



HOMEOWNERS GUIDE

MADE IN AMERICA!

Basement Defender, LLC

www.basementdefender.com

<https://www.basementdefender.com/support>

Basement Defender™ is a Registered Trademark

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US PATENT NO. 9,441,625

Welcome to the Basement Defender Family!

The patented **Basement Defender** will **TEST** your system **PROACTIVELY** every morning and alert you to problems before an emergency situation.

Contact us:

For Technical info, "How To Videos" go to-
https://www.youtube.com/playlist?list=PLM2uoSVfnmaQQAJgxJPCVttxBbF_I3ZjM

Email us at: **support@basementdefender.com**

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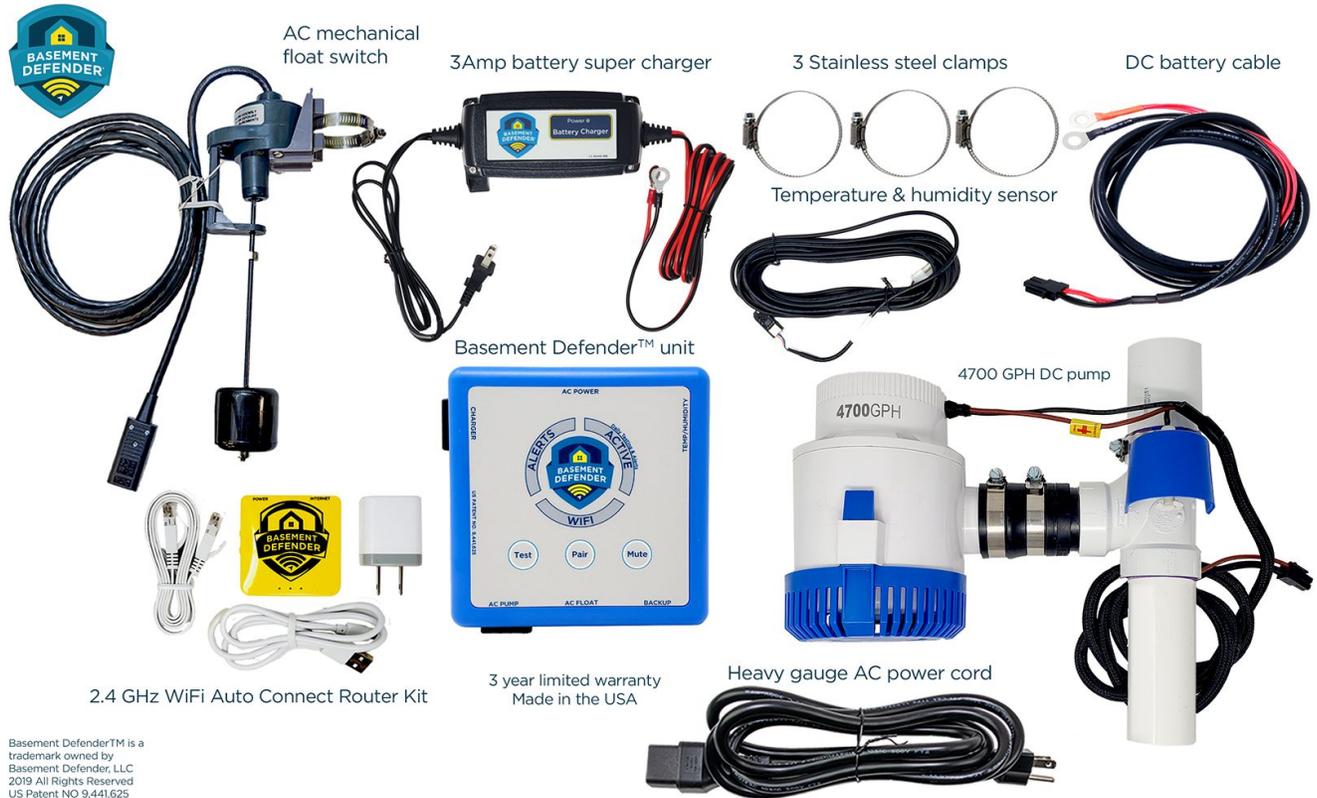
US Patent 9,441,625



