

SMART HOME MONITORING



Water Leak Sensor

Set-Up Guide

Thanks for choosing Rogers Smart Home Monitoring!

Once you've set-up your Water Leak Sensor, you will be able to stay ahead of water leaks and prevent costly damage, by having a text notification sent to your smartphone the instant any water is detected.

Let's begin!

Helpful hints

Please refer to the enclosed **manufacturer's installation guide** for operating and safety instructions. To avoid injury, read all set-up and safety information included in your package before installing and setting up your device. As set out in your service agreement, Rogers will not be liable for any damage to your property as a result of your installation. If you encounter a problem setting up your device, or wish to book a Rogers technician to come set it up, please call Rogers Technical Support at **1-888-764-3771** or visit www.rogers.com/install.

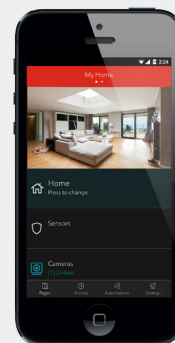
Package contents

1. Water Leak Sensor
2. Manufacturer's installation guide

Which Smart Home Monitoring plan do you have?

1. Basic Plan

You'll be installing this device with your smartphone today.
to go to Section 1.



or

2. Aware, Assure, Protect, Control Plan

You'll be installing this device with your Touchpad today.
to go to Section 2.



Can't remember which plan you're on? Login to your MyRogers account and look under "Account Services" or visit smarthome.rogers.com.

Helpful hints:

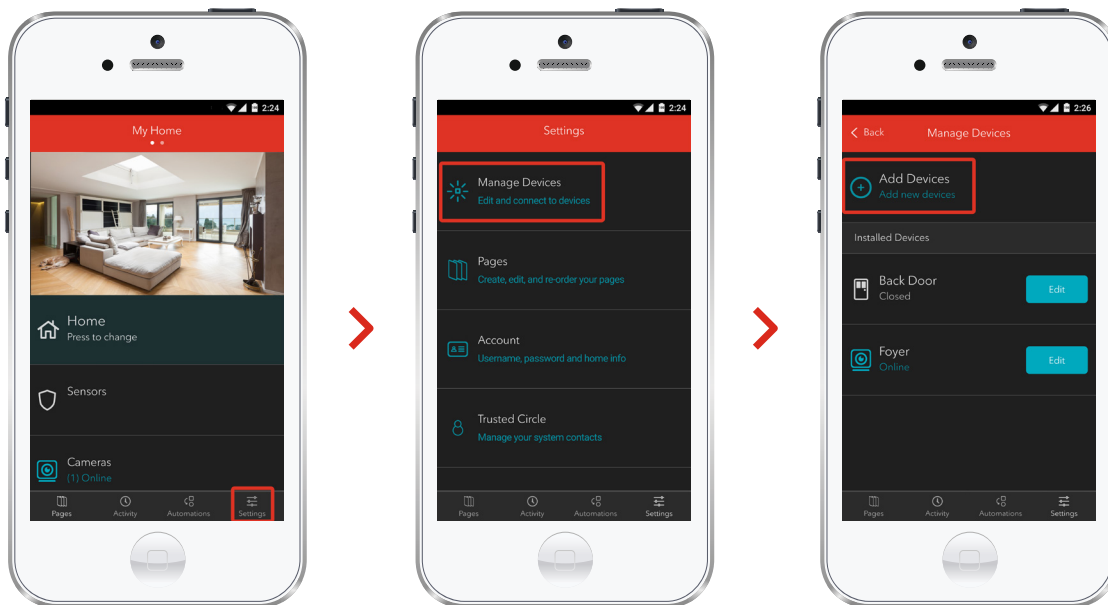
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① Pairing the Water Leak Sensor with your smartphone

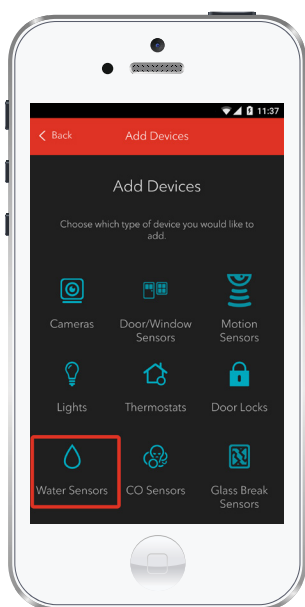
Before you begin:

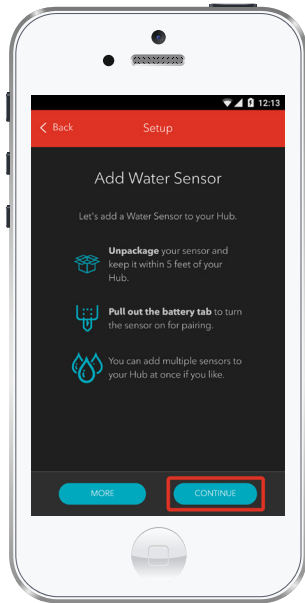
Login to your Rogers Smart Home Monitoring app. (Can't remember your login info? Visit rogers.com to retrieve your username or password). These steps should be followed once you have completed the activation of your Smart Home Monitoring Basic Kit.

1. Login to your Rogers Smart Home Monitoring app. (Can't remember your login info? Visit rogers.com to retrieve your username or password).
2. On **My Home** screen, tap **Settings**, then **Manage Devices** then **Add Devices**.



3. Tap **Water Sensors**.





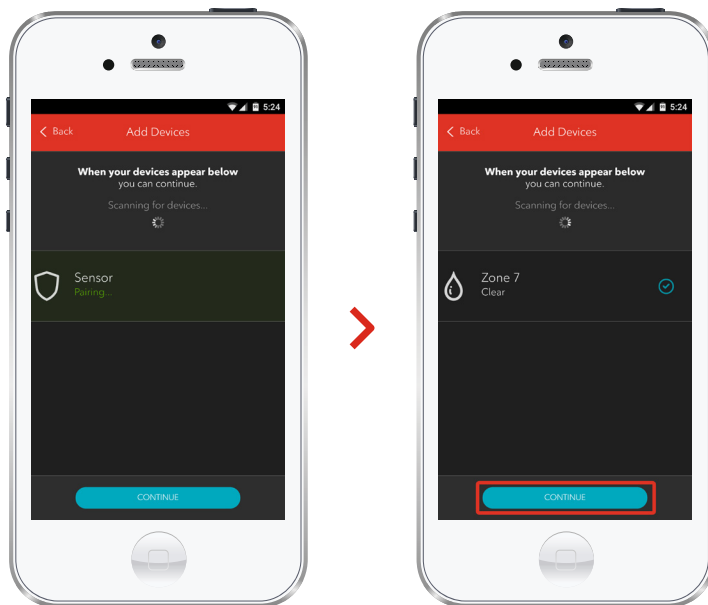
4. Prepare your Water Leak Sensor to be paired following the simple instructions on your screen. For more detailed instructions, you can tap [More](#).

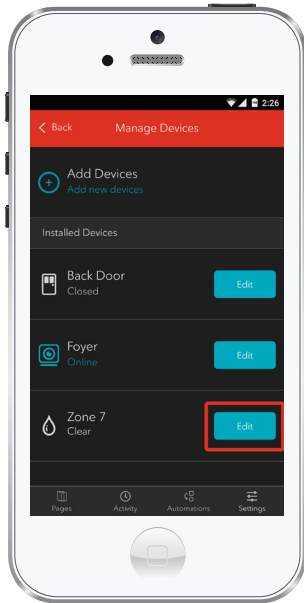
5. Once the Water Leak Sensor is detected you will see the **Sensor** icon, and **Pairing...** will appear.

Once pairing is complete, the **Sensor** icon will change to the **Zone** icon and a blue check mark will appear to the right.

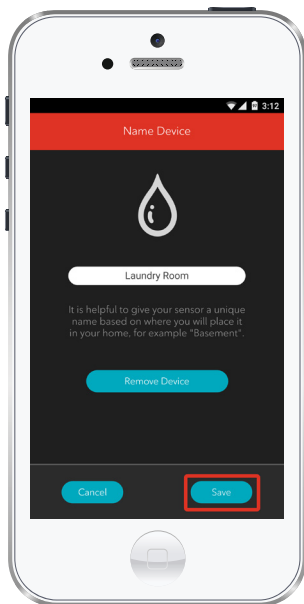
Please note the Hub may take between 1 to 3 minutes to detect the Water Leak Sensor.

Tap **Continue** to complete pairing.





6. Tap **Edit** to configure the Water Leak Sensor.



7. The naming box shows the default name of Water Leak Sensor. Tap on this box to customize its name (e.g. Laundry Room).

When you're done, tap **Save**.

Your installation is done!

