

## Steps to Troubleshoot the Device

You may have problems pairing your new Z-Wave device to your hub for a number of reasons. Below we've listed the most common causes along with solutions so you can quickly add your product to your network and start using it right away!

### 1. The device does not enter pairing mode

**Reason:** When you add a device, you need to put the device into pairing mode. The blue LED indicator on the device usually flashes when the device is in pairing mode.

**Solution:** Make sure the device is powered on, then quickly press the button on the device 3 times quickly to enter pairing mode.

*Note: If pairing mode is successfully entered, the LED indicator will flash. If that doesn't work, press the device buttons 3 times **faster**. If it still doesn't work, the device may be defective, so we suggest checking with tech support.*

### 2. The device has been added to the Z-WAVE network

**Reason:** For security reasons, Z-Wave devices can only join one network. This means that if a device has been paired with a different hub or joined the hub's network but was never fully configured, it cannot be added again to any other controller without first being excluded.

**Solution:**

(1) Reset the device: Turn on the switch, press the button twice quickly and then hold it for a 3<sup>rd</sup> pressing until the LED indicator dims and flashes again.

*Note: The green indicator means your reset is successful. If the reset fails, perform step (2).*

(2) Z-Wave exclusion: Use any Z-Wave hub to exclude or unpair the Z-Wave device so it can be added to your system. Since the reset steps are too complex, improper operation may not result in success. The troubleshooting process is equivalent to a Z-Wave reset and is the most effective way to resolve device pairing issues. Here are the steps to exclude devices:

a) Refer to the user manual of your z-wave controller to put the Z-Wave hub into exclude mode, and then press the button on the device 3 times **quickly** to exclude the device.

b) If the removal process does not resolve the issue, try it several times in case the command does not execute the first time.

*Note: If reset and Z-Wave exclusion still cannot solve the problem, please refer to problem 3.*

### 3. The device doesn't communicate with the hub at all

**Reason:** If your Z-Wave device is powered on and you see it go into exclude or include mode, but the hub does not acknowledge the exclude or include, the device may be out of range. Sometimes, it may also indicate that your hub is busy with background activity and cannot handle new inclusion or exclusion requests. If you're able to get the unit connected but find that it's become unresponsive in your Z-Wave app interface, it may be a range issue.

**Solution:**

(1) Try moving the device closer to your hub, or the controller closer to the device to troubleshoot any network coverage issues. If you can include the plug successfully from the new location, the previous location may be out of range.

*Note: The 700 Series or 800 Series devices rarely experience range issues, but there may be isolated cases of wireless interference that disrupt communications. Please note that Metal completely blocks radio signals, so adding a light switch from a metal box will be challenging if the hub is too far away. Other situations where signal issues may arise are with devices in boiler rooms, garages or attics, which are often located at the edge of the network. The best way to solve this problem is to limit the distance between the hub and containing devices and use signal extenders to increase network coverage. Any non-battery Z-Wave device automatically acts as a network repeater, so the more mains-powered devices you have, the more reliable a network you can build.*

(2) If the hub is too busy and cannot process new inclusion or exclusion requests quickly enough, we recommend waiting at least 15 minutes between any inclusion or exclusion attempts to give the network a chance to resolve. Sometimes it can be helpful to reboot the hub or check the overall status of the platform in case you hit the wrong timing while the system is undergoing maintenance and may experience performance issues.

#### **4. The device doesn't power on**

**Reason:** Generally speaking, the problem of the device is not power on rarely occurs. Capacitor issues may cause this problem, but we have now fixed this issue. We have checked the devices before leaving the factory, but you could check whether the button is effective by following the steps below.

**Solution:**

Turn on the switch of the device. If the load (Please make sure the load is normal) connected to the device is powered on, it means the device is powered on. If the device does not receive power, the device may be defective.

*Note: When the button on the device is turned on, the LED indicator usually lights up.*

#### **5. The Z-Wave Hub/Controller is not compatible with the device**

**Reason:** Our z-wave devices are compatible with most certified z-wave hubs. However, since there are many z-wave hubs on the market, many closed hubs have also appeared. Therefore, it is difficult to ensure that all hubs are compatible with our devices. This is usually determined by the hub manufacturer.

**Solution:**

Check the product detail page for hubs that are compatible with your device. If you're not sure whether your hub is compatible with your device, check with the manufacturer.