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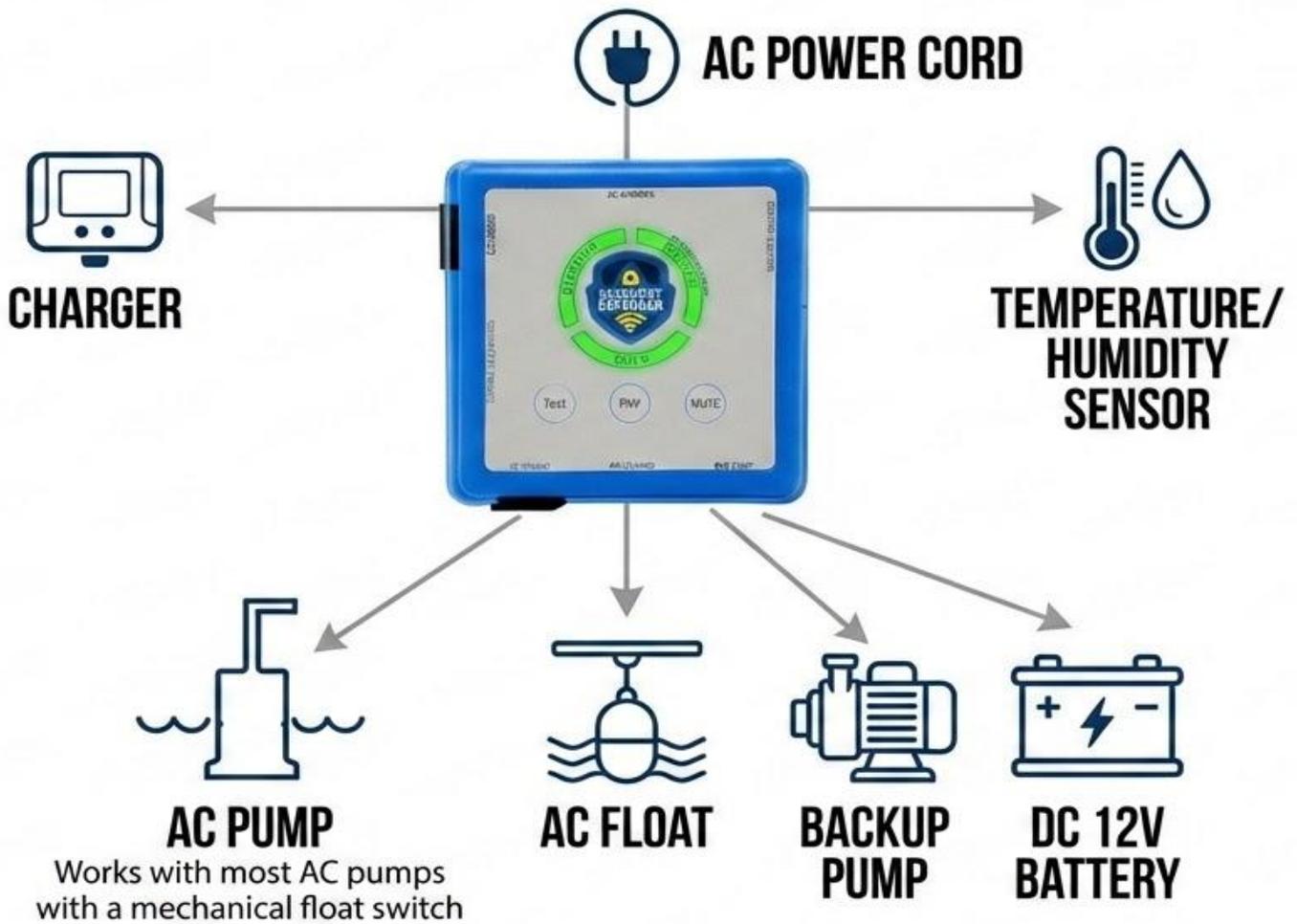
What's Included



Basement Defender™ is a trademark owned by Basement Defender, LLC. 2019 All Rights Reserved. US Patent NO 9,441,625

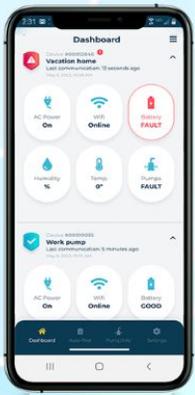
COMPLETE KIT

THE DEVICE



LIGHT RING

VIEW ALL ALERTS FROM THE APP OR PORTAL



PLAN ACTIVATED FOR DAILY TESTING AND ALERTS SERVICE



WiFi
AUTO CONNECT

DEVICE BUTTONS

 Press in and hold till you hear 2 beeps then release the button



manual test

Hold in for one beep to run manual test

Mute the Alarm for 12 hours



Basement Defender Function

Basement Defender is the only system that **TESTS your pumps every morning** and **ALERTS you to problems before an emergency happens**.

