

# Step-by-Step Battery Replacement Instructions



SMART HOME MONITORING

# Before you begin

Everything you need to know is right here in this simple guide.

## Why a new battery?

The following devices connect wirelessly to your Smart Home Monitoring system and are powered by internal batteries:

- Sensors: Door/window, motion, smoke, Carbon Monoxide, water leak, glass break, and virtual curtain
- Thermostats
- Door Locks
- Key Fobs and Keypads

The batteries inside these devices, much like a car's battery, must be replaced from time to time due to age and usage. We've included instructions (and the only tools you need) to help you safely remove and replace the low battery/batteries.

## Two important notes before you begin:

1. Please be sure to put your Smart Home Monitoring system in disarm mode prior to changing the battery in any of your system's devices.
2. Before attempting to replace the battery in your carbon monoxide or smoke detector, please contact the Rogers Central Monitoring Station at 1-888-578-1777.

\* The monitoring station agent will ask for your verbal passphrase in order to authenticate you before proceeding with the next steps.

- Tell the agent you will be replacing your sensor battery.
- The agent will put your system into "test" mode so no emergency service is dispatched.
- Once you've replaced the battery, call the Rogers Central Monitoring Station again to restore your system back online.

**Note:** Please be aware that any damage caused to SHM equipment due as a result of battery replacement is not covered under Rogers Smart Home Monitoring Limited Equipment Warranty.


**Questions?** Contact our Support Center at 1-855-381-7840.

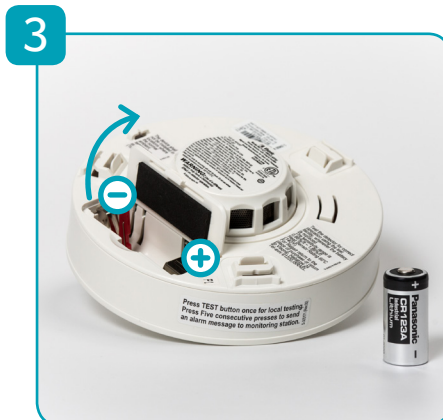
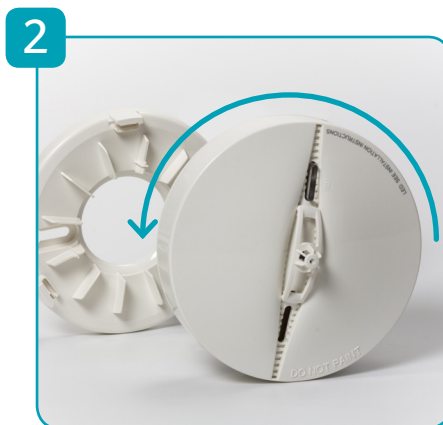
**WARNING:** Batteries can EXPLODE, CATCH FIRE, and/or CAUSE BURNS if disassembled, punctured, cut, crushed, short-circuited, incinerated, recharged (disposable cells only), or exposed to water, fire, or high temperatures. Please adhere to the following guidelines when working with batteries:

- Replace the batteries with the same type listed in this guide only. Replacing the battery incorrectly might result in damage to the equipment.
- Store batteries in a cool, dry, well-ventilated area. DO NOT store batteries with hazardous or combustible material.
- Keep batteries away from children at all times.
- Replace all batteries in one device at the same time and do not load batteries backwards.

# Smoke/Fire Sensor

Visonic®

 CR123A 3V Lithium



1. Contact the Rogers Central Monitoring Station at 1-888-578-1777. Tell the agent you will be replacing your battery. They will put your system into “test” mode so no emergency service is dispatched.
2. Remove Sensor from base by twisting counterclockwise and pulling outward. (Confirm that the touchscreen gives a tamper trouble alert.)
3. Open battery compartment, remove and replace battery, and close compartment.
4. Align tabs with slots on the base and twist clockwise to remount on base. (Ensure tamper trouble alert goes away.)
5. Call the Rogers Central Monitoring Station at 1-888-578-1777 to let them know the battery has been replaced. Ensure that your system is active and no longer in “test” mode.