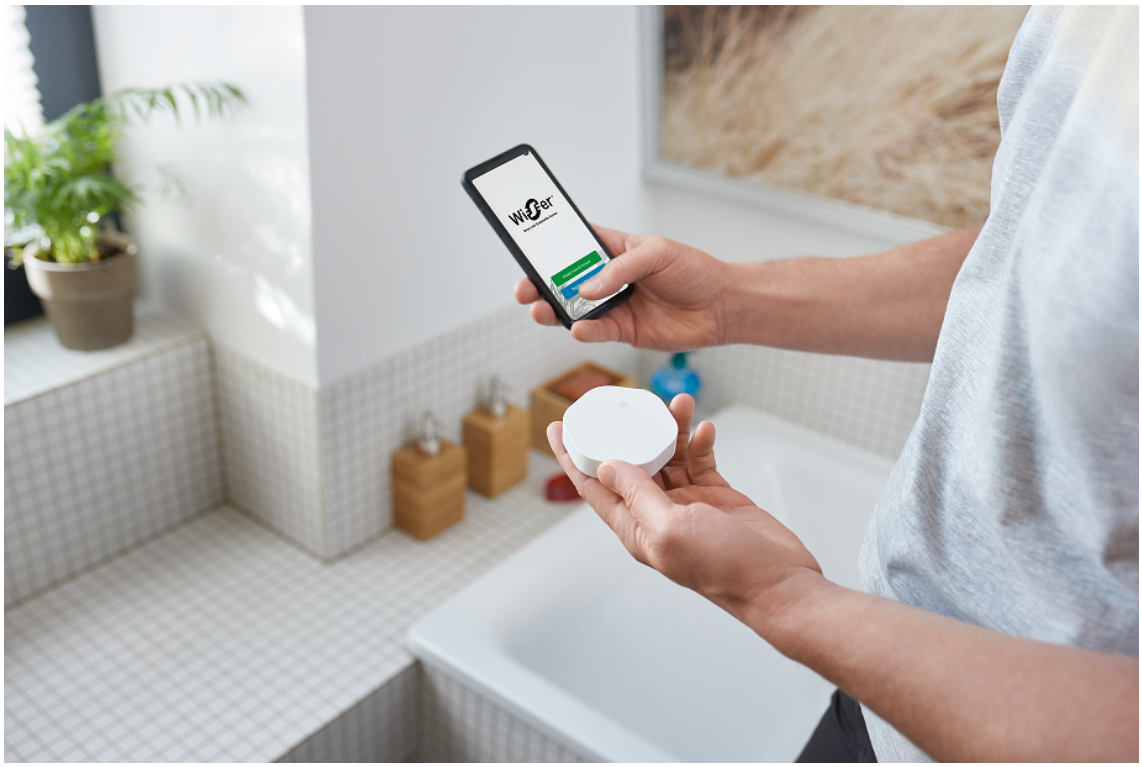
Wiser Wireless Leakage Sensor

Device user guide

Information about features and functionality of the devices.
02/2023



Legal Information

The Schneider Electric brand and any trademarks of Schneider Electric SE and its subsidiaries referred to in this guide are the property of Schneider Electric SE or its subsidiaries. All other brands may be trademarks of their respective owners.

This guide and its content are protected under applicable copyright laws and furnished for informational use only. No part of this guide may be reproduced or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), for any purpose, without the prior written permission of Schneider Electric.

Schneider Electric does not grant any right or license for commercial use of the guide or its content, except for a non-exclusive and personal license to consult it on an "as is" basis. Schneider Electric products and equipment should be installed, operated, serviced, and maintained only by qualified personnel.

As standards, specifications, and designs change from time to time, information contained in this guide may be subject to change without notice.

To the extent permitted by applicable law, no responsibility or liability is assumed by Schneider Electric and its subsidiaries for any errors or omissions in the informational content of this material or consequences arising out of or resulting from the use of the information contained herein.

