

# Generation 3 Pella® Insynctive® Product Guide

Bridge and Sensor Details and Setup

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Bridge  
Integrated Entry Door Sensor  
Integrated Patio Door Sensor  
Integrated Window Sensor  
Universal Window and Door Sensor  
Garage Door Sensor

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# General and Safety Information

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**Need Help?** For instant access to warranties, troubleshooting information and videos, visit [Pella.CustHelp.com](http://Pella.CustHelp.com) or call **877-473-5524**.

Pella Insynctive products can be used with the free Pella Insynctive App or with a compatible home automation system.

**Home Automation Compatibility.** To view a list of compatible systems and find instructions on how to pair Pella® Insynctive® products, visit [Pella.com/Performance/Smart-Home](http://Pella.com/Performance/Smart-Home) or call **877-473-5524**.

**WARNING** Failure to adhere to the warnings below may result in death, serious injury and/or loss of valuables. Pella Insynctive products are not 100% reliable for a variety of reasons. For example, products:

- communicate data wirelessly, and wireless data is susceptible to interference or failure.
- require proper installation.
- may be damaged after installation.
- require a battery with an adequate charge.
- require proper pairing.
- may indicate a closed or locked status when a window or door is not completely closed.

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.

- Use caution when windows are open and when removing a transmitter to avoid a fall out of a window. Keep children and pets away from open windows.
- BRIDGE may be connected to a non-Pella product such as a compatible home automation system. All systems are subject to compromise or failure to warn for a variety of reasons. Review and comply with the information for the system that is connected with BRIDGE.
- Pella Insynctive products are not a substitute for careful adult supervision of children.
- Keep battery and other small parts out of the reach of children. If small parts are swallowed, immediately seek medical help.
- Use only Pella-provided power supply and cord for BRIDGE. Failure to do so may result in damage to BRIDGE that would not be covered by the warranty.
- Batteries carry the risk of fire, explosion and burns. Do not recharge, disassemble or incinerate.
- SENSORS may indicate a window or door is closed, but water intrusion may occur during rain. Windows and doors should be closed and locked for optimal performance in rain.

# Product Specifications

## Bridge

Frequency: 433.92MHz (Insynctive®)

2.4 GHz

Operating Temperature: 32° to 120°F (0° to 49°C)

Operating Humidity: 5% to 95% RH noncondensing

Enrollment Capacity: 128 devices

Power Supply and Cord: 5VDC, 1A – only use provided power supply

Indoor Use Only

FCC ID: SO7-208B0001

IC: 11009A-208B0001

CONTAINS FCC ID: QQQ-GM220P

CONTAINS IC: 5123A-GM220P

## Integrated Entry Door Sensor

Frequency: 433.92MHz (Insynctive)

Operating Temperature: -22° to 140°F (-30° to 60°C)

Operating Humidity: 5% to 95% RH noncondensing

Lock Sensor Battery: 3V lithium CR2032

Open/Close Sensor Battery: 3V lithium CR2

Typical Battery Life: 10 years (based on operating temperatures of 32° to 120°F [0° to 49°C], may vary by use)

Lock Sensor for Entry Door with Deadbolt Lock

FCC ID: SO7-205Y0000

IC ID: 11009A-205Y0000

Lock Sensor for Entry Door with Multipoint Lock

FCC ID: SO7-13N80000

IC ID: 11009A-13N80000

Entry Door Open/Close Sensor

FCC ID: SO7-205Z0000

IC ID: 11009A-205Z0000

## Integrated Patio Door Sensor

Frequency: 433.92MHz (Insynctive)

Operating Temperature: -22° to 140°F (-30° to 60°C)

Operating Humidity: 5% to 95% RH noncondensing

Lock Sensor Battery: 3V lithium CR2032

Open/Close Sensor Battery: 3V lithium CR2

Typical Battery Life: 10 years (based on operating temperatures of 32° to 120°F [0° to 49°C], may vary by use)

Lock Sensor

FCC ID: SO7-13N80000

IC ID: 11009A-13N80000

Hinged Patio Door Open/Close Sensor

FCC ID: SO7-13N90000

IC ID: 11009A-13N90000

Sliding Patio Door Open/Close Sensor

FCC ID: SO7-205Z0000

IC ID: 11009A-205Z0000

## Integrated Window Sensor

Frequency: 433.92MHz (Insynctive)

Operating Temperature: -22° to 140°F (-30° to 60°C)

Operating Humidity: 5% to 95% RH noncondensing

Battery: 3V lithium CR2032

Typical Battery Life: 10 years (based on operating temperatures of 32° to 120°F [0° to 49°C], may vary by use)

Open/Close Sensor

FCC ID: SO7-13N80000

IC ID: 11009A-13N80000

Double-Hung Open/Close Sensor

FCC ID: SO7-13P20000

IC ID: 11009A-13P20000

# Product Specifications (continued)

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## Universal Window and Door Sensor

Frequency: 433.92MHz (Insynctive®)

Operating Temperature: 32° to 120°F (0° to 49°C)

Operating Humidity: 5% to 95% RH noncondensing

Battery: 3V lithium CR2032

Typical Battery Life: 5 years (may vary by use)

Magnet Gap: 1/2" max

FCC ID: SO7-205T0000

IC ID: 11009A-205T0000

## Garage Door Sensor

Frequency: 433.92MHz (Insynctive)

Operating Temperature: 32° to 120°F (0° to 49°C)

Operating Humidity: 5% to 95% RH noncondensing

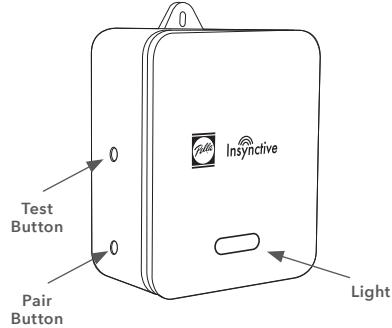
Battery: 3V lithium CR123A

Typical Battery Life: 5 years (may vary by use)

FCC ID: SO7-206F0000

IC ID: 11009A-206F0000

# Bridge



**BRIDGE** is the wireless communication hub that connects your Pella® Insynctive® products to the Pella Insynctive App or a compatible home automation system.

**With Pella Insynctive App.** Pella windows and doors with Insynctive technology easily connect with other smart features in your home. Connect your Pella products to the app to monitor sensor status and control motorized shades or blinds. Our products can also be connected to compatible home and security systems for seamless monitoring of your windows and doors along with other smart products.

For a list of compatible smart devices and home automation systems, visit [Pella.com/Performance/Smart-Home](http://Pella.com/Performance/Smart-Home).

## What's needed:

- Power supply and cord (included).
- One or more Pella Insynctive devices (sold separately).
- Pella Insynctive App through either the App Store or Google Play (if desired)
- Network cable (included)

## DETAILED INSTRUCTIONS

**Get Started.** Locate near home router, ideally in area where chime can be heard. Plug network cable into BRIDGE and open port on router. Using the provided power supply and cord, plug BRIDGE into an electrical outlet. Light on BRIDGE will A) turn green – indicating boot-up, B) cycle through a color wheel – checking for or updating firmware, then C) turn off.



## Pairing Your Pella Insynctive Smart Products.

**Manual Pairing.** Press and release the Pair button on BRIDGE until the light begins flashing orange. BRIDGE is now ready to pair Insynctive products. Refer to sensor set-up for instructions on how to pair with BRIDGE. **NOTE:** BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE has exited pair mode.

**Pella Insynctive App Pairing.** Follow directions in app for pairing devices.

## Header - System Encryption

Gen 3 Pella Insynctive systems use a proprietary encryption key to ensure your system is safe and secure. Through the Pella App, the encryption key for your system can also be customized to make it your own.

**NOTE:** When changing the encryption key of your system from the factory given, custom key systems will not talk to any new or replacement product you bring into your system until the system is switched back to the factory key for new product pairing. The key can be set back to custom once all new product has been added to the system.

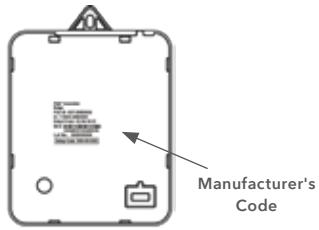
# Bridge (continued)

## ADDITIONAL INSTRUCTIONS

**Factory-Reset BRIDGE.** It may be necessary to restore BRIDGE to its factory default state. This will delete all products that have been paired to BRIDGE and any connections to a home automation system. To save all products and settings on your bridge after a factory reset go to the Pella App > Bridge Settings and ensure the Automatic Pull Last Data after Factory Reset button is turned on.

To perform a factory reset:

- Press and hold both the Pair and the Test buttons on BRIDGE while plugging BRIDGE into wall outlet using the provided power supply and cord.
- Continue to hold the buttons for about 10 seconds until BRIDGE sounds a long beep and flashes green to acknowledge successful reset. BRIDGE will reboot and light will turn to green, color wheel, then turn off.



**Care and Maintenance.** Use indoors and keep away from sources of water and moisture. Test Insyncive® products at least once per year to help ensure proper operation.

**How to Find Product Manufacturer's Code.** Each Insyncive product contains a label with a manufacturer's code to help Pella Customer Service identify the product if service is required. The manufacturer's code is located on the back side of BRIDGE.

**Volume and Chime Settings.** BRIDGE uses lights and chimes to signal a number of changes within the system, such as unlocking or opening of a window or door, successful pair or deletion of a product or detection of a fault. (A fault is an occurrence that interferes with the regular operation and function of the product.)

