



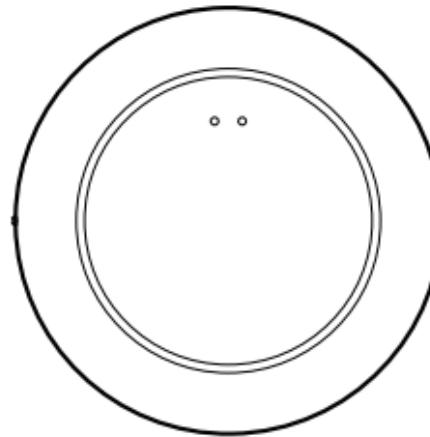
Scan the QR code to view the product model.



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X-SENSE



SWS0A

User Manual

Smart Water Leak Sensor

Contents

English 01-23



Español/Italiano/Nederlands:
Scan QR code to check more details.

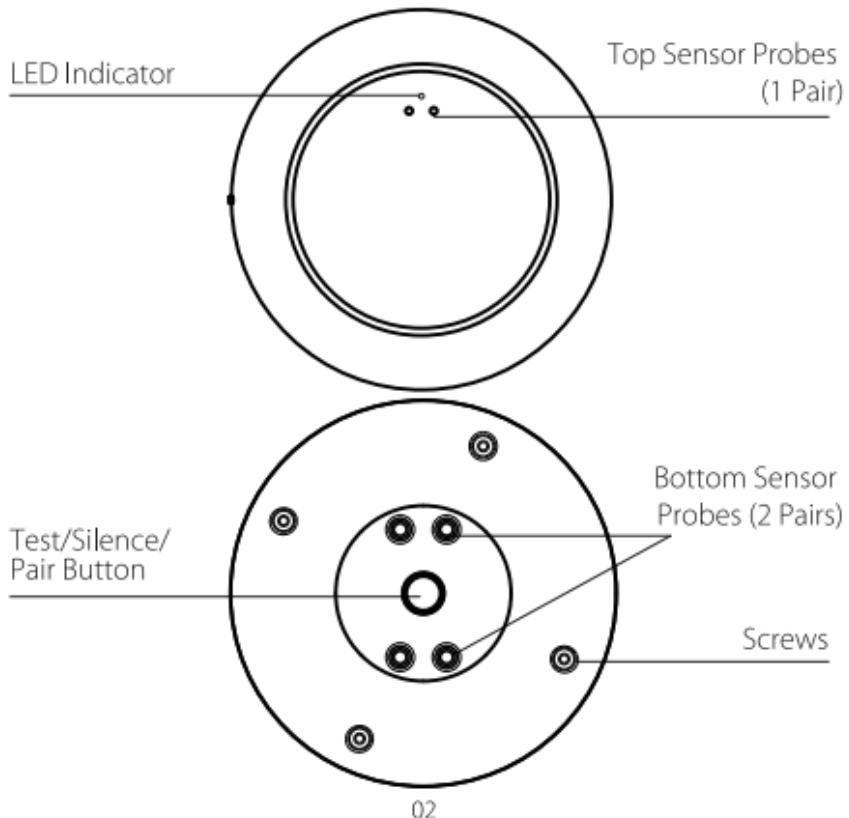
English

This user manual contains important information about your water leak sensor's operation. To ensure proper use and trouble-free operation, please read this manual carefully and store it in a safe place for future reference.

Introduction

This water leak sensor, designed with an ultra-thin profile, will be triggered whenever it comes into contact with water. It can be placed near common household water sources like a dishwasher, hot water heater, or washing machine. This water leak sensor can be connected to the SBS50 base station via the X-Sense Home Security app using Wi-Fi. When the device detects water leaks, a push notification will be sent to your smartphone from the app so that you can take action immediately.

Product Overview



Package Contents



Device Setup

Download the X-Sense Home Security App



Download on the
Apple App Store



GET IT ON
Google Play

Note: Make sure your smartphone supports iOS 11 and higher, or Android 8.0 and higher.

To download the X-Sense Home Security app, scan the QR code below or search for "X-Sense Home Security" in the Apple App Store or Google Play. Sign up with a valid email address. If you already have an account, make sure the app is updated to the latest version.

Before connecting devices, make sure that:

1. You know your Wi-Fi network name and password.
2. You are connecting your device 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.

Connecting the Water Leak Sensor to the Base Station

The water leak sensor connects to the base station through the wireless network. When the sensor 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.