Table of Contents

Safety information 5
Wiser Water Leakage Sensor 6
For your safety 6
About the device 6
Installing the device 7
Pairing the device 7
Pairing device manually 7
Pairing device with auto scan 9
Configuring the device 9
Changing the device icon 9
Renaming the device 10
Changing the device location 10
Removing the device 11
Resetting the device 11
Using the device 12
Checking the device history 12
Creating an automation 13
Replacing the batteries 17
LED Indications 18
Troubleshooting 18
Technical Data 19
Compliance 20
Compliance information for Green Premium products 20
Trademarks 20

Safety information

Important information

Read these instructions carefully and look at the equipment to become familiar with the device before trying to install, operate, service, or maintain it. The following special messages may appear throughout this manual or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.

The addition of either symbol to a “Danger” or “Warning” safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.

This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that accompany this symbol to avoid possible injury or death.

DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

Failure to follow these instructions will result in death or serious injury.

WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

Wiser Water Leakage Sensor

550B1021

For your safety

NOTICE

EQUIPMENT DAMAGE

- Avoid locations where the sensor may be accidentally kicked or otherwise moved. The best locations are on the floor in corners, within cabinets with exposed plumbing, beneath cabinets, or other fixtures.
- Do not locate the sensor right beneath the place where leakage is likely to happen.
- Do not locate the sensor at the area with rain, oil smoke and steam of cooking range.
- Do not install the sensor in a location with contaminated water such as oil or frozen water such as ice or snow.
- Do not completely immerse the sensor into the water.

Failure to follow these instructions can result in equipment damage.

About the device

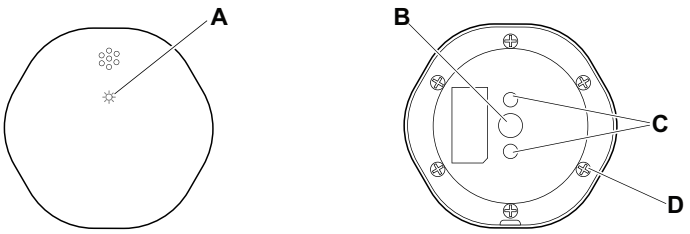
The Wiser Water Leakage Sensor (hereinafter referred to as **sensor**) has two sensing pads at the bottom of the body that activates when water is present between the pads. The pads are close to the floor surface when the sensor is placed in its operating position.

When the sensor is connected to the **Wiser Gateway** and detects water on the floor, the sensor sends out a sound alarm and reports the event to the app via **Wiser Gateway**. The sound alarm stops when the sensor is removed from the water contact.

TIP: The water leakage sensor will sound an alarm even if it is not connected to the **Wiser Gateway**.

Operating elements

A. Status LED
B. Function key
C. Sensing pads
D. Battery cover screws



Installing the device

Refer to the installation instruction supplied with this product.
See Wiser Water Leakage Sensor.

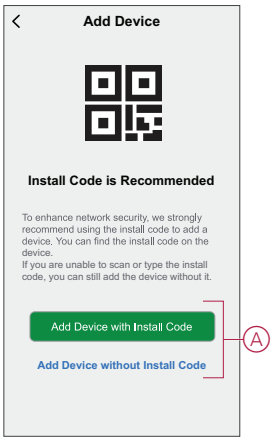
Pairing the device

Using the Wiser app, pair your device with the **Gateway/Hub** to access and control the device. You can either add the device manually or do an auto-scan to pair it.

Pairing device manually

To pair the device manually:

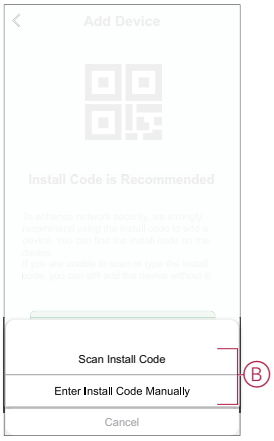
1. On **Home** page, tap **+**.
2. Tap , select the required **Wiser Hub** on the slide-up menu.
3. Select an option to add the device(A):
   - **Add Device with Install Code**
   - **Add Device without Install Code**



