User Manual

Link+ Pro Heat Alarm

Model: XH02-M



Link+ Pro

Thank you for purchasing this heat alarm. This user manual contains important information on installing and operating this heat alarm. Please read this user manual before installation or operation, and save it for future reference.

Introduction

This heat alarm uses an NTC thermistor to monitor temperature changes that may be caused by a fire. The faster the temperature rises, the faster the alarm responds to the fire. It is widely used in environments where there are false alarms from cooking fumes, dry ice, or dust, so it can be installed in locations such as attics, garages, and kitchens. This device is Class A1 certified and activates when the temperature reaches a preset range of 129°F (54°C) to 149°F (65°C).

This heat alarm supports Link^{+} Pro. Please note the following:

1. Only devices that are advertised as supporting Link^{+} Pro can be connected to the app via the base station.
2. Link^{+} Pro supports both base station connection and a customizable wireless network as separate networks. You can only connect a device to one of them at a time. If you connect them to the base station, you'll receive app notifications but lose the customizable wireless network. Choosing the customizable wireless network means disconnecting from the base station and losing app notifications. Wireless interconnection is supported regardless of your choice.
3. This device can be interconnected with other Link^{+} series devices to create a customizable wireless network.
4. Switching between the base station and customizable wireless network is simple and can be done at any time by following the corresponding adding method.
5. Please note that the interlinked test function is not supported by the base station.

Product Features

Visual and Audible Alerts
During an emergency, the unit will alarm at 85 dB within a distance of 10 ft (3 m), and the LED will flash red in sync with the alarm tone.

Battery Operated
A long-life lithium battery sealed inside the alarm ensures a 7-to-10-year lifetime in standby condition (7-year with base station SBS50 and 10-year connected as wireless interconnected network).

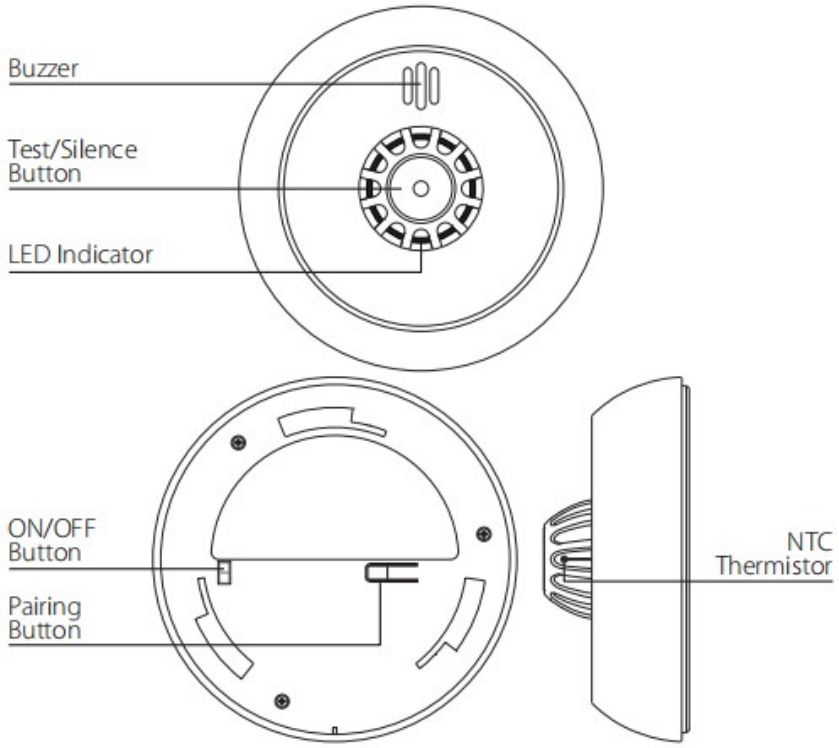
Silence Mode
Temporarily silence an unwanted alarm by pressing the test/silence button. The LED flashes red every 5 seconds to remind you that the heat alarm has been silenced. Press the test/silence button again to exit the silence mode or wait 9 minutes for the alarm to automatically exit the silence

mode.

Low Battery & Malfunction Warning

This alarm provides a full audible-visual warning when the battery is low or if there is any malfunction. The alarm beeps once and the LED flashes red every 60 seconds when the battery is low. The alarm beeps twice and the LED flashes red every 60 seconds when the alarm is in malfunction.

Product Profile



Buzzer
Test/Silence Button
LED Indicator
ON/OFF Button
Pairing Button
NTC Thermistor

ON/OFF Button

The ON/OFF button on the back of the alarm is used to turn on/off the heat alarm.

Powering On

1. Switch the ON/OFF button to the ON position to turn on the device when not mounted to the mounting bracket.
2. The device will automatically power on after being mounted to the mounting bracket.

Package Contents

1 × Alarm Unit
1 × Mounting Bracket
2 × Screws
2 × Anchor Plugs
1 × User Manual

Safety Information

IMPORTANT!
1. DANGERS, WARNINGS, AND CAUTIONS ALERT YOU TO IMPORTANT OPERATING INSTRUCTIONS OR TO POTENTIALLY HAZARDOUS SITUATIONS. PAY SPECIAL ATTENTION TO THESE SITUATIONS.
2. THIS ALARM IS NOT INTENDED TO ALERT HEARING IMPAIRED INDIVIDUALS. THE USE OF ALCOHOL OR DRUGS MAY ALSO IMPAIR ONE'S ABILITY TO HEAR THE HEAT ALARM.
3. THIS DEVICE DOES NOT DETECT SMOKE, CARBON MONOXIDE OR OTHER HAZARDOUS GASES.

