



Insynctive™
**WINDOW AND
DOOR SENSOR**



WINDOW AND DOOR SENSOR will transmit a signal to BRIDGE if the window/door is opened or closed.

WHAT'S NEEDED:

- **PELLA INSYNCTIVE BRIDGE (required – sold separately):** Wirelessly connects your Insynctive products to STATUS INDICATOR or a compatible security or home automation system.
- **PELLA INSYNCTIVE STATUS INDICATOR (optional – sold separately):** Indicates status of Pella Insynctive SENSORS. Or you can use a compatible security or home automation system to help monitor your windows and doors.

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GENERAL AND SAFETY INFORMATION

REGISTERING PRODUCTS

Visit Insynctive.Pella.com/Registration for instant access to instructions, warranties and how-to videos.

NEED HELP?

Find troubleshooting information and videos at Insynctive.Pella.com/Support or call 855-473-5524.

HAVE A HOME AUTOMATION OR SECURITY SYSTEM?

Visit Insynctive.Pella.com/HomeAutomation for instructions on how to sync with a Pella® Insynctive™ WINDOW AND DOOR SENSOR.

⚠️WARNING

Failure to adhere to the warnings below may result in death, serious injury and/or loss of valuables.

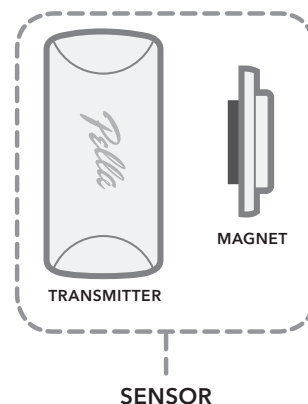
- Pella Insynctive WINDOW AND DOOR SENSORS are not 100% reliable for a variety of reasons. For example, SENSORS:
 - communicate data wirelessly, and wireless data is susceptible to interference or failure.
 - require proper installation.
 - require a battery with an adequate charge.
 - may indicate a closed status when a window or door is not completely closed.
 - may be damaged after installation.

Therefore, Pella Insynctive products should not be relied upon in situations where life, safety, and/or protection of valuables are solely dependent on their function. Test each product at least once per year to help ensure proper operation.

- Pella Insynctive products are not a substitute for careful adult supervision of children.
- Keep battery and other small parts out of reach of children. If battery or any parts are swallowed, immediately seek medical help.
- Batteries carry the risk of fire, explosion and burns. Do not recharge, disassemble or incinerate.
- WINDOW AND DOOR SENSORS may indicate a window or door is closed but water intrusion may occur during rain. Windows and doors should be closed and locked for optimal performance in rain.

PRODUCT OVERVIEW

WINDOW AND DOOR SENSOR consists of a transmitter (larger of two) and a magnet (smaller of two). WINDOW AND DOOR SENSOR can be mounted to any window and door. WINDOW AND DOOR SENSOR will transmit a signal to BRIDGE if the window and door is opened or closed.



SPECIFICATIONS

Frequency: 433.92MHz (Insynctive)

Operating Temperature: 32° - 120°F (0° - 49°C)

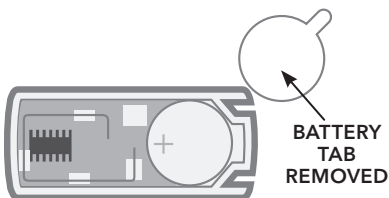
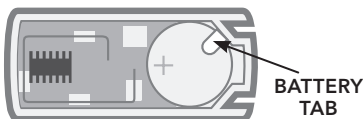
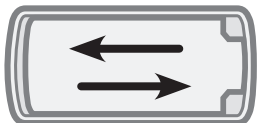
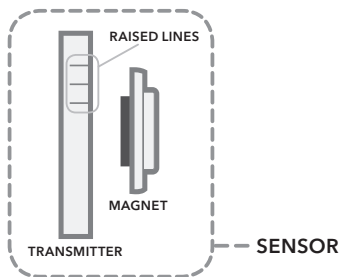
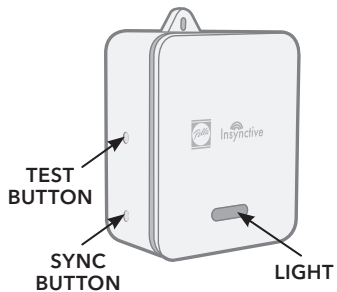
Operating Humidity: 5% - 95% RH noncondensing

Battery: 3V lithium CR2032

Typical Battery Life: 5 years (may vary by use)

Magnet Gap: 1/2" max

DETAILED INSTRUCTIONS



WINDOW AND DOOR SENSOR SETUP

See [Insynctive.Pella.com/Support](https://www.insynctive.com/support) for how-to videos.

