

Introducing release 5 of flowIQ® Smart Water Platform



Dear Customer,

We are excited to announce release 5 of flowIQ® Smart Water Platform! This version introduces a new top-level navigation menu, more powerful ways to filter and organise your installations, a completely new Device Overview, and many enhancements that improve clarity and speed in your daily workflows.

Release 5 highlights:

- ✓ New Device Overview
- ✓ Custom fields
- ✓ Import of READY groups
- ✓ Easier navigation across modules
- ✓ Consumption history on dashboard
- ✓ Note improvements

Introducing device management

This release introduces device management in flowIQ® Smart Water Platform. A new **Device Overview** helps you find and validate device-level information quickly. It supports troubleshooting and verification work that starts from the meter rather than from the installation or customer.

The screenshot shows the 'Device Overview' page in the Kamstrup flowIQ Smart Water Platform. The page has a dark sidebar on the left with a 'FILTER' section containing 'DEVICE STATUS' (with checkboxes for 'Installed device' (32986) and 'Not installed device' (253)) and 'DEVICE TYPE'. The main content area is titled 'Device Overview' and has tabs for 'Meters' and 'Infrastructure'. A search bar labeled 'Search Device' is at the top right. Below the tabs is a table with the following data:

Serial Number	Device Type	Address	Customer
10000000	flowIQ 22xx		
10000001	flowIQ 22xx		
10000002	flowIQ 22xx		
10000003	flowIQ 22xx		
10000004	flowIQ 22xx		
10000005	FLOWIQ 22XX		me
10000006	flowIQ 22xx	Adelgade 41B Skanderborg, 8660	FlowTestCustomer7
10000007	flowIQ 22xx	Adelgade 41B Skanderborg, 8660	FlowTestCustomer8
10000008	flowIQ 22xx	Adelgade 41B Skanderborg, 8660	FlowTestCustomer9

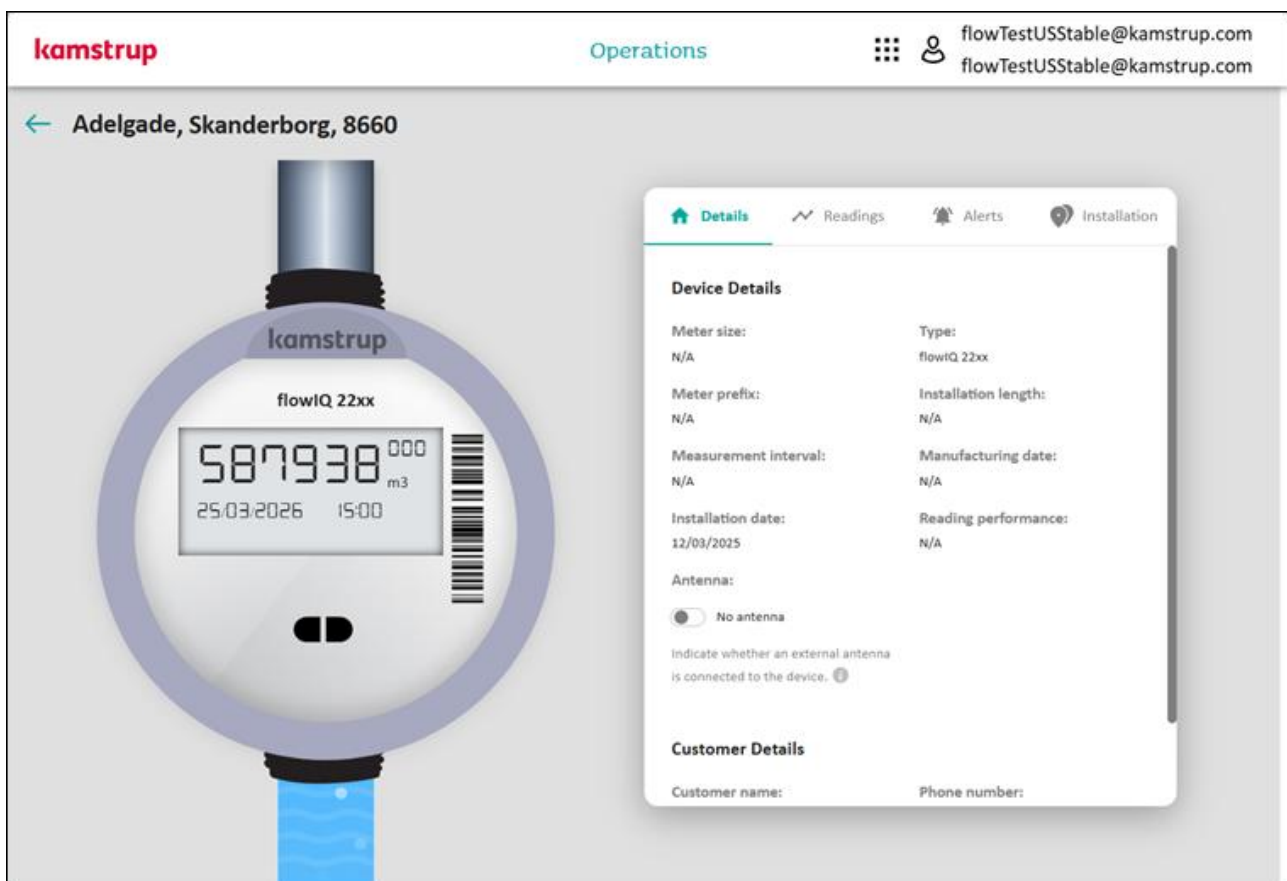
At the bottom of the table, there is a 'Rows per page: 100' dropdown and a pagination indicator '1-100 of 33239'.