WARNING!
1. NEVER IGNORE ANY ALARM. FAILURE TO RESPOND CAN RESULT IN SERIOUS INJURY OR DEATH.
2. THE SILENCE FEATURE IS ONLY FOR YOUR CONVENIENCE AND WILL NOT CORRECT A PROBLEM. ALWAYS CHECK YOUR HOME FOR A POTENTIAL PROBLEM AFTER ANY ALARM. FAILURE TO DO SO CAN RESULT IN INJURY OR DEATH.
3. TEST THIS HEAT ALARM ONCE A WEEK. IF THE ALARM EVER FAILS TO TEST CORRECTLY, REPLACE IT IMMEDIATELY! IF THE ALARM CANNOT WORK PROPERLY, IT WILL NOT ALERT YOU TO A PROBLEM.

Device Setup

Download the X-Sense Home Security App





To download the **X-Sense Home Security** App, scan the QR code or search for **"X-Sense Home Security"** in the Apple App Store or Google Play Store. Sign up with a valid email address. If you already have an account, make sure the app is updated to the latest version.
Note: Make sure your smartphone supports iOS 11 and higher, or Android 8.0 and higher.

Before connecting devices, make sure that:
1. You know your Wi-Fi network name and password.
2. You are connecting your devices using a 2.4 GHz Wi-Fi network (incompatible with 5 GHz Wi-Fi network).
3. Make sure the Bluetooth on your phone is turned on.
Note: When the device is configured via Wi-Fi, make sure your mobile phone and devices are as close to the router as possible, which can speed up device configuration.

Connect the Link$^+$ Pro Heat Alarm to the Base Station

The Link$^+$ Pro Heat Alarm can be connected to the base station through the wireless network. When the alarm is connected to the base station, you can receive push notifications wherever you are to stay informed of the device status, and to silence an alarm from your smartphone.
Note: Before adding devices to the system, make sure the base station has been successfully added to the app.

1. Tap "⊕", select "Heat Alarms", and then select "Link$^+$ Pro Heat Alarms (working with SBS50 Base Station)" in the product list. Then, tap "Next" to enter the pairing page.
2. Follow the prompts on the page by pressing the pairing button twice on the back of the heat alarm until the LED flashes green rapidly, indicating that the device is waiting to connect to the Wi-Fi.
3. Tap "Next" to add the device. You will hear "Ready to add the device."

4. After successfully connected, you will hear “Device added” and the “Device added” page will appear. Then you can find the heat alarm in the device list.
5. If you want to add multiple devices into the system, please repeat the above steps.
NOTE: If you fail to add the alarm to the network within 60 seconds, the device will automatically exit the network configuration. To re-enter the network configuration, you need to repeat the above steps.

Interconnect the Alarms Without Adding to the Base Station

If you don’t want to add the heat alarms to the base station, you can connect the heat alarms using RF technology to create an interconnected alarm system. However, you will no longer be able to receive push notifications on your phone from the X-Sense Home Security app.
Note: The XH02-M heat alarms can be connected to the X-Sense Link^{+} Pro and Link^{+} wireless alarms using wireless interconnection without being connected to the base station.

How to Set Up and Interconnect Wireless Alarms

All X-Sense wireless interlinked alarms contain a built-in RF module that enables you to wirelessly connect 2 or more interlinked alarms and create an interlinked network. When one unit is triggered, all interconnected alarms will sound. The X-Sense wireless interconnected alarms contain wireless interlinked smoke alarms, wireless interlinked heat alarms, wireless interlinked carbon monoxide alarms, and wireless interlinked combination smoke and carbon monoxide alarms. This model is designed to be wirelessly interlinked with other X-Sense wireless alarms, but is not designed to communicate with wireless interlinked alarms from other manufacturers.

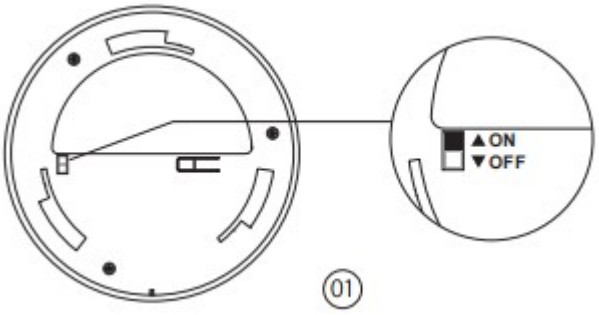
The wireless interlinked alarms in one multi-pack have already been interconnected to each other, so the alarms in each multi-pack have their own independent interlinked network. If you have more than one multi-pack, you will need to connect them all to the same network, but you do not have to disconnect each alarm individually. Choose one multi-pack as your base network and connect the other multi-packs to it.

NOTE: The following instructions regarding wireless interconnection are applicable to X-Sense Link^{+} Pro and Link^{+} wireless interlinked alarms only.