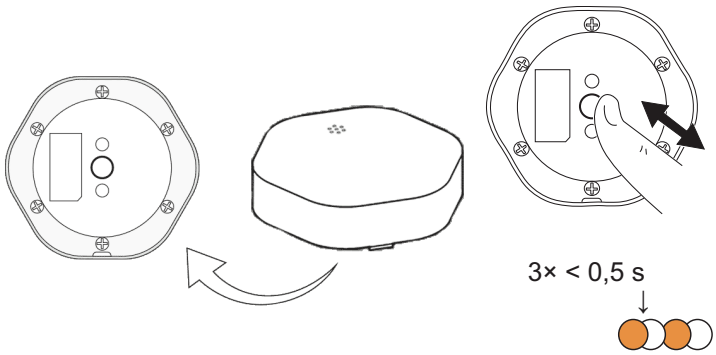
TIP: It is highly recommended to add the device with install code.

4. To pair the device with an install code, tap **Add Device with Install Code** to display the slide-up menu. Select any one of the options (B):
   - **Scan Install Code** - you can scan the device for the install code.
   - **Enter Install Code Manually** - you can manually enter the install code from the device.

   After pairing the device with install code, proceed to **Step 6**.

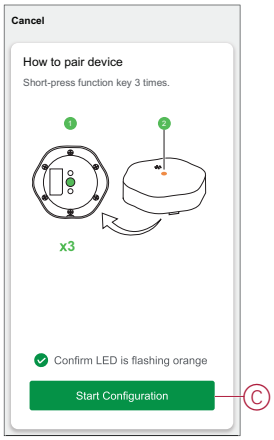


5. To pair the device without install code, tap **Add Device without Install Code**.
6. On the rear side of the sensor, short press (< 0,5 s) the function key 3 times on the device.

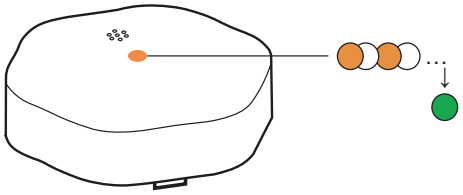


   The LED blinks orange.

7. In the app, select **Confirm LED is Flashing Orange** and tap **Start Configuration** (C).



8. After a few seconds, a solid green LED indicates that the device has been successfully paired to the Gateway.



9. Tap **Done** when the pairing is successful.

Pairing device with auto scan

Pairing the device with auto scan automatically discovers the device when the corresponding device is powered on.

1. On the **Home** page, tap **+**.
2. Tap **Auto scan > Confirm**.
3. Enable permissions to **Access location** and **Wi-Fi** for scanning device and tap **Start scanning**.

   NOTE: If you have multiple hubs, do Step 4 or proceed to Step 5.
4. Tap **Select hub** and select the Wiser Hub from the slide-up menu.
5. Short press the setup/reset button 3 times (< 0,5 s) and wait for a few seconds until the device search is complete.

   The LED blinks orange.

   TIP: If you want to pair multiple devices at once, perform step 5 on each device and wait for a few seconds for them to be detected.
6. Tap **Next** (A) and select **Water Leakage Sensor**.

7. Once the device is added successfully, tap **Done**.

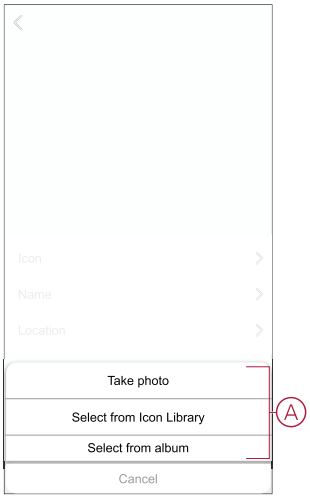
Configuring the device

Changing the device icon

You can change the device icon using the Wiser app.

1. On the **Home** page, select the device for which you wish to change the icon.
2. At the top-right corner of the screen, tap .