This innovative sump pump testing and alert system keeps your basement dry and your mind at ease by actively monitoring and exercising your system every single day.

What Does Basement Defender™ Monitor?

- **AC pump**
- **Float switch**
- **DC backup pump**
- **Battery backup**
- **Temperature & humidity**

How It Works:

Every day at **8 AM CST**, Basement Defender™ automatically:

- **TESTS** your AC and backup DC pumps
- **CHARGES** and checks the health of your battery backup
- **MONITORS** temperature and humidity
- **Real Time DATA** and system status via your home Wi-Fi

If Something Goes Wrong:

Basement Defender™ will **send alerts immediately** through:

- **Emails**
- **Mobile app notifications**

It detects issues like:

- **Pump failure**
- **Excessive runtime**
- **Low current**
- **And more**

SYSTEM TESTING

How Basement Defender Tests Your System

Daily Auto Test

Every day at **8:00 AM CST**, Basement Defender™:

- **Engages the AC and battery backup pumps**
- **Exercises the motors** to keep them in working order
- **Sends test data** to the web server
- **Triggers alerts** if any issues are detected

After the test, you'll hear a short **beep**, and any alerts will be sent via your connected notification methods.

Manual Test (Using the Device)

You can manually test your pump system at any time:

1. Press and **hold the TEST button for at least 3 seconds**
2. The device will **beep** and begin a **manual test**
3. Pumps will run **sequentially for 5 seconds each**
4. When the test ends, another **beep** will sound

The **ALERTS light** will indicate the result:

- **GREEN** – No issues detected
- **RED** – A pump failure or problem was found

App Auto-Test

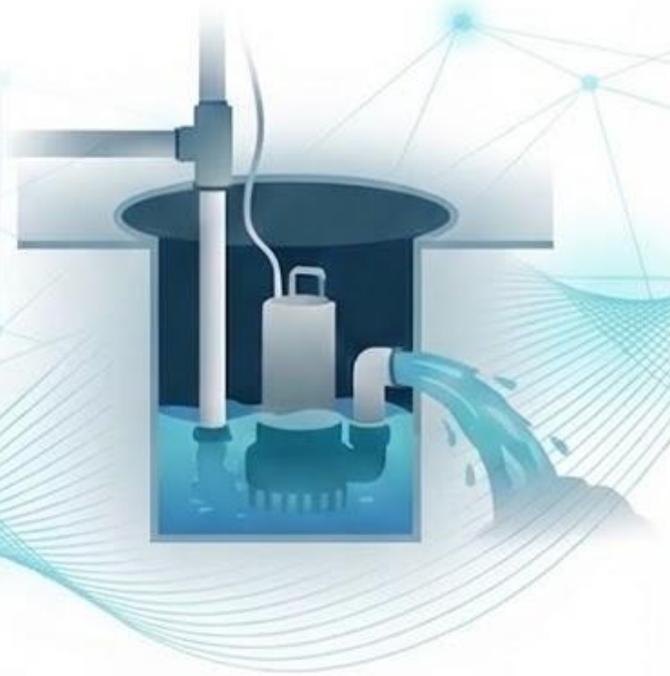
To test your system remotely:

1. Open the **Basement Defender™ mobile app**
2. Tap the **Auto-Test** button at the bottom of the screen menu

This runs the same check as the Daily Auto Test and updates your system status in real time.

