Sensor Hub

MODEL: 217E-C001

Installation Guide and User Manual

Warranty

In order to protect your rights, please retain the original purchase receipt for the proof of purchase. No warranty can be offered without the original purchase receipt. Sensor Global (Wholesale) Pty Ltd ("Sensor"), warrants the enclosed product to be free from defects in materials and workmanship under normal use and service for a period of five years from date of purchase. This LIMITED WARRANTY is the sole and exclusive warranty, express or implied for **SENSOR** products. No employee, agent, dealer or other person is authorized to alter, modify, expand or reduce the terms of this warranty or to make any other warranty on behalf of **SENSOR**. Sensor's obligation of this Warranty shall be limited to the repair or replacement of any part of the product which is found to be defective in materials or workmanship under normal use and service during the Warranty Period. Products in need of repair should be returned, shipping prepaid, to point of purchase.

SENSOR shall not be obligated to repair or replace units which are found to be in need of repair because of damage, unreasonable use, modifications, or alterations occurring after the date of purchase. The duration of any implied Warranty, including that of merchantability or fitness for any particular purpose, shall be limited to the period of five years commencing from the date of purchase. In no case shall **SENSOR** be liable for any consequential or incidental damages for breach of this or any other Warranty expressed or implied whatsoever, even if the loss or damage is caused by Sensor's negligence or fault. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

Due to Sensor's continual product development, we reserve the right to alter product details and specifications without prior notice.

Revision 4 - 30/05/2024

Disclaimers

All electrical installations must be carried out by a qualified electrician, in accordance with local regulations and Australian Standards.

It remains the duty of the installer to ensure that all hardware is undamaged and in proper operating order.

This product must only be used for the purpose described in these instructions and must be installed by a licensed electrician in accordance with the National Construction Code (NCC) and local and state wiring rules and regulations.

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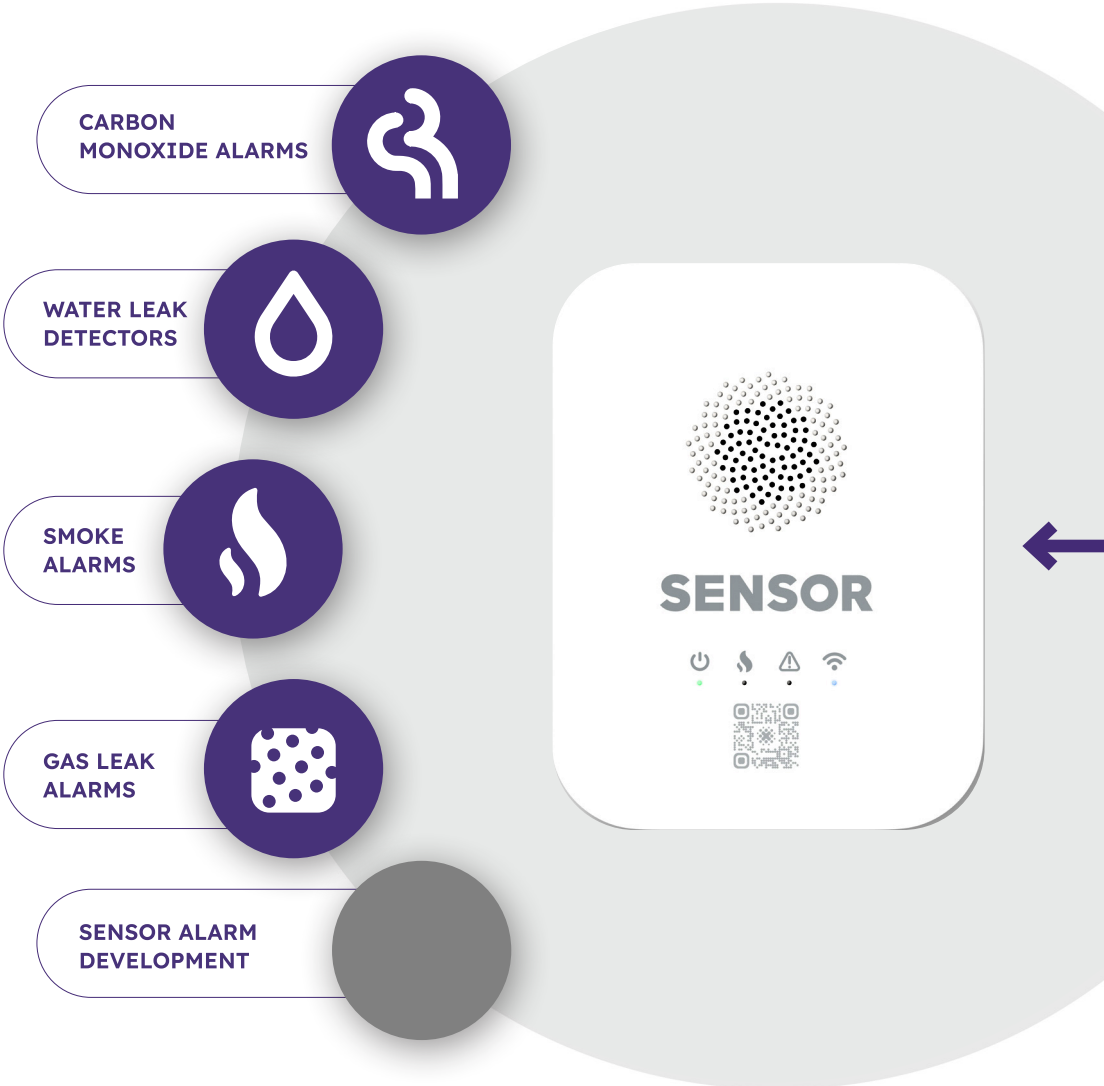
The Sensor Ecosystem