Your Water Leak Sensor is now part of your Smart Home Monitoring system. Now you can monitor your home remotely with your smartphone app and through the Web Control Centre.

Start using this device:

Use your smartphone app or visit the Web Control Centre at smarthome.rogers.com to:

- Get an instant alert if a water leak is detected in your home.
- Limit costly water damage to your home by responding to leaks right away.
- Learn more about the features of your Smart Home Monitoring system.

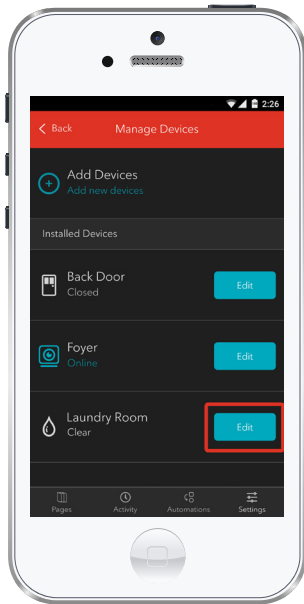
How to reset this device:

If you are trying to add your Water Leak Sensor to your Smart Home Monitoring system and you are unable to pair it in the first few attempts, or if you see an error while pairing, try the following steps to reset the Water Leak Sensor and then pair it again.

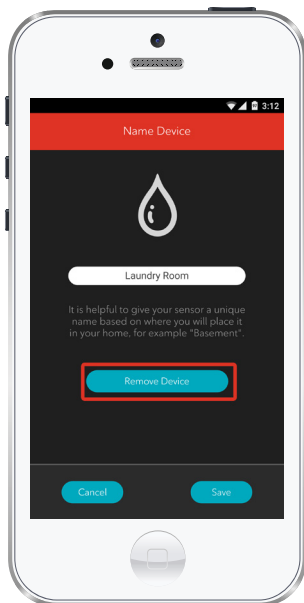
1. Remove the back panel from the Water Leak Sensor.
2. Remove the battery.
3. Press and hold the tamper switch (small switch below battery) for 3 seconds while inserting the battery. Release the switch when the LED is illuminated.
4. Re-attach the back panel to the Water Leak Sensor.
5. Now, try the pairing process again following the instructions in the Pairing the Water Leak Sensor section.

How to remove this device from your system:

Should you need at any point in the future to remove a Water Leak Sensor from your Rogers Smart Home Monitoring system, follow the steps below:



1. Log in to your Rogers Smart Home Monitoring mobile app.
2. On **My Home** screen, tap **Settings** at the bottom.
3. Go to **Manage Devices**.
4. Under **Installed Devices**, select the Water Leak Sensor you want to remove by tapping **Edit** next to the device name.



5. Under **Edit Device**, tap **Remove Device** (see example).
6. Tap **Save** to confirm.

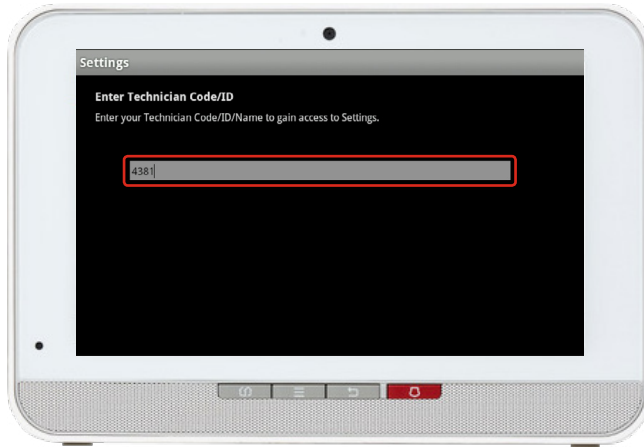
② Pairing the Water Leak Sensor with your Touchpad



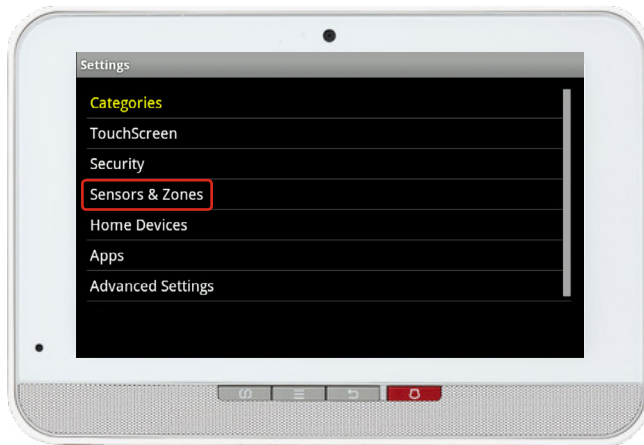
1. On the Touchpad, select the **Settings** app from the **Home Screen**.