APP FEATURES

AUTO TEST BUTTON

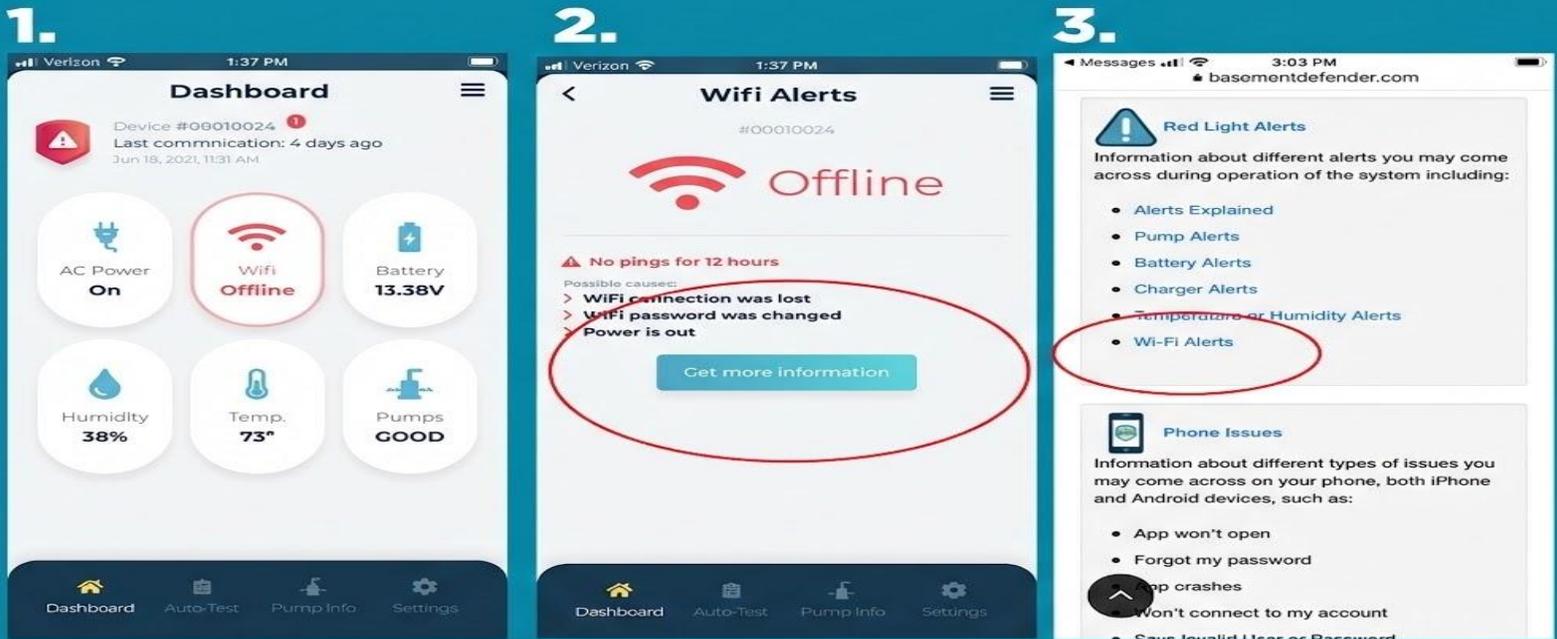


TESTS YOUR PUMPS AT WILL REMOTELY!



APP FEATURES

ALERT INFO ON THE APP



Understanding Your Alerts

The **Basement Defender™ App** will notify you whenever there's an issue that needs your attention. Each alert is specific and designed to help you take the right action quickly.

Alerts may be triggered by different scenarios.

When an alert is generated, the Basement Defender system will not only notify you—but also provide **possible reasons** for the alert, so you can start checking the right areas first.

- A **pump test failure** alert could be due to a tripped breaker, a disconnected plug, or debris in the sump pit.
- A **communication failure** could be caused by a Wi-Fi outage or power loss.
- A **high humidity alert** could result from excessive moisture entering the space from a window well or pipe leak.

Basement Defender gives you helpful context for each alert, helping you narrow down the cause and know what to do next.

APP FEATURES

DISABLE / MUTE ALARM



MUTE YOUR AUDIBLE ALARM

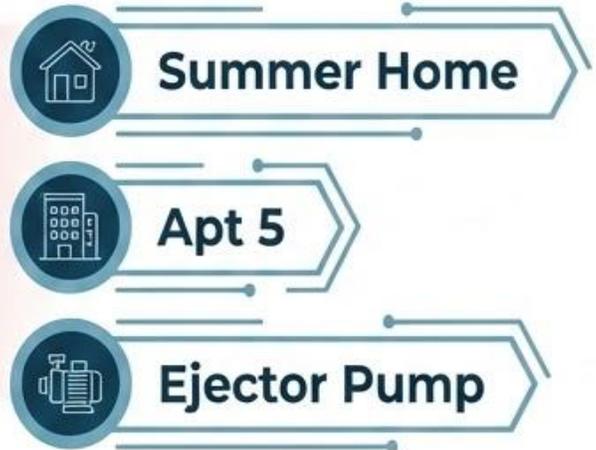
! **IMPORTANT:** Muting your does not resolve the issue/alert

APP FEATURES

CUSTOMIZABLE NAME



Example:



Easily identify your pumps with custom names, perfect for multiple locations or pump types.

Plan Features

No contracts and you can cancel at any time, any refunds are prorated from your service.