SENSOR - Saving Lives with Automated Compliance

The **SENSOR** Hub sets a new benchmark in property compliance, by providing real-time connectivity of the **SENSOR** software platform to **SENSOR** smart IoT devices, and 24/7 line of sight for property professionals and owners to monitor the compliance of their properties.



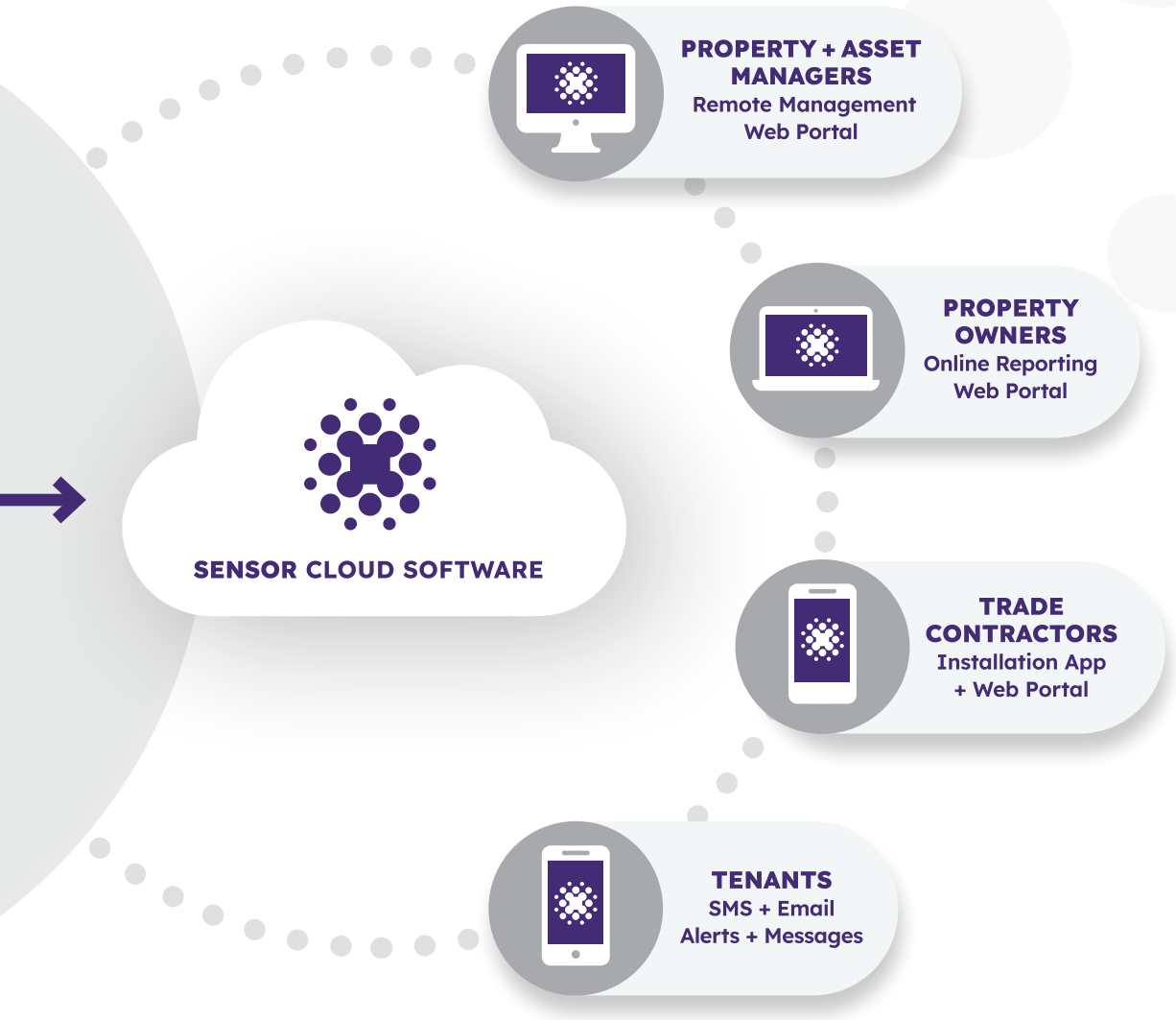
After the initial installation of the **SENSOR** Hub, additional **SENSOR** IoT devices can be added at any time utilising the **SENSOR** Global App or Platform.

With round-the-clock monitoring without the need to physically visit the property, **SENSOR** mitigates the risk of the unknown.

Using return pathway Internet of Things (IoT) devices installed at the property, **SENSOR** provides real-time device updates to meet legislative requirements and reduce the risk of property damage.

Achieve legislative compliance and enhanced tenant safety with **SENSOR's** growing range of smart IoT devices, including smoke alarms, carbon monoxide alarms, gas alarms, water leak detectors, and temperature sensors.

Let's work together to make properties safer, better connected and more compliant.



Pairing the Sensor Hub (217E-C001)

(Also available at www.sensorglobal.com/sensor-hub)

Before installation of any **SENSOR** Hubs or alarms ensure you have downloaded and installed the **SENSOR** App on your mobile device.

The **SENSOR** app is available for Apple (iOS) and Android devices.
Please visit **www.sensorglobal.com/app** to find the right app for your device.

A strong cellular signal is required on your mobile device to perform the installation, and the Sensor Hub requires a strong cellular signal in the installation location.
Please confirm cellular signal strength exists for both before starting a job.

Hub Pairing Process

Step 1. Unpack the SENSOR Hub and ensure that the following are present:

1 X SENSOR Hub

1 X Packet of fixing screws and plugs

1 X Power lead

Step 2. Power on the Hub by turning the power switch on the back of the Hub to the up position (past the middle position). Both the green and blue lights on the Hub will begin to flash.

Step 3. Open the **SENSOR** app on your mobile device to begin the activation and pairing process. This process will take a few minutes to initialise. After connection, the Hub will be ready to pair with alarms.

Step 4. Login to the **SENSOR** app and select the relevant property.