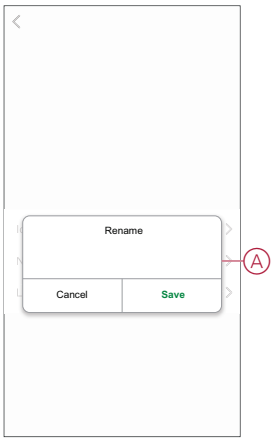
3. Tap edit next to the device name.
4. Tap **Icon** to view the menu.
5. In the slide-up menu, select any one of the following (A) to change the device icon:
   - **Take photo** - allows you to click a photo from the mobile camera.
   - **Select from Icon Library** - allows you to select an icon from the app library.
   - **Select from Album** - allows you to select a photo from the mobile gallery.



Renaming the device

You can rename the device using the Wiser app.

1. On the **Home** page, select the device for which you wish to rename.
2. At the top-right corner of the screen, tap .
3. Tap edit next to the device name.
4. Tap **Name**, enter the new name (A) and then tap **Save**.

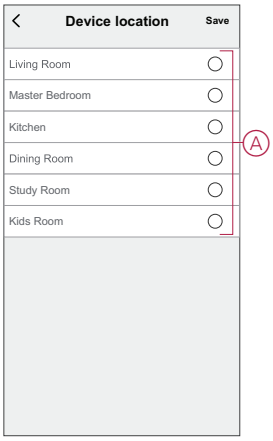


Changing the device location

You can change the device location using the Wiser app.

1. On the **Home** page, select the device for which you wish to change the location.

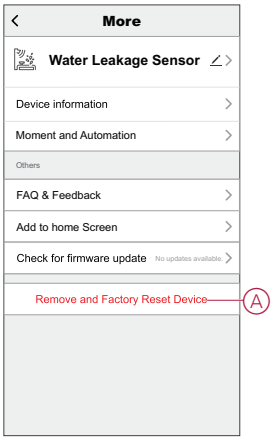
2. At the top-right corner of the screen, tap .
3. Tap edit next to the device name.
4. Tap **Location**.
5. Select the desired location from the list (A) and then tap **Save**.



Removing the device

You can remove a device from the device list using the Wiser app,
To remove the device:

1. On the **Home** page, tap **All devices** > **Water Leakage Sensor**.
2. Tap to display more details.
3. Tap **Remove and Factory Reset Device** (A) and tap **Confirm**.



TIP: On the home page, you can tap and hold the **Water Leakage Sensor** to remove the device.

NOTE: By removing the device, you will reset the device. If you still have a problem with the reset, then refer to resetting the device, page 11.

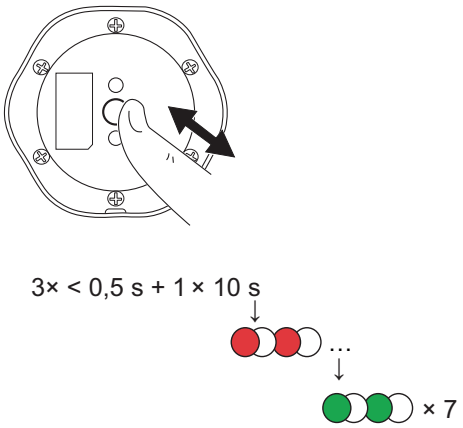
Resetting the device

You can reset the sensor to factory default manually.
To reset the sensor:

1. Short-press the function key three times (<0.5 s) and then long-press the function key once (>10 s), the LED blinks red after 10 s, and then release the function key.

   Upon successful reset of the sensor, the LED stops blinking. Then, the sensor restarts and blinks green for a few seconds.

   NOTE: After reset, the LED turns off to save the battery.

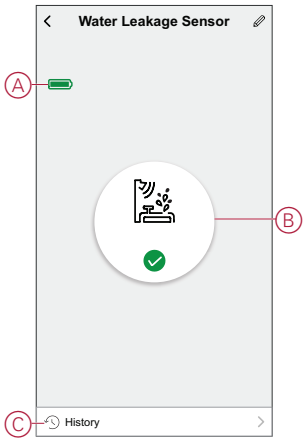


Using the device

On the **Home** page, tap **All devices** > **Water Leakage Sensor** to access the control panel.