**Volume Adjust Mode.** Control the chime volume by pressing and holding the Pair button on BRIDGE for approximately 10 seconds, until the light turns solid purple. Then press and release the Pair button to change between volume levels of high, low and off. Each press of the Pair button will change the volume level (BRIDGE light will be purple), and BRIDGE will beep at the corresponding volume level. BRIDGE will exit volume adjust mode and the light will turn off when no buttons are pressed for 10 seconds.

**SENSOR Test Mode.** SENSOR test mode may be used to determine if SENSOR is operating properly.

- To enter SENSOR test mode, press and release the Test button on BRIDGE. BRIDGE will beep and light will turn solid orange.
- Operate any SENSOR (open window or door or unlock door) to begin the test. If SENSOR is operating properly and signal strength is good, BRIDGE will beep three times and light will turn green.
- If signal strength is poor, BRIDGE will issue a long tone and light will turn red. If this occurs, see troubleshooting information on page 8.
- If there is no response from BRIDGE, try operating SENSOR again. If there is still no response, see troubleshooting information on page 8.

# Bridge (continued)

**Faults.** BRIDGE monitors communication and battery status of paired products. A fault is an occurrence that interferes with the regular operation and function of the product.

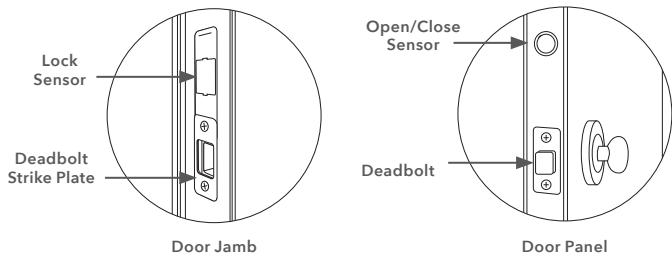
Fault	Condition
Low- Battery Fault	<ul style="list-style-type: none"><li>SENSOR reports a low battery.</li></ul>
Supervisory Fault	<ul style="list-style-type: none"><li>SENSOR fails to report for 12 hours.</li></ul>
Tamper Fault	<ul style="list-style-type: none"><li>SENSOR cover is loose or has been removed.</li></ul>

## TROUBLESHOOTING

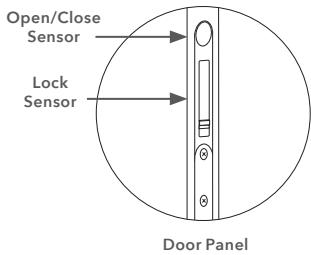
Also refer to [Pella.CustHelp.com](http://Pella.CustHelp.com) for more troubleshooting information, including videos, frequently asked questions and reference materials.

Problem	Cause and Possible Solution
BRIDGE does not beep when door or window is opened.	<ul style="list-style-type: none"><li>Chimes have been turned off. See Volume and Chime section for details on turning chimes back on. Verify that BRIDGE has power. Unplug the BRIDGE from the power cord, wait 10 seconds, plug the BRIDGE back into the power cord and allow it to boot.</li></ul>
BRIDGE has a supervisory fault.	<ul style="list-style-type: none"><li>One or more SENSORS have failed to report for at least 12 hours. Possible causes may include a dead battery in SENSOR, SENSOR is out of range of BRIDGE, or SENSOR is no longer operating. Refer to <a href="http://Pella.CustHelp.com">Pella.CustHelp.com</a> for additional information.</li></ul>
BRIDGE doesn't respond, or red light appears during SENSOR test mode.	<ul style="list-style-type: none"><li>SENSOR may be out of range of BRIDGE. Move BRIDGE closer to SENSOR, and retest. SENSOR battery is low. Replace battery. SENSOR is not paired to BRIDGE. Pair SENSOR.</li></ul>

# Integrated Entry Door Sensor



Integrated Sensors for Entry Door with Deadbolt Lock



Integrated Sensors for Entry Door with Multipoint Lock

**INTEGRATED ENTRY DOOR SENSORS** wirelessly communicate the locked or unlocked and opened or closed status of entry doors from Pella to Insynctive® BRIDGE, and from BRIDGE to the compatible home automation system or Pella Insynctive App, where locked or unlocked and opened or closed status can be monitored. Entry doors from Pella can be ordered with Insynctive® integrated sensors that are virtually unnoticeable.

## What's needed:

- Pella® Insynctive BRIDGE (required – sold separately): Connects your Insynctive products to a compatible home automation system.
- Compatible home automation system (optional – sold separately) or Pella Insynctive App: For a list of compatible home automation systems, visit [ConnectPella.com](http://ConnectPella.com).
- Small flathead screwdriver.

## DETAILED INSTRUCTIONS

**Integrated Sensor Setup for Entry Doors from Pella with Deadbolt Lock.** See [Pella.CustHelp.com](http://Pella.CustHelp.com) for how-to videos.

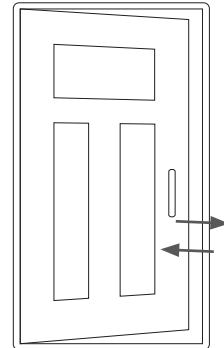
1. **Get Started.** Ensure BRIDGE is set up. For BRIDGE setup instructions, see page 6.
2. **Prepare OPEN/CLOSE SENSOR.** Use a small flathead screwdriver to remove the plastic endcap from OPEN/CLOSE SENSOR. Remove the plastic tab from the battery, or remove and reinsert battery if tab is already removed, then install the plastic endcap back onto OPEN/CLOSE SENSOR.

### 3. Pair OPEN/CLOSE SENSOR to BRIDGE.

Each INTEGRATED ENTRY DOOR SENSOR will need to be paired to BRIDGE.

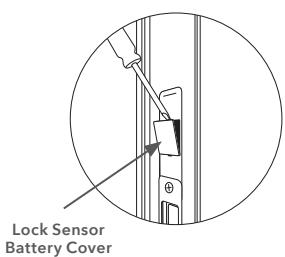
**App Pairing.** Follow steps outlined in Pella Insynctive App for pairing products.

**Manual Pairing.** Press and hold BRIDGE Pair button until light begins flashing orange. The Pair button is the bottom button located on the side of BRIDGE.



BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. To pair OPEN/CLOSE SENSOR to BRIDGE, open then close your entry door twice within 5 seconds. Wait for the light on BRIDGE to flash green and beep for 2 seconds. This will indicate a successful pair. If OPEN/CLOSE SENSOR pair is unsuccessful, return to Step 2 and retry the process. **NOTE:** BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited pair mode.

4. **Prepare LOCK SENSOR.** Use a small flathead screwdriver to remove the battery cover on LOCK SENSOR. Carefully remove the battery with the flathead screwdriver. Remove the plastic tab separating the battery from LOCK SENSOR. Ensure the battery is properly installed.



Lock Sensor Battery Cover

# Integrated Entry Door Sensor (continued)

Replace battery cover on LOCK SENSOR. **NOTE:** Once the plastic tab is removed from the battery, you will have 2 minutes to pair your LOCK SENSOR to BRIDGE. If 2 minutes pass without successfully pairing, remove and insert the battery again. You are ready to pair LOCK SENSOR to BRIDGE.

## 5. Pair LOCK SENSOR to BRIDGE.

Each INTEGRATED ENTRY DOOR SENSOR will need to be paired to BRIDGE.

**App Pairing.** Follow steps outlined in Pella Insynctive App for pairing products.

**Manual Pairing.** Press and hold BRIDGE Pair button until light begins flashing orange. The Pair button is the bottom button located on the side of BRIDGE.

**NOTE:** BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited pair mode.

To pair LOCK SENSOR to BRIDGE, ensure that your entry door is closed and locked; then unlock and lock your door 2 times within 10 seconds. Wait for the light on BRIDGE to flash green and beep for 2 seconds. This will indicate a successful pair. If LOCK SENSOR pair is unsuccessful, return to Step 4 and retry the process. Repeat the previous steps until all INTEGRATED ENTRY DOOR SENSORS have been paired to BRIDGE. To exit pair mode, press and hold Pair button on BRIDGE until light stops flashing orange.

## 6. Test INTEGRATED ENTRY DOOR SENSORS.

Each INTEGRATED ENTRY DOOR SENSOR should be tested to ensure proper function after it is paired.

**To test LOCK SENSOR,** use the following procedure: Unlock your entry door and verify that LOCK SENSOR reports the product as unlocked on your compatible home automation system. BRIDGE will beep twice.

**To test OPEN/CLOSE SENSOR,** use the following procedure: Open your entry door and verify that OPEN/

CLOSE SENSOR reports the product as opened on your compatible home automation system. BRIDGE will beep twice. If any of these steps fail, see the troubleshooting information on page 15.

**NOTE:** If you have selected the chimes to be off, BRIDGE will not beep. See page 7 for information on setting up chimes.

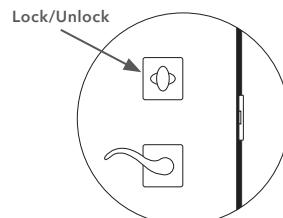
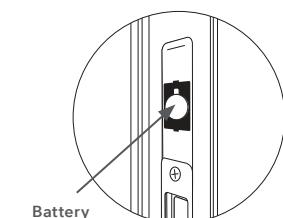
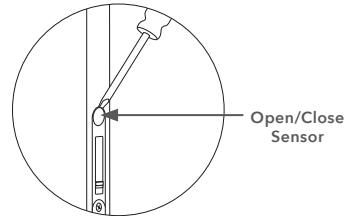
**INTEGRATED SENSOR Setup for Entry Door from Pella with Multipoint Lock.** See [Pella.CustHelp.com](http://Pella.CustHelp.com) for how-to videos.

## 1. Get Started.

Ensure BRIDGE is set up. For BRIDGE setup instructions, see page 6.