Step 5. Scan the QR code on the rear of the Hub using the app. The Hub's unique serial number will be automatically populated into the app.

Step 6. The blue light on the far right of the Hub should still be flashing. After approximately three to five minutes after scanning the QR code, the light will turn solid blue.

Step 7. Wait a further 30 seconds for the app to show a green "Connected" against the Hub.
If the app does not automatically refresh after 30 seconds, tap the "Refresh" button.
The Hub must display as "Connected" on the app before proceeding.

After completing steps 1 to 7 above, please see the following sections to pair additional **SENSOR** devices.

Pairing the Sensor 217E Photoelectric Smoke Alarm

(Also available at www.sensorglobal.com/smoke-alarm)

Connection

TO PAIR ANY SENSOR ALARM TO THE SENSOR NETWORK YOU MUST HAVE INSTALLED THE SENSOR HUB (217E-C001) FIRST.

Alarm Pairing Process

Step 1. Remove all packaging from the alarm, including the battery isolation tab in the clip of the alarm. Close the alarm.

Step 2. Re-open the alarm to ensure that the tamper alert sounds. Close the alarm again until it clicks.

DO NOT SCAN THE QR CODE ON THE ALARM UNTIL YOU HAVE PUT THE ALARM INTO PAIRING MODE

Step 3. Double-tap the "Test" button on the alarm to put the alarm in pairing mode. Pairing mode is indicated by an orange flashing indicator light which will last for two minutes. Note: This orange light must be flashing when performing step 4. If two minutes elapse and the orange indicator light is no longer flashing, repeat step 3.

Step 4. Open the alarm and scan the QR code on the inside of the alarm using the app. The alarm will beep to indicate that it has been successfully paired. The API will send the "Add" command to the Hub, which will then link the alarm to the Hub. This process takes approximately ten seconds.

Step 5. Repeat the above steps 1 to 4 to set up additional alarm(s) as required.

Pairing the Sensor 217E-W01 Water Leak Detector

(Also available at www.sensorglobal.com/water-leak-detector)

Connection

TO PAIR ANY SENSOR LEAK DETECTOR TO THE SENSOR NETWORK YOU MUST HAVE INSTALLED THE SENSOR HUB (217E-C001) FIRST.

Device Pairing Process

Step 1. Remove all packaging from the water leak detector.

Step 2. Locate the power switch on the side of the water leak detector and press it in once with the tip of a ballpoint pen or similar to power on. The orange indicator light on the front of the water leak detector will flash once.

DO NOT SCAN THE QR CODE ON THE DEVICE UNTIL YOU HAVE PUT THE DEVICE INTO PAIRING MODE

Step 3. Double-tap the button on the front of the water leak detector to put the water leak detector into pairing mode. Pairing mode is indicated by an orange flashing indicator light which will last for two minutes. Note: This orange light must be flashing when performing step 4. If two minutes elapse and the orange indicator light is no longer flashing, repeat step 3.

Step 4. Scan the QR code on the back of the water leak detector using the app. The orange indicator light will stop flashing when successfully paired. The API will send the “Add” command to the Hub, which will then link the water leak detector to the Hub.

This process takes approximately ten seconds.

Step 5. Repeat the above steps 1 to 4 to set up additional water leak detector(s) as required.

Pairing Sensor Devices

(Also available at www.sensorglobal.com/sensor-products)

Connection

TO PAIR ANY SENSOR DEVICE TO THE SENSOR NETWORK YOU MUST HAVE INSTALLED THE SENSOR HUB (217E-C001) FIRST.

Device Pairing Process

Step 1. Remove all packaging from the device.

Step 2. Locate the power switch on the device to power on.

DO NOT SCAN THE QR CODE ON THE DEVICE UNTIL YOU HAVE PUT THE DEVICE INTO PAIRING MODE

Step 3. Double-tap the pairing button on the device to put the device into pairing mode. Pairing mode is indicated by an orange flashing indicator light which will last for two minutes. Note: This orange light must be flashing when performing step 4. If two minutes elapse and the orange indicator light is no longer flashing, repeat step 3.