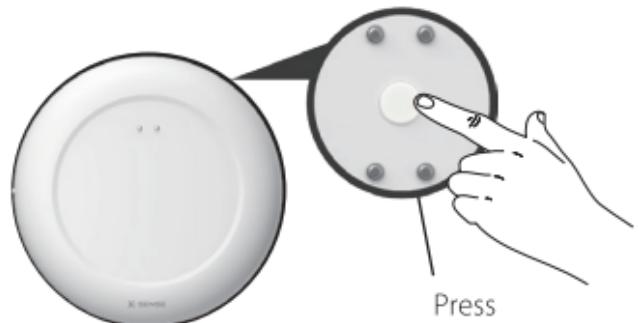
1. Tap “⊕” and select “Water Leak Sensors” in the product list. Then select “SWS0A”. Then, tap “Next” to enter the pairing page.
2. Follow the prompts on the page by pressing the Test/Silence/Pair button twice on the bottom of the water leak sensor until it flashes blue rapidly, indicating that the device 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 water leak sensor in the device list.

NOTE: If you fail to add the water leak sensor 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.

Testing the Device

When the water leak sensor is successfully added to the base station, you must test the device to ensure it is operating normally.

Press the Test button on the bottom of the device, or you can open your smartphone app and go to the "Device Settings" of the water leak sensor. Then tap "Device Test" to test the device. The LED will flash red 3 times. You will receive a push notification on your smartphone, indicating that the device is functioning properly.



Installing Your Device

Installation Location

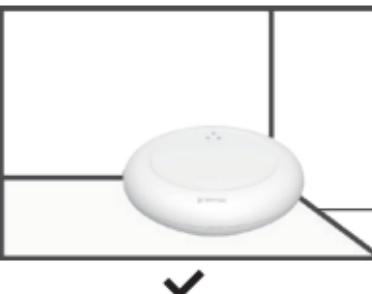
You can use the device near places where water leaks are likely to occur such as near water pipes, basement sump pumps, dishwashers, washing machines, toilets, water heaters, window wells, etc.

Installation Method

This sensor can simply be placed on a flat surface.

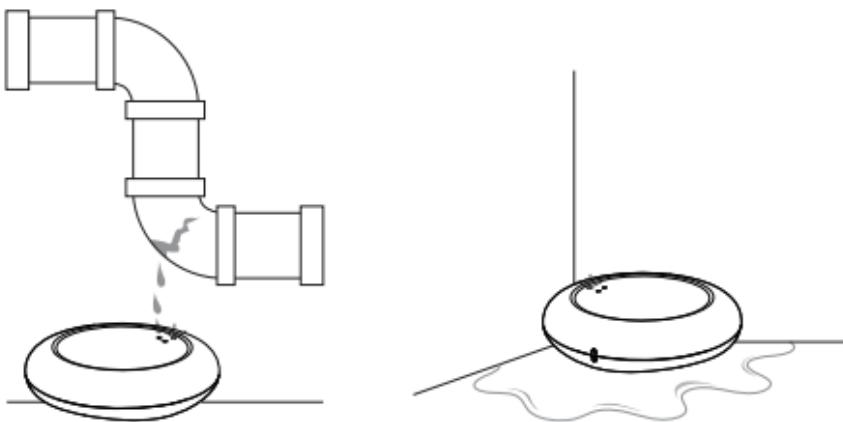
Note

1. Do not place the device upright, otherwise no alarm will be triggered.
2. Do not place the device on uneven surfaces as this may cause false alarms.



Water Leak Detection

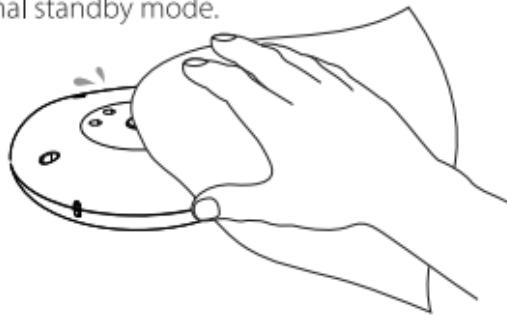
This water leak sensor is used to detect water leaks and floods. When water is detected, an immediate push notification is sent to the app, the LED flashes red rapidly, and the base station sounds an alarm. The user can choose to mute the base station or select "Remind Me Later" via the app. If the user takes no action and the water leak sensor continues to detect water, the LED flashing will persist until the battery is depleted.



Note: When a water leak stops, you will receive an "Alarm Ended" push notification on your phone from the app.

