

Alarm Management

Original text as published before the redesign of this article. Wording unchanged.

Archived: 28 October 2026

Reduxi raises an alarm when something at a location needs attention, and can tell you about it by email or push notification. You decide which alarms you hear about and how quickly an alarm is raised. Everything here works the same in the Reduxi Cloud web app and the Reduxi mobile app.

1. Alarm levels

Every alarm has one of three levels. The level tells you how urgent it is.

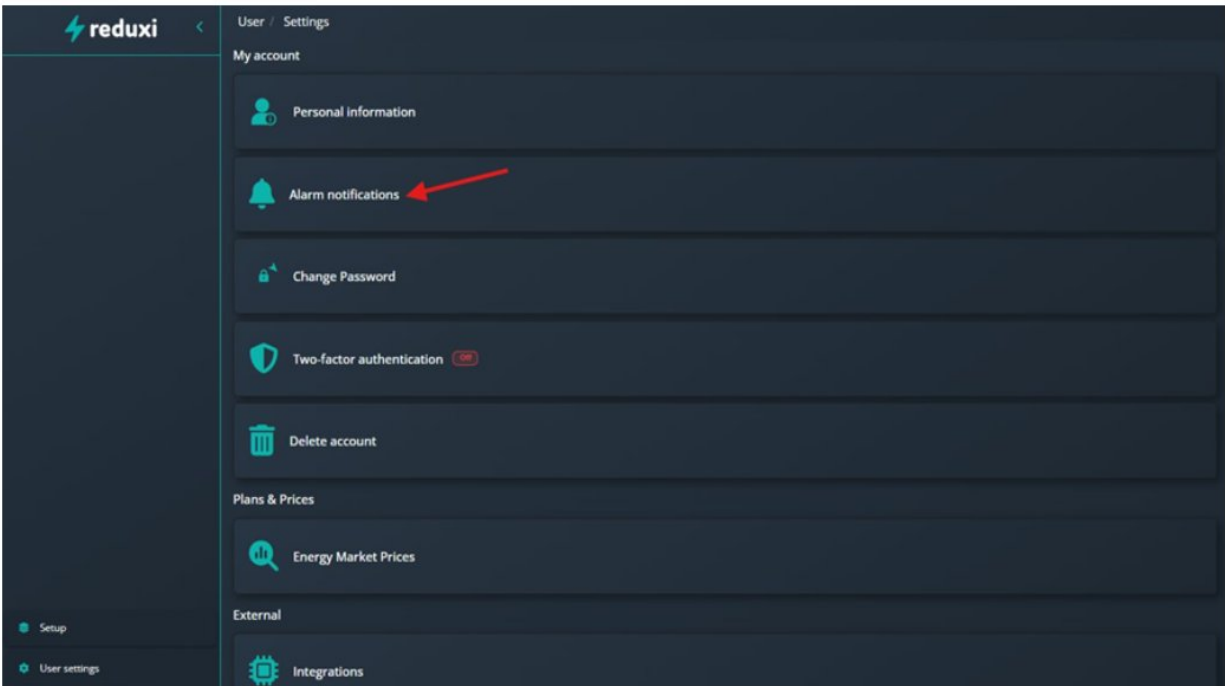
Level	Meaning	Examples
Critical	Control or monitoring is affected. Act now.	Reduxi device is not connected · Communication error · Device erro
Warning	Something is not as expected and may need a check.	Device in read-only mode · Device not in automatic control mode
Info	For your information. No action needed.	Status messages

You can choose which levels you are notified about (see section 2).

2. How alarms reach you: email and push

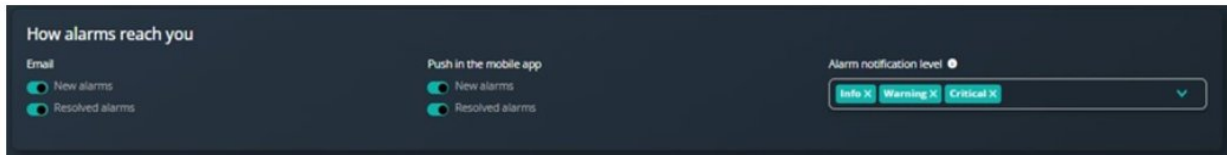
You choose the channel, the moment and the level. Changes save immediately, with no Save button.