What you can do:

The Device Overview provides a list of all meters and a list of infrastructure devices. You can filter by installation status and device type.

Selecting a meter opens a details view with key information for faster analysis, such as::

- Latest readings, with a direct link to the full reading history when needed.
- A quick overview of active meter alerts, including type, trigger time, and duration.
- A quick overview of installation information, with a direct link to full installation details when needed.



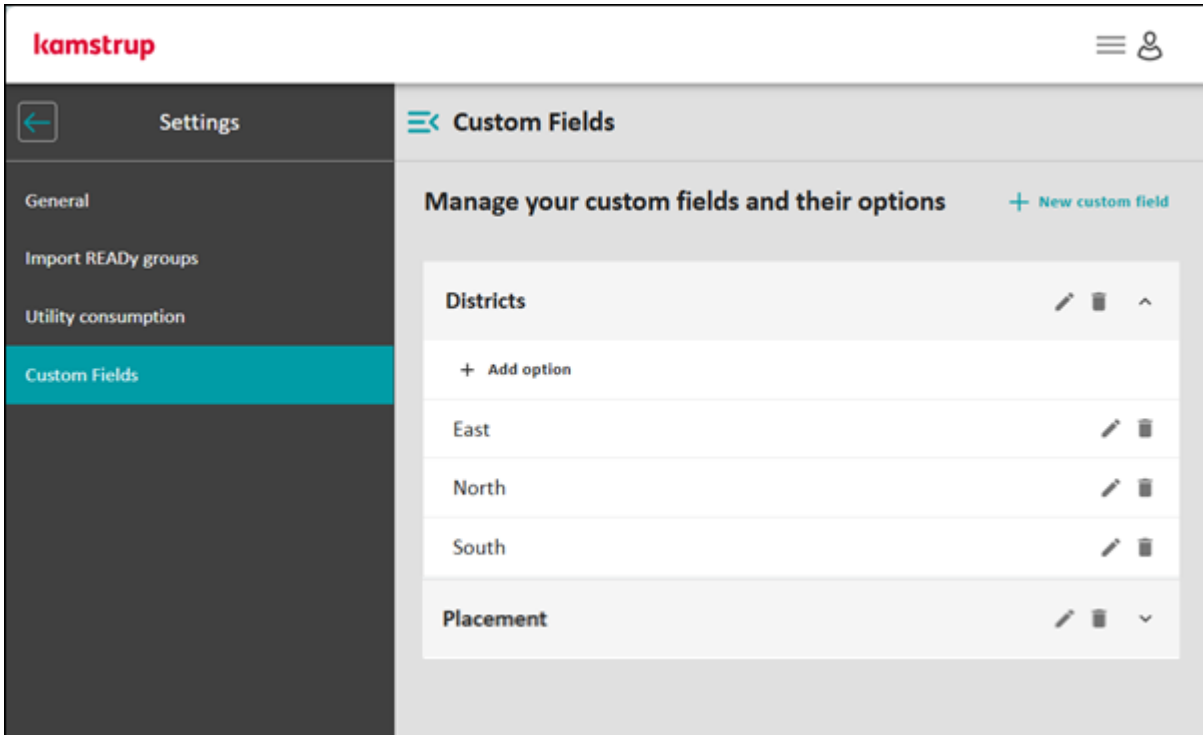
More flexible installation management

Release 5 introduces powerful new tools for organising your installations to match your operations.

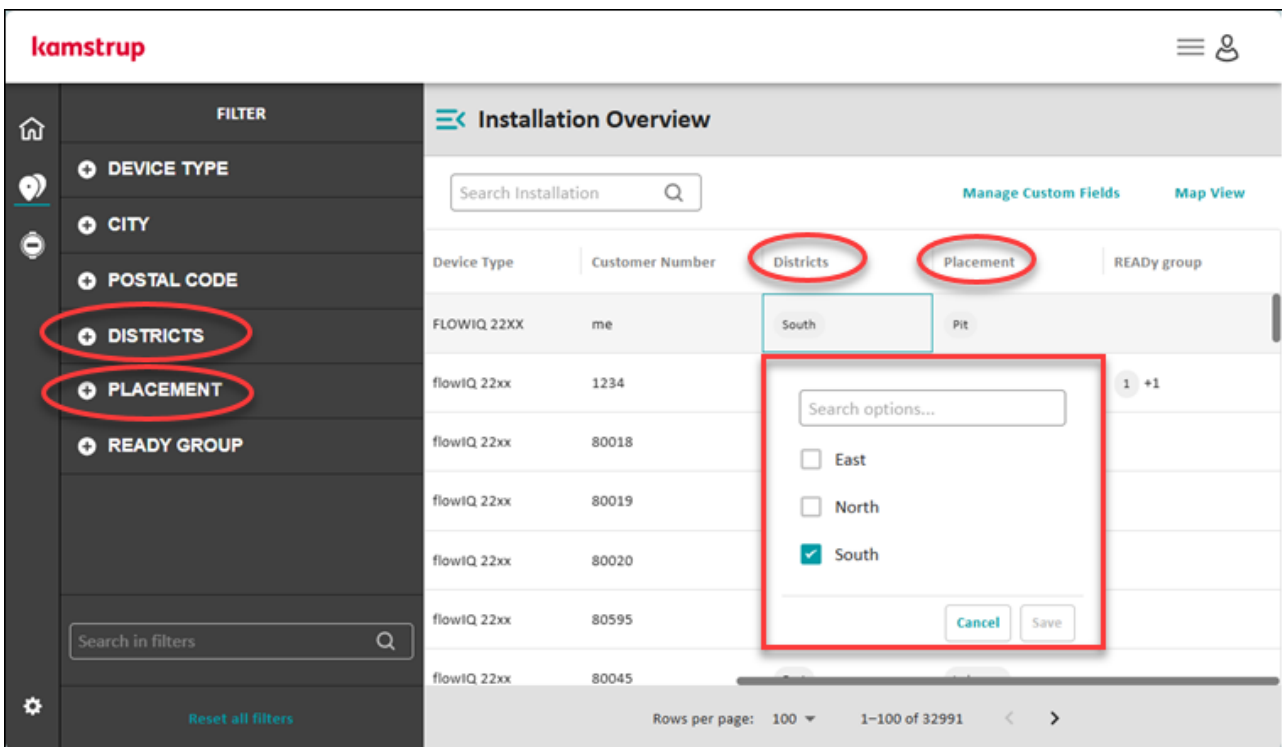
Add your own information to installations with custom fields