On the Sensor control panel page, you can see the following:

- Battery level (A)
- Water leakage status (B)
- History (C)

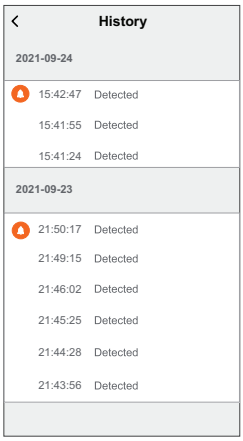


Checking the device history

You can monitor the water leakage detection by accessing the device history in the Wiser app.
To see the device history:

1. On the **Home** page, tap **All devices** > **Water Leakage Sensor**.
2. On the device control panel page, tap **History**.

3. In the **History** page, you can see the date and time when the water leakage was detected.

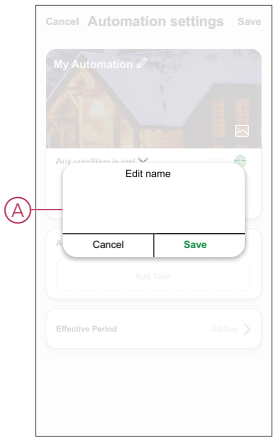


Creating an automation

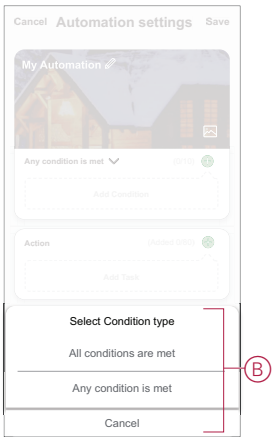
An automation allows you to group multiple actions that are usually done together, triggered automatically or at scheduled times. By using the Wiser app, you can create automations based on your needs.

1. On the **Home** page, tap the .
2. Go to **Automation** > **+** to create an automation.
3. Tap **Edit name** , enter the name of the automation (A) and tap **Save**.

   TIP: You can choose the cover image that represents your automation by tapping .



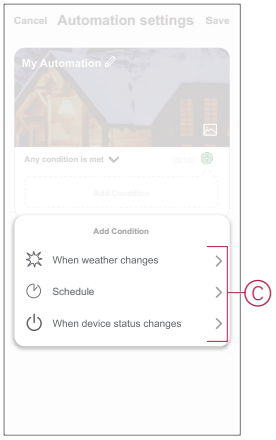
4. Tap **Any condition is met** to select any one of the condition type (B):
   - **All conditions are met**- The automation is triggered when all the conditions are met.
   - **Any condition is met**- The automation is triggered when at least one condition is met.



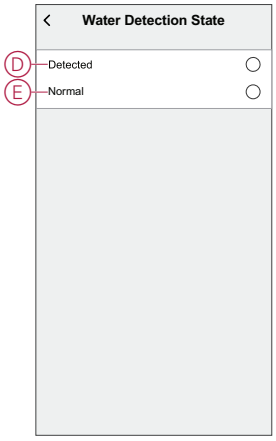
5. Tap **Add Condition** to display the slide-up menu.
6. In the **Add Condition** menu, you can do either or all of the following options (C):
   - **When weather changes** - Select the various weather settings
   - **Schedule** - Set the time and day
   - **When device status changes** - Select the device and it's function

   NOTE: You can add one or more conditions using .

   .

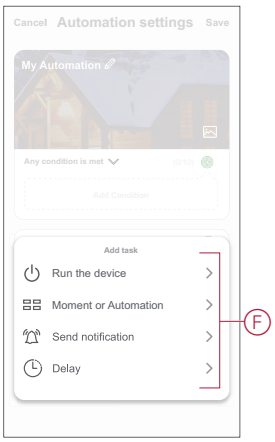


7. Tap **When device status changes** > **Water Leakage Sensor** > **Water detection state** to select either or all of the functions to add in the automation:
   - **Detected** - When the Sensor detects water leakage (D)
   - **Normal** - When the Sensor goes back to its original state after the leakage was detected (E)