How to Interconnect

1. Make sure you only work with 2 units at a time, and that they are both turned on to ensure successful connection.

   NOTE: To turn on the alarm, switch the ON/OFF button to the ON position. To learn how to turn on different models of wireless interlinked alarms, please refer to their specific user manuals for more details.



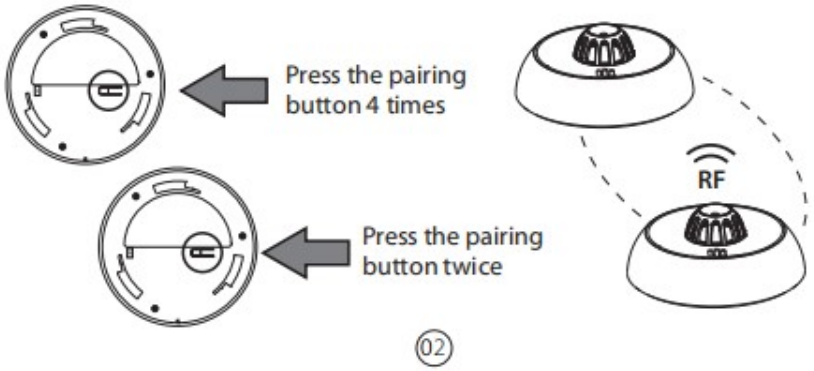
2. Quickly press the pairing button on the back of one of the 2 units 4 times; it will beep once and the LED will flash green slowly, indicating it has entered pairing mode and is waiting for a new unit to be added. Quickly press the pairing button on the other unit twice; it will beep once and the LED will flash green rapidly, indicating it is searching for a unit to connect to.

3. After the search is successful and an interconnected group is created, both units will beep once and automatically exit the interconnection mode. At this point, both units will only flash once every 60 seconds, indicating they are in normal standby mode.

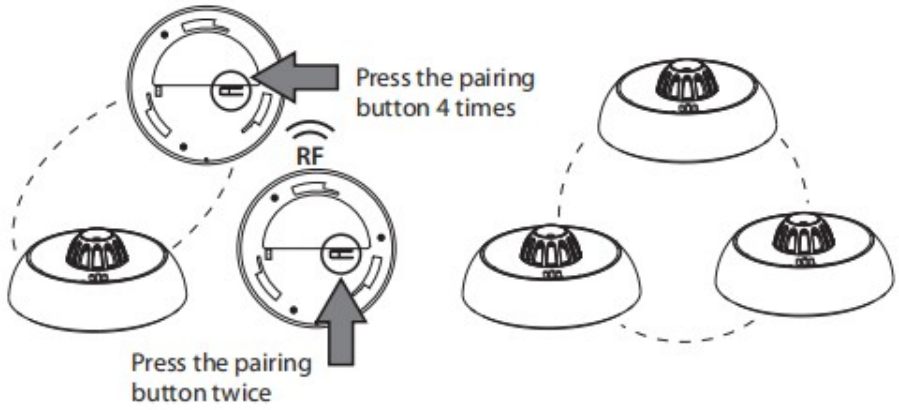
4. If you want to connect a third alarm to this group, first activate the new device according to its operating instructions, and then quickly press the pairing button on either of the 2 previously interconnected units 4 times. This unit will beep once and the LED will flash green slowly, indicating it is ready to add a new device to the network. Next, quickly press the pairing button on the new unit twice, and the LED will flash green rapidly as it searches for a network to connect to. After the third unit successfully joins the interconnected network, both units will beep once and automatically exit the interconnection mode.

5. If you want to connect more units, simply repeat step 4. Up to 24 alarms can be interconnected this way. **To ensure that all alarms enter the same interlinked network, make sure you only work with 2 units at a time—one unit enters the pairing mode and the other unit enters the searching mode.**

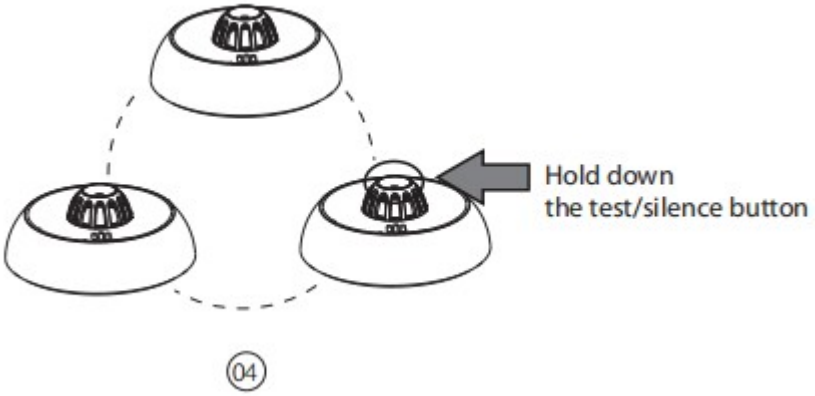
6. Test the alarms according to the steps in the section “Alarm Test”.