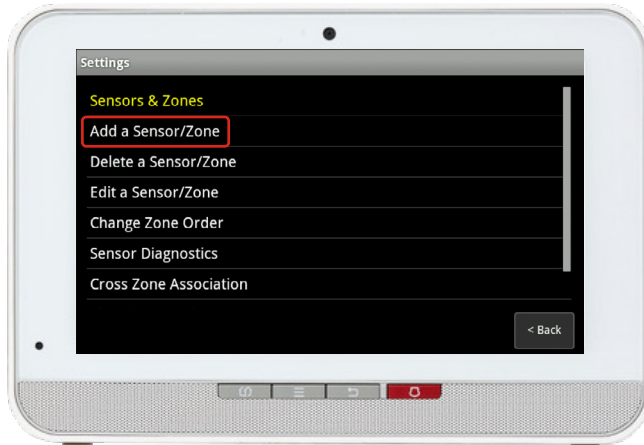
2. When prompted for your Master code, enter Technician Code: **4381**.



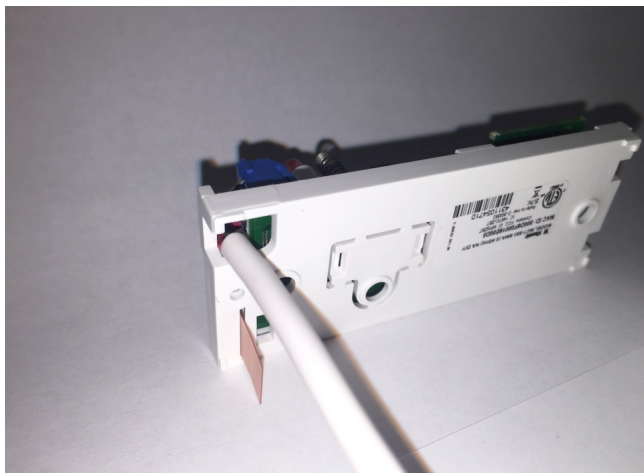
3. On the Tech ID page enter **4381** and click **Done**.



4. Select **Sensors & Zones**.

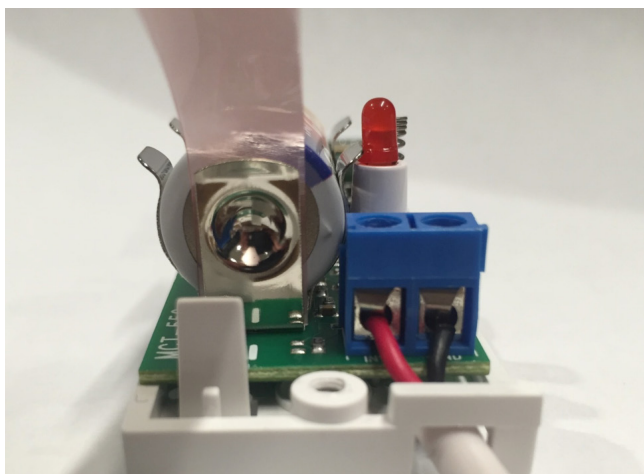


5. Select **Add a Sensor/Zone**.

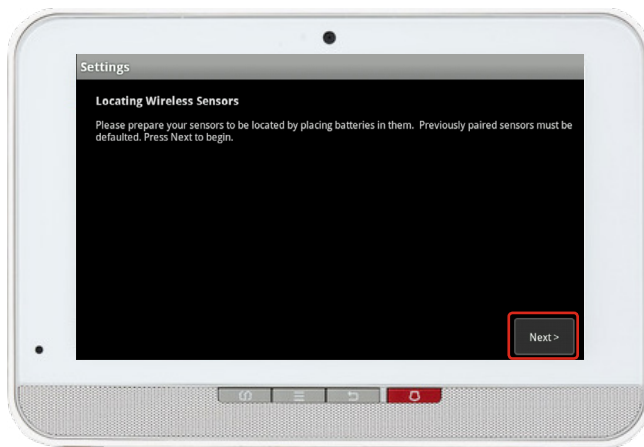
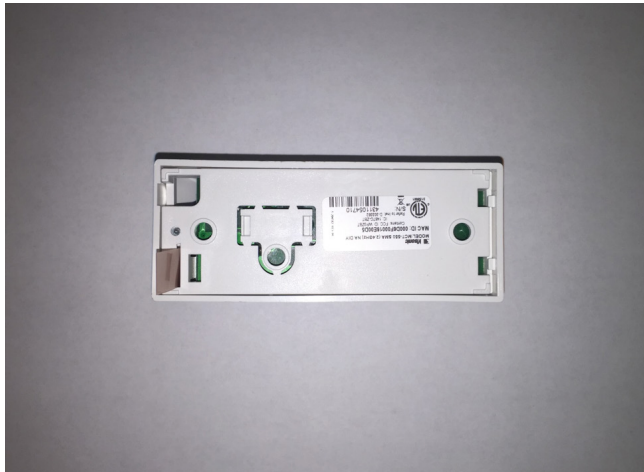


