FAQs

Q: I can't download the app to my phone

If you are having trouble downloading or installing the app, make sure your device meets the minimum requirements to use the app. You can install the ADEY ProCheck® app on a number of Android and Apple products. Whichever device you're using, it's always a good idea to keep it up to date with the latest security and bug fixes.

Important: Using the ADEY ProCheck app on an older product that doesn't meet the requirements may cause compatibility issues. If you do have any problems with the ADEY ProCheck app, check that your device software is up to date.

Minimum IOS requirements

• IOS 11 or later

Known devices compatible (Phone)

• iPhone 6S
• iPhone 6S Plus
• iPhone SE
• iPhone 7
• iPhone 7 Plus
• iPhone 8
• iPhone 8 Plus
• iPhone X
• iPhone XS
• iPhone XS Max
• iPhone XR
• iPhone 11
• iPhone 11 Pro
• iPhone 11 Pro Max

Known devices not compatible (Phone)

• iPhone 5
• iPhone 4

Minimum Android requirements

- 5.0 Lollipop
- 6.0 Marshmallow
- 7.0 Nougat
- 8.0 Oreo
- 9.0 Pie
- Android 10

Known devices compatible (Phone)

- Phone - Motorola G3
- Phone - Motorola G5+
- Phone - Motorola (G6) Play
- Phone - Motorola G7 Power
- Phone - Nexus 6
- Phone - One Plus 6
- Phone - OnePlus X
- Phone - One Plus 6T
- Phone - Pixel 2XL
- Phone - Pixel 3A XL
- Phone - Samsung Galaxy J5
- Phone - Samsung Galaxy 6
- Phone - Samsung Galaxy S7
- Phone - Samsung Galaxy S8
- Phone - Samsung Galaxy S9
- Phone - Samsung Galaxy S10e & S10+
- Phone - Samsung Galaxy X Cover 4 & 4S
- Phone - Sony Xperia XZ2
- Phone - Sony Xperia Z5
- Phone - Sony Xperia Z2

Known devices not compatible (Phone)

- Phone – Nokia 3.1

Q: Will the ADEY ProCheck app work on a tablet?

Your ADEY ProCheck app is designed to work at its very best with IOS and Android based smart phones. However, some tablets will run ADEY ProCheck.

Known devices compatible (Tablet)

- iPad Air 2
- iPad Air (3rd generation)
- iPad (5th generation)
- iPad (6th generation)
- iPad (7th generation)
- iPad Mini 4
- iPad Mini (5th generation)
- iPad Pro 9.7-inch
- iPad Pro 10.5-inch
- iPad Pro 11-inch
- iPad Pro 12.9-inch (1st generation)
- iPad Pro 12.9-inch (2nd generation)
- iPad Pro 12.9-inch (3rd generation)

- Samsung Galaxy Tab S2

Known devices not compatible (Tablet)

- iPad Mini
- iPad Mini 2
- iPad Mini 3

- Samsung Galaxy Active (SMT365)
- Samsung Galaxy Tab 4 (SMT335)

Q. Will the ADEY ProCheck app work with a Windows based phone?

No. The ADEY ProCheck app will only work with IOS and Android based smart phones.

Q. What happens if I can't use the app?

The ADEY ProCheck app test can only be used with a suitable compatible smart phone (or another device as detailed above). Please check the minimum operating requirements for your phone.

Q. The app is not accepting my activation code, what should I do?

If your activation code is not working, please contact the ADEY ProCheck support team for advice on next steps. You can contact them at info@adey.com

Q. Where can I find my activation code?

The activation code is printed on the leaflet provided inside every ADEY Procheck Test Kit.

Q. What is a good light condition?

A good light condition is a well-lit room such as a kitchen or bathroom. Do not use the app in direct light/ sunlight where there is glare across either the test strip or gradient card. Do not use in darker rooms such as lofts or garage areas as light can generally be poor. Try to avoid casting a shadow across the card and ensure the strip is flat against the card when taking the picture.

Q. I cannot see the address via the postcode look-up

1. Check you have entered the postcode correctly
2. Enter a house number as well as the postcode
3. Not all addresses may appear in the postcode look-up, please enter address manually.

Q. I am unable to take a picture of the test strip/card

A: Ensure your phone's camera is close enough to the gradient card to have all 4 circles (as printed in each corner of the card), inside all 4 corners of the grey square on your phone. The image will be taken automatically.

1. The app requires 3 shots of the card before processing results. Ensure 3 images are taken before moving the camera. Movement should be limited during this process as this can affect the time the camera takes to take all 3 images needed to produce a result.
2. Ensure the test strip is aligned properly with the corresponding X on the test card
3. Ensure the card is on a plain white background in good light conditions

Q. I know the water is good as I have had a lab test already, however I am getting different readings on my phone.

Please check you have the latest revision of the ADEY ProCheck app downloaded. Ensure you are taking images in good light conditions. Ensure you have your camera phone on standard settings and without filters. Ensure the test card is placed on a plain white background. Ensure there is not any light glare across the face of the card or strip. Ensure that the strip has been shaken prior to scanning to remove any excess water that may distort the reading. As a quick tip, you can use a piece of tissue to remove any surface water on the face of the strip that hasn't been absorbed into the pad.