02



03



04

Press the pairing button 4 times

Press the pairing button twice

RF

Hold down

NOTES

1. ***The alarm will enter the searching mode or the pairing mode for 60 seconds with the LED flashing green. After 60 seconds, repeat step 2 to connect the alarms. If needed, press the pinhole pairing button once while the alarm is in the searching mode or the pairing mode, and the LED will stop flashing red and the alarm will quit the pairing mode to enter normal status.***
2. ***Test all wireless alarms to ensure they are interconnected before installation.***
3. ***A maximum of 24 wireless alarms can be interconnected on the same network.***
4. ***The model can only be interconnected with other X-Sense Link+ Pro and Link+ wireless interlinked alarms.***

How to Disconnect

Quickly press the pairing button 4 times; the alarm will beep once. Then, hold down the pairing button until the unit beeps once more to disconnect. After disconnecting, it can be reconnected to the same network, or added to a new network.

NOTE: The X-Sense Link+ Pro wireless interlinked alarms in one multi-pack have already been interconnected. To create a new network, you will first need to disconnect each alarm individually in this multi-pack to avoid having them all join the same network.

Alarm Test

Be sure to test your alarms when you turn them on for the first time, or when the group configuration has changed. In addition to the weekly tests you should perform, it is recommended to test the alarm after returning from a long trip or vacation.

If your X-Sense alarm is interconnected to other X-Sense wireless alarms, we recommend that every individual alarm is tested during the weekly test.

	Test a single alarm	**Test all interconnected alarms**
Action	Press the test/silence button. Or tap the Device Test button in its Device Settings page in the app.	Hold down the test/silence button.
Indication	• The alarm will beep 3 times every 4 seconds. • The LED will flash red 4 times every 4 seconds. • After testing, the alarm will automatically enter standby mode.	• The initiating unit will beep continuously with the LED flashing red. • Other interconnected units in the network will receive the signal after 5 seconds, then they will beep continuously with the LED flashing red and green successively.

		Release the test/silence button and all the units will stop testing. • The testing of the units should be completed within 3 minutes. • After testing, the units will automatically enter standby mode.

NOTE:

1. The devices connected to the base station can only be tested individually. The interconnected devices that are not connected to the base station can be tested by holding down the test/silence button on one of the devices.

2. The test function accurately tests the alarm's heat sensing circuit without the need to test with fire. If your alarm fails to emit an audible test signal, refer to the troubleshooting guide at the end of this manual immediately. Never use an open flame to test this device.

Location and Placement

The installation of heat alarms is part of a fire alarm system and is used in conjunction with smoke alarms but not as a substitute for the functions of smoke alarms. Heat alarms are suitable for installation in the following locations:

• Where possible smokeless fire may occur;

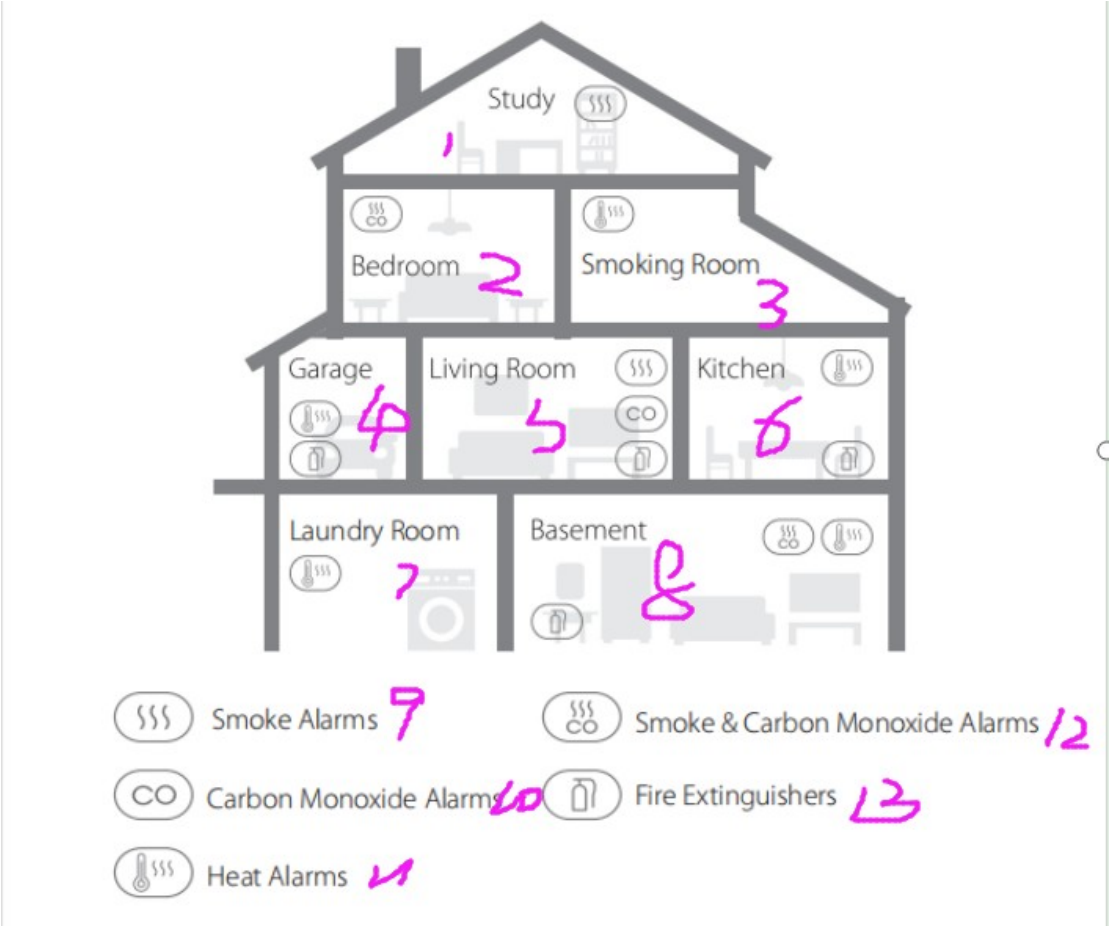
• Where a lot of dust and dirt are accumulated;