Custom fields let you adapt the installation overview to your local operating and reporting needs. They make it easier to segment your network and filter installations based on installation characteristics that matter to your organisation.

With this release, you can create up to 10 custom fields. For example, you may want to identify all basement installations, all installations with a district meter or all installations in a certain district:



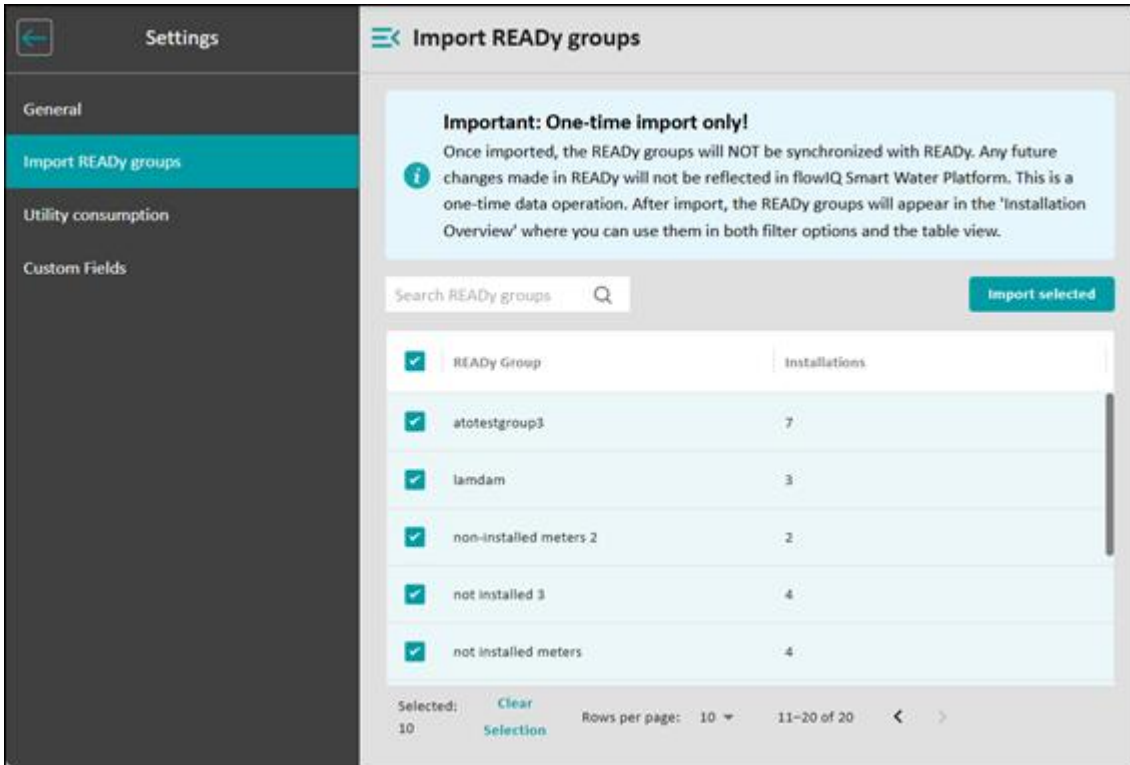
Custom fields appear as new columns in the installation list and are also available as filters. You can apply one or more custom field values to each installation as desired:



Reuse meter groups from READY Manager

To support continuity across systems and reuse group structures you already maintain in READY Manager, it is now possible to import READY groups and filter installations based on these groups.

Note Imported groups are static, so re-importing is needed to reflect later changes in READY Manager.