## 2. Prepare OPEN/CLOSE SENSOR.

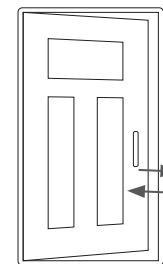
Use a small flathead screwdriver to remove the plastic endcap from OPEN/CLOSE SENSOR. Remove the plastic tab from the battery, or remove and reinsert the battery if the tab is already removed, then install the plastic endcap back onto OPEN/CLOSE SENSOR.



## 3. Pair OPEN/CLOSE SENSOR to BRIDGE.

Each INTEGRATED ENTRY DOOR SENSOR will need to be paired to BRIDGE.

**App Pairing.** Follow steps outlined in Pella Insynctive App for pairing products.



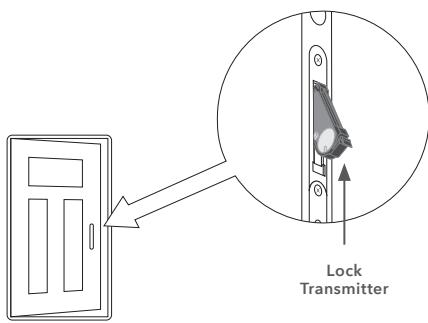
**Manual Pairing.** Press and hold BRIDGE Pair button until light begins flashing orange. The Pair button is the bottom button located on the side of BRIDGE.

**NOTE:** BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited pair mode.

To pair OPEN/CLOSE SENSOR to BRIDGE, open then close your entry door twice within 10 seconds. Wait for the light on BRIDGE to flash green and beep for 2 seconds. This will indicate a successful pair. If OPEN/CLOSE SENSOR pair is unsuccessful, return to step 2 and retry the process.

# Integrated Entry Door Sensor (continued)

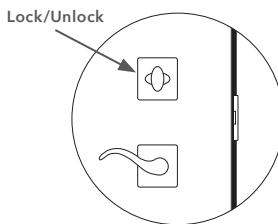
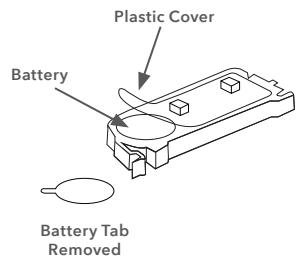
**4. Prepare LOCK SENSOR.** Look at the sensor and see if there is a label on the clear plastic cover. **If the label reads 13N80004. If so, simply take the battery tab out, put the sensor in and skip to step 6. If not, follow through all steps.** This lock transmitter is the same sensor that is used in multiple INTEGRATED SENSOR units. The lock transmitter must learn what type of product it will be housed in.



Follow the outlined steps to prep the lock transmitter. Remove the lock transmitter from the door, and lift up a corner of the plastic cover to expose the battery. Remove the plastic tab separating the battery from the device. Push down on the battery to ensure that the battery is firmly in place. Make sure plastic cover is flat and in place.

**NOTE:** Once the plastic tab is removed from the battery, you will have 2 minutes for your lock transmitter to learn what type of product it will be housed in.

**5. Insert the SENSOR into Your Entry Door.** Close and lock the door, then wait 10 seconds. The lock transmitter has now learned what type of door it is housed in. You are ready to pair LOCK SENSOR to BRIDGE.



**6. Pair LOCK SENSOR to BRIDGE.** Each INTEGRATED ENTRY DOOR SENSOR will need to be paired to BRIDGE. You will have 2 minutes after completing step 4 and 5 to complete this step. If pairing is not successful within 2 minutes, remove then replace the battery and repeat steps 4, 5 and 6.

**App Pairing.** Follow steps outlined in Pella Insynctive App for pairing products.

**Manual Pairing.** Press and hold BRIDGE Pair button until light begins flashing orange. The Pair button is the bottom button located on the side of BRIDGE. **NOTE:** BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited pair mode.

To pair LOCK SENSOR to BRIDGE, unlock then lock your entry door 2 times within 10 seconds. Wait for the light on BRIDGE to flash green and beep for 2 seconds. This will indicate a successful pair. If LOCK SENSOR pair is unsuccessful, unlock then lock your entry door 2 more times within 10 seconds. Then wait until BRIDGE indicates a successful pair. Repeat the previous steps until all INTEGRATED ENTRY DOOR SENSORS have been paired to BRIDGE. To exit pair mode, press and hold Pair button on BRIDGE until light stops flashing orange.

**7. Test INTEGRATED ENTRY DOOR SENSORS.** Each INTEGRATED ENTRY DOOR SENSOR should be tested to ensure proper function after it is paired. **To test LOCK SENSOR,** unlock your entry door and verify that LOCK SENSOR reports the product as unlocked on your compatible home automation system. BRIDGE will beep twice. **To test OPEN/CLOSE SENSOR,** open your entry door and verify that OPEN/CLOSE SENSOR reports the product as opened on your compatible home automation system. BRIDGE will beep twice. If any of these steps fail, see the troubleshooting information on page 15. **NOTE:** If you have selected the chimes to be off, BRIDGE will not beep. See page 7 for information on setting up chimes.

# Integrated Entry Door Sensor (continued)

## ADDITIONAL INSTRUCTIONS

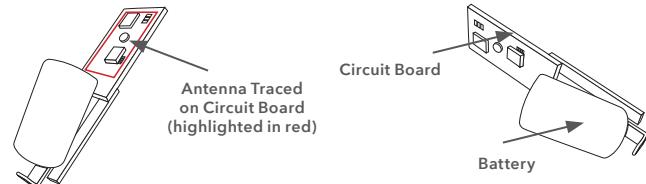
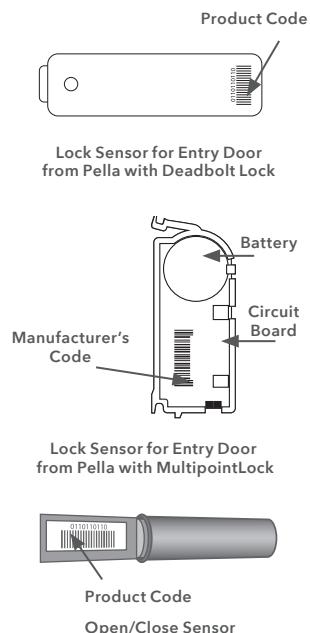
**How to Find Product Manufacturer's Code.** Each Pella® Insynctive® product contains a label with a manufacturer's code that will be required to help Pella Customer Service identify the product if service is required. To locate the manufacturer's code for LOCK SENSOR for entry door from Pella with deadbolt lock, remove LOCK SENSOR from the jamb and look at the sticker on the back of the device. To locate the manufacturer's code for LOCK SENSOR for entry door from Pella with multipoint lock, pull lock transmitter from your entry door. The label is on the circuit board next to the battery. 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. Do not paint over SENSORS.

**Replacing Batteries.** When INTEGRATED ENTRY DOOR SENSOR battery is low, a signal will be sent to BRIDGE. Low Battery Fault will be displayed in Pella Insynctive App or on home automation system interface.



### Replacing Batteries on OPEN/CLOSE SENSOR.

Use a flathead screwdriver to carefully remove the plastic endcap from the OPEN/CLOSE SENSOR.

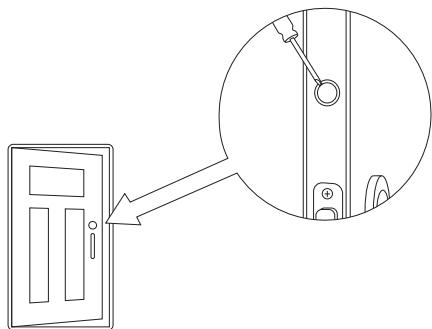
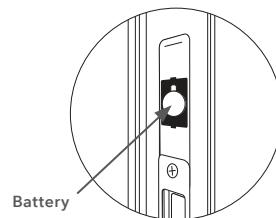
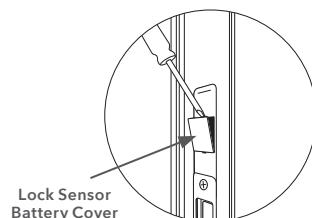
Grip the edges of the circuit board and pull it out to gain access to the battery.

Carefully slide out the battery and replace with a CR2 battery. Slide circuit board back inside SENSOR, and install the plastic endcap back onto the SENSOR.

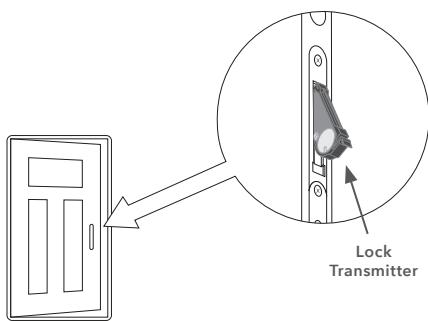
Wait 2 minutes, then test SENSOR by opening the entry door with installed SENSOR. BRIDGE should beep twice. Pairing SENSOR is not required after battery change.

### Replacing Batteries on Lock Sensor for Entry Door from Pella with Deadbolt Lock.

Use a flathead screwdriver to carefully remove the battery cover from LOCK SENSOR. Carefully remove the battery and replace with a CR2032 battery. Install the battery cover back onto SENSOR. Wait 2 minutes, then test SENSOR by locking then unlocking the entry door with installed SENSOR. BRIDGE should beep twice when unlocked. Pairing SENSOR is not required after battery change.



# Integrated Entry Door Sensor (continued)



**Replacing Batteries on LOCK SENSOR for Entry Door from Pella with Multipoint Lock.** Remove the lock transmitter from your entry door, then lift up the corner of the plastic cover to reveal the battery. Carefully replace with a CR2032 battery, ensuring that the plus (+) side of the battery faces toward you. Replace clear plastic cover over battery, and ensure that battery is seated, then insert lock transmitter back into your entry door. Close and lock the door within 2 minutes of replacing the battery to teach SENSOR what type of product it is installed in. Wait 2 minutes, then test SENSOR by unlocking your entry door with installed SENSOR. BRIDGE should beep twice. Pairing SENSOR is not required after battery change.