1. Get Started

Plug BRIDGE into an electrical outlet (light will turn green and then flash blue).

NOTE: To set up BRIDGE, follow Bridge Quick Start Guide or Bridge Product Guide, or visit [Insynctive.Pella.com/Bridge](https://www.insynctive.com/bridge) for more information.

2. Prepare WINDOW AND DOOR SENSOR

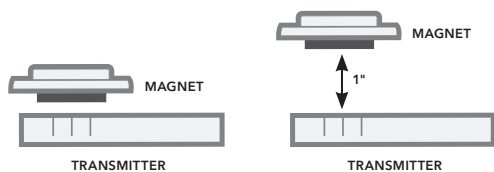
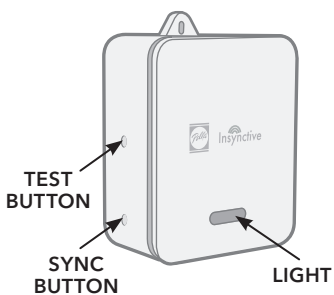
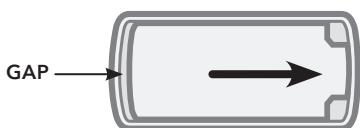
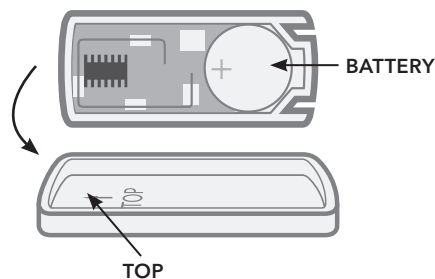
WINDOW AND DOOR SENSOR consists of two components: the transmitter (large) and the magnet (small). On one side of the transmitter are three raised lines. The side of the transmitter with the raised lines must face the magnet for correct operation.

Remove the cover of the transmitter by sliding the cover and base in opposite directions. Once the cover is disengaged, the base should easily separate from the cover.

With the cover removed, you should see the battery. Remove the plastic tab separating the battery from the device. Push down on the battery to ensure the battery is firmly in place.

NOTE: Once the plastic tab is removed from the battery, you will have 2 minutes to sync your SENSOR to BRIDGE (Step 3). If 2 minutes pass without a successful sync, remove and insert the battery again.

DETAILED INSTRUCTIONS (continued)



REPEAT STEPS TWO TIMES

WINDOW AND DOOR SENSORS are supplied with both brown and white covers. Select the color you wish to use, and install onto the base.

Orient the cover so that the top (as marked on the inside of the cover) points away from the battery.

Slide the bottom to close the gap. You should hear a click when the cover engages properly to the base.

NOTE: The cover will only fit in one orientation.

3. Sync WINDOW AND DOOR SENSOR to BRIDGE

Each WINDOW AND DOOR SENSOR will need to be synced to Insynctive™ BRIDGE. To sync WINDOW AND DOOR SENSOR with home automation, follow instructions on page 7.

WITHOUT HOME AUTOMATION (Stand-Alone Mode):

Press and hold BRIDGE Sync button until light begins flashing orange. The Sync button is the bottom button (closer to the light on the front) located on the side of BRIDGE.

BRIDGE is in sync mode while the orange light is flashing. BRIDGE will remain in sync mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited sync mode.

To sync WINDOW AND DOOR SENSOR to BRIDGE,

- Touch the magnet to the three raised lines on the side of the transmitter.
- Move the magnet at least 1 inch from the transmitter. Repeat this twice within 2 seconds.

NOTE: SENSOR cover must be installed for sync process.

If successfully synced, the light on BRIDGE will flash green and beep once for 2 seconds.

If WINDOW AND DOOR SENSOR sync is unsuccessful, remove and reinsert WINDOW AND DOOR SENSOR battery to restart the 2-minute sync mode for WINDOW AND DOOR SENSOR and try again.

Repeat the above steps until all your WINDOW AND DOOR SENSORS have been synced to BRIDGE.

To exit sync mode, press and hold Sync button on BRIDGE until light stops flashing orange.