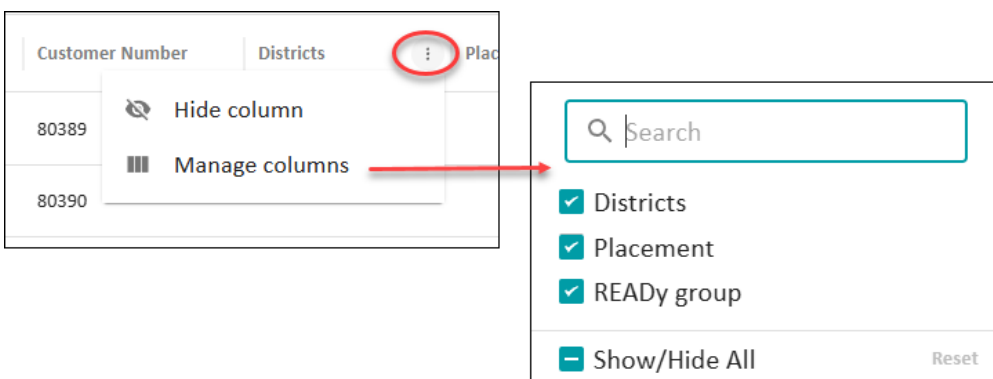


Customise the installation list to support your workflow

List customisation helps you tailor the overview to the task at hand—reducing visual clutter and making large lists easier to scan.

In addition to filtering the installation list by READY group and the new custom fields, you can now show or hide columns and reorder them by dragging the column headers.

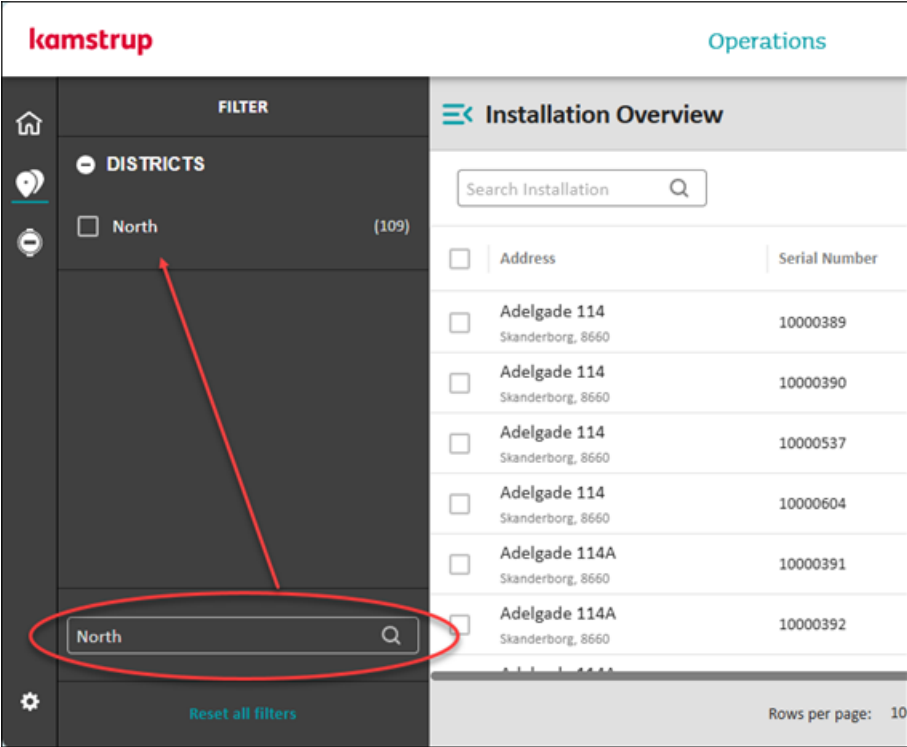
All custom fields can be hidden, while key system fields remain visible to ensure consistent core information.



Find filters and filter options faster with new search field

A new search field at the bottom of the filter area can locate both filters and individual filter options, including custom field filters.

This reduces time spent expanding filter trees and scrolling through lists of filter options, especially in systems with many custom fields and custom field options.

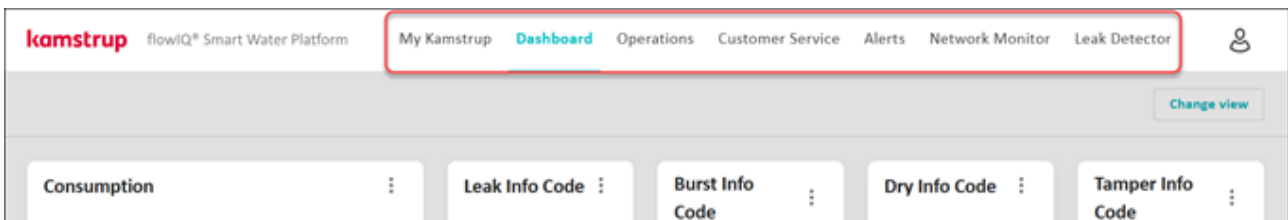


Easier navigation across modules

To reduce clicks through smarter cross-navigation, improvements have been made to the overall navigation across modules, as well as from detail views to the next relevant area.