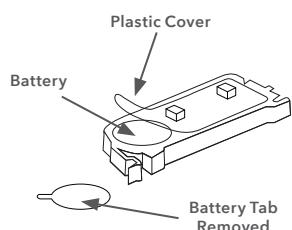
**WARNING** Batteries carry the risk of fire, explosion and burns. Do not recharge, disassemble or incinerate.

**Important Notes:** Electrostatic-sensitive. Avoid touching the antenna or circuit board when changing the battery. Failure to change battery promptly 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 [dtsc.ca.gov/hazardouswaste/perchlorate](http://dtsc.ca.gov/hazardouswaste/perchlorate) for any special handling regulations.

**Deleting INTEGRATED SENSOR from BRIDGE for Entry Door by Pella with Deadbolt Lock.** Deleting INTEGRATED ENTRY DOOR SENSORS may be needed if you no longer have a use for INTEGRATED ENTRY DOOR SENSORS.

**1. Prepare OPEN/CLOSE SENSOR.** Use a small flathead screwdriver to remove the plastic endcap from OPEN/CLOSE SENSOR. Grip the edges of the circuit board and pull it out to gain access to the battery. Slide out the battery, then slide it back in, then reinsert OPEN/CLOSE SENSOR into your entry door. Install the plastic endcap back onto OPEN/CLOSE SENSOR. **NOTE:** Once the battery is reinserted, you will have 2 minutes to delete your OPEN/CLOSE SENSOR from BRIDGE. If 2 minutes pass without successful deletion, remove and insert the battery again.

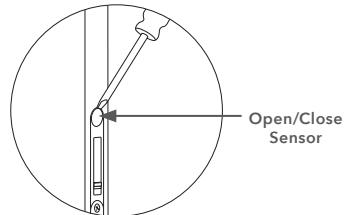


You are ready to delete OPEN/CLOSE SENSOR from BRIDGE.

**2. App Deleting.** Follow instructions in Pella Insynctive App for deleting sensors.

## Manually Delete OPEN/CLOSE SENSOR from BRIDGE.

Press and hold BRIDGE Pair button until light begins flashing orange. The Pair button is the bottom button located on the side of BRIDGE. **NOTE:** BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited pair mode.



To delete OPEN/CLOSE SENSOR from BRIDGE, open then close your entry door twice within 5 seconds. Wait for the light on BRIDGE to flash red and beep 3 times. This will indicate a successful deletion. If OPEN/CLOSE SENSOR deletion is unsuccessful, return to Step 1 and retry the process.

**3. Prepare LOCK SENSOR.** Use a small flathead screwdriver to remove the battery cover on LOCK SENSOR. Carefully remove and replace the battery. Ensure the battery is correctly installed. Replace battery cover on SENSOR.

**NOTE:** Once the battery is reinserted, you will have 2 minutes to delete your LOCK SENSOR from BRIDGE. If 2 minutes pass without successful deletion, remove and insert the battery again. You are ready to delete INTEGRATED LOCK SENSOR from BRIDGE.

**4. App Deleting.** Follow instructions in Pella Insynctive App for deleting sensors.

## Manually Delete LOCK SENSOR.

Press and hold BRIDGE Pair button until light begins flashing orange. The Pair button is the bottom button located on the side of BRIDGE.

**NOTE:** BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited pair mode.

To delete LOCK SENSOR from BRIDGE, ensure your entry door is closed and locked; then unlock and lock your door 2 times within 10 seconds. Wait for the light on BRIDGE to flash red and beep 3 times. This will indicate a successful deletion. If LOCK SENSOR deletion is unsuccessful, return to Step 3 and retry the process.

To exit pair mode, press and hold Pair button on BRIDGE until light stops flashing orange.

# Integrated Entry Door Sensor (continued)

## **Deleting INTEGRATED SENSOR from BRIDGE for Entry Door from Pella with Multipoint Lock.**

Deleting INTEGRATED ENTRY DOOR SENSORS may be needed if you no longer have a use for INTEGRATED ENTRY DOOR SENSORS.

- 1. Prepare OPEN/CLOSE SENSOR.** Use a small flathead screwdriver to remove the plastic endcap from OPEN/CLOSE SENSOR. Grip the edges of the circuit board and pull it out to gain access to the battery. Slide out the battery, then slide it back in, then reinsert OPEN/CLOSE SENSOR into your entry door. Install the plastic endcap back onto OPEN/CLOSE SENSOR. **NOTE:** Once the battery is reinserted, you will have 2 minutes to delete your OPEN/CLOSE SENSOR from BRIDGE. If 2 minutes pass without successful deletion, remove and insert the battery again. You are ready to delete OPEN/CLOSE SENSOR from BRIDGE.
- 2. App Deleting.** Follow instructions in Pella Insynctive App for deleting sensors.

### **Manually Delete OPEN/CLOSE SENSOR from BRIDGE.**

Press and hold BRIDGE Pair button until light begins flashing orange. The Pair button is the bottom button located on the side of BRIDGE. **NOTE:** BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited pair mode.

To delete OPEN/CLOSE SENSOR from BRIDGE, open then close your entry door 2 times within 5 seconds. Wait for the light on BRIDGE to flash red and beep 3 times. This will indicate a successful deletion. If OPEN/CLOSE SENSOR deletion is unsuccessful, return to Step 1 and retry the process.

## **3. Prepare LOCK SENSOR.**

Remove lock transmitter from door and lift up a corner of the clear plastic cover to expose the battery. Remove and reinsert the battery to place LOCK SENSOR in deletion mode for 2 minutes.

**NOTE:** If 2 minutes pass without a successful deletion, remove and insert the battery again.

Insert the lock transmitter back into your entry door, close and lock the door, then wait 10 seconds. The lock transmitter has now learned what type of door it is housed in. You are ready to delete LOCK SENSOR from BRIDGE.

- 4. App Deleting.** Follow instructions in Pella Insynctive App for deleting sensors.

**Manually Delete LOCK SENSOR from BRIDGE.** Press and hold BRIDGE Pair button until light begins flashing orange. The Pair button is the bottom button located on the side of BRIDGE. **NOTE:** BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited pair mode. To delete LOCK SENSOR from BRIDGE, lock then unlock your entry door; repeat 2 times within 5 seconds.

Wait for the light on BRIDGE to flash red and beep 3 times. This will indicate a successful deletion. If LOCK SENSOR deletion is unsuccessful, return to Step 3 and retry the process. To exit pair mode, press and hold Pair button on BRIDGE until light stops flashing orange.

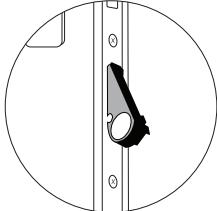
# Integrated Entry Door Sensor (continued)

## TROUBLESHOOTING

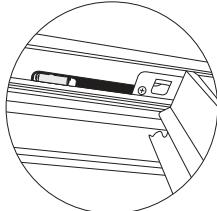
Also refer to [Pella.CustHelp.com](http://Pella.CustHelp.com) for more troubleshooting information, including videos, frequently asked questions and reference materials.

Problem	Cause and Possible Solution
Cannot pair LOCK SENSOR to BRIDGE.	<ul style="list-style-type: none"><li>Verify LOCK SENSOR battery is installed correctly and plastic battery tab has been removed. See page 9 for additional information. Remove and reinstall battery to restart pair mode. Move BRIDGE to same room as LOCK SENSOR to ensure that range is not an issue. Verify magnet is in place if door has multi-point lock.</li></ul>
BRIDGE does not beep when entry door is opened.	<ul style="list-style-type: none"><li>Verify that BRIDGE chime feature is turned on. See page 7 for details. Battery may be too low to operate OPEN/CLOSE SENSOR. Replace battery. See page 13 for additional information. OPEN/CLOSE SENSOR may be out of range. Move BRIDGE closer to OPEN/CLOSE SENSOR. Verify that BRIDGE has power. For entry door with multipoint lock, verify magnet is in place on door jamb and is aligned with the position of the OPEN/CLOSE SENSOR in the panel.</li></ul>
BRIDGE does not beep when entry door is unlocked.	<ul style="list-style-type: none"><li>Verify that BRIDGE chime feature is turned on. See page 7 for details. Battery may be too low to operate LOCK SENSOR. Replace battery. See page 14 for additional information. LOCK SENSOR may be out of range. Move BRIDGE closer to LOCK SENSOR. Verify that BRIDGE has power. Verify magnet is in place if door has multi-point lock.</li></ul>

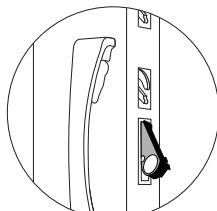
# Integrated Patio Door Sensor



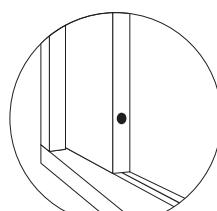
Hinged Patio Door Lock Sensor



Hinged Patio Door Open/Close Sensor



Sliding Patio Door Lock Sensor



Sliding Patio Door Open/Close Sensor

**INTEGRATED PATIO DOOR SENSORS** wirelessly communicate the locked or unlocked and opened or closed status of Pella® patio doors to Insynctive® BRIDGE.

Information is relayed from BRIDGE to a compatible home automation system,\* where locked or unlocked and opened or closed status can be monitored.

Patio doors by Pella can be ordered with Insynctive® integrated sensors that are virtually unnoticeable.