Plan Activation

The daily autotest exercises your sump pumps and monitors system components including: AC pump, float switch, electrical power, DC backup system, battery charger, temperature, and humidity. When a potential problem is detected, your **Basement Defender™** device will send you alerts and notifications through your home Wi-Fi internet connection.

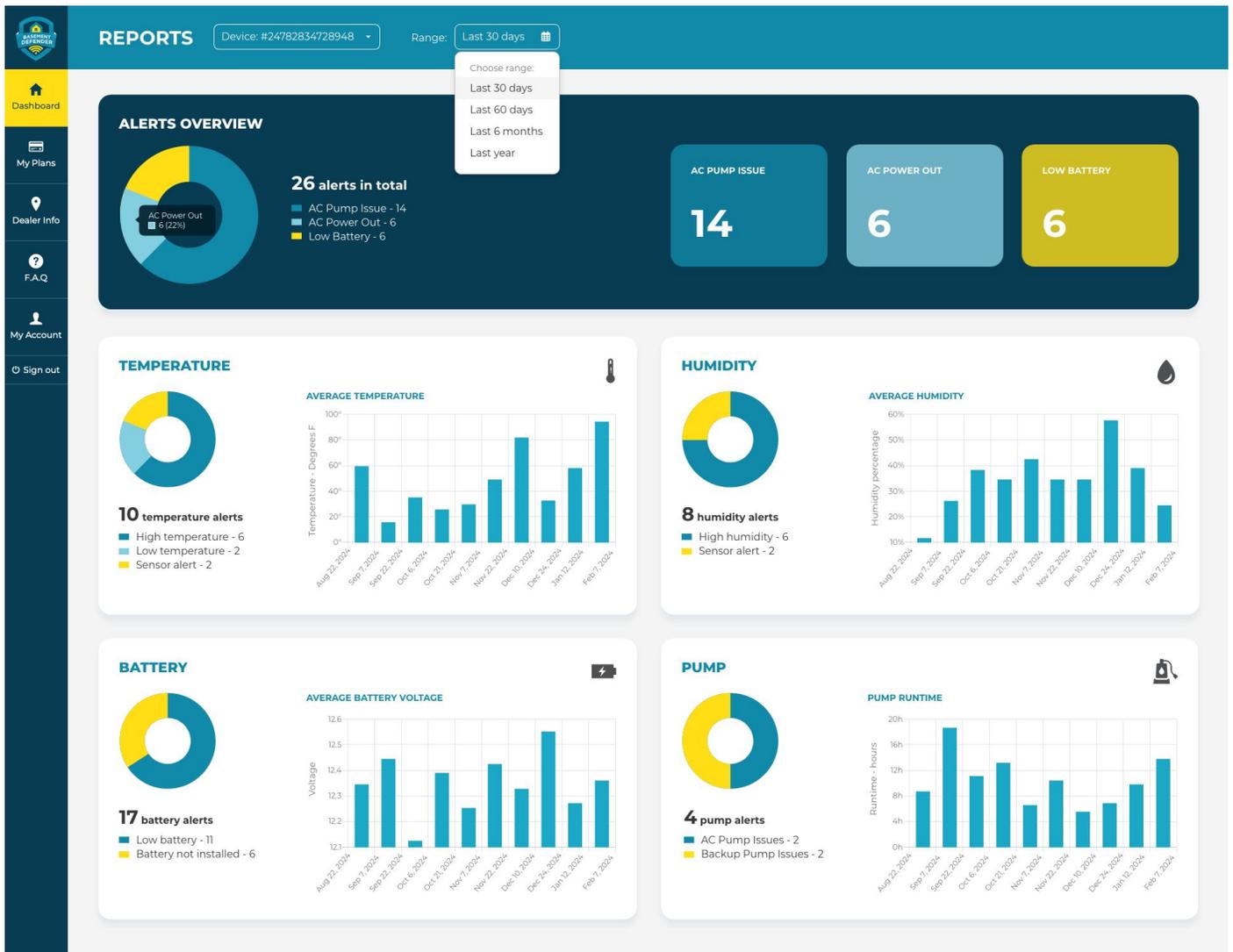
- **Plans:**
 - **Basic Plan - Pro-active Protection**
 - **Daily testing of primary pump and backup pump(s)**
 - **Alerts when any problem is detected:**
 - Pumps: failure, excessive runtime, low current, higher pump ran
 - Backup pump low battery,
 - AC power: No AC power detected
 - Temperature and humidity changes
 - **24/7 access to all system information including:**
 - Pump(s) status timestamped when pump(s) ran last and runtime
 - Backup battery and charger status
 - Temperature and humidity status

Your Dealer may have other plans available- Contact your Dealer for details or sign in to your account.

