified system significantly reduces installation time.

75%
Reduced Footprint
Elegantly designed to reduce the carbon footprint while also increasing aesthetics, visibility, and accessibility.

1st
Innovative solution
This is the only comprehensive water technology system of its type.



Let's collaborate on creating something new together.

First Name
Last Name
Email
Phone
Message

LET'S TALK