## What's needed:

- Pella® Insynctive BRIDGE (required – sold separately): Connects your Insynctive products to a compatible home automation system.
- Compatible home automation system (optional – sold separately) or Pella Insynctive App: For a list of compatible home automation systems, visit [ConnectPella.com](http://ConnectPella.com).
- Small flathead screwdriver.

## DETAILED INSTRUCTIONS

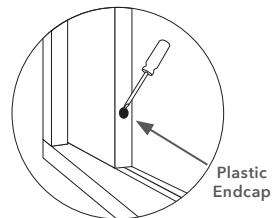
### INTEGRATED PATIO DOOR SENSOR setup.

1. **Get Started.** Ensure your BRIDGE is set up. For BRIDGE setup instructions, see page 6.
2. **Prepare OPEN/CLOSE SENSOR. Sliding Patio Doors:** Use a small flathead screwdriver to remove the plastic

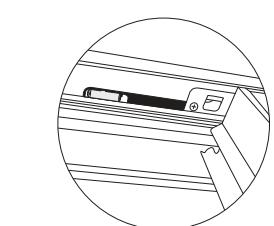
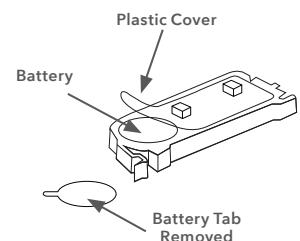
endcap from OPEN/CLOSE SENSOR. Remove the plastic tab from the battery, then install the plastic endcap back onto OPEN/CLOSE SENSOR. **Hinged Patio**

**Doors:** Pull the plastic battery tab from OPEN/CLOSE SENSOR.

**NOTE:** Once the plastic tab is removed from the battery, you will have 2 minutes to pair OPEN/CLOSE SENSOR to BRIDGE. If 2 minutes pass without successfully pairing, follow steps on page 18 for removing and reinserting the battery. You are ready to pair OPEN/CLOSE SENSOR to BRIDGE.



Sliding Patio Door Open/Close Sensor



Hinged Patio Door Open/Close Sensor

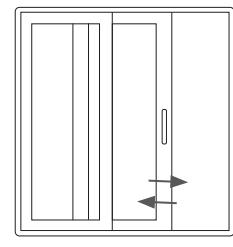
### 3. Pair OPEN/CLOSE SENSOR to BRIDGE.

Each INTEGRATED PATIO DOOR SENSOR will need to be paired to BRIDGE.

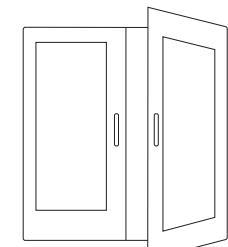
**App Pairing.** Follow steps outlined in Pella Insynctive App for pairing products.

**Manual Pairing.** Press and hold BRIDGE Pair button until light begins flashing orange. The Pair button is the bottom button located on the side of BRIDGE.

**NOTE:** BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited pair mode.



Sliding Patio Door



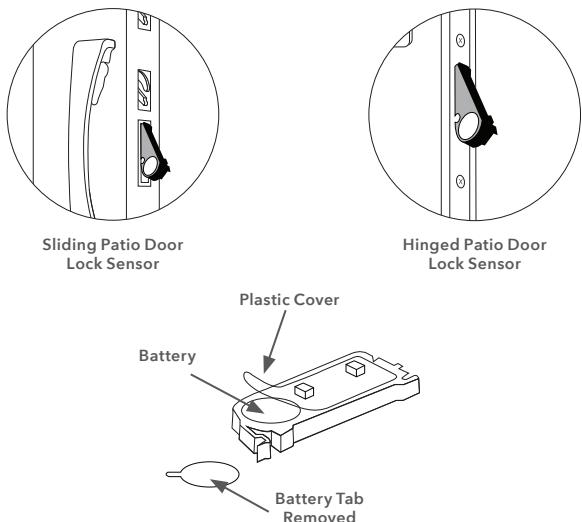
Hinged Patio Door

To pair OPEN/CLOSE SENSOR to BRIDGE, open then close the active panel of your patio door 2 times within 5 seconds. **NOTE:** For double hinged doors, the passive panel must be closed and bolted during this process.

# Integrated Patio Door Sensor (continued)

Wait for the light on BRIDGE to flash green and beep for 2 seconds. This will indicate a successful pair. If OPEN/CLOSE SENSOR pair is unsuccessful, return to Step 2 and retry the process.

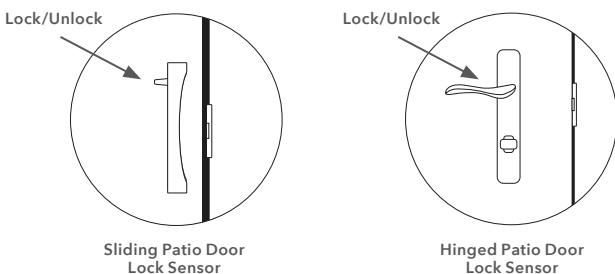
**4. Prepare LOCK SENSOR.** This lock transmitter is used in multiple INTEGRATED SENSOR units. The lock transmitter must learn what type of product it will be housed in. Follow the steps below to prep the lock transmitter. Remove the lock transmitter from the patio door, and lift up a corner of



the plastic cover to expose the battery. Remove the plastic tab separating the battery from the device.

Push down on the battery to ensure that the battery is firmly in place. Make sure plastic cover is flat and in place. **NOTE:** Once the plastic tab is removed from the battery, you will have 2 minutes for your lock transmitter to learn what type of patio door it will be housed in. If 2 minutes pass without the transmitter successfully learning your product type, remove and insert the battery again.

**5. Insert the SENSOR Back into Your Patio Door.** Close and lock the patio door and wait 10 seconds. The lock transmitter has now learned what type of product it is housed in. You are ready to pair LOCK SENSOR to BRIDGE.



**6. Pair LOCK SENSOR to BRIDGE.** Look at the sensor and see if there is a label on the clear plastic cover. **If the label reads 13N000#.** If so, simply take the battery tab out, put the sensor in and skip to step 6. **If no such sticker, follow through all steps.** Each INTEGRATED PATIO DOOR SENSOR will need to be paired to BRIDGE. You will have 2 minutes after completing steps 4 and 5 to complete this step. If pairing is not successful within 2 minutes, repeat steps 4, 5 and 6.

**App Pairing.** Follow steps outlined in Pella Insynctive App for pairing products.

**Manual Pairing.** Press and hold BRIDGE Pair button until light begins flashing orange. The Pair button is the bottom button located on the side of BRIDGE. **NOTE:** BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited pair mode.

**Sliding Patio Doors:** To pair LOCK SENSOR to BRIDGE, start with door closed and locked, then unlock/lock door 2 times within 10 seconds. **Hinged Patio Doors:** To pair LOCK SENSOR to BRIDGE, unlock then lock your patio door 2 times within 10 seconds. Wait for the light on BRIDGE to flash green and beep for 2 seconds. This will indicate a successful pair. If LOCK SENSOR pair is unsuccessful, unlock then lock your patio door 2 more times within 10 seconds. Then wait until BRIDGE indicates a successful pair.

**NOTE:** If pairing is still not successful, repeat steps 4, 5 and 6. Repeat the previous steps until all INTEGRATED PATIO DOOR SENSORS have been paired to BRIDGE. To exit pair mode, press and hold Pair button on BRIDGE until light stops flashing orange.

**7. Test INTEGRATED PATIO DOOR SENSORS.** Each INTEGRATED PATIO DOOR SENSOR should be tested to ensure proper function after it is paired. **To test LOCK SENSOR,** use the following procedure: Unlock your patio door and verify that LOCK SENSOR reports the product as unlocked on compatible home automation system. BRIDGE will beep twice. **To test OPEN/CLOSE SENSOR,** use the following procedure: Open your patio door and verify that OPEN/CLOSE SENSOR reports the product as opened on compatible home automation system. BRIDGE will beep 2 times. For double hinged doors, also verify that retracting the bolt on the passive panel causes OPEN/CLOSE SENSOR to report as opened on compatible home automation system. BRIDGE will beep twice. If any of these steps fail, see the troubleshooting information on page 20. **NOTE:** If you have selected the chimes to be off, BRIDGE will not beep. See page 7 for information on setting up chimes.

# Integrated Patio Door Sensor (continued)

## ADDITIONAL INSTRUCTIONS

**How to Find Product Manufacturer's Code.** Each Pella® 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 OPEN/CLOSE SENSOR, remove battery cover and carefully pull out circuit board. The label is on the circuit board. To locate the manufacturer's code for LOCK SENSOR, pull lock transmitter from your patio door. The label is on the circuit board next to the battery. **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. Do not paint over SENSORS.

**Replacing Batteries.** When INTEGRATED PATIO DOOR SENSOR batteries are low, a signal will be sent to BRIDGE. Low Battery Fault will be displayed in Pella Insynctive App or on home automation system interface.

**Replacing Batteries on OPEN/CLOSE SENSOR for Sliding Patio Door.** Use a flathead screwdriver to carefully remove the plastic endcap from the OPEN/CLOSE SENSOR. Grip the edges of the circuit board

### Replacing Batteries on OPEN/CLOSE SENSOR for Hinged Patio Door.

Use a flathead screwdriver to carefully remove the plastic battery cover from OPEN/CLOSE SENSOR. Carefully slide out the battery and replace with a CR2 battery. Install the plastic battery cover back onto OPEN/CLOSE SENSOR. Wait 2 minutes, then test OPEN/CLOSE SENSOR by opening your patio door with installed OPEN/CLOSE SENSOR. BRIDGE should beep twice. Pairing OPEN/CLOSE SENSOR is not required after battery change.