Step 4. Scan the QR code on the device using the app. The orange indicator light will stop flashing when successfully paired. The API will send the “Add” command to the Hub, which will then link the device to the Hub.

This process takes approximately ten seconds.

Step 5. Repeat the above steps 1 to 4 to set up additional device(s) as required.

Installing the Sensor Hub

Step 1. Identify a suitable location for the installation of the Hub according to the following guide:

a. Choose a central location within the property near a low-use power outlet, such as behind the fridge or above a roller door motor.

b. Avoid areas that are frequently used or subject to high traffic.

c. Ensure there is at least 15cm between the Hub installation point and the closest right-hand wall, to allow adequate room to access the release button.

Step 2. Identify the electrical circuit that will power the Hub and turn the circuit off prior to installation.

Step 3. Use the provided fixing screws and plugs to install the mounting plate adjacent to the chosen power outlet as shown in Fig 1. Locate the mounting plate from the back of the Hub. Turn the mounting plate over and identify the arrow indicator. This arrow must point upwards when installing the mounting plate, as shown in Fig 2.

Fig. 1

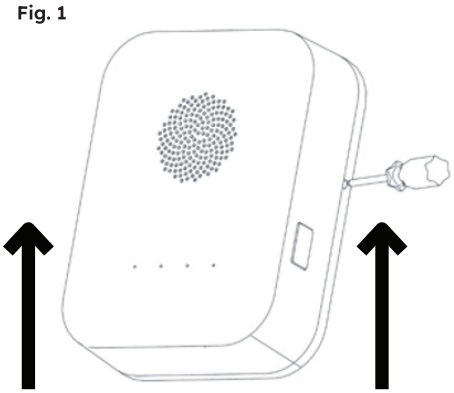
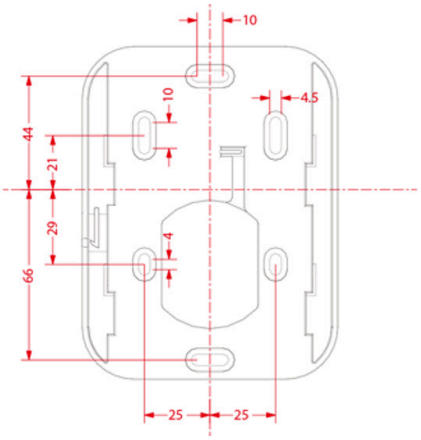


Fig. 2



Step 4. Establish a connection between the power lead provided and the chosen circuit using a junction box (not provided) or alternate termination method. Ensure that the lead is fed through the hole in the mounting plate as shown in Fig 2 and Fig 3.

Step 5. Plug the power lead into the **SENSOR** hub. Locate the black power switch on the rear of the Hub and push it up to the On position. Note that the Hub has been designed in such a way that, after the initial setup and installation, the power switch will automatically return to the On position when the Hub is attached to the mounting plate.

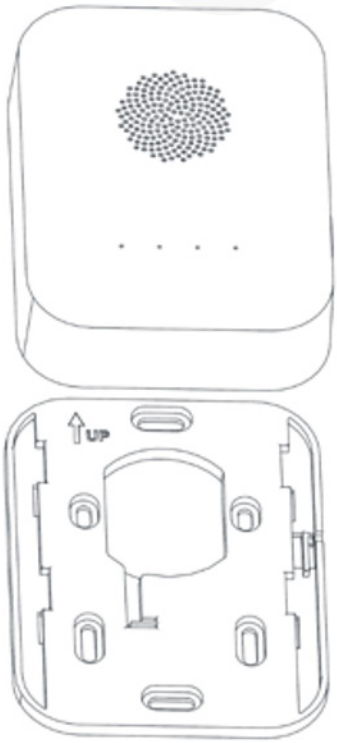
Step 6. Return the power to the electrical circuit if safe to do so. Ensure that the Hub has turned on. A steady green indicator light confirms the presence of 230V power.