Without a plan the Basement Defender you will not receive the daily testing, alerts, remote testing and the yearly summary. You are able to access the app and the real time data as long as it is connected to the WiFi.

Plan Features

View a snapshot of your system from your Web Dashboard



Basement Defender Yearly Data Summary (For Plan Holders Only)

As part of your Basement Defender™ monitoring plan, you'll receive a yearly summary of key data collected from your system. This summary is designed to give you a comprehensive overview of the performance and health of your sump pumps, helping you stay on top of potential issues and ensuring the system is functioning optimally.

What's Included in the Yearly Summary?

1. Alerts Overview

Your summary will highlight all alerts triggered throughout the year. This includes any instances where the system detected irregularities in pump performance, humidity levels, temperature fluctuations, or power failures. The report will categorize these alerts by date and type, so you can easily review any events that may require attention or follow-up.

2. Run Times

The report also includes the total run times for both your AC pump and battery backup pump. This helps you understand how often your pumps have been activated and can offer insight into how your system is performing. Longer-than-expected run times might indicate a potential issue, such as a blockage or sump pit malfunction, and allow you to take proactive action before problems escalate.

3. Pump Performance Analysis

The data will also show detailed information on each pump operation, including any detected faults during the year. This can be invaluable for spotting patterns in performance and predicting when maintenance or repairs might be needed.

4. Backup Battery Health

The health of your backup battery is another key aspect covered in the yearly summary. It will show the voltage levels and usage patterns, helping you track whether the battery is maintaining its charge as expected or if it's time to consider a replacement.

How Can You Use This Data?

Reviewing your yearly summary can help you:

- **Identify Patterns:** Spot recurring issues and take action before they become larger problems.
- **Plan for Maintenance:** Use the run time and alert data to schedule preventive maintenance, ensuring your system continues to operate efficiently.
- **Keep Peace of Mind:** Knowing your system is operating properly reduces the risk of unexpected flooding and other costly issues.

Audible Alarms & Muting Your Basement Defender

Muting the Alarm on the Device

To temporarily silence the alarm:

- **Press the MUTE button** on the Basement Defender™ unit
- This **mutes the alarm for 6 hours**
- If the issue is not resolved, the alarm will **sound again after 6 hours**

Muting the Alarm from the Mobile App

You can also mute the alarm remotely:

1. Open the **Basement Defender™ mobile app**
2. Go to **Settings**
3. Tap on **Devices**
4. Slide the **Alarm Active** toggle to **disable the audio alarm**

Audible Alarms & Muting Your Basement Defender™

When the device receives configuration updates such as:

- Clear learns
- Auto-test schedule changes
- Device parameter updates
- When the device **reboots after a power loss**
- When a '**test alarm**' or '**reset ECM**' command is received

Continuous Alarm Sounds will happen in these cases:

- **Backup pump is running** – alarm sounds until the pump stops
- **Pump exceeds max runtime (3 minutes)** – alarm sounds until the pump stops
- **Battery backup pump is active**

FAQ

DO I NEED A SUBSCRIPTION PLAN TO USE BASEMENT DEFENDER™?

No, you don't need a plan to use the basic functions. Without a plan, Basement Defender™ still works as a **backup battery charging system** and features an **audible alarm** for immediate alerts.

To unlock the **Proactive Daily Tests** and **Text Notifications**, you'll need to **set up an online account with a credit card** to activate.

HOW DO I KNOW IF BASEMENT DEFENDER™ IS RECEIVING POWER?

Look at the **Circle light** on the front of the device:

- **Green/Red** means the device has power
- **No lights** means the device is not powered

There is no on/off switch on the unit itself. Power is controlled by a **120-volt circuit breaker**. When the power cords are plugged in, the device automatically turns on.

CAN BASEMENT DEFENDER™ NOTIFY ME BEFORE A PROBLEM OCCURS?

Yes! Basement Defender monitors electrical readings from your **sump pump** and **battery** to detect signs of failure **before** a problem happens—so you can act **before it becomes an emergency**.

HOW CAN I CHECK ON MY SYSTEM WHILE I'M AWAY?

You have two easy options:

1. **Visit** www.BasementDefender.com and log in to your account
2. **Open** the Basement Defender™ mobile app and tap the **Auto-Test** button in the menu bar

FAQ

How Do I Select My Alert Preferences?

