ENTRY DOOR DEADBOLT SENSOR

ENTRY DOOR DEADBOLT SENSOR communicates the status (locked or unlocked and opened or closed) of an Entry Door from Pella to Pella Insynctive BRIDGE.

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. You can also use a compatible security or home automation system to monitor your entry door.

- **ARCHITECT SERIES® OR PELLA FIBERGLASS OR STEEL ENTRY DOOR PREPPED FOR ENTRY DOOR DEADBOLT SENSOR**

- **FLATHEAD SCREWDRIVER**

- **PHILLIPS-HEAD SCREWDRIVER**

- **DRILL AND 1/8" DRILL BIT**
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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?

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

- Pella Insynctive ENTRY DOOR DEADBOLT 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 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.
- ENTRY DOOR DEADBOLT SENSOR may indicate an entry door is closed but water intrusion may occur during rain. Entry doors should be closed and locked for optimal performance in rain.
PRODUCT OVERVIEW

ENTRY DOOR DEADBOLT SENSOR communicates the locked or unlocked and opened or closed status of Entry Doors from Pella to BRIDGE. Two complementary devices are integrated into the jamb and door panel of Entry Doors from Pella prepped for Insynctive™ DEADBOLT SENSORS, making them unnoticeable when the door is closed.

SPECIFICATIONS:

- **Frequency**: 433.92 MHz (Insynctive)
- **Operating Temperature**: 32° – 120°F (0° – 49°C)
- **Operating Humidity**: 5% – 95% RH noncondensing
- **Lock Sensor Battery**: 3V lithium CR2032
- **Open/Close Sensor Battery**: 3V lithium CR2
- **Typical Battery Life**: 5 years (may vary by use)
- **Magnet Gap**: 1/4” max between door panel and lock jamb
DETAILED INSTRUCTIONS

ENTRY DOOR DEADBOLT SENSOR SETUP

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 Insynctic.Pella.com/Bridge for more information.

2. Prepare LOCK SENSOR and OPEN/CLOSE SENSOR
Use flathead screwdriver as a lever to gently remove the battery cover on LOCK SENSOR. Carefully remove the battery with the flathead screwdriver and remove the plastic tab separating the battery from LOCK SENSOR. Ensure the battery is properly installed. Replace battery cover on LOCK SENSOR.

Remove plastic tab from OPEN/CLOSE SENSOR. Install the plastic endcap included in the package.

NOTE: Once the plastic tabs are removed from the batteries, you will have 2 minutes to sync your LOCK SENSOR and OPEN/CLOSE SENSOR to BRIDGE (Step 3). If 2 minutes pass without a successful sync, remove and insert the battery again. Battery covers must be installed to sync SENSORS.

3. Sync LOCK SENSOR and OPEN/CLOSE SENSOR to BRIDGE
Each SENSOR will need to be synced to your Insynctic™ system.

To sync ENTRY DOOR DEADBOLT SENSORS with home automation, follow instructions on page 6.

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 LOCK SENSOR to BRIDGE, depress the plunger at the bottom of LOCK SENSOR twice within 2 seconds.

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

To sync OPEN/CLOSE SENSOR to BRIDGE, touch top (where you removed battery tab) of the OPEN/CLOSE SENSOR to the magnet at the top of LOCK SENSOR. (Top of LOCK SENSOR is the end opposite the plunger. There is a line on LOCK SENSOR cover above the battery door that locates the magnet.)

Separate LOCK SENSOR and OPEN/CLOSE SENSOR by at least 1 inch. Repeat this step twice in 2 seconds.

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

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

Repeat the above steps until all your LOCK SENSORS and OPEN/CLOSE SENSORS have been synced with BRIDGE. To exit sync mode, press the Sync button on BRIDGE until the orange light stops flashing.

WITH HOME AUTOMATION
Ensure BRIDGE is enrolled in Z-Wave network. See BRIDGE Product Guide for process to sync to home automation system.

To sync LOCK SENSOR to BRIDGE, depress the plunger at the bottom of LOCK SENSOR twice within 2 seconds. If successfully synced, the light on BRIDGE will begin flashing blue. If either SENSOR sync is unsuccessful, remove and reinstall SENSOR battery to restart the 2-minute sync mode for SENSOR and try again.