New top navigation menu available in all modules

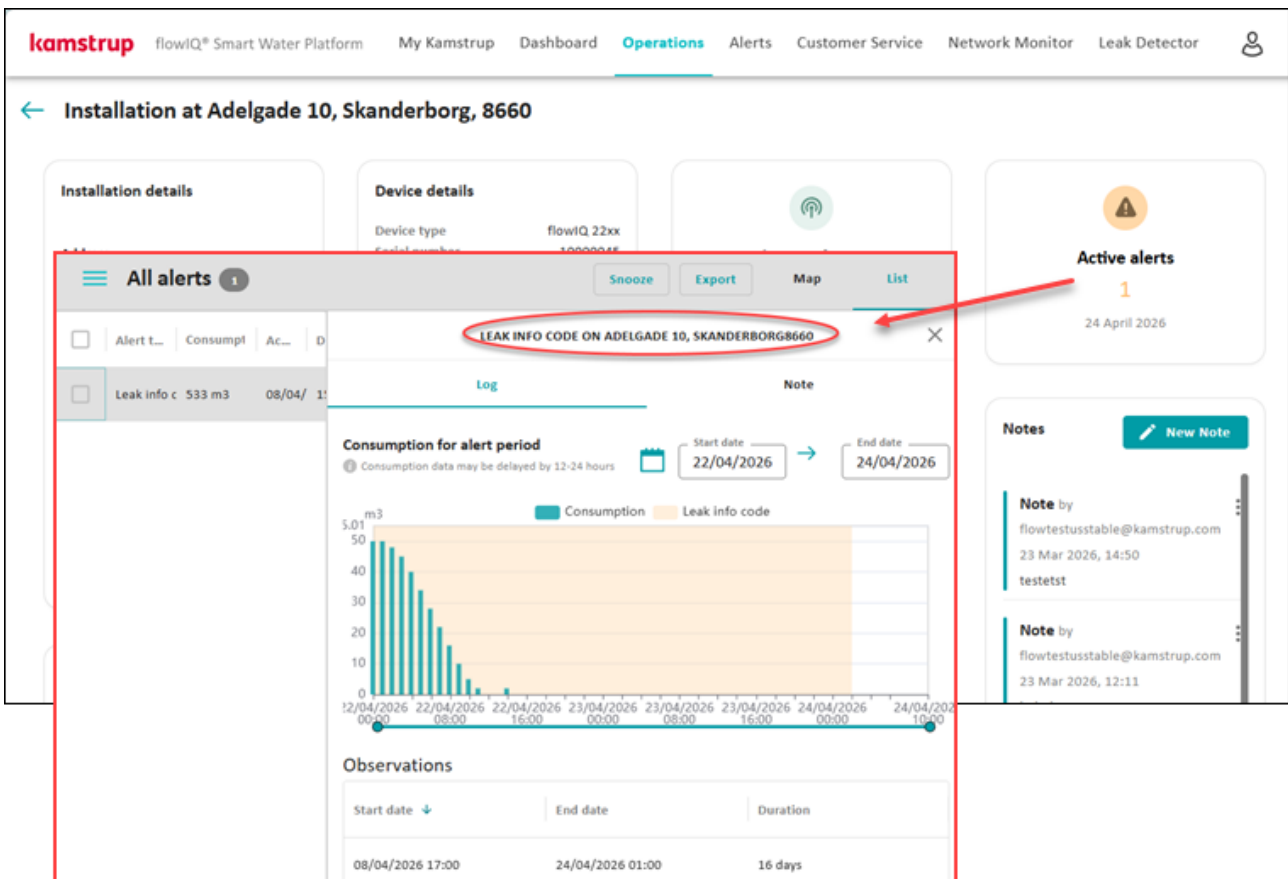
A new navigation bar at the top of the screen gives you one-click access to other modules from anywhere in the platform:



Quick links to more context

To reduce navigation steps and support a more linear workflow from symptom to context, this release introduces a number of new quick links:

Installation details: **Active Alerts** tile now opens the **Alerts** module with the active alert(s).



Installation details: **Reading Performance** tile now opens the installation in **Network Monitor**.

The screenshot shows the 'Installation details' page for Adelgade 65, Skanderborg, 8660. The 'Reading performance' tile shows 100% performance as of 23 April 2026. A red circle highlights the address 'Adelgade 65, Skanderborg, 8660' in the installation details. A red arrow points from the 'Reading performance' tile to the 'Network Monitor' tab in the navigation bar. Below, a table lists meters with columns for Address, Serial Number, Customer Number, Performance, and Acceptable. The first row shows Adelgade 65, Skanderborg, 8660 with a 100% performance status.