• Places where smoke or vapor is trapped under normal conditions, such as smoking rooms;

• Kitchens, boiler rooms, generator rooms, drying rooms, and other places where smoke alarms should not be installed;

• Other places where no one stays and is not suitable for installing smoke alarms, but an alarm is needed when a fire occurs.

NOTE: This product is suitable for indoor use such as in kitchens, attics, drying rooms, laundry rooms, smoking rooms and where smoke alarms should not be installed.



1. Study
2. Bedroom
3. Smoking Room
4. Garage
5. Living Room
6. Kitchen
7. Laundry Room
8. Basement
9. Smoke Alarms
10. Carbon Monoxide Alarms
11. Heat Alarms
12. Smoke & Carbon Monoxide Alarms
13. Fire Extinguishers

Location in Your Home

To effectively protect against fire hazards, we recommend installing a complete fire protection system:

- On every level of your home, including finished attics and basements
- Inside every bedroom or adjacent hallway to every sleeping area. If a room or hallway is

longer than 40 feet (12 m), install a device at each end

- In every room containing a fuel-burning appliance
- In all rooms, hallways, and storage areas where the temperature is usually between 40-100°F (4.4-37.8°C)

IMPORTANT:

The intended primary use of these heat alarms is in single-family homes. For use in other applications, the manufacturer's advice should be sought.

Placement on a Wall or Ceiling

When heat alarms are installed in a room, the most effective mounting location for the heat alarm is on the ceiling in the center of the room. The alarm should be at a distance less than 17.4 ft (5.3 m) from the farthest wall, door to any room in which a fire might start, and the next heat alarm.

1. Prioritize the installation of a heat alarm in the kitchen and furnace room, and make sure you can hear the alarm from all sleeping areas. If you have a lot of rooms, make sure you have heat alarms installed in your hallways and attics.

2. Install heat alarms in every room where a smokeless fire may occur.

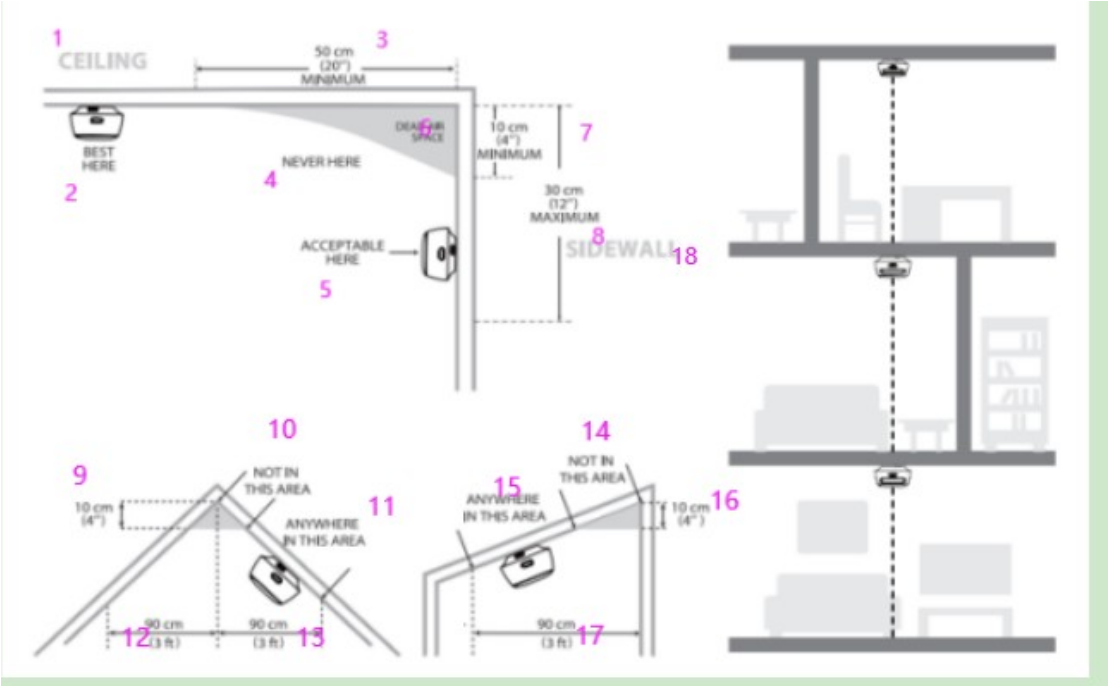
3. Heat, smoke and anything burning will spread horizontally after rising to the ceiling, so install the alarm in the middle of the ceiling where possible. Ensure that the alarm is installed at the minimum distance away from the corner.

