

COMMON CUSTOMER PROBLEMS

- I. Can not arm system
 - A. Something open – check Key Pad for status
 - B. Bad contact
 - C. Magnet & contact on steel without sufficient standoffs
 - D. Bad magnet
- II. Wireless sensor Tamper trouble –
 - A. Customer check: cover not well seated
 - B. Tech check: tamper switch not closed – adjust pressure on tamper switch. If not solved, replace unit.
- III. Wireless sensor supervision problem:
 - A. Bad Unit
 - B. Too far from Receiver
 - C. Blocking material such as a large metal object or mirror in path between sensor & receiver.
- IV. Sensor low battery – change battery.
- V. Other system trouble – check status on Key Pad.
- VI. Motion Detector causes false alarms
 - A. Something moving:
 - 1. Blowing around (curtains, plants etc)
 - 2. Animal moving (pet, mice)
 - 3. Bug in unit or walking across sensor
 - B. Hot or cold air rushing past unit – too close to an air vent *
 - C. Pet Immune located so small animals can be seen climbing onto furniture or stairs.
 - D. Too sensitive – sensitivity can be reduced
 - E. Outside interference (Electro-Magnetic Frequencies) – no solution.
 - F. Looking out a window or at a mirror – motion outdoors sets it off.
- VII. Smoke Detector causes false alarms – unit is actually a particle detector.
 - A. Too close to kitchen – frying will set it off.
 - B. Dust (esp from construction) gets into unit – this can ruin unit. Prior to construction, take down & cover smokes.
 - C. Small insects can get into unit & cause alarms.

* Sometimes, a motion may be mounted in a corner near a window with no drapes and a good distance from an air vent on the far side of the window. Customer installs drapes. Air rushes from vent behind drapes, right to the motion in the corner.

To clear system: correct problem, cause the sensor to transmit, then turn off twice. After any change to system (battery replaced, etc), clear so it recognizes new status.