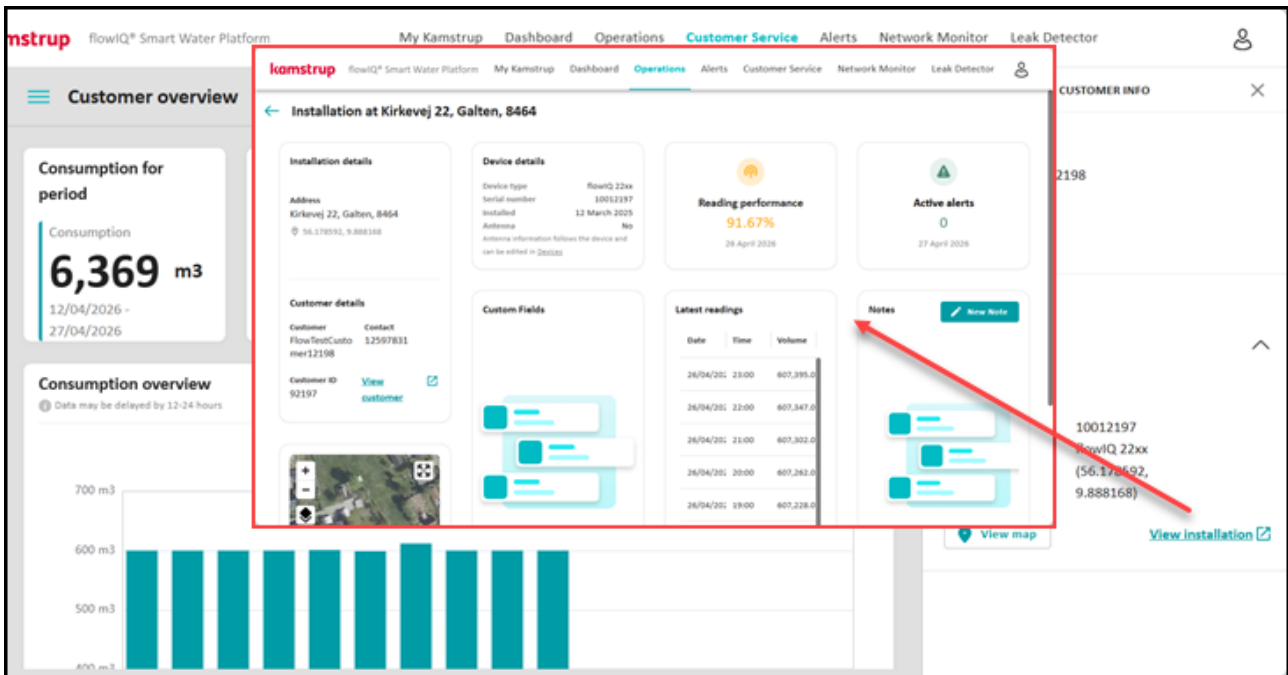
Address	Serial Number	Customer Number	Performance	Acceptable...
Adelgade 65 Skanderborg, 8660	10000200	80200	100%	✓ Yes

Installation details: **View customer** opens the **Customer Service** view with the customer in question:

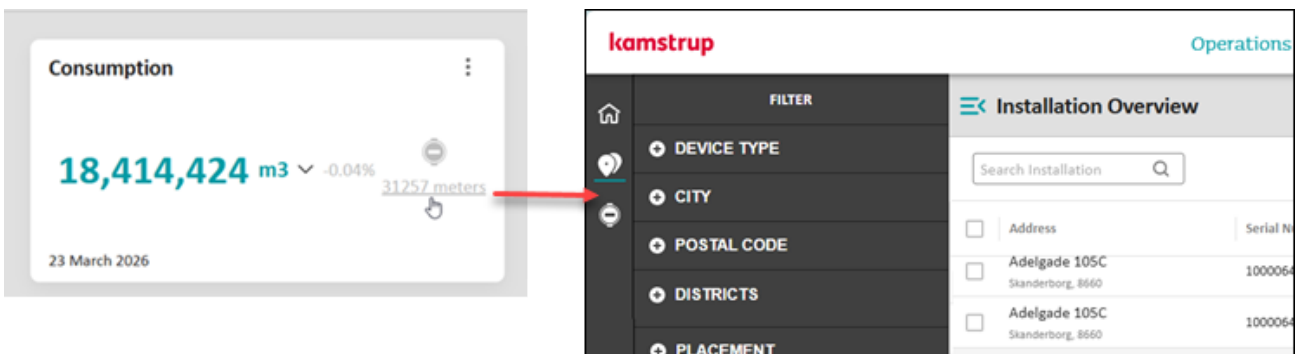
The screenshot shows the 'Installation details' page for Adelgade 1, Skanderborg, 8660. The 'View customer' link is highlighted with a red circle. A red arrow points from this link to the 'Customer overview' page. The 'Customer overview' page displays consumption for the period 12/04/2026 - 27/04/2026 as 6,357 m³, 1 active alert, and customer information including Customer ID 80018 and Name FlowTestCustomer19. Below is a 'Consumption overview' bar chart showing daily consumption.

Customer ID	Name	Address	Flow
80018	FlowTestCustomer19	Adelgade 1, 8660, Sku	12585652

Customer side panel: **View installation** opens the installation details for the customer's installation.



Dashboard: Clicking the number of meters on the **Consumption** tile opens the **Installation Overview**:

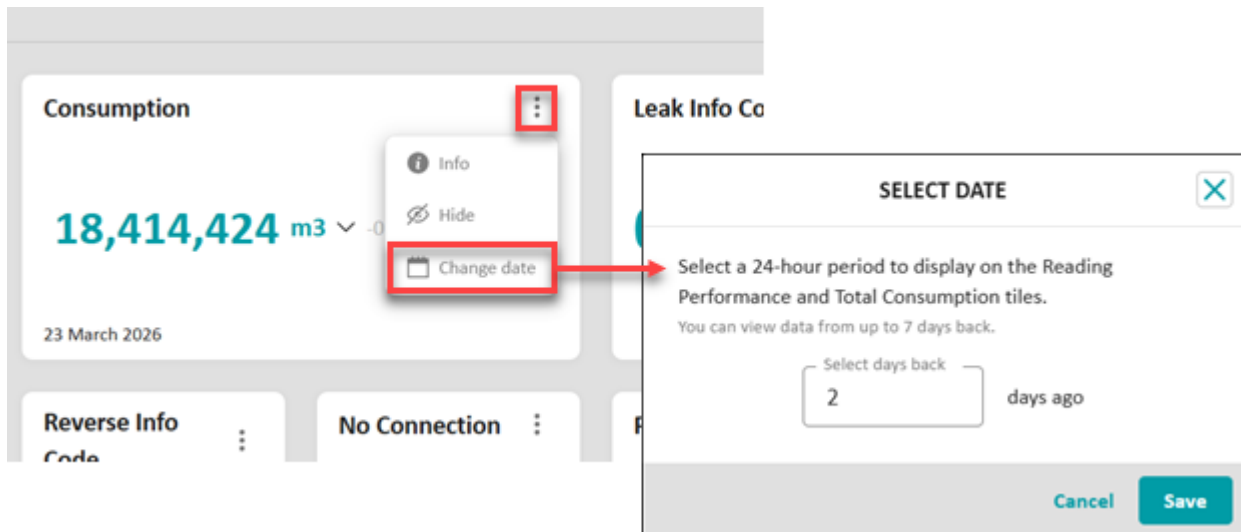


Dashboard improvements

Consumption history and clearer distinction of alert types have been added to the dashboard.

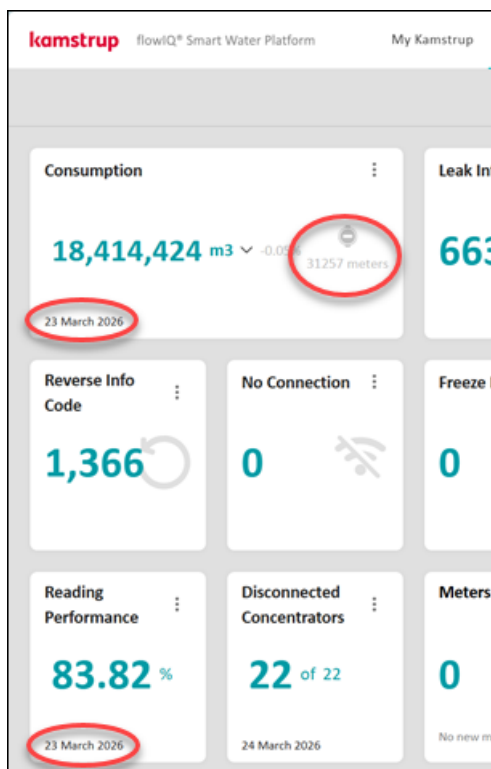
View up to 7 days of consumption history

To help you validate short-term consumption changes and trends without leaving the dashboard, you can now look back up to seven days of total daily consumption directly from the dashboard:



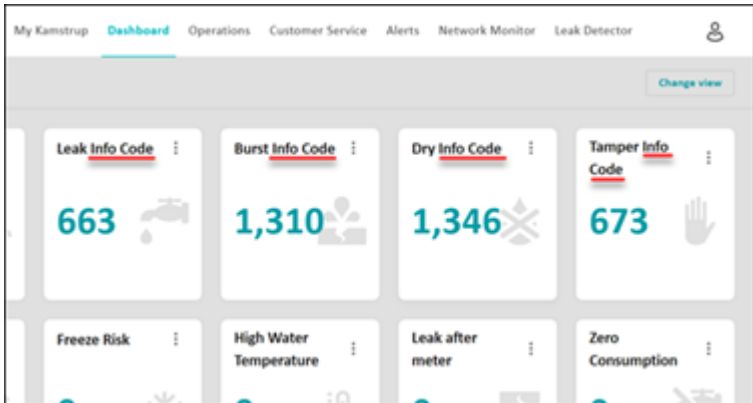
The date displayed on the tile updates automatically.

To keep related key performance indicators aligned, the **Reading Performance** tile updates to the same selected date as the **Consumption** tile, and the number of meters used in the calculation updates accordingly:



Clearer distinction for meter-originated alerts

'Info code' has been added to all meter-originated alert tiles, making it easy to see which alerts come directly from meters and which are intelligent alerts generated by data analysis.