4. If an alarm cannot be installed in the middle of a ceiling, install it at a distance of 20 inches (50 cm) away from the corners of the room.

5. If an alarm is installed onto a wall, a distance of 4-12 inches (10-30 cm) should be kept below the ceiling.

6. If the length of a room or hall is beyond 30 feet (900 cm), several alarms should be installed in the same room.

7. When the wall or ceiling is angled, the alarm needs to be installed within 3 feet (90 cm) of the highest wall or ceiling point (measured horizontally) in the room.



1. CEILING
2. BEST HERE
3. 50 CM (20”) MINIMUM
4. NEVER HERE
5. ACCEPTABLE HERE
6. DEAD AIR SPACE
7. 10 CM (4”) MINIMUM
8. 30 CM (12”) MAXIMUM
9. 10 CM (4”)
10. NOT IN THIS AREA
11. ANYWHERE IN THIS AREA
12. 90 CM (3 FT)
13. 90 CM (3 FT)
14. NOT IN THIS AREA
15. ANYWHERE IN THIS AREA
16. 10 CM (4”)
17. 90 CM (3 FT)
18. SIDEWALL

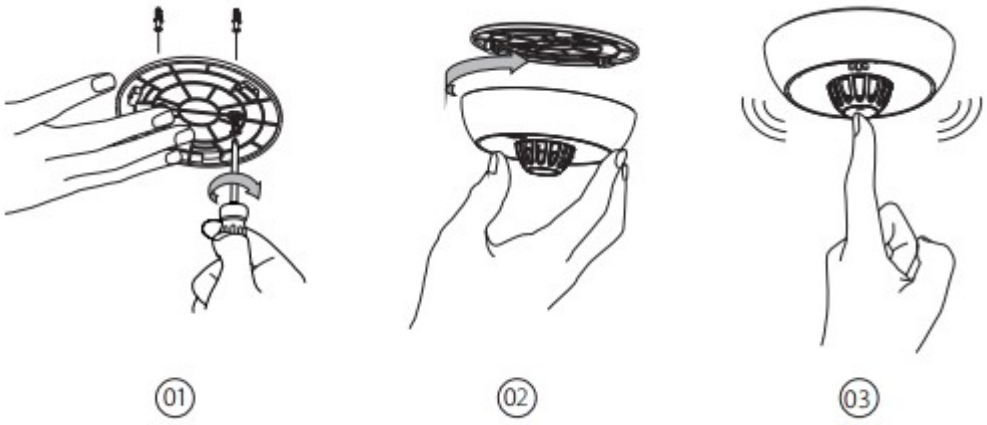
NOTE: If you install the alarm on a sloped ceiling, place it at least 4 inches (10 cm) from the peak. Keep the device at least 5 feet (1.5 m) from potential heat sources such as stoves, furnaces, water heaters, and space heaters.

Locations to Avoid

Improper location can have a negative impact on device performance and may cause false alarms. To promote accurate detection and full protection of your home, do not install this heat alarm:
• In areas where temperatures may be below 40ºF (4°C) or above 100ºF (37.8°C).
• In front of forced air ducts for heating and air conditioning systems, near ceiling fans, or other high airflow areas.
• Near fluorescent lighting—the heat generated by fluorescent lighting may cause a false alarm.

Installation

1. Use the mounting bracket to mark the screw holes on the ceiling or the wall.
2. Drill holes at the 2 marks using an appropriately-sized drill bit. Insert the anchor plugs and screw the mounting bracket using the screws provided.
3. Attach the alarm to the mounting bracket and turn clockwise to lock the alarm.
4. Test the alarm.



LED Indicator and Audible Alarm

Status		**LED Indicator**	**Audible Alarm**	**Action**
Standby Mode		The LED flashes green once every 60 seconds.	None.	
Alarm Mode	Unit that detects	The LED flashes red 4 times	3 beeps every 4	The alarm detects heat from

	heat and initiates an alarm.	every 4 seconds.	seconds.	high temperatures, and this could mean there's a fire indoors.
	All other interconnected units in the network.	The LED flashes red and green 3 times sequentially every 4 seconds.	3 beeps every 4 seconds.	Dangerous smoke concentration is detected by the initiating unit in the network. Please find the initiating unit and take action.
		The LED flashes red 4 times, then the LED flashes green once every 5.8 seconds.	4 quick beeps repeating every 5.8 seconds.	Dangerous CO concentration is detected by the initiating unit, and has reached the alarm status. Please find the initiating unit and take action.
		The LED flashes green once every second for 5 seconds.	None.	Alarm cancellation: When the temperature drops below the alarm threshold, the alarm signal will stop. Then, the alarm goes back to the standby mode.
Test Mode	Test a single unit.	The LED flashes red 4 times every 4 seconds.	3 beeps every 4 seconds.	• Press the test/silence button. • Tap the Device Test button in the app (for devices connected to the base station).
	Test all interconnected units.	The LED flashes red rapidly.	Continuous beeping until you release the test/silence button.	Initiating unit. Hold down the test/silence button on one unit in the network.
		The LED flashes red and green sequentially.		Other interconnected alarms in the network.
Silence Mode		The LED flashes red once every 5 seconds.	None.	After 9 minutes, the unit will exit silence mode.
Low Battery		The LED flashes red once every 60 seconds.	1 beep every 60 seconds.	Replace the unit immediately.
Malfunction		The LED flashes red twice every 60 seconds.	2 beeps every 60 seconds.	Replace the unit immediately.

