

**SHORT SERVICE GUIDE**

**DOOR / WINDOW SENSOR**

— FIBARO SYSTEM —



First step to provide professional support and service is proper diagnose of failure. To avoid sending fully functional devices to warranty service, please follow step by step guide below.

### **STEP 1. Check visually.**

FIBARO Door/Window Sensor should have no scratches or cracks visible. However, if there are any heavy mechanical damages, as smashed casing, casing bitten by a dog, warranty will not be considered!

### **STEP 2. Check the battery.**

To check the battery You will need voltmeter. Open the casing and touch voltmeter contacts with battery poles. Remember to make a measurement while battery is connected. Properly working battery should indicate voltage between 3,5 [V] up to 3,7 [V]. If You don't have any voltmeter, please simply try to change the battery from other, efficient module.

### **STEP 3. Resetting FIBARO Door/Window Sensor.**

The FIBARO Door/Window reset erases the EEPROM memory, including all information on the Z-Wave network and the main controller.

Reset procedure:

- take off the sensor's cover and remove battery;
- make sure the tamper isn't pressed;
- put the magnet near sensor;
- insert the battery;
- within 2 seconds remove the magnet from the sensor;
- after 3 seconds LED should start blinking;
- remove the battery and reinstall it again.

Successful reset should be confirmed by LED blinking.

### **STEP 4. Excluding and including sensor from Z-Wave Network.**

Before every inclusion, sensor must be excluded from Z-Wave network. This can be done in two ways, resetting sensor or:

- set main controller in learn mode (delete device mode);
- make sure sensors casing is closed;

- press tamper three times briefly;

To include sensor into Z-Wave network, please follow:

- set main controller in learn mode (add device mode);

- make sure sensors casing is closed;

- press tamper three times briefly;

- sensor should be added to device panel. Press tamper three times briefly to wake it up;

## **STEP 5. Reaction to the magnet.**

After including sensor in Z-Wave network check device's reed sensor efficiency:

- go to device panel in Z-Wave controller;

- put the magnet near the sensor. The device should change its state in the interface;

- take the magnet away from the sensor. The device should change its state in the interface again;

- check whether LED is blinking during test.

## **STEP 6. Loose casing.**

Casing in the sensor shouldn't be loose. If such situation occurred, please follow:

- check whether casing is closed properly from both sides of the sensor;

- check whether antenna inside the sensor is on its place.

Antenna should be curved and placed near casing.

## **STEP 7. Contact with service.**

If only one of steps above has failed, please contact with Fibaro Servicedesk at:

[servicedesk@fibaro.com](mailto:servicedesk@fibaro.com)