Where: User settings > **Alarm notifications.**



In the **How alarms reach you** panel:

Setting	Options
Email	New alarms · Resolved alarms
Push in the mobile app	New alarms · Resolved alarms
Alarm notification level	Info · Warning · Critical (pick one or more)



Example: email for new Critical alarms only, push for both new and resolved alarms.

3. Choose which alarms you get

You can subscribe to alarms from any company, group, location or device you can view. This works for every user: basic users, invited users, aggregators and super admins.

Default rules

- Owners get alarms from their own locations automatically.
- Nobody else is subscribed by default, not even aggregators.
- The most specific setting wins: device > location > group > company.

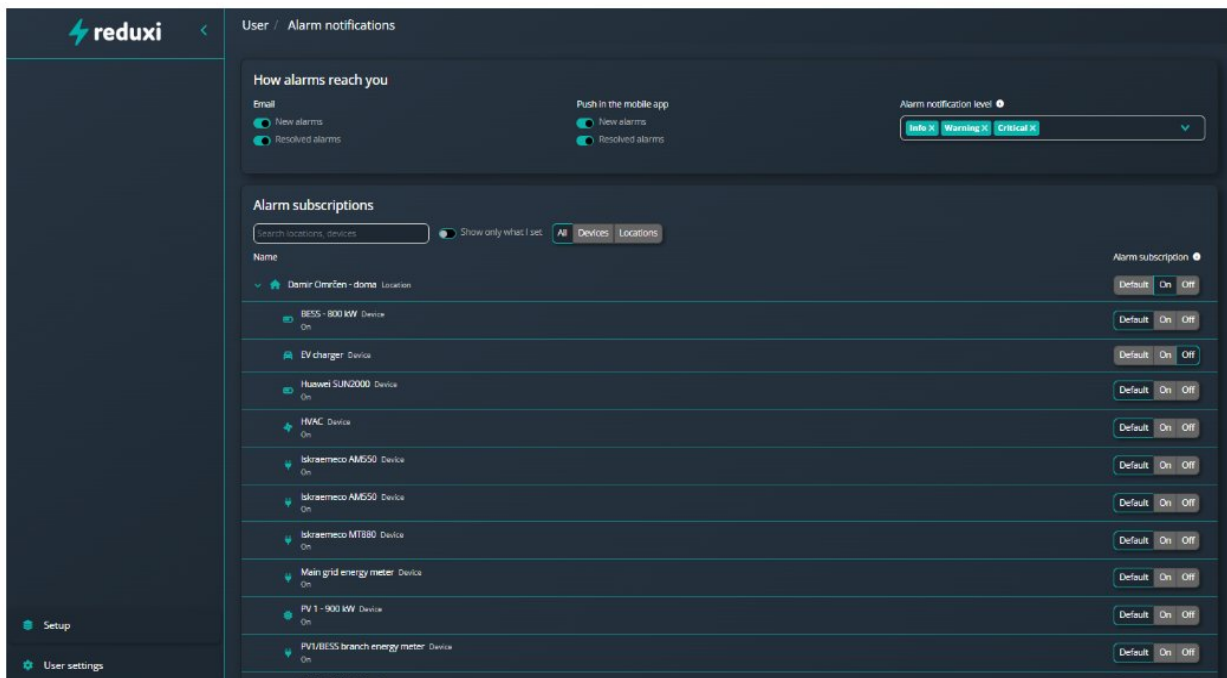
Each row has three options:

Option	Effect
Default	Follows the level above. The small text under the name shows the result (On/Off).
On	You get alarms from this item.
Off	You don't get alarms from this item.

