



# INSTALLATION GUIDE

## Delta HLA Remote Alert

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



**Delta High Level Alarm**

**KDELTA**

● POWER

● HIGH LEVEL ALARM

● HIGH LEVEL ALARM RECORDED

● SERVICE DUE



Press and hold to silence



Technical support  
01442 211 554  
[www.deltamembranes.com](http://www.deltamembranes.com)



**THIS MANUAL SHOULD BE KEPT WITH  
THE PRODUCT OR THE HOMEOWNER**

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# 1. Delta HLA Remote Alert overview

## 1.1 Delta HLA Remote Alert overview

The Delta HLA Remote Alert works on Wi-Fi, with just one simple installation. The HLA Remote Alert will transform your high-level alarm into a personal basement drainage monitoring device.

The Delta HLA Remote Alert can be connected to any high level water alarm or control panel which is 'volt-free'.

The Delta HLA Remote Alert constantly monitors the 'volt-free' contact and sends a warning email when high water levels are detected within sump pump chambers. The Delta HLA Remote Alert can also connect and monitor/alert on other NO/NC 'volt-free' contacts such as mains power failure and when a service is due.

## 1.2 Key features

- Suitable for any 'volt free' high water level alarm/control panel
- Suitable for groundwater, surface and foul water high level alarms
- Connectivity to Wi-Fi network
- Detects changes in packaged pump stations/sump pumps
- Typical 2 year battery life
- Designed for easy installation
- Email notification of mains power failure/mains power return
- Service due reminders

## 1.3 Specification

- NBS Specification R18 (Clause 310) Pumping Stations and Pressure Pipelines
- BS 8102:2022 Type C Drained Protection
- Compliance with Directive 2014/53/EU

## 1.4 Associated products

- Delta HLA Groundwater
- Delta HLA Foul Water
- Delta HLA 800 Series
- Delta Control Panels

## 1.5 Parts included with Delta HLA Remote Alert

Delta HLA Remote Alert	Qty
Delta HLA Remote Alert	1
Installation and operating guide	1

## 1.6 Volt-free contacts

The Delta HLA Remote Alert is designed to monitor volt-free contacts only.

## 1.7 Technical information

	Minimum	Typical	Maximum	Unit
Device operating temperature	-18		+54	°C
Environmental Conditions	Indoor use only - IP5X			
Dimensions	69 x 32 x 22			mm
Battery Type	2 x 15V Lithium AAA/LR03/L92			
*Typical Battery Life	2			Years
Wi-Fi Requirements	WPA/WPA-2-Personal - 802.11bgn (2.4GHz)			

\*Battery life is dependent on signal strength between the router/access point and the device, presence, volume and type of Wi-Fi traffic from other devices, operating temperature and the number of alerts sent.

## 1.8 Dimensions

69 x 32 x 22 mm

## 1.9 Specification and Safety

DO NOT CONNECT TO MAINS VOLTAGE. This device is designed to monitor volt-free contacts only. If you are unsure, do not connect this product and seek technical support. Wi-Fi networks cannot be guaranteed to have 100% uptime and the client remains solely responsible for the uptime of the internet and device connection. The client is responsible for the reconnection of the device should the connection drop out, i.e. (but not limited to) the Wi-Fi password changing. Delivery of emails is triggered by the device and delivered through a third party. We have no liability for any delivery failure or loss or damage to the premises when this occurs. The network must not be a portal that is 'open' and requires a login via a web browser. The data produced by the device is controlled by a third party, outside of Delta Membrane Systems Limited's control. All rights reserved. Contents provided herein must neither be distributed, copied, reproduced, edited or processed for any other purpose nor otherwise transmitted, published or made available to a third party without the express written consent from Delta Membrane Systems Limited. Subject to technical modification without notice.

## 2. Site preparation and installation

### 2.1 Advisory

All products are manufactured and developed to the highest standards and assembled with precision and care. Each product has been rigorously tested. We constantly strive to develop our products to provide you with the most innovative products possible.

Please read these installation and operating guidelines carefully prior to installation. These guidelines contain important information and hazard warnings, which will enable you to install and operate your product safely, economically, and reliably.

Only qualified personnel should carry out the installation in accordance with the latest IET wiring regulations BS7671. All works should be in line with the Health and Safety at Works Act 1974.

It is important to note that these guidelines are for guidance only and it is the installer's responsibility to satisfy themselves that the installation procedure is in accordance with good practice, this will then eliminate any potential damage to the product during or after installation.

If you are unsure on any point, then please contact Delta Membranes on 01992 523 523 between 8am and 5pm, Monday to Friday or by email at [info@deltamembranes.com](mailto:info@deltamembranes.com) for more information.