Silencing the Device

When the device is triggered, simply press the Silence button on the water leak sensor or base station to mute the base station, or tap Silence button to mute using the app. If water is no longer on the device during the silent period, an app push notification will be sent to your phone. If the device is still soaked in water after being silenced, the alarm and push notification will not be repeated. After the water leak sensor is taken out of the water and wiped dry, the app push notification will be enabled, and the water leak sensor will return to normal standby mode.



Unique Features

Remind Me Later: When the device is triggered, "Remind Me Later" will appear on your phone from the app. You can set a "Remind Me Later" timer to silence the water leak sensor and base station for a period of time (10 minutes/30 minutes/2 hours/6 hours/12 hours).

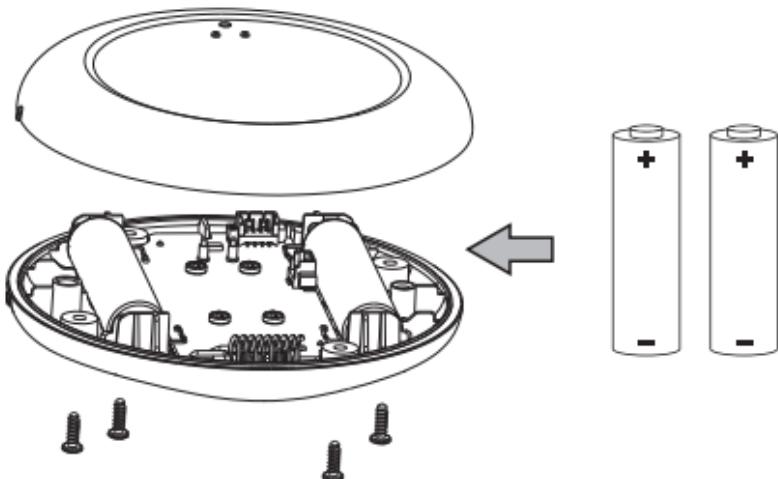
When the timer is up, if the sensor still detects a water leak, it will resend alerts. If the water leak stops while the timer is running, you'll also be notified. The "Remind Me Later" function can be disabled at any time. This feature can be used to remind you to resolve a water leak at a later time.

Low Battery Mode

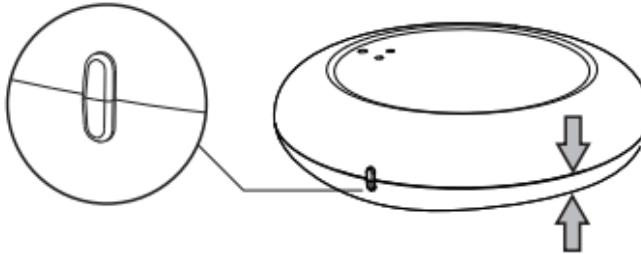
When the battery is low, the LED indicator will flash red once every 60 seconds. Your app will warn you with a low battery notification.

Battery Replacement

When the battery is low, the LED will flash red once every 60 seconds to remind the user to replace the batteries. You will receive a low battery notification on your phone via the app. To replace the batteries, remove all screws, take out the used batteries, and replace them with two new AAA batteries. Then, reinstall the screws and test the device.



Note: After replacing the batteries, you need to align the positioning points of the upper and lower shells to close the cover and then screw the device closed.



Maintenance

Please shake the device on your hand a few times after it has been triggered to remove any water that may have collected. Clean the top and bottom contact probes with a dry cloth and paper towel, then put the device back in its place. This will ensure that the device consistently performs well.

WARNING

1. Keep the device operating at a temperature between 32–122°F (0–50°C) and humidity below 90% RH.
2. Do not disassemble the device by force. Otherwise, the device may become damaged.

Technical Specifications

Model	SWSOA
Power Supply	2 × 1.5 V AAA batteries (replaceable)
Operating Life	5 years
Connection Distance (in open air)	1,700 ft (500 m)
Battery Life	3 years
Sensor Type	Sensor probe
Operating Temperature	32–122°F (0–50°C)
Operating Relative Humidity	≤ 90% RH (non-condensing)
Operating Frequency	US: 902–928 MHz EU: 869.25–869.3 MHz
Max. RF Power	EU: 10 mW
Waterproof Rating	IP67
Product Thickness	0.68 in (17.3 mm)

Troubleshooting

Problem	Cause	Solution
The device does not respond when the Test button is pressed.	The device is not activated.	Press and hold the Test/Silence/Pair button for 3 seconds to activate the device.
	The batteries have run out.	Replace the batteries.
The device is not triggered when there is a water leak.	The batteries ran out.	Replace the batteries.
	The device is placed on an unlevel surface.	Place the device on a level surface.