Q. I have run out of test strips and/or cards, where can I get more?

A: Additional refill kits can be purchased separately at https://www.ADEYspares.co.uk/

Q. Why do I need to take a photo of the sample?

ADEY ProCheck allows for a quick and effective indication of water quality in a central heating system, also proof a water test has been carried out. A test report can provide documented visual

evidence and changing conditions of water quality over time and particularly useful in multiple property management scenarios.

Q. What does the app check for?

ADEY ProCheck tests for several factors to determine the quality of the water in a central heating system:

Inhibitor/ protector   - Tests for the level of inhibitor in the system

Corrosion   - Tests for the level of corrosion in the system

PH   - Tests for the level of acidity or alkalinity in the system

Q. Does the ADEY ProCheck app only detect ADEY chemicals?

ADEY ProCheck has been designed to work at its best with ADEY chemicals. ADEY ProCheck will also provide results where other certified water treatment chemicals have been used.

Q. How do I know if a chemical is certified?

A certified chemical is typically one that has been registered through NSF. A list of certified chemicals can be found here: https://nsfpams.com/listings/#/cias

All NSF certified chemicals will generally feature the NSF logo on the packaging.

Q. When should I use the app and when should I use a lab test?

ADEY ProCheck provides information on key parameters which can contribute to poor system health and can verify system is treated correctly and is not suffering from corrosion issues. A lab test provides a wider and more in-depth analysis of system water quality and can be used in the system water quality diagnosis.

Q. How can I access the reports once the test is completed?

A PDF test report can be emailed to an end user at the end of each test (subject to subscription). Results are also saved to a dedicated online portal that can be accessed by water testers at a later date (subject to subscription).

Q. Who can see my test results?

Water testers and users with relevant permissions can retrospectively access reports and results on the portal (subject to subscription). Once a test has been completed in the app it can be emailed to a nominated email address (subject to subscription). Trained ADEY Customer Service teams are on hand to offer support and guidance where required.

Q. Can I print the results?

Yes, results can be downloaded, emailed or printed (subject to subscription).

Q. Can I re-use the test cards?

Yes. Test cards have been designed to be used several times. Please look to change to the next one when they begin to get dirty and the gradient sections become marked.

Q. Can I re-use the strips?

No. Unfortunately the strips are one time use only.

Q. Is the ADEY ProCheck portal and report generator free of charge?

The portal is a great way of accessing data and test results when you need it. Portal access and report generation (sending PDF reports via the app to nominated email addresses) is available with every kit purchase (subject to subscription).

Q. How do I explain to a customer why I am doing a water test? – and why they should pay for it?

ADEY ProCheck has been designed specifically to test for Inhibitor, Corrosion and pH levels. These are the three main factors in water quality that contribute to poor system health. A pass on all these factors means that the heating system water has been left in optimum condition after this appointment. ADEY ProCheck provides the ability to make instant decisions onsite regarding any corrective actions there maybe to the quality of the water in the system.

Q. Can I cancel my portal subscription and still see my historic results?

Access to the ADEY ProCheck portal is based on a level of subscription being in place. ProCheck kits will have a limited level of access provided, renewal options are available. If a subscription is not renewed access to past results will not be available. You will still have access to the app in order to continue testing. The ability to send PDF reports from the app will not work if a subscription is not in place.

Q. Is there a limit on the number of reports I can generate?

No.

Q. Can I use the same ADEY ProCheck login if I start to complete contract work? (or start to complete work for myself).

You can have your water test account linked with an additional company account at any time. In order to do so you will need to click and accept an invitation email sent to you by the company. If you are already an existing ADEY ProCheck® user you will still have access to your tests taken to date

available in the ADEY ProCheck® portal (subject to subscription), these tests cannot be seen by the company.

All of your water tests taken from the period of accepting the link (under the email address provided) will be allocated and visible to this company account. You can be removed from the company at any time by contacting the company directly or the ADEY ProCheck® support team. You can not switch between personal and company account just yet, but we're working on it!

If you are a ProClub user, all of your ProClub information will remain and will not be shared with the

If you have a preference to keep your personal accounts separate from a company linked account, the suggestion would be to use separate email addresses. Please note: each email address will require registering through the app using a suitable activation code.

Q. What do I need to do if I accidentally record a test under the wrong ADEY ProCheck account?

Please contact the Adey ProCheck support team for further help.

Q. How do I renew my subscription?

Depending on the terms of your activation, you will generally be contacted via an automated message which will appear within the app.

Further reading.

The ADEY ProCheck app and the ADEY ProCheck Kit (the Product) is provided to you as a means of assisting you in carrying out an onsite water strip test. ADEY makes no warranties or guarantees as to the accuracy or otherwise of the results generated by the Product. ADEY accepts no liability to you for any losses you may suffer as a result of your reliance on the information provided by the Product. By using the Product you acknowledge ADEY's lack of liability together with the fact that:

(a)   it is not a substitute for seeking the appropriate professional and technical support in respect of any given situation, ADEY product or service or any other manufacturers' products or service to which the ADEY product may be used in conjunction with;

(b)   the results produced by the Product are entirely dependent on the information you input into it and ADEY has no control over the input of such information.