Product Change Notification / Technical Note

PCN#:PCN_5196_EN-003

March 5, 2025

Transition from in.touch 2 to in.touch 3

Reason for change:

The **in.touch 2** was introduced in 2015, using the best technology available at the time. Now, nine years later, it's time to evolve. We're updating our technology to align with modern industry standards, making connectivity easier and more reliable for everyone.

As part of this upgrade, the **in.touch 2 app** will be transitioning to the new and improved **Gecko app**. This change ensures a smoother, more robust experience for all our users.

Expected impact:

Operations - Inspection

- Gecko part number of the in.touch 3 will be different.
- Graphic design of the packaging is different; see picture in annex 1.
- Logo on the in.touch 2 / 3 enclosure will be removed (same enclosure).
- Power supply of the in.touch 2 & 3 will be different.
- Size of the unit is the same, no changes

Operations – Warehousing

- The size of the units & its packaging is the same.

Operations – Installation & testing

- The installation & testing is the same; see in.touch 3 Techbook for details.

Engineering, Sales & Marketing – Functionality

- in.touch 3 is the marketing name of the product. The hardware is still named in.touch 2, therefore no recertification is expected on the OEM side.
- New, enhanced & more stable application infrastructure.
- New application named: Gecko.
- We target to have the majority of the current in.touch 2 features available on the new app by the end of Q1 2025. More features will be integrated to the app following a release schedule.
- The first version of the application will give users access to starting pumps, waterfall, monitoring and adjusting temperature as well as being able to select the desired watercare.
- Other features, like the in.mix & in.lu.me ouput on spa pack, in.grid, in.temp, VMS (on/off) & notifications will be added in the next release planned for the end of Q1 2025.
- In future releases, features may be free, free for a certain period of time or may be charged. We are evaluating the value of current & new features to determine their worth.

Note: *The initial release of the Gecko applicaton will not have the auto-detect function. Therefore, the waterlab pages will appear on the application even if the user has not purchased the waterlab. The autodetect feature for the waterlab will be added in a future release.*

Customer Service – Compatibility

Products	in.touch 2	in.touch 3 Hardware	Gecko App. Mar/2025
All Main Keypads	Yes	Yes	Yes
All Auxiliary keypads	Yes	Yes	Yes
ADP-in.k11X	Yes	Yes	Yes
IN.XTEND	Yes	Yes	Yes
IN.YJ-V1	Yes	No	No
IN.YJ-V2	Yes	Yes	Yes
IN.YJ-V3	Yes	Yes	Yes
IN.YJ-V3U	Yes	Yes	Yes
IN.YE-V1	Yes	No	No
IN.YE-V2	Yes	Yes	Yes
IN.YE-V3	Yes	Yes	Yes
IN.YE-V3U	Yes	Yes	Yes
IN.YE-V3FLX	Yes	Yes	Yes
IN.YT-V1	Yes	No	No
IN.YT-V2	Yes	Yes	Yes
IN.YT-V2FLX	Yes	Yes	Yes
xe & xm spa pack series	Yes	No	No
RS-485 board	Yes	Yes	Yes
RS-Ext 1R	Yes	Yes	Yes
in.touch-2 (hardware)	Does not apply	Does not apply	No
in.touch 2 app	Yes	No	Does not apply
in.stream 2	No	No	No
Auxiliary keypad for in.stream	No	No	No
IN.P4	No	No	No
IN.LU.ME	Yes	Yes	Yes
IN.MIX-200	No	No	No
IN.MIX-300	Yes	Yes	Yes
DJS-1 & keypad	No	No	No
DJS-5 & keypad	No	No	No
IN.TR-AV	No	No	No
IN.GRID	Yes	Yes	Yes
in.temp	Yes	Yes	Yes
in.temp mini	Yes	Yes	Yes
in.clear (No control, notifications only)	Yes	Yes	Yes
VMS (on/Off)	Yes	Yes	Yes
Swim Coach	No	No	No

Note: The spa pack version (V3) can be found in the description field of spa pack's identification label (annex 2).

Customer Service – Troubleshooting

- The troubleshooting is the same, no changes

Products affected:

- In.touch 2 hardware
- In.touch 2 application
- In.touch IC

Time Schedule:

- We expect all spa OEMs to switch from the in.touch 2 to the in.touch 3 by the end of Q1 2025.

Annex 1

In.touch 2 (current)

In.touch 3

Annex 2