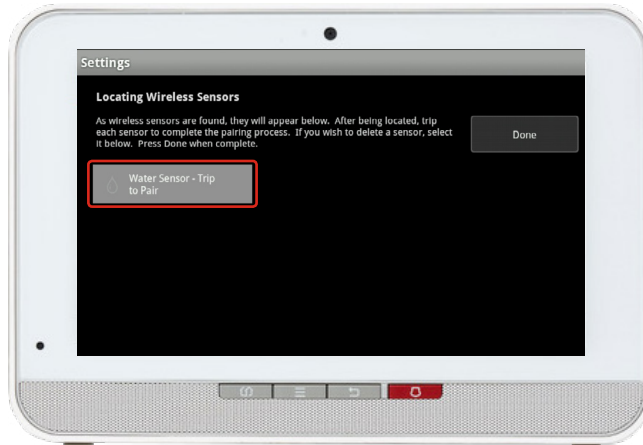
6. Assemble the Water Leak sensor by inserting the probe into the sensor using the below steps:

- First unscrew and remove the sensor cover.
- Route the wires of the probe through the hole at the bottom of the sensor as shown on the left.



- Align terminals with the sockets and insert such that the clamps connect with the wires as shown on the left.





8. Wait for the icon **Trip to Pair** to appear as shown on the left.

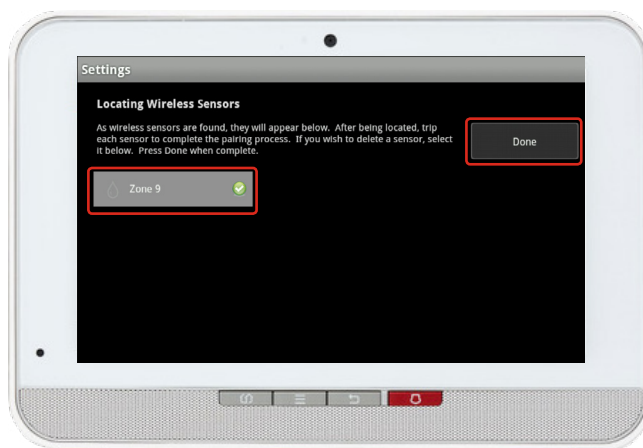
If you are unable to pair the sensor, refer to the reset to factory section and return back to Step 3 and continue through the pairing process.



9. Now trip the sensor by replacing the cover on the sensor.

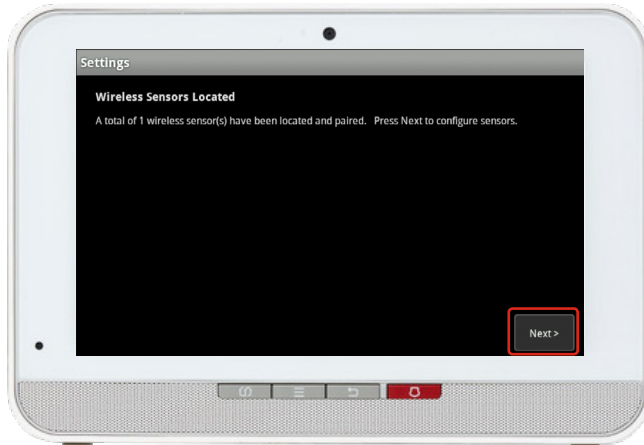
Do this by aligning the back tabs first as shown on the left.

Then screwing the cover on to the base.