### 2.2 Intended use

This Delta HLA Remote Alert is designed for use indoors or in a suitable waterproof outdoor enclosure. Under no circumstances should the product be installed outdoors without suitable protection from both water and extreme temperatures (operating temperature -18°C to +54°C).

### 2.3 Location

Select a suitable location for the Delta HLA panel, taking into account that it must be located within 5 m (10 m if using the sump float switch) of the base of the pump chamber/sump, through the cable duct to the Delta HLA panel. It must be located in a dry area where the panel is audible and accessible by the end user. If you need to mount the panel further away from the pump chamber/sump, please contact Delta Membranes on 01992 523 523 between 8am and 5pm, Monday to Friday or by email at [info@deltamembranes.com](mailto:info@deltamembranes.com) for more information.

When siting the Delta HLA panel please consider the Noise Pollution Act.

The Delta HLA Remote Alert needs to be located where there is suitable Wi-Fi signal - this can be checked on a mobile phone. The WiFi must be **WPA/WPA-2-Personal - 802.11bgn (2.4 GHz)**.

## 2.4 Installation

### 2.4.1 Unboxing

- Open the packaging. You should have 1 x Delta HLA Remote Alert device.
- Pull the plastic tab from the Delta HLA Remote Alert, this will power up the Delta HLA Remote Alert device for the first time.



#### **WARNING!**

**Ensure Mains Power is isolated (and battery) to the system you are connecting and wiring the Delta HLA Remote Alert device to. Installation should only be done by qualified personnel in accordance with the latest regulations. If you are unsure or are not suitably qualified STOP and seek technical advice.**

### 2.4.2 Wiring in the Delta HLA Remote Alert

The Delta HLA Remote Alert device has a twin wire with two cores which have to be wired into a volt-free relay/contact ONLY

It doesn't matter which way round the wires go, but they must be wired into the correct terminals of the volt-free contact. Use a suitable cable entry point/gland.

Delta HLA (2023 model) - use the terminals marked C and NC.



#### **WARNING!**

**Do not connect to mains voltage. This device is designed to monitor volt-free contacts only. If you are unsure, do not connect this product and seek technical advice.**

### 2.4.3 Unit location

The Delta HLA Remote Alert can be secured to the side of the Delta HLA unit/system you are connecting it to with the provided double sided tape on the back cover.

### 2.4.3 Downloading the App

Install the **FilesThruTheAir** app, available on the App Store or on Google Play.



## 2. Site preparation and installation

### 2.4 Connecting to App

Open the App and create an account - ensure to use the email address to which you want the email alerts to be sent to.

Confirm/verify your email address using the provided code - remember to check your junk email box.

- Log in to the app using your credentials.
- Click 'Connect a New Wireless Alert'.
- Press and hold the button on the NotifyU device for three seconds, until the LED begins flashing green.
- Click 'Next' on the app.
- Click 'Join'.
- If you're asked to allow "FilesThurTheAir" to find and connect to devices on your local network, you must click 'Allow'.
- An error message may appear, but you should now see the first stage of reconfiguration - 'Name'.
- Give your device a unique name which will ensure the end user knows what the device is connected to and where it is located.

i.e. GW-HLA-123TheStreet

- Toggle the 'Contact Open Alert' to 1 minute. This is the alert the end user will receive when the contact of the volt-free is open. Ensure to put a custom message here that the end user will understand. i.e. CRITICAL: High level alarm ACTIVE on pump station. Please contact XXX as soon as ie. DO NOT REPLY
  - Delta HLA - contact open - high level alarm active.
- Toggle the 'Contact Closed Alert' to 1 minute. This is the alert the end user will receive when the contact of the volt-free is closed. Ensure to put a custom message here that the end user will understand. i.e. INFO: High level alarm returned to normal. DO NOT REPLY
  - Delta HLA - contact closed = high level alarm normal.
- Toggle on 'Email Alerts'.
- Toggle on 'Email Reports' and tick how often you would like a summary email to be sent, which includes the number of alerts and battery status.
- Please note that the more alerts sent, the quicker the battery life on the Delta HLA Remote Alert will deteriorate.
- Refresh the list of available networks and select your network with the strongest signal.
- Enter the password.
- The Delta HLA Remote Alert device setup is now complete.
- Click finish and close the app.
- Open your email, you will receive a setup complete email which you will need to click the 'Confirm Email' button to start receiving alerts - remember to check your junk



**We strongly recommend adding [no-reply@wireless-alert.com](mailto:no-reply@wireless-alert.com) to your contact list and favourite/star/VIP through your email client.**

## 3. Maintenance



### **DANGER! DO NOT OPEN THIS UNIT IF NOT QUALIFIED TO DO SO**

To reduce the risk of electric shock, do not remove cover. No user-serviceable parts inside. Refer servicing to qualified service personnel.