To sync OPEN/CLOSE SENSOR to BRIDGE, touch top (where you removed battery tab) of OPEN/CLOSE SENSOR to the magnet at the top of LOCK SENSOR. (Top of LOCK SENSOR is the end opposite the plunger. There is a line on LOCK SENSOR cover above the battery door that locates the magnet.)

Separate LOCK SENSOR and OPEN/CLOSE SENSOR by at least 1". Repeat this step twice in 2 seconds. If successfully synced, the light on the BRIDGE will begin flashing blue. If either SENSOR sync is unsuccessful, remove and reinstall SENSOR battery to restart the 2-minute sync mode for SENSOR and try again.
DO NOT unplug BRIDGE from the wall outlet while the light is flashing blue. SENSORS are 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.

Repeat the above steps until all of your SENSORS have been synced to BRIDGE.

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 show up in your Z-Wave network.

While BRIDGE light is flashing blue, follow the inclusion process for your home automation system to add SENSORS to your system. Once SENSORS are successfully included, the light on BRIDGE will flash green and beep once for 2 seconds. Repeat the above steps until all your 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 SENSORS

When BRIDGE has stopped flashing orange (stand-alone mode) or blue (Z-Wave home automation mode), separate the two SENSORS by at least 1". BRIDGE should beep twice if OPEN/CLOSE SENSOR is synced.

Depress the plunger of LOCK SENSOR. BRIDGE should beep twice if LOCK SENSOR is synced.

NOTE: If you have selected the chimes to be off, BRIDGE will not beep. Refer to Bridge Product Guide for information on setting up chimes.
5. Installing LOCK SENSOR
Your entry door from Pella has been prepared for Insynctive™ ENTRY DOOR DEADBOLT SENSORS. The installation steps will vary slightly based on your wall construction.

SINGLE DOOR WITHOUT SIDELIGHT: WOOD WALL CONSTRUCTION

- Open the door to access the jamb.
- Use a Phillips-head screwdriver to remove the strike plate by removing the two #8 x 0.625” screws.
- Remove the black plastic component. This served as a shipping spacer.
- Predrill two 2" holes through the existing strike plate screw holes using a 1/8" drill bit.
- Insert LOCK SENSOR. Ensure the spring-loaded plunger is in the deadbolt hole and LOCK SENSOR is flush with the jamb.
- Install the strike plate over LOCK SENSOR using two #8 x 3” screws.

USE CARE – overdriving the screws could damage LOCK SENSOR.
SINGLE DOOR WITHOUT SIDELIGHT: MASONRY WALL CONSTRUCTION

- Open the door to access the jamb.
- Use a Phillips-head screwdriver to remove the strike plate by removing the two #8 x 0.625" screws.
- Remove the black plastic component.
- Predrill two 2" holes through the existing strike plate screw holes using a masonry bit.
- Insert LOCK SENSOR. Ensure the spring-loaded plunger is in the deadbolt hole and LOCK SENSOR is flush with the jamb.
- Install the strike plate over LOCK SENSOR using minimum diameter 3/16" x 3" masonry screws.

USE CARE – overdriving the screws could damage LOCK SENSOR.
DOUBLE DOORS OR SINGLE DOOR WITH SIDELIGHT ON LOCK JAMB

- Open the door to access the jamb on a single door, or the astragal (separates the two door panels) on a double door.
- Use a Phillips-head screwdriver to remove the strike plate by removing the two #8 x 0.625" screws (keep the screws to reinstall strike plate).
- Remove the black plastic component.
- Predrill holes.
- Insert LOCK SENSOR. Ensure the spring-loaded plunger is in the deadbolt hole and LOCK SENSOR is flush with the jamb or astragal.
- Install the strike plate over LOCK SENSOR using the two #8 x 0.625" screws you removed in Step 2.

USE CARE – overdriving the screws could damage the LOCK SENSOR.
6. Install OPEN/CLOSE SENSOR

- Using a flathead screwdriver, carefully remove the black plastic component from the edge of the door panel. This served as a shipping spacer.

- Insert OPEN/CLOSE SENSOR until it is flush with the edge of the door panel.

7. Test Installed SENSORS

Unlock the entry door that has SENSORS installed. BRIDGE should beep twice. Open the entry door that has SENSORS installed. BRIDGE should beep twice.