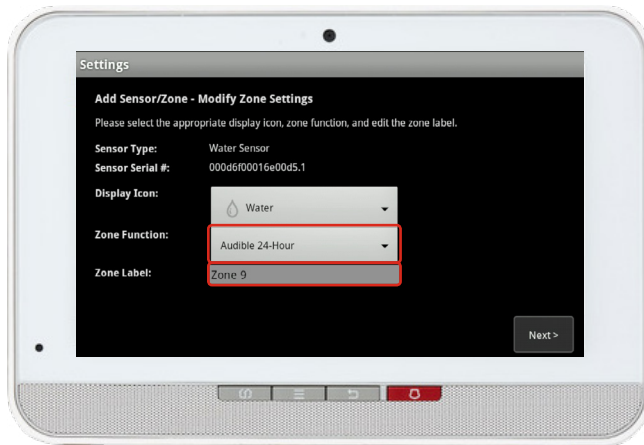


10. The icon will update with **Zone #** and a checkmark as shown on the left.

11. Once sensor pairing is successful, click **Done**.



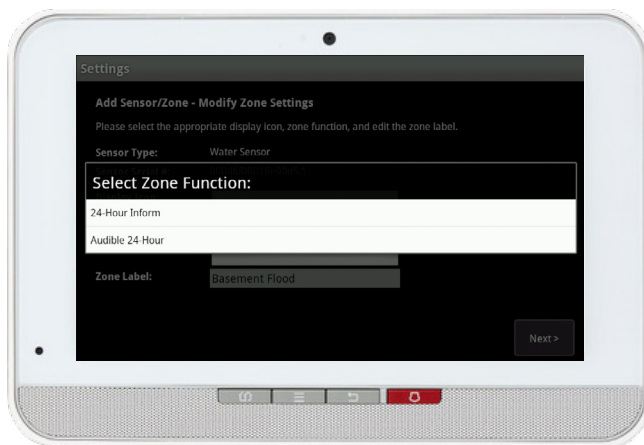
12. Click **Next** on the following screen.



13. A list of all of the sensors currently paired to your Touchpad will appear.

14. Select the sensor you have just paired (labelled **Zone #**).

Modify the zone function as desired.



Zone functions for the Water Leak Sensor are listed on the left. When on this screen, a function must be selected to close the prompt.

Each function is explained below:

24 Hour Inform

For sensors where no alarm is expected.
When zone is tripped, there is never an alarm.
However, an event is recorded in the history,
and the Touchpad emits a configured sound.

Audible 24-Hour

Usually used for emergency buttons. When
zone is tripped, alarm is sent to central station
and provides alarm sound on the Touchpad.



15. Modify the zone name as desired and click **Next**. An example is shown on the left.
16. A list of the sensors will appear again now with your new sensor with its updated name. You may click on it again to modify it. Otherwise, complete the process by clicking on **Return to Menu**.

TROUBLESHOOTING:

If you are unable to pair the sensor, refer to the reset to factory section and return back to Step 3 and continue through the pairing process.

Note:

You are responsible for obtaining all necessary municipal permits for a home security system. In accordance with your municipal by-laws, a fine may be levied or police response to your premises may be suspended due to excessive false alarms or failure to obtain a permit.

In addition to the limitations of liability set out at Section 9 of the Terms, to the maximum extent permitted by applicable law, the Rogers Parties will not be liable to you or to any third party for any direct, indirect, special, consequential, incidental, economic or punitive damages (including loss of profit or revenue, financial loss, loss of business opportunities, loss, destruction or alteration of data, files, software, breach of privacy or security, property damage, personal injury, death, or any other foreseeable or unforeseeable loss, however caused) resulting or relating directly or indirectly from or relating to: (i) any malfunction, disruption or unavailability of the Home Monitoring Services (including, without limitation, the failure, for any reason, of the alarm system to operate or, if your Home Monitoring Services include central monitoring, of the recipient of any alarm signal to react properly);

INSTALLATION AND SET-UP OF EQUIPMENT

(Applicable where Rogers does not install the Equipment)

It is your responsibility to have the Equipment installed and set up. ROGERS IS NOT RESPONSIBLE FOR INSTALLING OR SETTING THE EQUIPMENT UP OR ENSURING THAT THE INSTALLATION OR SET-UP OF THE EQUIPMENT ARE APPLICABLE OR APPROPRIATE FOR THE USE OF YOUR EQUIPMENT IN YOUR PREMISES. ROGERS IS NOT LIABLE FOR ANY PROPERTY DAMAGES AS A RESULT OF SELF-INSTALLATION OR SET-UP OF THE EQUIPMENT.

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