DETAILED INSTRUCTIONS (continued)

WITH HOME AUTOMATION:

Ensure BRIDGE is enrolled in Z-Wave network. See Bridge Product Guide for Z-Wave sync process.

NOTE: If you have a Z-Wave home automation system, the order in which you sync SENSORS to BRIDGE is the order by which they will be included into the Z-Wave network. Keep notes or use tape to number each SENSOR as you sync it to BRIDGE so you can identify or rename SENSORS when they appear in your Z-Wave network.

To sync WINDOW AND DOOR SENSOR to BRIDGE,

- Touch the magnet to the three raised lines on the side of the transmitter.
- Move the magnet at least 1 inch from the transmitter. Repeat this twice within 2 seconds.

NOTE: SENSOR cover must be installed for sync process.

If successfully synced, the light on BRIDGE will begin flashing blue.

If WINDOW AND DOOR SENSOR sync is unsuccessful, remove and reinstall WINDOW AND DOOR SENSOR battery to restart the 2-minute sync mode for WINDOW AND DOOR SENSOR and try again.

DO NOT unplug BRIDGE from the wall outlet while the light is flashing blue. SENSOR is only in temporary memory while the blue light is flashing. If BRIDGE is unplugged prior to completing the inclusion process, the above steps will need to be repeated.

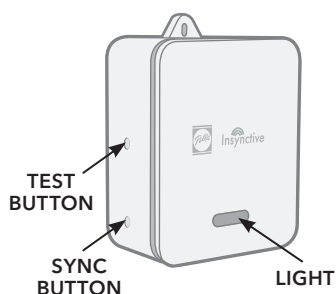
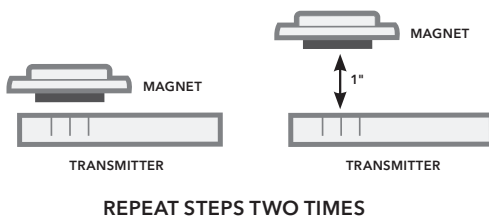
While BRIDGE light is flashing blue, follow the inclusion process for your home automation system to add WINDOW AND DOOR SENSORS to your system. Once SENSOR is successfully included, the light on BRIDGE will flash green and beep once for 2 seconds.

Repeat the above steps until all your WINDOW AND DOOR SENSORS have been synced to BRIDGE.

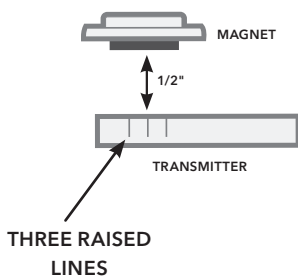
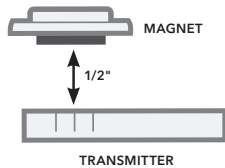
NOTE: Pella Corporation provides no warranty and is not responsible for the function, reliability, or any damage caused by non-Pella products.

4. Test SENSOR

To test WINDOW AND DOOR SENSOR, move the magnet away from the transmitter (within range of BRIDGE). BRIDGE will beep twice. This audible chime feature signals when someone opens a window or door. It also confirms SENSOR was properly synced.



DETAILED INSTRUCTIONS (continued)



NOTE: If you have selected the chimes to be "off," BRIDGE will not beep. Reference Bridge Product Guide for information on setting up chimes.

5. Install SENSOR

When choosing a mounting location on a window or door, ensure that the maximum distance between transmitter and magnet is 1/2" when installed and in the closed position.

Allow enough space in the installed position for removing the transmitter cover when the battery needs to be replaced.

One side of the transmitter is marked with three raised lines; this indicates the location to align the magnet for proper operation of SENSOR.

Double-sided tape for the transmitter and the magnet is included with WINDOW AND DOOR SENSOR.

For reliable bonding, ensure surface is clean and dry. Apply tape to transmitter and then to desired location on your window or door. Apply firm pressure for several seconds. Visit [Insynctive.Pella.com/SensorMountLocation](https://www.insynctive.com/SensorMountLocation) for recommended locations for each product.

DO NOT mount the tape at temperatures below 50°F. The bond will hold at low temperatures 24 hours after installation.

IMPORTANT: DO NOT exceed a 1/2" gap between magnet and transmitter.

For reliable bonding, ensure surface is clean and dry. Apply tape to magnet and then to desired location on your window or door. Apply firm pressure for several seconds. Visit [Insynctive.Pella.com/SensorMountLocation](https://www.insynctive.com/SensorMountLocation) for recommended locations for each product.