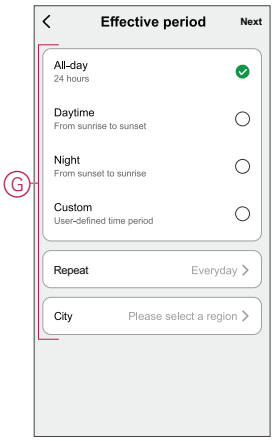


8. Tap **Add task** to display the slide-up menu.
9. In the **Add task** menu, you can do either or all of the following options (F):
   - **Run the device**- Select the devices that you want to trigger.
   - **Moment or Automation**- Select the moment which you want to trigger or select the automation that you want to enable or disable.
   - **Send notification**- Turn on notification for the automation.
   - **Delay** - Set the delay time.

   NOTE: You can add one or more actions using ⊕.



10. Tap on Effective period to set the time range for the automation. You can select any one of the following (G):
    - **All-day - 24 hours**
    - **Daytime - From sunrise to sunset**
    - **Night - From sunset to sunrise**
    - **Custom - User defined time period**



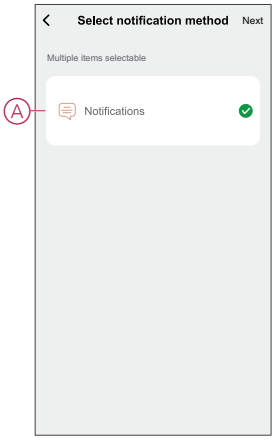
11. Once all the actions and conditions are set, tap **Save**.

Example of an automation

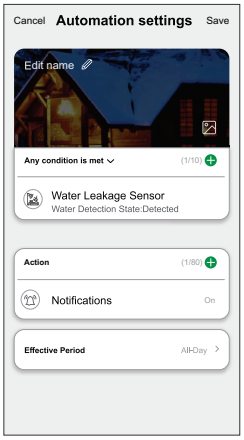
This demonstration shows you how to create an automation to get notification on your app when the water leakage is detected.

1. Go to **Automation** > **+** to create an automation.
2. Tap **Edit name**, enter the name of the automation and tap **Save**.

   TIP: You can choose the cover image that best represents your automation by tapping.
3. Tap **Add Condition** > **When device status changes** > **Water Leakage Sensor**.
4. Tap **Water detection state** > **Detected** and tap **Next**.
5. Tap **Add task** > **Send notification** and select **Notifications** (A).
6. Tap **Next**.



7. In the **Automation Settings** page, tap **Save**.



Once the automation is saved, it is visible on the **Automation** tab. You can tap the toggle switch on the automation to enable it.

Editing an automation

To edit an automation:

1. On the **Automation** tab, locate the automation you want to edit and tap ●●●.
2. On the **Edit** page, you can tap each item (such as dimmer, shutter, delay, temperature, etc.) to change the settings.

   TIP:

   - You can add one or more actions using ⊕.
   - To delete an existing condition or action, slide each item towards left and tap **Delete**.

Deleting an automation

To delete an automation:

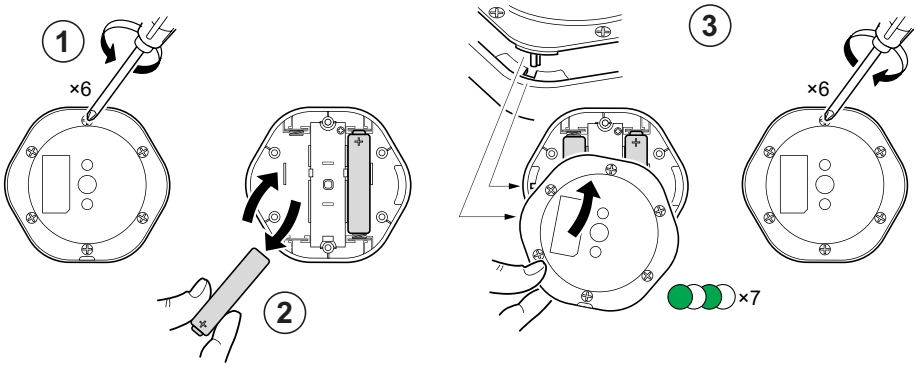
1. On the **Automation** tab, locate the automation that you want to delete and then tap ●●●.
2. Tap **Delete** and tap **Ok**.