Alarm Mode

For devices connected to the base station:

· When an alarm is triggered, an in-app message will appear and an alarm push notification will be sent to your smartphone.

· When one alarm is triggered, all devices connected to the system and the base station will sound an alarm simultaneously.

· The base station will automatically mute after 10 minutes of continuous alarm. After the base station stops the alarm, all devices in the interconnected system will still alarm.

· In the case that the base station powers off and is disconnected from the network, all devices are still interconnected, so when one alarm is triggered, all will go off.

· The volume level of the base station is adjustable. The alarms and base station can be remotely muted through the app. An app push notification will be sent to your phone when the temperature drops below the alarm threshold.

1. If the Initiating Unit Is Triggered by Smoke/Heat:

When one smoke/heat alarm is triggered in the interconnected network, the unit will beep 3 times, paired with the LED that flashes red every 4 seconds. Any other interconnected units will follow suit—they will beep 3 times every 4 seconds, paired with the LED flashing red and green in succession.

2. If the Initiating Unit Is Triggered by CO:

When one CO alarm is triggered in the interconnected network, the unit will beep 4 times every 5.8 seconds, paired with the LED flashing red. Any other interconnected units in the network will follow suit—they will beep 4 times every 5.8 seconds, paired with the LED that flashes red 4 times first, followed by the LED that flashes green once with every beep. When the CO concentration level drops below the alarm threshold, the alarm will cease.

NOTES

1. When one unit is triggered, other interconnected units will sound. If the smoke alarm, heat alarm, and CO alarm in the network are all triggered at the same time, the alarm signal of the smoke alarm will take priority, followed by the heat alarm and CO alarm.

2. This alarm has a relay function that extends the wireless interconnected network for wide detection coverage.

Silence Mode

You can silence the device by pressing the test/silence button on the device or tapping the silence button in the app.

If you press the silence button during an alarm state, the unit will be in the silence mode for 9 minutes. During the silence mode, the LED will flash red once every 5 seconds. The alarm will enter the normal mode after 9 minutes.

NOTES

- ***You can silence all interconnected units by pressing the test/silence button on one of the units. If one unit is still alarming, it is the initiating unit (the unit that detected danger); to silence all interlinked units, you must also press the test/silence button on the initiating unit.***
- ***While interconnected, the initiating unit cannot be triggered again during the 9-minute silence duration. However, all other interconnected units can be triggered again if they detect danger during the silence mode.***

Technical Specifications

Power Supply	Connected to base station: 7-year sealed lithium battery (non-replaceable) Not connected to base station: 10-year sealed lithium battery (non-replaceable)
Sensor Type	NTC thermistor
Heat Sensitivity	129–149°F (54–65°C)
Safety Standard	BS 5446-2:2003
Operating Temperature	40–100°F (4.4–37.8°C)
Operating Relative Humidity	≤ 85% RH (non-condensing)
Alarm Loudness	≥ 85 dB at 10 ft (3 m) @ 3.2 ± 0.3 kHz pulsing alarm
Silence Duration	About 9 minutes
Operating Frequency	868 MHz
Maximum Number of Interconnected Units	24 wireless units (only compatible with X-Sense Link^{+} Pro and Link^{+} wireless alarms)
Transmission Range	Over 820 ft (250 m) in open air

NOTES

1. ***Battery life is calculated on the current ratings in the standby mode with weekly testings. If its operation mode changes to an alarming condition, the battery life will be decreased accordingly.***
2. ***The heat alarm functions between 40 and 100°F (4.4 and 37.8°C). Prolonged exposure to temperatures outside of this range can reduce battery life and affect accuracy. We do not recommend operating the device outside of this range.***

Maintenance

To keep your heat alarm in good working order, follow these simple steps:

1. Verify the unit's alarm sound and indicator are working properly by testing the unit once a week.
2. As a minimum your heat alarm should be cleaned once every 3 months: Remove the unit from the ceiling and clean the alarm cover and vents with your vacuum cleaner fitted with the soft brush attachment to remove dust and dirt.
3. Never use detergents or other solvents to clean the unit.
4. Avoid spraying air fresheners, hair spray or other aerosols near the alarm.
5. Do not paint the unit. Paint will seal the vents and interfere with the sensor's ability to detect fire.
6. Never attempt to disassemble the unit or clean inside. Doing so will void your warranty.
7. When removed, place the heat alarm back in its proper location as soon as possible, to assure continuous protection from fire.
8. When household cleaning supplies or similar contaminants are used, the area should be ventilated.

Troubleshooting

Problems	**Cause**	**Solution**
The alarm does not sound during a test.	The device does not turn on.	Switch the button on the back of the device to the ON position, then attach it to the mounting bracket properly before conducting the test.
	You don't push the test/silence button firmly.	Make sure you push the test/silence button firmly.
When the test button is held down, only one alarm sounds and the other interconnected alarms do not respond.		● When connected to a base station, holding down the test button only tests a single device. ● When connected to a wireless interconnected network, holding down the test button will test all devices in the network. ● When exited from the wireless interconnected network, holding down the test button only tests a single device.