After selecting your subscription plan under **MY PLANS** on the Basement Defender™ portal, you can customize your alert preferences in the **MY ACCOUNT** section. Here, you can choose the types of alerts you want to receive and how you'd like to be notified.

Can Other People Receive Alerts and Notifications?

Yes, you can add multiple email addresses to receive alerts and notifications. To manage these preferences, log into <https://clients.basementdefender.com>, go to the **Alert Handling** section under **My Account**. You can manage your alert preferences there.

What Should I Do If I Receive an Alert That My Basement Defender™ Has Stopped Communication with the Web Server?

If you receive a notification that Basement Defender™ has not communicated with the server within 24 hours, you should:

1. Check if a circuit has been tripped.
2. Verify your Wi-Fi connection using your phone.

If the issue persists after these checks, contact your internet or electric provider for further assistance.

If the Power Goes Out or Internet Connection Is Lost, Will Basement Defender™ Still Send Alerts?

In the event of a power outage or loss of internet connection, Basement Defender™ will send a notification when the power and internet are restored.

Basement Defender™ checks its connection to our server once an hour. If the device doesn't connect for 2 hours you'll receive a notification.

FAQ

How Often Will My Pumps Be Tested?

As part of your plan, Basement Defender™ will automatically test your AC pump and battery backup sump pumps daily at 8:00 AM CST. This daily testing helps ensure everything is functioning properly and provides peace of mind.

How Do I Know if My Sump Pumps Are Working?

Your Basement Defender™ device uses the **ALERTS** light to give you a quick visual check. When all pumps are working properly, the light will show green.

For more detailed status updates, the Basement Defender™ web portal and mobile app will display any alerts on your dashboard screen as soon as you log in.

If any issues arise, you'll receive notifications via the app, email, and text (depending on your monitoring plan). These alerts provide you with timely information, so you can take corrective action before problems escalate.

Can I Manually Test the Pumps?

Manual Test from the Device

1. Press and hold the **TEST** button on your Basement Defender™ unit for three seconds until you hear a "beep."
2. Wait while the system activates each pump for five seconds.
3. The device will beep again when the test is complete.

If a pump fails the test, Basement Defender™ will log the fault for future reference.

During the test, the system also records the current draw of each pump motor and the backup battery's voltage, helping you identify potential issues before they cause failure.

FAQ

WHY DOES BASEMENT DEFENDER MONITOR HUMIDITY?

Humidity refers to the moisture level in the air, and when it's too high, it can signal potential problems in your basement or crawl space. Excess moisture can lead to flooding caused by things like broken pipes, window wells, or leaks around doors—issues that might not be immediately obvious. Humidity levels above 40% are especially concerning, as they can encourage mold growth.

Mold in your basement or crawl space can spread spores throughout your entire home, affecting air quality and aggravating respiratory conditions like asthma and allergies. Basement Defender™ helps monitor humidity levels, so you can take action before these issues worsen.

WHY DOES IT MONITOR TEMPERATURE?

Basement Defender™ keeps an eye on temperature changes in your basement or crawl space, alerting you to sudden drops that could indicate serious problems. When temperatures fall too low, pipes in unheated areas are at risk of freezing and bursting, potentially flooding the area. Early warnings can help prevent costly repairs and water damage, keeping your home safe and your peace of mind intact.

MANUFACTURER'S WARRANTY

Basement Defender™ 3-Year Limited Warranty

Your Coverage Starts on Installation Day!

We stand behind Basement Defender™. When installed and maintained properly by your dealer, your unit is covered for **3 full years** from the date of installation against defects in materials or workmanship.

If anything goes wrong during this period due to a manufacturer defect, we'll repair or replace your Basement Defender™ — at no cost to you.

What's NOT Covered:

- Improper installation or maintenance
- Using the system in a non-residential setting
- Misuse, vandalism, acts of nature (e.g., floods, storms)
- Using Basement Defender™ outside of the country it was purchased
- Units purchased from unauthorized dealers or resellers
- Pick-up, delivery, or in-home service costs

Other Terms and Conditions

This limited warranty is the **only warranty** we offer. Any other warranties — express or implied (including merchantability or fitness for a particular purpose) — are **disclaimed**.

Basement Defender™ is not responsible for any indirect, incidental, or consequential damages. Some states don't allow this exclusion, so certain limitations may not apply to you.

This warranty gives you specific legal rights. You may also have other rights that vary by state.

Basement Defender™

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Privacy Policy for Basement Defender™

Effective Date: [3/5/26]

At Basement Defender™, we value the privacy of our customers and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our products, services, and website. Please read this policy carefully to understand how we handle your personal data.