6. Test Installed SENSOR

Open the window or door that has installed SENSOR. BRIDGE should beep twice.

If SENSOR indicates a closed status when window or door is not completely closed, see troubleshooting information on page 12.

NOTE: If you have selected the chimes to be off, BRIDGE will not beep. Reference Bridge Product Guide for information on setting up chimes.

ADDITIONAL INSTRUCTIONS



MANUFACTURER'S
CODE

HOW TO FIND PRODUCT MANUFACTURER'S CODE

Each Insynctive™ product contains a label with a Manufacturer's Code that will be required to help Pella Customer Service identify the product if service is required. To locate the Manufacturer's Code for WINDOW AND DOOR SENSOR, remove the battery cover. The label is on the circuit board next to the battery.

CARE AND MAINTENANCE

- Test Insynctive products at least once per year to help ensure proper operation.
- Use indoors and keep away from sources of water and moisture.
- Do not paint over SENSORS.

REPLACING BATTERIES

See [Insynctive.Pella.com/Support](https://www.insynctive.com/support) for how-to videos.

When WINDOW AND DOOR SENSOR battery is low, a signal will be sent to BRIDGE. To aid in identifying which SENSOR has a low battery, BRIDGE will beep twice and then issue a long tone when WINDOW AND DOOR SENSOR with the low battery changes from closed to open. To replace the battery:

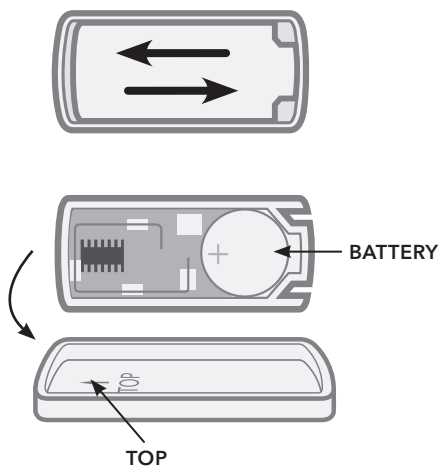
- Slide the top cover to disengage it from the transmitter, then remove to reveal the battery.
- Carefully replace with a CR2032 battery, ensuring the plus (+) side of the battery faces toward you.
- Reattach the cover – ensure the top (as marked on the inside of the cover) points away from the battery. You should hear a click when the cover engages properly.
- Test SENSOR by opening the door or window with installed SENSOR. BRIDGE should beep twice. Resyncing SENSOR is not required after battery change.



WARNING: Batteries carry the risk of fire, explosion and burns. Do not recharge, disassemble or incinerate.

IMPORTANT NOTES:

- Electrostatic-sensitive. Avoid touching the antenna or circuit board when changing the battery.
- Failure to change battery properly when low will impair SENSOR performance.
- Properly dispose of used batteries based on your local requirements. A best practice is to dispose of batteries at your local home chemical collection center. **California Only:** Contains perchlorate material. See www.dtsc.ca.gov/hazardouswaste/perchlorate for any special handling regulations.



ADDITIONAL INSTRUCTIONS (continued)

DELETE WINDOW AND DOOR SENSOR

1. Prepare WINDOW AND DOOR SENSOR

Remove the cover of the transmitter by sliding the cover and base in opposite directions. Once the cover is disengaged, the base should easily separate from the cover.

Remove and reinsert the battery to place SENSOR into Sync Mode for 2 minutes.

NOTE: If 2 minutes pass without a successful deletion, remove and insert the battery again.

Orient the cover so that the top (as marked on the inside of the cover) points away from the battery. Slide the bottom to close the gap. You should hear a click when the cover engages properly to the base.

NOTE: The cover will only fit in one orientation.

2. Delete WINDOW AND DOOR SENSOR from BRIDGE

To delete WINDOW AND DOOR SENSOR from home automation, follow instructions on page 11.

WITHOUT HOME AUTOMATION (Stand-Alone Mode):

Press and hold BRIDGE Sync button until light begins flashing orange. The Sync button is the bottom button (closer to the light on the front) located on the side of BRIDGE. BRIDGE is in sync mode while the orange light is flashing. BRIDGE will remain in sync mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited sync mode.

To delete WINDOW AND DOOR SENSOR from BRIDGE,

- Touch the magnet to the three raised lines on the side of the transmitter.
- Move the magnet at least 1 inch from the transmitter. Repeat this twice within 2 seconds.