   NOTE: After deleting an automation, the device action can no longer be triggered.

Replacing the batteries

1. Use a screwdriver to remove the six screws from the battery cover to access the batteries.
2. Make sure you replace the batteries with the correct polarity.

3. Secure the battery cover and tighten the six screws using a screwdriver.
   The LED blinks green seven times and then stops blinking.
   IMPORTANT: Dispose used batteries, as per statutory regulations.



LED Indications

Pairing

User Action	LED Indication	Status
Press the function key 3 times	LED blinks orange, once per second.	Pairing mode is active for 30 seconds. When pairing is completed, LED glows green for some time before turning Off.

Resetting

User Action	LED Indication	Status
Press the function key 3 times and hold it down once for > 10 s.	After 10 s, the LED starts blinking red.	The sensor is in reset mode. It is reset to the factory settings after 10 seconds. The sensor then restarts and the LED starts blinks green before turning Off.

Battery level

LED Indication	**Status**
LED blinks orange once per minute with a beep sound.	The battery is low (< 10%), replace the battery, page 17. **NOTE:** A notification pop-up will appear on the app.

Troubleshooting

Symptom	**Possible cause**	**Solution**
The sensor triggers the automation/ schedule, but does not show the status on the app.	The sensor may be undergoing an over-the-air (OTA) firmware update.	Wait for the firmware update to complete and then check that the sensor is reporting status. **NOTE:** The firmware update runs in the background.
LED blinks orange with a beep sound.	The sensor battery is low or drained.	Replace the battery in the device, page 17 **NOTE:** A notification pop–up will appear on the app.

Technical Data

Battery	3 VDC, LR03 AAA × 2
Battery life	Up to 5 years (may vary based on the usage, frequency of firmware update and environment)
Nominal power	≤ 90 mW
Operating frequency	2405 - 2480 MHz
Max. radio-power transmitted	≤ 9 dBm
IP rating	IP44
Operating temperature	−10 °C to 50 °C
Relative humidity	10 % to 95 %
Sound level	≥ 70 dB at 3 m distance
Dimensions (H × W × D)	70.8 × 68.68 × 18.96 mm
Communication protocol	Zigbee 3.0 certified

Compliance

Compliance information for Green Premium products

Find and download comprehensive information about Green Premium products, including RoHS compliance and REACH declarations as well as Product Environmental Profile (PEP) and End-of-Life instructions (EOLI).

General information about Green Premium products

Click the link below to read about Schneider Electric's Green Premium product strategy.

https://www.schneider-electric.com/en/work/support/green-premium/

Find compliance information for a Green Premium product

Click the link below to search for a product's compliance information (RoHS, REACH, PEP and EOLI).

NOTE: You will need the product reference number or product range to perform the search.

https://www.reach.schneider-electric.com/CheckProduct.aspx?cskey=ot7n66yt63o1xblflyfj

Trademarks

This guide makes reference to system and brand names that are trademarks of their relevant owners.

- Zigbee® is a registered trademark of the Connectivity Standards Alliance.
- Apple® and App Store® are brand names or registered trademarks of Apple Inc.
- Google Play™ Store and Android™ are brand names or registered trademarks of Google Inc.
- Wi-Fi® is a registered trademark of Wi-Fi Alliance®.
- Wiser™ is a trademark and the property of Schneider Electric, its subsidiaries and affiliated companies.

Other brands and registered trademarks are the property of their respective owners.

Printed in:
Schneider Electric
Lautrupvang 1
2750 Ballerup
Denmark
+45 88 30 20 00

Schneider Electric Danmark A/S
Lautrupvang 1, 2750 Ballerup

Danmark

+45 88 30 20 00

www.lk.dk

As standards, specifications, and design change from time to time, please ask for confirmation of the information given in this publication.

© 2023 – Schneider Electric. All rights reserved.

DUG_Wiser wireless leakage sensor_LK-00