Monitor and control on the go with telliCare. Our Wi-Fi/LTE enabled, prognostics and predictive maintenance service for Intellihot’s Gen II iQ and iN tankless water heaters, telliCare connects you to the status of your water heater onsite or remotely – all from an app on your mobile device.

As part of your telliCare plan, you get the following benefits:

- **24/7/365 Monitoring** – with telliCare your units will be monitored around the clock by factory personnel. If any problems should arise, you can rest easy knowing that our trained staff is there to take appropriate action remotely.

- **Notifications** – telliCare monitors various parameters and sends the right information, to the right people at the right time – notifying the appropriate maintenance person or contracting company of potential issues – in real time.

- **Automatic Firmware Updates** – with telliCare your unit will be kept updated with the latest software and updates.

- **Prognostics and Predictive Analytics** – Our advanced predictive analytics make these reports available on your mobile device.
  - **BTUs, Firing Rate, and Flue Gases** – We monitor the BTUs generated by your water heaters on a daily, weekly, and monthly basis.
  - **Temperature Monitoring** – We monitor the inlet/outlet temperatures of the water being heated.
  - **Flow Rates** – We monitor your flow rates on an hourly, daily, weekly, and monthly basis.
  - **Longevity of parts** – We monitor the longevity of the parts in your units and predict when replacement parts will be needed.
**telliCare Service**

Intellihot’s telliCare is service that is an industry first and designed to take the worry of maintenance off your shoulders.

**How does it work?**

Fully Secure
Created on an industry-best, 128-bit, AES encryption platform.

Building’s Wi-Fi router

24/7/365 online
Monitor your water heaters from your mobile device, remotely or on site.

Intellihot cloud

24/7/365 online
Monitor your water heaters from your mobile device, remotely or on site.

Intellihot hub

**telliCare App**

Download our telliCare mobile app via the App Store or Google Play Store. Create an account on the opening page and start monitoring your Intellihot unit(s) immediately.

It’s as simple as one - two - three.

1. Your Intellihot unit connects to the Intellihot cloud via the building’s Wi-Fi router, Intellihot’s 4G/LTE hub or direct cell LTE.
2. Your unit sends its monitoring data to the cloud.
3. You access the telliCare app on your mobile device to tap into ALL of the data streaming to the Intellihot cloud.

**Note:** Due to Intellihot’s policy of continuous product improvements, design and technical specifications are subject to change without notice. Version 2.21