A false alarm occurs.	There is water in the device or it is triggered by metal objects.	<ul style="list-style-type: none"> • Touching a pair of top or bottom sensor probes with your hands will cause an alarm (touching just one sensor probe will not). • Some water spills, such as while washing hands, can cause an alarm, especially when using the device in a bathroom. • High humidity may cause a false alarm. • A metal object connecting the two probes will cause an alarm.
Base station alarm volume is low.	The base station volume is set too low.	In the water leak sensor settings, increase the volume by navigating to Alarm Sound Settings → Base Station Volume.
	The app push notification permission is disabled.	Turn on the push notification permission on the phone.

<p>The app push notification is delayed or there are no push alerts.</p>	<p>Communication between the base station and the router is obstructed or the distance is too far.</p>	<p>Reduce obstacles between the base station and the router, including metal doors, thick walls, etc. The maximum allowable distance between the base station and the router in an open environment is 170 ft (50 m).</p>
<p>The communication between the water leak sensor and base station is not stable or they are too far apart.</p>	<p>Reduce the obstacles between the water leak sensor and base station. The maximum distance between the device and the base station in an open environment is 1,700 ft (500 m).</p>	
<p>The network connection of the router and the mobile phone is abnormal.</p>	<p>Keep the mobile phone close to the router. Make sure the network connection of the router and the mobile phone is normal.</p>	

	<p>The batteries ran out.</p>	<p>Replace with new batteries.</p>
	<p>The water leak sensor is placed on a metal surface.</p>	<p>The metal surface may cause interference and disconnect the device's wireless signal. Please do not place it on a metal surface.</p>
	<p>When the water leak sensor is triggered, the base station sounds an alarm for a period and then automatically silences itself, even though the water leak sensor is still being triggered (flashing red light).</p>	<p>To prevent the base station's alarm sound from disturbing others, the base station will automatically silence itself after continuously alarming for 10 minutes. The base station's silencing does not affect the continuation of the water leak sensor's being triggered (flashing red light).</p>

The water leak sensor's LED flashes a dim light.	The batteries ran out.	Replace with new batteries.
Unable to add water leak sensor to the app.	The water leak sensor is not in pairing mode.	Press the water leak sensor's test/silence/pair button twice to enter pairing mode.
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 water leak sensor is offline.	The communication between the water leak sensor and	Reduce the obstacles between the sensor and the base station.

	the base station is blocked or the distance is too far.	The maximum distance between them is 1,700 ft (500 m) in an open environment.
	The batteries ran out.	Replace with new batteries.
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 its LED will flash yellow to enter the pairing mode.

FCC statement

1. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
 - (1) This device may not cause harmful interference.
 - (2) This device must accept any interference received, including interference that may cause undesired operation.
2. Note: This equipment has been tested and found to comply with the limits for a Class B digital device. 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 instructions, 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 into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.
- 3. Changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.
- 4. The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

BATTERIES

- **WARNING: KEEP NEW OR OLD USED BATTERIES OUT OF REACH OF CHILDREN.**
- In the event of a battery leaking, do not allow the liquid to come into contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice immediately.
- NEVER charge a battery unless it is a rechargeable battery.
- Do not mix alkaline, standard (carbon-zinc) or rechargeable (Ni-Cd; Ni-MH) batteries.
- Different types of batteries or new and used old batteries are not to be mixed. Do not mix batteries of different manufacturers, capacities, or sizes.
- Batteries must be inserted with the correct polarity. Replacement of a battery with an incorrect type can defeat the safeguard. There will be a risk of fire or explosion if a battery is replaced by an incorrect type.

CAUTION—RF ENERGY EXPOSURE AND PRODUCT SAFETY GUIDE

- Before using this device, please read this guide which contains important operating instructions for safe usage, control information and operational instructions for compliance with RF Energy Exposure limits in applicable national and international standards.
- User instructions should accompany the device when transferred to other users.

Environmental Protection



The crossed-out wheeled-bin symbol on your product, literature, or packaging reminds you that all electrical and electronic products, batteries, or accumulators must be taken to designated collection locations at the end of their working life. Do not dispose of these products as unsorted municipal waste. Dispose of them according to the laws and rules in your area.

Simple EU Declaration of Conformity

X-Sense Electronics Co., Ltd. declares that the radio equipment type is in compliance with the essential requirements and other relevant provisions of RED Directive 2014/53/EU and the RoHS Directive 2011/65/EU and the WEEE Directive 2012/19/EU; the full text of the EU declaration of conformity is available at the following internet address: www.x-sense.com.

Manufacturer and Service Information

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