

# Door and Window Sensors

## Installation and Usage Guide



Guarding every entry point against breaches, door and window sensors are the workhorse of your alarm system. These sensors have two discreet pieces — a magnet and a sensor. The pieces align with each other when the protected area is closed and separate when the protected area is opened. This separation triggers an alarm event.

We recommend one sensor for each exterior door and window of your home.

# Installation

## 1. Select a location

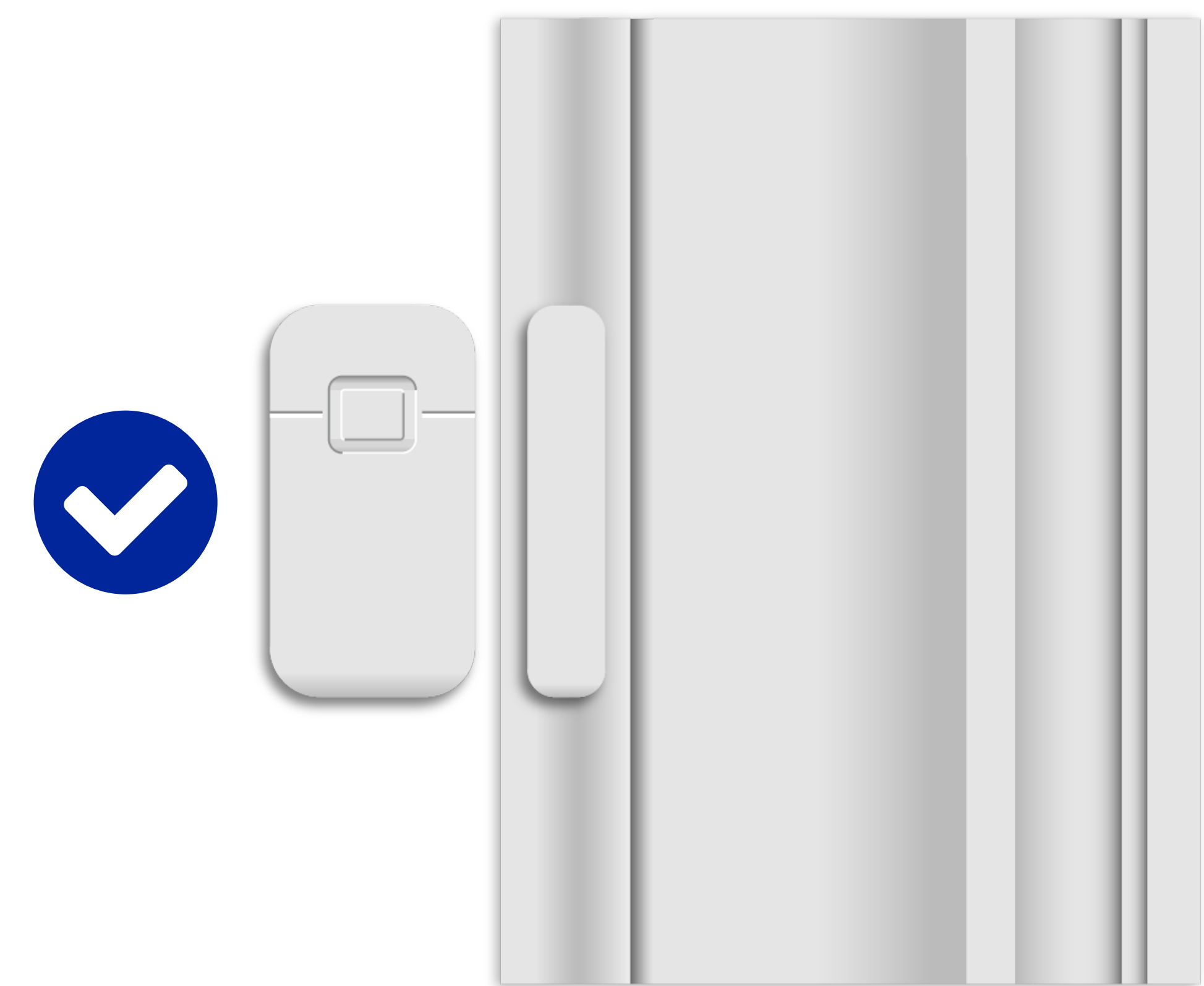
Door and window sensors must be mounted so that the indicator notch on the sensor and magnet line up when the door or window is closed and separate when it opens. So long as the magnet and sensor are aligned, either may be placed on the moving surface. Check the following for the intended mounting location:

- a* — Neither piece should brush against any other surface when the door or window is opened as this could knock the sensor out of place.
- b* — The magnet and sensor should be no more than a pencil's width apart.
- c* — The back facing of the sensor and magnet should be level with each other.
- d* — For doors with crown molding, note that the magnet may be placed on the molding at an angle up to 45 degrees with respect to the sensor. (*figure 1.a*)

## 2. Mount the sensor and magnet

- a* — Prior to mounting, the surface should be wiped clean with an alcohol swab and allowed to dry.

- b* — Remove the protective covering from the tape or Velcro on the back of the sensor. Press the tape firmly against the prepared surface for 30 seconds. Repeat this with the magnet, again ensuring both are properly aligned.
- c* — Provided tape or Velcro may not be appropriate for all surfaces, in which case screws or other adhesives may be used for mounting.



*figure 1.a*



# Maintenance

## 1. Test Monthly

All sensors should be regularly tested for functionality. Put your account into a test mode by chatting with us at

[www.protectamerica.com/chat](http://www.protectamerica.com/chat)  
or by calling 877-274-0604

Once the test mode is activated, the system should be fully armed prior to testing. Afterward, the Door and Window sensor should be tested by opening and closing the door or window in question. Once testing is complete, disarm your system and verify signals were received with Protect America.

## 2. Battery Replacement

Batteries should be replaced every 3-5 years and any time your system indicates the sensor has a low battery. The sensor uses 1 CR2032 battery.

# Troubleshooting

## 1. Tamper

If a tamper is reported, remove and firmly re-attach the sensor cover.

## 2. Low Battery

If a low battery is reported, replace the batteries. This unit uses 1 CR2032 battery.

## 3. Sensor Failure

If a sensor failure is reported, replace the batteries and perform a system test.

## 4. Open

If a sensor reads open when the door or window is closed, verify the magnet and sensor are both present and properly aligned.