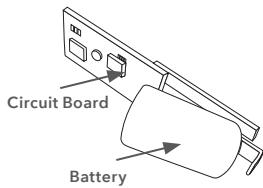
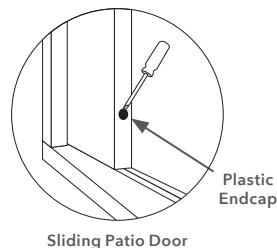
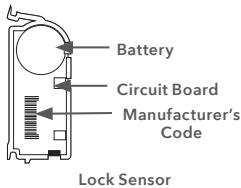
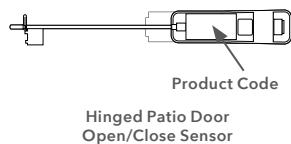
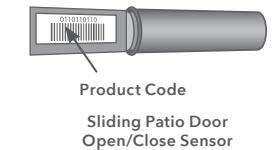
**Replacing Batteries on LOCK SENSOR.** Remove the lock transmitter from your patio door, then lift up the corner of the plastic cover to reveal the battery. Carefully replace with a CR2032 battery, ensuring that the plus (+) side of the battery faces toward you.

Replace clear plastic cover over battery and ensure that battery is seated, then insert lock transmitter back into your patio door. Close and lock your patio door within 2 minutes of replacing the battery to teach LOCK SENSOR what type of product it is installed in. Wait 2 minutes, then test LOCK SENSOR by unlocking your patio door with installed LOCK SENSOR. BRIDGE should beep twice. Pairing LOCK SENSOR is not required after battery change.

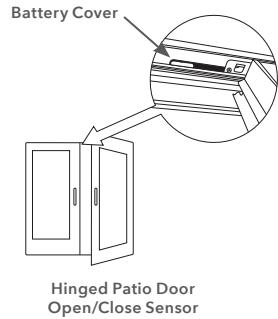
**WARNING** Batteries carry the risk of fire, explosion and burns. Do not recharge, disassemble or incinerate.

### Important Notes:

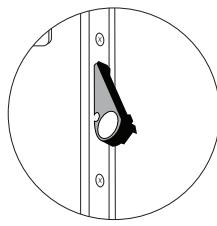
Electrostatic-sensitive. Avoid touching the antenna or circuit board when changing the battery. Failure to change battery promptly when low will impair SENSOR



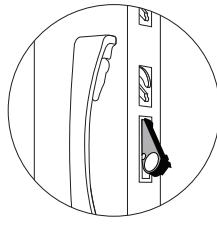
and pull it out to gain access to the battery. Carefully slide out the battery and replace with a CR2 battery. Slide circuit board back inside OPEN/CLOSE SENSOR, and install the plastic endcap back onto OPEN/CLOSE SENSOR. Wait 2 minutes, then test OPEN/CLOSE SENSOR by opening the patio door with installed OPEN/CLOSE SENSOR. BRIDGE should beep twice. Pairing OPEN/CLOSE SENSOR is not required after battery change.



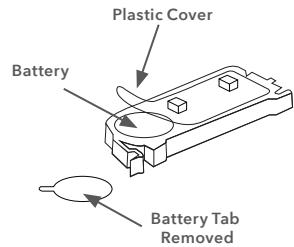
Hinged Patio Door Open/Close Sensor



Hinged Patio Door Lock Sensor



Sliding Patio Door Lock Sensor



Plastic Cover  
Battery  
Battery Tab Removed

# Integrated Patio Door Sensor (continued)

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 [dtsc.ca.gov/hazardouswaste/perchlorate](http://dtsc.ca.gov/hazardouswaste/perchlorate) for any special handling regulations.

**Deleting INTEGRATED PATIO DOOR SENSOR.** Deleting INTEGRATED PATIO DOOR SENSORS may be needed if you no longer have a use for INTEGRATED PATIO DOOR SENSORS.

**1. Prepare OPEN/CLOSE SENSOR. Sliding Patio Door:** Use a small flathead screwdriver to remove the plastic endcap from the OPEN/CLOSE SENSOR. Grip the edges of the circuit board and pull it out to gain access to the battery. Slide out the battery, then slide back in. Install the plastic endcap back onto OPEN/CLOSE SENSOR. **Hinged Patio Door:** Use a small flathead screwdriver to remove the plastic endcap from OPEN/CLOSE SENSOR. Slide out the battery, then slide back in. Install the plastic endcap back onto OPEN/CLOSE SENSOR. **NOTE:** Once the battery is removed, you will have 2 minutes to delete OPEN/CLOSE SENSOR from BRIDGE. If 2 minutes pass without successful deletion, remove and insert the battery again. You are ready to delete OPEN/CLOSE SENSOR from BRIDGE.

**2. App Deleting.** Follow instructions in Pella Insynctive App for deleting sensors.

**Manually Delete OPEN/CLOSE SENSOR from BRIDGE.** Press and hold BRIDGE Pair button until light begins flashing orange. The Pair button is the bottom button located on the side of BRIDGE. **NOTE:** BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited pair mode.

To delete OPEN/CLOSE SENSOR from BRIDGE, open then close the active panel of your patio door 2 times within 5 seconds. **NOTE:** For double hinged doors, the passive panel must be closed and bolted during this process.

Wait for the light on BRIDGE to flash red and beep 3 times. This will indicate a successful deletion. If OPEN/CLOSE SENSOR deletion is unsuccessful, return to Step 1 and retry the process.

**3. Prepare LOCK SENSOR.** Remove lock transmitter from patio door and lift up a corner of the clear plastic cover to expose the battery. Remove and reinsert the battery to place LOCK SENSOR in deletion mode for 2 minutes. **NOTE:** If 2 minutes pass without a successful deletion, remove and insert the battery again.

Insert the lock transmitter back into your patio door; close and lock the patio door, then wait 10 seconds. The lock transmitter has now learned what type of patio door it is housed in.

**4. App Deleting.** Follow instructions in Pella Insynctive App for deleting sensors.

**Manually Delete LOCK SENSOR from BRIDGE.** Press and hold BRIDGE Pair button until light begins flashing orange. The Pair button is the bottom button located on the side of BRIDGE. **NOTE:** BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited pair mode.

**Sliding Patio Doors:** To delete LOCK SENSOR from BRIDGE, unlock and open your patio door slightly, then lock and close door 2 times within 10 seconds. **Hinged Patio Doors:** To delete LOCK SENSOR from BRIDGE, unlock then lock your patio door 2 times within 10 seconds.

Wait for the light on BRIDGE to flash red and beep 3 times. This will indicate a successful deletion. If LOCK SENSOR deletion is unsuccessful, return to Step 3 and retry the process. To exit pair mode, press and hold Pair button on BRIDGE until light stops flashing orange.

# Integrated Patio Door Sensor (continued)

## TROUBLESHOOTING

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

Problem	Cause and Possible Solution	Problem	Cause and Possible Solution
Cannot pair OPEN/CLOSE SENSOR to BRIDGE.	<ul style="list-style-type: none"><li>Verify OPEN/CLOSE SENSOR battery is installed correctly and plastic battery tab has been removed. See page 16 for additional information. Remove and reinstall battery to restart pair mode. Move BRIDGE to the same room as OPEN/CLOSE SENSOR to ensure that range is not the issue. Verify magnet is in place on the frame of sliding doors or the top of the panel on hinged doors.</li></ul>	BRIDGE does not beep when patio door is opened.	<ul style="list-style-type: none"><li>Verify that BRIDGE chime feature is turned on. See page 7 for details. Battery may be too low to operate OPEN/CLOSE SENSOR. Replace battery. See page 18 for additional information. OPEN/CLOSE SENSOR may be out of range. Move BRIDGE closer to OPEN/CLOSE SENSOR. Verify that BRIDGE has power. Verify the magnet is still in place.</li></ul>
Cannot pair LOCK SENSOR to BRIDGE.	<ul style="list-style-type: none"><li>Verify LOCK SENSOR battery is installed correctly and plastic battery tab has been removed. See page 17 for additional information. Remove and reinstall battery to restart pair mode. Move BRIDGE to the same room as LOCK SENSOR to ensure that range is not an issue.</li><li><b>Sliding Patio Door:</b> Verify lock is functioning properly. When door is locked, both the top and bottom strikes should appear to be holding the door shut when pressure is applied.</li><li><b>Hinged Patio Door:</b> Verify lock is functioning properly. The door should lock when knob is turned to the lock position. Check for obstructions in the strike plates at the bottom of the door. Lock bolts must extend completely into strikes.</li></ul>		

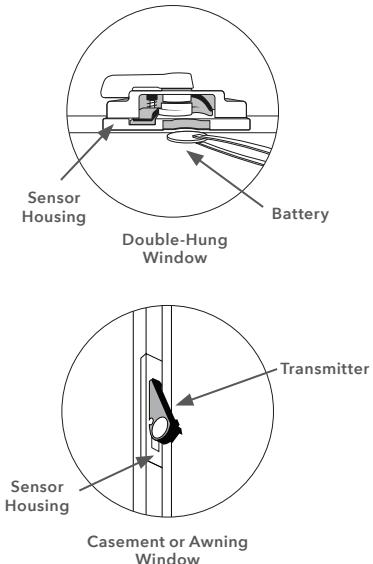
# Integrated Window Sensor

## INTEGRATED WINDOW SENSORS

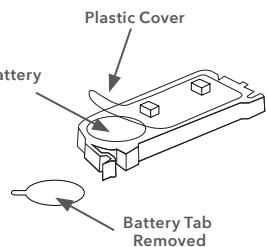
wirelessly communicate the opened or closed status of Pella® windows to Insynctive® BRIDGE. Information is wirelessly relayed from BRIDGE to a compatible home automation system, where opened or closed status can be monitored. Pella windows can be ordered with Insynctive integrated sensors that are virtually unnoticeable.