Step 7. Attach the Hub to the mounting plate, as shown in the Fig 4.

To install additional **SENSOR** devices, please see their respective manuals.

Fig. 3

Fig. 4



Testing the Sensor system

(AFTER ALL PRODUCTS INSTALLED)

After installation of the **SENSOR** Hub andadditional **SENSOR** devices, it is time to test the **SENSOR** system.

Use the “Full Test” button in the App to test the full connection of all devices to the **SENSOR** Hub.

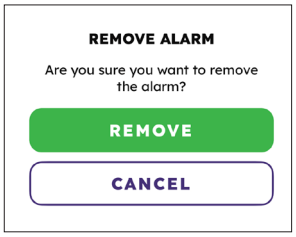
After pressing the test button, it’s a great time to start packing up as the testing cycle can take up to five minutes to complete.

Each installed device will run through a test cycle in sequence.

If more than one **SENSOR** 217E-02 alarm is installed, the alarms (after connection) will be interlinked - when one alarm sounds, all installed alarms will sound.

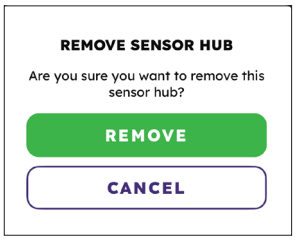
Removing a Sensor device

To remove a device, tap the remove device icon in the App and confirm. Please remove the device from the premises and dispose appropriately.



Removing a SENSOR Hub

To remove a **SENSOR** Hub, tap the remove hub icon in the App and confirm. Please remove the **SENSOR** Hub from the premises and dispose appropriately.



Once Testing is complete

- Add any necessary job notes.
- Add locational photos of the installed hub and devices in the app.
- Use the “Complete Job” button on the app to mark the job as complete.

Thankyou

Thank you for installing the **SENSOR** products.

Your feedback is always welcome.

Please email **tradeinstall@sensorglobal.com** with any feedback.

To promote **SENSOR** products to your other Housing Manager clients (Such as Property Managers / Community Housing Providers, Retirement Village operators, Mining Camps etc), please email **traderefer@sensorglobal.com** and our team will be in touch.

Sensor Hub Specifications (217E-C001)

Power Supply	
Operating voltage	AC(100 ~ 260)V/50/60Hz
Mains supply current limit	0.18A @ AC 230 V, 0.3 A @ 115 V
Mains supply fuse	1A / AC 250 V
Mains supply fault threshold voltage	≤ AC 60 V
Power supply	2 A @ DC 5 V
Quiescent current (Imin)	80m A @ DC 5 V
Standby battery maximum capacity (DC 3.7 V)	5.0 Ah
Maximum battery current draw@ maximum operating temperature	3A
Wireless networking	
Wireless radio interconnection operating frequencies	433MHz
Number of connected devices	24
Maximum distance between connected devices to gateway*	200m
Group mode configuration timeout	2 min
LTE	
Frequency Bands	LTE-TDD B34/B38/B39/B40/B41 LTE-FDD B1/B2/B3/B4/B5/B7/B8/B12/B13/ B18/B19/B20/B25/B26/B28/B66 UMTS/HSPA+ B1/B2/B4/B5/B6/B8/B19 GSM/GPRS/EDGE 850/900/1800/1900 MHz
(U)SIM Card	Nano SIM card 1.8 V / 3 V
Miscellaneous	
Operating Temperature	(-5 ~ +40) °C
Operating Humidity	0 ~ 95) % RH, non-condensing
Storage Temperature	(-25 ~ +80) °C
Storage Humidity	(0 ~ 98) % RH, non-condensing
Dimensions (h x w x d)	(129 x 99 x 35) mm
Weight (including batteries)	300g
*Distance in free air	

Sensor Hub

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INVENTED IN AUSTRALIA | MADE IN CHINA