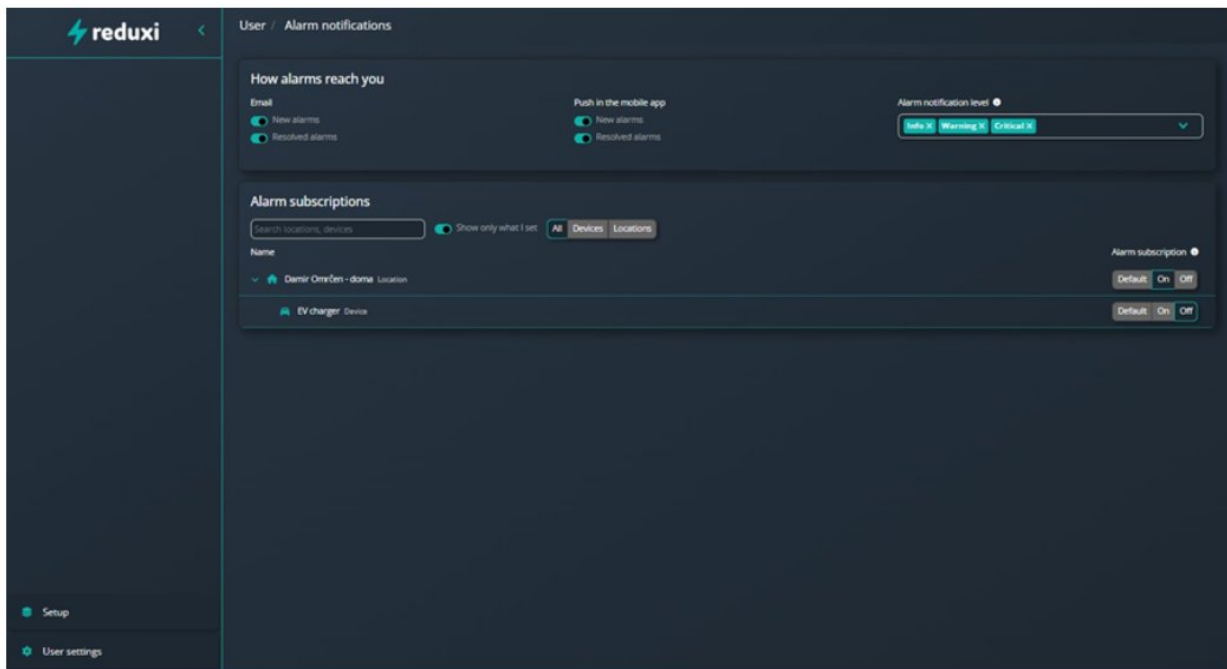
In Reduxi Cloud

User settings > **Alarm notifications** > **Alarm subscriptions**. Search by name (not case- or accent-sensitive) and filter by All, Devices or Locations.

Example: the location is set to **On**, and the EV charger is set to **Off**. You get every alarm from this location except the EV charger's.



Turn on **Show only what I set** to list only the items you changed.



In the mobile app

Settings › **Alarm notifications** shows the current location and its devices.

Open the menu	Location On, EV charger Off	Help (i icon)

Note: users don't see groups in the mobile app. Managing group-level alarm subscriptions must be done in the cloud app

4. Change when an alarm is raised and cleared

Timers filter out short glitches, so you aren't notified about every flicker. They are set per location and apply to everyone at that location. You need edit rights on the location to change them.

Setting	Meaning
Raise after X	The alarm is raised only if the problem is still there after X. If it goes away sooner, no alarm.
Clear after X	The alarm clears only once the problem has been gone for X. If it comes back sooner, the same alarm stays open.
Immediately	No waiting. Every short problem is reported, and each event sends a notification to everyone subscribed.

Durations range from 1 min to 24 hours. The Reduxi default is marked **default** in the list, and you can always reset to it.

Alarm	Level	Raise (default)	Clear (default)
Reduxi device is not connected	Critical	After 15 min	Immediately
Communication error	Critical	After 15 min	After 3 min
Device error	Critical	After 5 min	After 3 min
Device in read-only mode	Warning	After 5 min	After 3 min
Device not in automatic control mode	Warning	After 5 min	After 3 min

Other alarms keep Reduxi's defaults and can't be changed yet.

In Reduxi Cloud

1. Open the location and click Manage Location › Alarm settings.
2. For each alarm, choose Immediately or After and pick a duration.
3. Click Save.

