Frequently Asked Questions
iAquaLink™ Mobile App Update (v5.0)

Why is this update (v5.0) being released?
This is part of our ongoing plan to continually evolve the iAquaLink app in an effort to ensure it delivers the best possible experience for our customers.

What is included in this update?
This update includes a number of performance enhancements, bug fixes and, most importantly, security improvements.

Will it include the ability to work with Amazon Alexa?
This update does not include the addition of the Amazon Alexa skill. However, this update paves the way for that skill, which will be part a future release.

What do I need to do to update to the new version of the iAquaLink app?
If your phone is set to allow updates to be automatically installed, the iAquaLink app will update to the new version automatically.

If your phone is set to allow manual updates only, you can download the iAquaLink app at the iOS App or Google Play App stores.

Will I need to log back into the app after the update is installed?
Yes, you will need to log back into the iAquaLink app after the update is installed.

It is important to note that as part of the new security platform, you must have a valid email address format (for example: joe123@gmail.com) and a password that is 6 characters or longer.

- **If you meet this security criteria,** you will be able to log back into the app as you normally would
- **If your email address/password do not meet this criteria,** you will be prompted to update these items within the app via a guided process (watch the video)

What if I can't remember my password?
If you forgot your password, simply follow the below steps or watch this video:

1) Click the *Forgot your password?* link on the iAquaLink app login screen
2) Enter the email address associated with your iAquaLink account
3) We will then email you a link to reset your password (it may take a few minutes to arrive)

Note that if you have an invalid or non-working email address, you will not be able to reset your password and will need to call our Customer Experience team at (800) 822-7933 to reset your account.

Will there be any significant updates to the look and feel of the app?
For **iOS devices** (iPhone), there will be very little noticeable difference to what you're already familiar with.

For **Android devices** (Samsung, LG, etc.), we have made some visual improvements to the user interface; however, the overall experience itself will be very familiar to what you're accustomed to. You can find some example iAquaLink app screens for Android devices below.

Jandy AquaLink Home Screen   Polaris 9650iQ Sport Home Screen   Jandy iQPUMP01 Home Screen
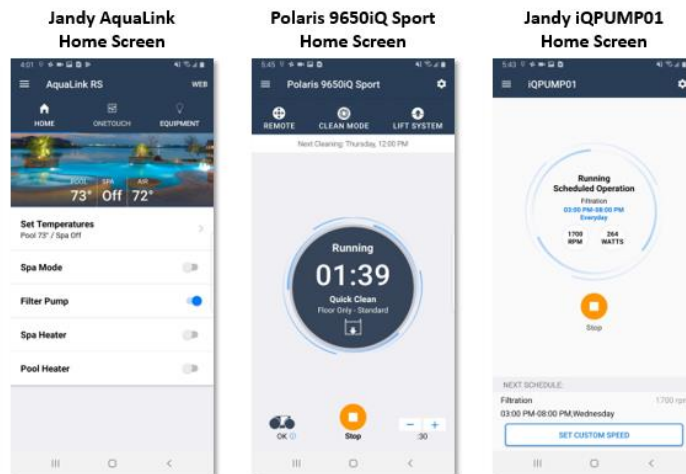
Will my current settings be deleted when I install the update?
No. Your existing settings will carry over to the updated version of the iAquaLink app.

What if I use the iAquaLink app on multiple devices?
Once you change your password on one of the devices, you will then need to log in again on each additional device separately to use the app.

I see the products 'Z400 iQ Heat Pump' and 'eXO iQ / Hydroxinator iQ' on the Add System screen. What are these and when will they be available?
Since iAquaLink is a global app, it supports products sold both in and outside North America; however, these two products will not be available in North America. In future releases, we will take steps to try to avoid such confusion.

How will this app update be deployed?
In order to ensure a smooth transition to the new version of the iAquaLink app, we will begin deploying the update *the week of 4/29* to a small percentage of iAquaLink customers. After the initial push, we will gradually increase the audience size and, in this manner, will "phase" in the update to customers.

Who can I contact for additional support?
You can contact us via phone at (800) 822-7933 or via email at iaqaulinkfeedback@zodiac.com.