1. Information We Collect

When you use Basement Defender™ products and services, we may collect the following types of information:

- **Personal Information:** This includes your name, email address, phone number, billing information, and other details you provide when creating an account or contacting customer support.
- **Device Information:** This includes data about your Basement Defender™ system, including device settings, usage data, and performance metrics (e.g., pump testing results, alerts, battery health, etc.).
- **Usage Information:** This includes how you interact with our website, mobile app, and devices, such as timestamps, IP addresses, browser information, and session details.
- **Location Data:** If you use location-based features, we may collect data about your geographic location to provide you with services tailored to your area.

2. How We Use Your Information

We use the information we collect for the following purposes:

- **To Provide and Improve Our Services:** We use your information to operate, maintain, and improve our products and services, including performing device tests, sending alerts, and offering troubleshooting support.
- **To Communicate with You:** We may use your contact information to send you service updates, product notifications, and other communications related to your account or our services. You can opt out of non-essential communications.
- **To Provide Customer Support:** We may use your information to assist with troubleshooting, address inquiries, and provide personalized customer service.
- **To Ensure Security:** We may use your information to monitor for and prevent fraudulent activities, system errors, and unauthorized access to our services.
- **For Legal Compliance:** We may use and disclose your information when required by law or to protect our legal rights.

3. How We Protect Your Information

We use administrative, physical, and technical measures to safeguard your personal information. These measures include encryption, secure servers, and strict access controls. However, please be aware that no data transmission over the internet or electronic storage method is completely secure, and we cannot guarantee absolute security.

4. Sharing Your Information

We do not sell or rent your personal information to third parties. We may share your information in the following circumstances:

- **With Service Providers:** We may share your information with trusted third-party service providers who help us with operations like data storage, email services, customer support, and payment processing. These providers are bound by confidentiality agreements and are not allowed to use your information for their own purposes.
- **For Legal Reasons:** We may disclose your information when required by law, regulation, or legal process, or if we believe disclosure is necessary to protect our rights, property, or safety, or the rights, property, or safety of others.
- **In Case of Business Transfer:** In the event of a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction. We will notify you of any such transfer if it affects your privacy rights.

5. Your Rights and Choices

You have the following rights with regard to your personal information:

- **Access and Correction:** You can access and update your personal information through your account settings or by contacting us directly.
- **Opt-Out:** You may opt out of receiving marketing communications from us by following the unsubscribe instructions in our emails or adjusting your notification settings in the app.
- **Data Deletion:** You can request that we delete your personal information by contacting us. However, certain information may be retained for legal or administrative purposes.
- **Data Portability:** You may request a copy of your personal data in a structured, machine-readable format.

6. Third-Party Links

Our website and services may contain links to third-party websites or services. We are not responsible for the privacy practices or content of these external sites. We encourage you to review the privacy policies of any third-party sites you visit.

7. Children's Privacy

Basement Defender™ does not knowingly collect personal information from children under the age of 13. If we learn that we have inadvertently collected personal information from a child under 13, we will take steps to delete the information as soon as possible.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we make changes, we will update the "Effective Date" at the top of the policy. We encourage you to periodically review this policy to stay informed about how we are protecting your information..

Basement Defender Plan Terms and Conditions

By subscribing to a Basement Defender™ plan, you agree to the following terms and conditions:

1. Subscription Overview

Basement Defender™ offers subscription plans that enable advanced monitoring features, including daily testing, real-time alerts and manual testing from the mobile app.

2. Pricing and Availability

Subscription pricing is determined by individual authorized dealers and may vary based on your location or package selection.

All prices are subject to change.

3. Sign-Up and Activation

You may sign up for a subscription at any time via the Basement Defender™ app.

A valid credit or debit card is required for activation.

4. Free Trials (if applicable)

A 12-month free trial is available during initial sign up.

A credit card on file is required to activate the free trial.

Subscriptions will automatically renew at the standard rate at the end of the trial period unless canceled.

You will be notified 2 weeks prior of your renewal date via email.

5. Cancellation Policy

You may cancel your subscription at any time via the Basement Defender™ app or by contacting your dealer or support team.

Service will continue through the end of your current billing cycle or trial period.

Any prorated refund will be issued for unused time.

6. Changes to Terms

We reserve the right to update or modify these terms at any time. Any significant changes will be communicated to you via email or in-app notification.

7. Contact and Support

For questions or assistance with your subscription, please contact:

Email: support@basementdefender.com

End.