NOTE: SENSOR cover must be properly installed during deletion process.

If successfully deleted, the light on BRIDGE will flash red and beep three times.

ADDITIONAL INSTRUCTIONS (continued)

If WINDOW AND DOOR SENSOR deletion is unsuccessful, remove and reinsert WINDOW AND DOOR SENSOR battery to restart the 2-minute sync mode for WINDOW AND DOOR SENSOR and try again.

To exit sync mode, press and hold Sync button on BRIDGE until light stops flashing orange.

WITH Z-WAVE HOME AUTOMATION:

To exclude or delete WINDOW AND DOOR SENSOR,

- Touch the magnet to the three raised lines on the side of the transmitter.
- Move the magnet at least 1 inch from the transmitter. Repeat this twice within 2 seconds.

NOTE: SENSOR cover must be properly installed during deletion process.

If delete signal is successfully received by BRIDGE, the light on BRIDGE will turn solid blue.

If BRIDGE light does not turn solid blue, remove and reinstall WINDOW AND DOOR SENSOR battery to restart the 2-minute sync mode for WINDOW AND DOOR SENSOR and try again.

DO NOT unplug BRIDGE from the wall outlet while the light is solid blue. If BRIDGE is unplugged prior to completing the exclusion process, the above steps will need to be repeated.

While BRIDGE light is solid blue, follow the exclusion process for your home automation system to delete or exclude WINDOW AND DOOR SENSORS from your system.

Once SENSOR is successfully excluded, the light on BRIDGE will flash red and beep three times.

TROUBLESHOOTING

Also refer to [Insynctive.Pella.com/Support](https://www.insynctive.pella.com/Support) for more troubleshooting information, including videos, frequently asked questions and reference materials.

PROBLEM	CAUSE AND POSSIBLE SOLUTION
Cannot sync WINDOW AND DOOR SENSOR to BRIDGE.	<p>Verify SENSOR battery is installed correctly and plastic battery tab has been removed. See page 5 for additional information.</p> <p>Remove and reinstall battery to restart sync mode.</p> <p>Sync SENSOR in same room as BRIDGE to ensure range is not an issue. Ensure SENSOR cover is in correct orientation & engaged properly to the base. NOTE: The cover will only fit in one orientation (the top as marked on inside of the cover points away from the battery).</p>
BRIDGE does not beep when WINDOW AND DOOR SENSOR is opened.	<p>Verify that BRIDGE chime feature is turned on. See Bridge Product Guide for details.</p> <p>Battery may be too low to operate SENSOR. Replace battery. See page 9 for additional information.</p> <p>SENSOR may be out of range. Move BRIDGE closer to SENSOR. Verify that BRIDGE has power.</p>
Window/door is open, and it shows as closed on the STATUS INDICATOR or home automation system.	<p>SENSOR changes status when the magnet is between 1/2" and 1" of the transmitter. While the window is closed, move the magnet to a location that is on the border of switching to "open" on your STATUS INDICATOR. This will reduce the window/door travel needed to activate SENSOR. Close & open the window/door to verify that the STATUS INDICATOR changes state.</p>
Window/door is closed, and it shows as opened on the STATUS INDICATOR or home automation system.	<p>Your magnet is too far from the transmitter when the window/door is closed. Move the magnet to be within 1/2" of the three lines on the transmitter. Open & close the window/door to verify that the STATUS INDICATOR changes state.</p>
Window/door shows as closed on STATUS INDICATOR but water entered through the window/door during rain.	<p>Check to see if the window/door is closed and locked. Windows and doors should be closed and locked for optimal performance in rain.</p>

FCC COMPLIANCE AND INDUSTRY CANADA

This equipment has been tested and found to comply with the limits for Class B digital devices, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a different circuit from the receiver.
- Consult the dealer or an experienced radio/TV contractor for help.

Changes or modifications not expressly approved by Pella Corporation could void the user's authority to operate the equipment. This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme avec Industrie Canada exempts de licence standard RSS. L'opération est soumise aux deux conditions suivantes: (1) cet appareil ne peut causer d'interférences, et (2) cet appareil doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement de l'appareil.

FCC ID: SO7-205T0000
IC ID: 11009A-205T0000

LIMITED WARRANTY

A two-year limited warranty comes standard with purchase. For complete warranty details, visit Insynctive.Pella.com/WindowandDoorSensor.