### What's needed:

- Pella Insynctive BRIDGE (required – sold separately): Connects your Insynctive products to a compatible home automation system.
- Compatible home automation system (optional – sold separately) or Pella Insynctive App: For a list of compatible home automation systems, visit [ConnectPella.com](http://ConnectPella.com).
- For double-hung windows only: Tweezers (for battery removal)



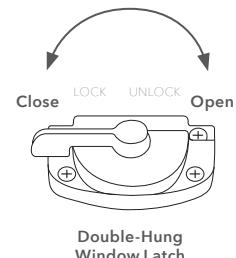
**For Casement or Awning Windows Only.** Remove the plastic tab separating the battery from the device. Push down on the battery to ensure that the battery is firmly in place. Make sure plastic cover is flat and in place. **NOTE:** Once the plastic tab is reinserted from the battery, you will have 2 minutes for your transmitter to learn what type of window it will be housed in. If 2 minutes pass without the transmitter successfully learning your window type, follow steps for removing and reinserting the battery on page 22.



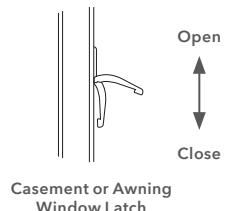
**3. Close and Latch the Window**, then wait 10 seconds. The transmitter has now learned what type of window it is housed in. You are ready to pair INTEGRATED WINDOW SENSOR to BRIDGE.

**4. Pair INTEGRATED WINDOW SENSOR to BRIDGE.** Each INTEGRATED WINDOW SENSOR will need to be paired to BRIDGE.

**App Pairing.** Follow steps outlined in Pella Insynctive App for pairing products.



**Manual Pairing.** Press and release BRIDGE Pair button until light begins flashing orange. The Pair button is the bottom button located on the side of BRIDGE. **NOTE:** BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited pair mode.



To pair INTEGRATED WINDOW SENSOR to BRIDGE, unlock and then lock the window; repeat 2 times within 10 seconds. Wait for the light on BRIDGE to flash green and beep for 2 seconds. This will indicate a successful pair. If INTEGRATED WINDOW SENSOR pair is unsuccessful, unlock and then lock the window 2 more times within 10 seconds. Then wait until BRIDGE indicates a successful pair. Repeat the previous steps until all INTEGRATED WINDOW SENSORS have been paired to BRIDGE. To exit pair mode, press and hold Pair button on BRIDGE until light stops flashing orange.

**! WARNING** Use caution when windows are open and when removing the transmitter to avoid a fall out of a window. Keep children and pets away from open windows.

# Integrated Window Sensor (continued)

**5. Test INTEGRATED WINDOW SENSORS.** Each INTEGRATED WINDOW SENSOR should be tested to ensure proper function after it is paired. To test INTEGRATED WINDOW SENSORS, use the following procedure: Unlock the window and verify that SENSOR reports the product as opened; bridge will beep twice.

Open the window. Move the lock into the locked position and then back into the unlocked position. Ensure that SENSOR does not report the window as closed. (Bridge will not beep.) Or verify status on your compatible home automation system. Close and lock the window. Unlock the window and verify that SENSOR reports the window as opened. If any of these steps fail, see the troubleshooting information on page 24.

**NOTE:** If you have selected the chimes to be off, BRIDGE will not beep. See page 7 for information on setting up chimes.

## ADDITIONAL INSTRUCTIONS

**How to Find Product Manufacturer's Code.** Each Pella® 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 INTEGRATED WINDOW SENSOR, pull transmitter from your window. The label is on the circuit board next to the battery. **NOTE:** Electrostatic-sensitive. Avoid touching the antenna or circuit board when accessing the manufacturer's code.

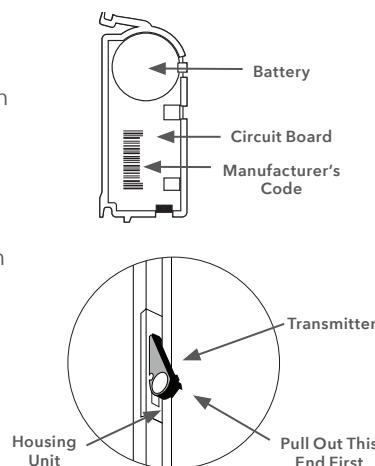
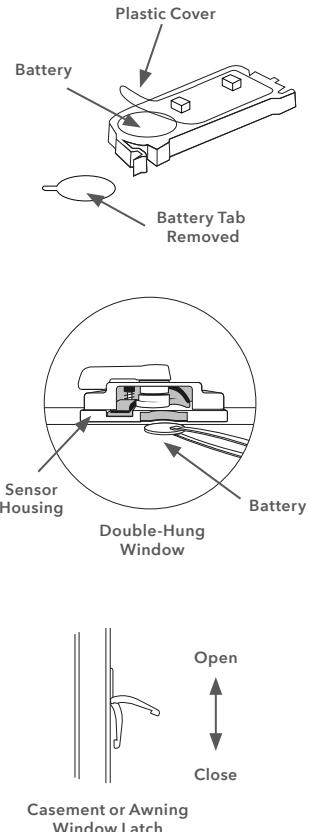
**Care and Maintenance.** Test Insynctive products at least once per year to help ensure proper operation. Do not paint over SENSORS.

**Replacing Batteries.** See [Pella.CustHelp.com](http://Pella.CustHelp.com) for how-to videos. When INTEGRATED WINDOW SENSOR battery is low, a signal will be sent to BRIDGE. Low Battery Fault will be displayed in Pella Insynctive App or on home automation system interface.

### To Replace the Battery on a Casement or Awning Window:

Remove the transmitter from the window, then lift up the corner of the plastic cover to reveal the battery. Carefully replace with a CR2032 battery, ensuring that the plus (+) side of the battery faces toward you. Replace clear plastic cover over battery and ensure that battery is seated, then insert transmitter back into window unit. **To replace the battery on a Double-Hung Window** use tweezers to remove the battery from the sensor housing, disposing of the plastic battery tab if included. Then insert battery back into the sensor housing. Close and lock the window within 2 minutes of replacing the battery to teach SENSOR what type of product it is installed in. Wait 2 minutes, then test SENSOR by unlocking the window with installed

SENSOR. BRIDGE should beep twice. Pairing SENSOR is not required after battery change.



**WARNING** Use caution when windows are open and when removing the transmitter to avoid a fall out of a window. Keep children and pets away from open windows.

**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. Failure to change battery promptly 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 [dtsc.ca.gov/hazardouswaste/perchlorate](http://dtsc.ca.gov/hazardouswaste/perchlorate) for any special handling regulations.

# Integrated Window Sensor (continued)

## **Deleting INTEGRATED WINDOW SENSOR from BRIDGE.**

Deleting INTEGRATED WINDOW SENSORS may be needed if you no longer have a use for INTEGRATED WINDOW SENSORS. See [Pella.CustHelp.com](http://Pella.CustHelp.com) for how-to videos.

**1. Prepare INTEGRATED WINDOW SENSOR.** Remove transmitter from window and lift up a corner of the clear plastic cover to expose the battery. Remove and reinsert the battery to place SENSOR in deletion mode for 2 minutes.

**NOTE:** If 2 minutes pass without a successful deletion, remove and insert the battery again.

**⚠WARNING** Use caution when windows are open and when removing the transmitter to avoid a fall out of a window. Keep children and pets away from open windows.

Insert the transmitter back into the window, close and latch the window, then wait 10 seconds. The transmitter has now learned what type of window it is housed in. You are ready to delete INTEGRATED WINDOW SENSOR from BRIDGE.

**2. App Deleting.** Follow instructions in Pella Insynctive App for deleting sensors.

**Manually Delete INTEGRATED WINDOW SENSOR from BRIDGE.** Press and hold BRIDGE Pair button until light begins flashing orange. The Pair button is the bottom button located on the side of BRIDGE. **NOTE:** BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited pair mode.

To delete INTEGRATED WINDOW SENSOR from BRIDGE, unlock and then lock the window; repeat 2 times within 10 seconds. Wait for the light on BRIDGE to flash red and beep 3 times. This will indicate a successful deletion. If INTEGRATED WINDOW SENSOR deletion is unsuccessful, return to Step 1 and retry the process. To exit pair mode, press and hold Pair button on BRIDGE until light stops flashing orange.

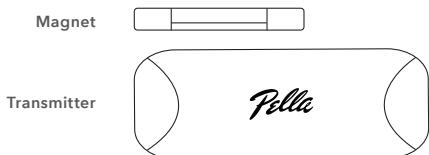
# Integrated Window Sensor (continued)

## TROUBLESHOOTING

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

Problem	Cause and Possible Solution
Cannot pair INTEGRATED WINDOW SENSOR to BRIDGE.	<ul style="list-style-type: none"><li>Verify SENSOR battery is installed correctly and plastic battery tab has been removed. See page 21 for additional information. Remove and reinstall battery to restart pair mode. Move BRIDGE to same room as SENSOR to ensure that range is not an issue. Make sure window lock is moved to the fully locked position during unlocked/lock/unlock cycling. Make sure SENSOR is fully snapped or inserted into the housing.</li><li>SENSOR failed to learn the product type. User failed to wait 10 seconds. Repeat Prepare INTEGRATED WINDOW SENSOR step. Make sure BRIDGE is in pair mode (orange light should be flashing).</li></ul>
BRIDGE does not beep when window is opened.	<ul style="list-style-type: none"><li>Verify that BRIDGE chime feature is turned on. See page 7 for details. Battery may be too low to operate SENSOR. Replace battery. See page 22 for additional information. SENSOR may be out of range. Move BRIDGE closer to SENSOR. Verify that BRIDGE has power.</li></ul>

# Universal Window and Door Sensor



**UNIVERSAL WINDOW AND DOOR SENSOR** consists of a transmitter and a magnet. **UNIVERSAL WINDOW AND DOOR SENSOR** can be mounted to any window or door. **UNIVERSAL WINDOW AND DOOR SENSOR** will transmit a signal to **BRIDGE** if the window or door is opened or closed.