⚠️ WARNING: SENSOR may indicate a closed status when door is not completely closed.

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

DELETE ENTRY DOOR LOCK SENSOR

ENTRY DOOR LOCK SENSOR SETUP

1. Prepare LOCK SENSOR

Use flathead screwdriver as a lever to gently remove the battery cover on LOCK SENSOR. Carefully remove and reinsert the battery. Replace the battery cover on LOCK SENSOR.

NOTE: Once battery has been removed & reinserted, you will have 2 minutes to delete your LOCK SENSOR from BRIDGE.

2. Delete LOCK SENSOR from BRIDGE.

To delete LOCK SENSOR from Z-wave Home Automation, follow instructions on page 12.
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 LOCK SENSOR from BRIDGE, depress the LOCK SENSOR plunger twice within 2 seconds.

NOTE: SENSOR cover must be installed to delete SENSOR.

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

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

WITH Z-WAVE HOME AUTOMATION:

To exclude or delete LOCK SENSOR,

- Depress the plunger at the bottom of LOCK SENSOR twice within 2 seconds.

NOTE: SENSOR cover must be installed to delete SENSOR.

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 LOCK SENSOR battery to restart the 2-minute sync mode for 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 LOCK SENSOR from your system.

Once SENSOR is successfully excluded, the light on BRIDGE will flash red and beep three times.
DELETE ENTRY DOOR OPEN/CLOSE SENSOR

ENTRY DOOR DEADBOLT OPEN/CLOSE SENSOR SETUP

1. Prepare OPEN/CLOSE SENSOR.

   Remove and reinsert battery from OPEN/CLOSE SENSOR. Reinstall the plastic endcap.

   **NOTE:** Once batteries have been removed & reinserted, you will have 2 minutes to delete your OPEN/CLOSE SENSOR from BRIDGE.

2. Delete OPEN/CLOSE SENSOR from BRIDGE.

   To delete OPEN/CLOSE SENSOR from Z-wave Home Automation, follow instructions on page 14.

**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 OPEN/CLOSE SENSOR from BRIDGE:

- Touch top (where you removed battery tab) of the OPEN/CLOSE SENSOR to the magnet at the top of LOCK SENSOR. (Top of LOCK SENSOR is the end opposite the plunger. There is a line on LOCK SENSOR cover above the battery door that locates the magnet.)

- Separate LOCK SENSOR and OPEN/CLOSE SENSOR by at least 1 inch. Repeat this step twice in 2 seconds.

If OPEN/CLOSE SENSOR is successfully deleted, the light on BRIDGE will flash red and beep 3 times.

If OPEN/CLOSE SENSOR deletion is unsuccessful, remove and reinstall SENSOR battery to restart the 2-minute sync mode for SENSOR and try again.
WITH Z-WAVE HOME AUTOMATION:

To exclude or delete OPEN/CLOSE SENSOR from BRIDGE:

- Touch top (where you removed battery tab) of the OPEN/CLOSE SENSOR to the magnet at the top of LOCK SENSOR. (Top of LOCK SENSOR is the end opposite the plunger. There is a line on LOCK SENSOR cover above the battery door that locates the magnet.)

- Separate LOCK SENSOR and OPEN/CLOSE SENSOR by at least 1 inch. Repeat this step twice in 2 seconds.

**NOTE:** SENSOR cover must be installed to delete SENSOR.

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 OPEN/CLOSE SENSOR battery to restart the 2-minute sync mode for 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 OPEN/CLOSE SENSORS from your system.

Once SENSOR is successfully excluded, the light on BRIDGE will flash red and beep three times.
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 LOCK SENSOR, remove SENSOR from the jamb and look at the sticker on the back of the device. To locate the Manufacturer’s Code for OPEN/CLOSE SENSOR, remove the battery cover and carefully pull out the circuit board. The sticker will be located on the circuit board.

NOTE: Electrostatic-sensitive. Avoid touching the antenna or circuit board when accessing the Manufacturer’s Code.

CARE AND MAINTENANCE
• Test Insynctive products at least once per year to help ensure proper operation.
• Verify that LOCK SENSOR plunger is operating smoothly and does not bind.
• Do not paint over SENSORS.