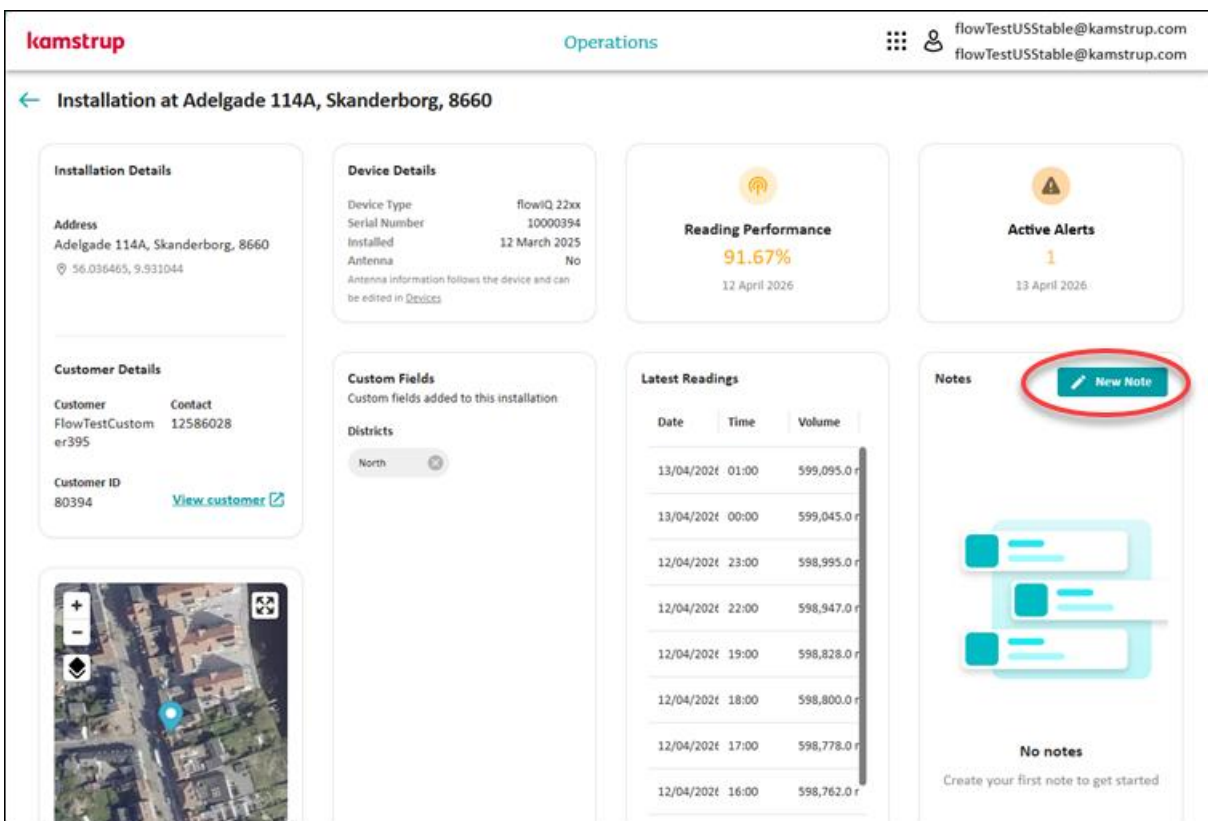


Better traceability and collaboration with note improvements

To support installation-specific documentation and clearer handovers between teams, two new note features have been added in this release.

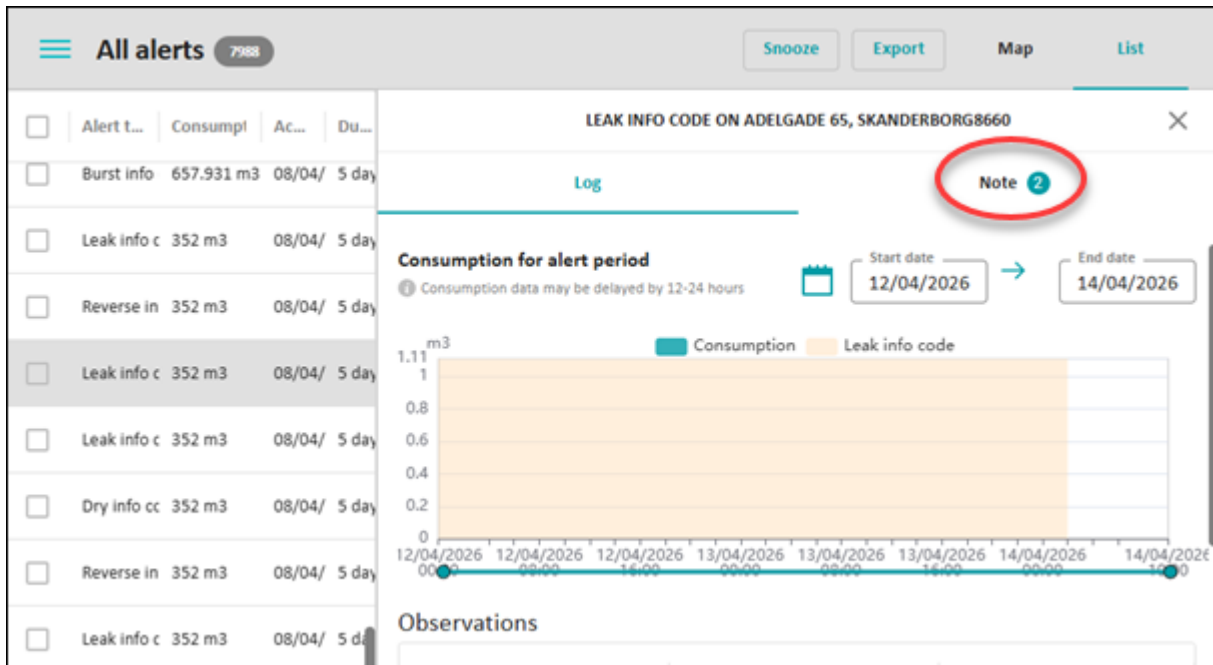
Notes on installations

Installations can now include notes that you can add, edit and delete directly from the installation details view:



Alerts details: Improved note visibility

When notes are added to an alert, the **Note** tab now shows an indicator with the number of notes. This gives you immediate awareness of additional information when opening an alert:



Need more assistance?

You open flowIQ® Smart Water Platform from My Kamstrup by selecting the flowIQ® Smart Water Platform tile.

If you experience any problems, please contact Kamstrup Support on +45 89 93 11 10 or via [ServiceNow](#).

The enhancements in release 5 are part of our ongoing commitment to providing innovative solutions that meet the evolving needs of our users. We hope you find the new features valuable.

Best regards,

Kamstrup