Device Maintenance Tips

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SECURITY SOLUTIONS

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Z-Wave Locks

Here's what you need to know regarding maintenance on your Z-Wave Smart Locks!

Batteries

Typical battery life is 6-12 months based on the motorized deadbolt being cycled 10 times a day. Lithium batteries will last twice as long. If it is time to change the batteries you may notice the lock starts to sound like it is struggling, the interior LED lights flash yellow/red or green/red, the exterior keypad flashes red, and the lock beeps 3 seconds upon entry.

We recommend using Lithium batteries. Do not use rechargeable batteries.

"Not Responding"

If your lock is not responding, then the batteries have most likely been drained. You will need to gain access to the premise through another entry and then change the batteries in the lock to power it back up. If you are not able to gain access to the premises another way, then you will need to use the key that came with the lock or call a locksmith.

Alarm.com Cameras

If your Internet service provider or router has been upgraded or changed, then your camera will show as not responding and will need to be relearned back into your system. To reconnect your camera, please reference the Alarm.com App or website and login. Visit "Get camera reconnected to WiFi".

Z-Wave Thermostat Batteries

These are easy to change yourself. However, we can send out a technician for battery replacements for a service fee and equipment cost.

“Panel Low Battery”

When a panel has a low battery, we do not recommend our clients replacing these themselves. We do recommend that a technician go onsite to swap this out due to the complicated process. Many times if the steps are not performed properly, then you run the chance of frying your panel or not clearing the trouble condition from the system.

OUR MOST COMMON BATTERIES ARE:

CR123A Can be purchased at most hardware stores
CR2032 Can be purchased at most hardware stores
AA Common to locate at most stores
AAA Common to locate at most stores

Motion Detectors, Door/Window Contacts, Glass Breaks and Firefighters

These are easy to change yourself. However, we can send out a technician for battery replacements for a service fee and equipment cost.

Smokes Detectors and Carbon Detectors

Both Smoke Detectors and Carbon Detectors come with expiration dates. These devices range anywhere from five to ten years. If these devices ever go into a malfunction state then first check if it is outside of the expiration. The expiration date is printed on a label on the device. If the device has expired then a replacement device would need to be purchased and would need to be relearned back into your system. If a low battery, then these are easy to change yourself. However, we can send out a technician for battery replacements for a service fee and equipment cost.

Take Over Module

If you have a hardwired alarm system and you see numerous devices reporting low batteries, then you most likely have a low take over module. A take over module is designed to connect multiple devices under one backup battery. We do not recommend our clients replacing these themselves. We do recommend that a technician go onsite to swap this out due to the complicated process.

Important things to know about your system

Cobwebs, balloons, and HVAC systems blowing around loose items can cause false alarms

Keep motion detectors clear of these items to avoid false alarms.

Windows and doors not fully shut can cause false alarms or bypass

Be sure windows and doors are fully closed before arming your system.