REPLACING BATTERIES

When 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 SENSOR changes state (i.e., opens or unlocks).

To replace the battery on LOCK SENSOR:
• Use a flathead screwdriver to gently remove the battery cover.
• Replace with a CR2032 battery, ensuring the plus (+) side of the battery faces toward you.
• Reattach the battery cover by first inserting the end with two tabs, then lowering the other side into place. Press shut.
To replace the battery on OPEN/CLOSE SENSOR:

- Use a flathead screwdriver to carefully remove the battery cover.
- Grip the edges of the circuit board and pull it out to gain access to the battery.
- Slide out the battery and replace with a CR2 battery.
- Slide circuit board back inside SENSOR and press the cover back on.

**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.
- Resyncing SENSOR is not required after battery change.
- 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.
# TROUBLESHOOTING

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

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>CAUSE AND POSSIBLE SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>BRIDGE does not beep when LOCK SENSOR is unlocked.</td>
<td>Verify that BRIDGE chime feature is turned on. See BRIDGE Product Guide for details. Battery may be too low to operate LOCK SENSOR. Replace battery. See page 15 for additional information. LOCK SENSOR may be out of range. Move BRIDGE closer to LOCK SENSOR. Verify BRIDGE has power.</td>
</tr>
<tr>
<td>BRIDGE does not beep when OPEN/CLOSE SENSOR is opened.</td>
<td>Verify that BRIDGE chime feature is turned on. See BRIDGE Product Guide for details. Battery may be too low to operate OPEN/CLOSE SENSOR. Replace battery. See page 16 for additional information. OPEN/CLOSE SENSOR may be out of range. Move BRIDGE closer to OPEN/CLOSE SENSOR. Verify BRIDGE has power.</td>
</tr>
<tr>
<td>Cannot sync OPEN/CLOSE SENSOR to BRIDGE.</td>
<td>Verify SENSOR battery is installed correctly and plastic battery tab has been removed. See page 16 for additional information. Remove and reinstall battery to restart sync mode. Sync SENSOR in the same room as BRIDGE to ensure range is not an issue.</td>
</tr>
<tr>
<td>Cannot sync LOCK SENSOR to BRIDGE.</td>
<td>Verify LOCK SENSOR battery is installed correctly and plastic battery tab has been removed. See page 15 for additional information. Remove and reinstall battery to restart sync mode. Sync LOCK SENSOR in the same room as BRIDGE to ensure range is not an issue.</td>
</tr>
<tr>
<td>BRIDGE beeps three times when door is unlocked.</td>
<td>Battery is low in LOCK SENSOR; replace battery.</td>
</tr>
<tr>
<td>BRIDGE beeps three times when door is open.</td>
<td>Battery is low in OPEN/CLOSE SENSOR; replace battery.</td>
</tr>
<tr>
<td>Plunger on LOCK SENSOR will not lower fully.</td>
<td>Strike screw is too tight. Loosen strike screw.</td>
</tr>
<tr>
<td>Plunger on LOCK SENSOR does not touch deadbolt when locked.</td>
<td>The door panel needs to be properly installed. Adjust hinges or add hinge shims.</td>
</tr>
<tr>
<td>ENTRY DOOR DEADBOLT SENSOR shows as closed on STATUS INDICATOR but water entered through the entry door during rain.</td>
<td>Check to see if the entry door is closed and locked. Windows and doors should be closed and locked for optimal performance in rain.</td>
</tr>
<tr>
<td>ENTRY DOOR DEADBOLT SENSOR shows as closed on STATUS INDICATOR but the entry door is not completely closed.</td>
<td>ENTRY DOOR DEADBOLT SENSOR indicates closed when OPEN/CLOSE SENSOR is within approximately 1/2&quot; of LOCK SENSOR. An option is to close and lock the entry door.</td>
</tr>
<tr>
<td>ENTRY DOOR DEADBOLT SENSOR shows unlocked on STATUS INDICATOR but the entry door is completely closed and locked.</td>
<td>LOCK SENSOR plunger may need to be replaced. Contact your Pella branch for service.</td>
</tr>
</tbody>
</table>
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: SO7-205Y0000  FCC ID: SO7-205Z0000
IC ID: 11009A-205Y0000  IC ID: 11009A-205Z0000

LIMITED WARRANTY

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