### **IMPORTANT**

All maintenance works (inspections and services) **MUST** be undertaken by a technically qualified/ competent company/engineer.



### **DANGER!**

Before carrying out any maintenance work the system **MUST** be completely disconnected from the mains power supply, and measures should be taken to prevent the system from being inadvertently switched back on.



### **WARNING!**

When undertaking works within the chamber/sump suitable measures **MUST** to taken to ensure safe access in accordance with current safety regulations.

The Delta HLA should be inspected quarterly, with the following being performed;

- Operate the test button – as shown in Section 3.1.1.
- Check HLA float switch – manually trigger the float switch to test the functionality of the high level alarm.
- Inspect all cables for signs of wear and tear.

When installed in conjunction with a pump system, please refer to the product installation and operating guidelines for pump station maintenance requirements.

In addition to the above it is important that the product undergoes a full service at a minimum frequency of once yearly (increased servicing frequency is subject to site and product specific details. Where a product is serving more than a single residential dwelling and/or there is a risk of flooding as a result of product failure the servicing frequency should be increased accordingly).

To arrange a service please contact Delta Membranes on 01992 523 523 between 8am and 5pm, Monday to Friday or by email at [info@deltamembranes.com](mailto:info@deltamembranes.com) for more information.

Delta Membrane Systems Ltd recommends all pumps, alarms and associated products are serviced by a Delta Registered Pump Service Provider.

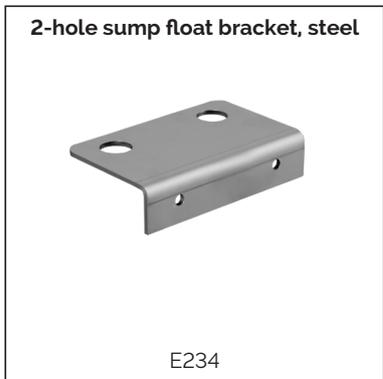
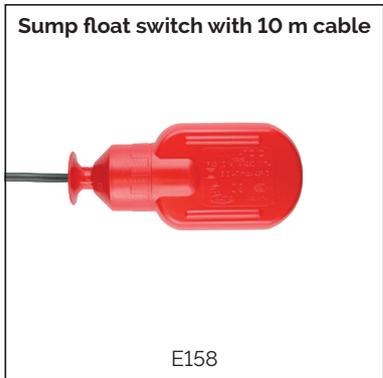
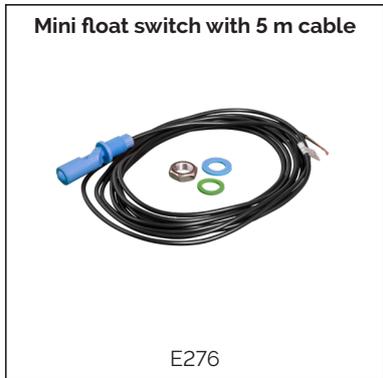
Please replace the internal battery every 2 years.

## 4. Fault Finding

Problem	Solution
How do I reconfigure the Delta HLA Remote Alert device to a new Wi-Fi network or update the password?	<p>Open the FilesThruTheAir app. Login (unless you already are). Click 'Reconfigure a Wireless Alert'. Press and hold the button on the NotifyU device for three seconds, until the LED begins flashing green. Click 'Next' on the app. Click 'Join'. If you're asked to allow "FilesThruTheAir" to find and connect to devices on your local network, you must click 'Allow'. An error message may appear, but you should now see the first stage of reconfiguration - 'Name'. Please leave this setup how it is. Click 'Next'. Click 'Next' on 'Contact Open Alert' and 'Contact Closed Alert', do not change the settings here. Ensure 'Email Alerts' is toggled on. Toggle on 'Email Reports' and tick 'Once a week'. Click Next. Open 'Network Settings', tick 'Connect to a new network' and click Next. Follow the steps within the app, by selecting the network name you would like to connect the device to. Enter the network password and click 'Next'. Click 'Finish'.</p>
How do I change the email address the Delta HLA Remote Alert device sends me an email to?	<p>Open the FilesThruTheAir app. Sign Out of the app. Click 'Create an Account'. Complete the required fields making sure to use your new email address. Make sure to click the confirm button in the confirmation email you received after setup. Login with your new credentials. Click 'Reconfigure a Wireless Alert'. Press and hold the button on the NotifyU device for three seconds, until the LED begins flashing green. Click 'Next' on the app. Click 'Join'. If you're asked to allow "FilesThruTheAir" to find and connect to devices on your local network, you must click 'Allow'. An error message may appear, but you should now see the first stage of reconfiguration - 'Name'. Please leave this setup how it</p>
What happens if I don't receive my scheduled status report?	<p>This could mean the internet/Wi-Fi connection has dropped out. Check your router. If you have recently changed your network name or password, follow above. Please now wait until the next status report is due (starting from re-connection).</p>
How do I know when the battery on my Delta HLA Remote Alert device needs to be changed?	<p>You will receive an email notification when the battery level is low. You can also see the battery level of the device at the bottom of the scheduled summary emails.</p>