		● A short press on the test button will always test a single device.
False alarms triggered intermittently.	The device is improperly installed.	Install the device in a proper position. Check the location of your alarm (see "**Location and Placement**").
	The device is clogged by dirt and dust.	Clean the device periodically (see "**Maintenance**").
	Install too close to a heat source.	Do not install too close to a heat source.
It is unclear how to judge which alarm is triggered first.	Connecting to the base station.	View through the app; only the initiating alarm will be displayed as being triggered, and the other alarms will not.
		Press the app's Locate button or base station button in alarming mode to mute the base station and all passive devices, leaving only the initiating device alarming.
		In the alarming mode, press the test/silence button on any of the devices. If all other alarms are muted, the device you pressed is the source alarm, if not, then the source alarm is the one you will hear continuing to alarm. You need to press the test/silence button to silence the initiating alarm.
		Pressing the app's Silence button can mute the base station and all devices. The initiating alarm keeps flashing red.
	Wireless interconnected network.	In the alarming mode, press the test/silence button on any of the devices. If all other alarms are muted, the device you pressed is the source alarm, if not, then the source alarm is the one you will hear continuing to alarm. You need to press the test/silence button to silence the

		initiating alarm.
The previous set location is forgotten.	None.	Go to the device page in the app, where you will find the location displayed in the details.
		Remove the device from the mounting bracket and press the Location button on the back. Then the device will report the current location. If you need to reset the location, press the Location button again, and follow the instructions and voice prompts.
The alarm cannot be added to the base station.	The alarm did not enter pairing mode.	Quickly press the pairing button twice on the alarm until it flashes green rapidly, indicating it has entered pairing mode.
The base station failed to connect to the network.	The entered Wi-Fi name and/or password are wrong.	Enter the correct Wi-Fi name and password.
	The phone Bluetooth is not turned on.	Turn on the phone's Bluetooth.
	The base station is not entering pairing mode.	Press and hold the Pair button on the base station for 5 seconds and the LED will flash yellow while entering pairing mode.
The alarm volume of the base station is low.	The alarm sound is set to low.	Go to "Base Station Alarm Volume" in the "Sound Settings" option to adjust the alarm sound.
The app push notification is delayed or there are no push alerts.	The app push notification permission is disabled.	Turn on the push notification permission on the phone.
	The base station is not within the network coverage of the router.	The distance between the base station and the router should be within 170 ft (50 m). Please ensure that the base station is always within the network coverage of

		the router.
	The communication between the alarm and base station is not stable or they are too far apart.	Reduce the obstacles between the alarm and base station. The maximum distance between the alarm and the base station in an open environment is 1,700 ft (500 m).
	The network connection of the router and the mobile phone is abnormal.	Make sure the network connection of the router and the mobile phone is working normally.
App prompts operation failure.	The battery ran out.	Replace the device.
	The base station is not within the network coverage of the router.	The distance between the base station and the router should be within 170 ft (50 m). Please ensure that the base station is always within the network coverage of the router.
	The communication between the alarm and base station is not stable or they are too far apart.	Reduce the obstacles between the alarm and base station. The maximum distance between the alarm and the base station in an open environment is 1,700 ft (500 m).
	The network connection of the router and the mobile phone is abnormal.	Make sure the network connection of the router and the mobile phone is working normally.
The app shows that the base station is offline.	The base station's Wi-Fi connection is disconnected.	Make sure that the router network connected to the base station is working normally.
	The base station is powered off.	Check that the base station is properly connected to the power supply.
The app shows that the alarm is offline.	The communication between the alarm and the base station is blocked or the distance is too far.	Reduce the obstacles between the alarm and the base station. The maximum distance between the alarm and the base station is 1,700 ft (500 m) in an open

		environment.
	The battery ran out.	Replace the device.
When the device triggers an alarm, the base station alarms for a period and then automatically mutes, while the device continues to sound the alarm.		To prevent the base station alarm from causing disturbance, the base station automatically mutes after continuous alarming for 10 minutes. The base station muting does not affect the ongoing alarm from the device.
The LED flashes yellow once every 60 seconds with one beep.	Low battery.	The battery is low. Push the Test/Silence button once to silence for 10 hours. **Replace the device immediately.**
The LED flashes yellow 2 times every 60 seconds with 2 beeps.	Malfunction.	The alarm is malfunctioning. Please clean your alarm (see "**Maintenance**"). If the problem still occurs, **replace the alarm immediately.**

Environmental Protection

Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with Local Authority or retailer for recycling advice.



Manufacturer and Service Information

X-Sense Innovations Co., Ltd.

Address: B4-503, Kexing Science Park, 15 Keyuan Road, Shenzhen, 518057, CHINA

Email: support@x-sense.com

Product Battery Specifications

Feature	Value
Product Code	ZASXS00128WEU
EAN Code	810194780745
Battery Category	Portable battery of general use
Battery Type	Portable lithium batteries (other than button cell)
Contains Cadmium/Lead (>0.002% Cd, >0.004% Pb)	-
Battery weight net (kg)	0.01656
Rated capacity (mAh)	1600
Power (kWh)	0.003