If you continue to experience problems, please contact Delta Membranes on 01992 523 523 between 8am and 5pm, Monday to Friday or by email at [info@deltamembranes.com](mailto:info@deltamembranes.com) for more information.

# 5. Ancillaries



# 6. Declarations

## 6.1 The European Union Waste Electrical and Electronic Regulations 2013

This PCB assembly is classified as Electrical or Electronic equipment and should not be disposed of in normal domestic or commercial waste. The mandatory crossed out wheeled bin symbol (see above) on the product indicates that the product shall not be mixed or disposed of in household or commercial waste. Under the WEEE Directive, the equipment should be recycled using the best possible techniques to minimise environmental impact and avoid unnecessary landfill.

For further information, visit <http://www.legislation.gov.uk/ukxi/2013/3113/contents/made>

## 6.2 UKCA and CE approved

The product complies with the relevant sections of:

- Directive 2011/65/EU



# 7. Warranty



## 7.1 Standard 12-month component warranty

The Delta HLA Remote Alert is offered with a 12-month component warranty from the date of invoice.

Standard Delta Membrane Systems Limited conditions apply.

This warranty does not cover defects caused by incorrect installation, installation/installer error, abnormal working conditions, misuse, or neglect.

Any defects or malfunctions should be reported to Delta Membrane Systems Limited within of seven days when defect becomes apparent. All broken components should be returned to Delta Membrane Systems Limited at customer cost.

To make a Warranty Claim, please email [pumps@deltamembranes.com](mailto:pumps@deltamembranes.com). Forms are available from [www.deltamembranes.com](http://www.deltamembranes.com).

In no event shall Delta Membrane Systems Limited be liable for any consequential damage, penalties, loss, or expenses howsoever arising, out of or in connection with incorrect installations or misuse, including, without limitation, direct or indirect loss, consequential loss or damage, loss of profit or goodwill, loss arising from any errors or omissions in the pump chamber as a result of, incorrect installation, installation/installer error, abnormal working conditions, misuse, or neglect.

Delta Membrane Systems Limited shall not accept liability if the product fails due to being incorrectly specified by any third parties not employed by Delta Membrane Systems Limited.

## 7.2 Warranty from date of commissioning

When the Delta HLA Remote Alert is commissioned by a Delta Registered Pump Service Provider, the 12-month warranty period shall start from date of commissioning, provided:

- all services and associated systems are ready to enable commissioning to take place;
- the Delta Registered Pump Service Provider has logged Commissioning details of the Delta HLA Remote Alert with Delta Membrane Systems Limited;
- the Delta HLA Remote Alert is serviced by a Delta Registered Pump Service Provider with a minimum of a yearly Service (within 12 months from the date of commissioning/last service) depending on site specifications.

# 8. Commissioning details

Property address	Commissioning engineers

Customer contact details	
Contact name	
Contact telephone	

Installation details	
Equipment installed	
Delta Registered Pump Service Provider	
Date of commissioning	
Commissioning engineer	
Signature of engineer	

**Servicing plans**

Sump pumps must be maintained. We recommend a qualified engineer examines and services equipment every year. Pumps running frequently due to higher water table, water drainage, or weather conditions should be examined more frequently, we recommend every 6 months. Sump pumps, being mechanical devices, may fail if not maintained which could lead to a flooded basement and costly repairs. Regular servicing of sump pumps will increase efficiency and extend the life of the pump. All Delta Membrane pump systems can be maintained and serviced by our recommended service companies or installing contractor.

**Commissioning**

All sump pumps require commissioning. Commissioning provides peace of mind, knowing that the system is installed correctly and in compliance with warranty conditions. All Delta Membrane pump systems can be commissioned by our recommended service companies or installing contractor.

Delta Membrane Systems Ltd, Delta House, Merlin Way, North Weald, Epping, Essex, CM16 6HR.

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