## What's needed:

- Pella® Insynctive® **BRIDGE** (required – sold separately): Connects your Insynctive products to a compatible home automation system.
- Compatible home automation system (optional – sold separately) or Pella Insynctive App: For a list of compatible home automation systems, visit [ConnectPella.com](http://ConnectPella.com).

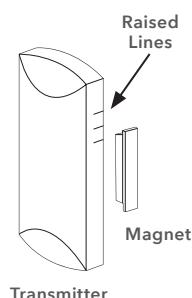
## DETAILED INSTRUCTIONS

### UNIVERSAL WINDOW AND DOOR SENSOR setup.

1. **Get Started.** Ensure **BRIDGE** is set up. For **BRIDGE** setup instructions, see page 6.

#### 2. Prepare UNIVERSAL WINDOW AND DOOR SENSOR.

UNIVERSAL WINDOW AND DOOR SENSOR consists of two components: the transmitter and the magnet. On one side of the transmitter are three raised lines. The side of the transmitter with the raised lines must face the magnet for correct operation. Remove the cover of the transmitter by sliding the cover and base in opposite directions. Once the cover is disengaged, the base should easily separate from the cover. With the cover removed, you should see the battery. Remove the plastic tab separating the battery from the device. Push down on the battery to ensure that the battery is firmly in place. **NOTE:** Once the plastic tab is removed from the battery, you will have 2 minutes to pair UNIVERSAL WINDOW AND DOOR SENSOR to **BRIDGE**. If 2 minutes pass without a successful pair, remove and insert the battery again.



**UNIVERSAL WINDOW AND DOOR SENSORS** are supplied with both brown and white covers. Select the color you wish to use and install onto the base. Orient the cover so that the top (as marked on the inside of the cover) points away from the battery. Slide the bottom to close the gap. You should hear a click when the cover engages properly to the base. **NOTE:** The cover will only fit in one orientation.

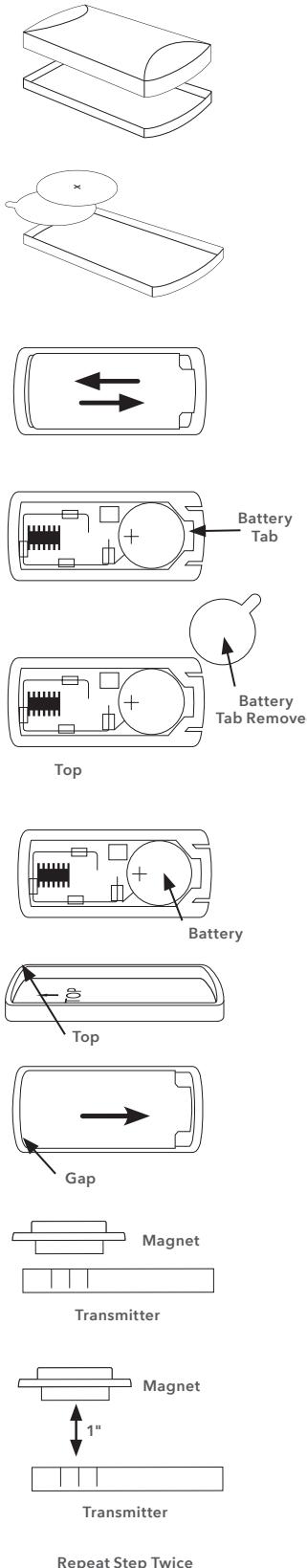
#### 3. Pair UNIVERSAL WINDOW AND DOOR SENSOR to **BRIDGE**.

**App Pairing.** Follow steps outlined in Pella Insynctive App for pairing products.

**Manual Pairing.** Press and release **BRIDGE** Pair button until light begins flashing orange. The Pair button is the bottom button located on the side of **BRIDGE**.

**NOTE:** **BRIDGE** is in pair mode while the orange light is flashing. **BRIDGE** will remain in pair mode for 2 minutes. **BRIDGE** will then beep, and orange light will turn off to indicate **BRIDGE** exited pair mode. To pair WINDOW AND DOOR SENSOR to **BRIDGE**:

- Touch the magnet to the three raised lines on the side of the transmitter.
- Move the magnet at least 1" from the transmitter. Repeat this twice within 2 seconds.



Repeat Step Twice

# Universal Window and Door Sensor (continued)

NOTE: SENSOR cover must be installed during pair process.

Wait for the light on BRIDGE to flash green and beep for 2 seconds. This will indicate a successful pair. If UNIVERSAL WINDOW AND DOOR SENSOR pair is unsuccessful, remove and reinsert battery to restart the 2-minute pair mode and try again. Repeat the steps until all your UNIVERSAL WINDOW AND DOOR SENSORS have been paired to BRIDGE. To exit pair mode, press and hold Pair button on BRIDGE until light stops flashing orange.

## 4. Test UNIVERSAL WINDOW AND DOOR SENSOR.

To test WINDOW AND DOOR SENSOR, move the magnet away from the transmitter (within range of BRIDGE). BRIDGE will beep twice. This audible chime feature signals when someone opens a window or door. It also confirms WINDOW AND DOOR SENSOR was properly paired. **NOTE:** If you have selected the chimes to be "off," BRIDGE will not beep. See page 7 for information on setting up chimes.

## 5. Install UNIVERSAL WINDOW AND DOOR SENSOR.

When choosing a mounting location on a window or door, ensure that the maximum distance between transmitter and magnet is 1/2" when installed and in the closed position. Allow enough space in the installed position for removing the transmitter cover when the battery needs to be replaced. One side of the transmitter is marked with three raised lines; this indicates the location to align the magnet for proper operation of WINDOW AND DOOR SENSOR. Double-sided tape for the transmitter and the magnet is included with WINDOW AND DOOR SENSOR. For reliable bonding, ensure surface is clean and dry. Apply tape to transmitter and then to desired location on your window or door. Apply firm pressure for several seconds. Do not mount the tape at temperatures below 50°F. The bond will hold at low temperatures 24 hours after installation. **IMPORTANT:** DO NOT exceed a 1/2" gap between magnet and transmitter. For reliable bonding, ensure that surface is clean and dry. Apply tape to magnet and then to desired location on your window or door. Apply firm pressure for several seconds.

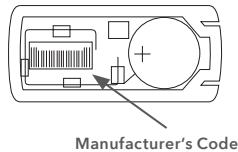
## 6. Test Installed UNIVERSAL WINDOW AND DOOR SENSOR.

Open the window or door that has WINDOW AND DOOR SENSOR installed. BRIDGE should beep twice. If WINDOW AND DOOR SENSOR indicates a closed status when window or door is not completely closed, see troubleshooting information on page 28. **NOTE:** If you have selected the chimes to be off, BRIDGE will not beep. See page 7 for information on setting up chimes.

# Universal Window and Door Sensor (continued)

## ADDITIONAL INSTRUCTIONS

**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 UNIVERSAL WINDOW AND DOOR SENSOR, remove the battery cover. The label is on the circuit board next to the battery.



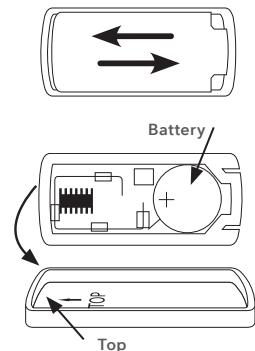
**Care and Maintenance.** Test Insynctive products at least once per year to help ensure proper operation. Use indoors and keep away from sources of water and moisture. Do not paint over SENSORS.

**Replacing Batteries.** When UNIVERSAL WINDOW AND DOOR SENSOR battery is low, a signal will be sent to BRIDGE. Low Battery Fault will be displayed in Pella Insynctive App or on home automation system interface. To replace the battery: Slide the top cover to disengage it from the transmitter, then remove to reveal the battery. Carefully replace with a CR2032 battery, ensuring that the plus (+) side of the battery faces toward you. Reattach the cover – ensuring that the top (as marked on the inside of the cover) points away from the battery. You should hear a click when the cover engages properly.

Test UNIVERSAL WINDOW AND DOOR SENSOR by opening the window or door with installed SENSOR. BRIDGE should beep twice. Pairing UNIVERSAL WINDOW AND DOOR SENSOR is not required after battery change.

**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. Failure to change battery properly when low will impair WINDOW AND DOOR 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 [dtsc.ca.gov/hazardouswaste/perchlorate](http://dtsc.ca.gov/hazardouswaste/perchlorate) for any special handling regulations.



**Deleting UNIVERSAL WINDOW AND DOOR SENSOR FROM BRIDGE.** Deleting WINDOW AND DOOR SENSOR may be needed if you no longer have a use for SENSOR.

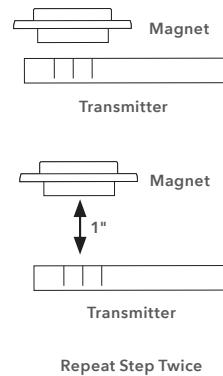
### 1. Prepare UNIVERSAL WINDOW AND DOOR SENSOR.

Remove the cover of the transmitter by sliding the cover and base in opposite directions. Once the cover is disengaged, the base should easily separate from the cover. Remove and reinsert the battery to place WINDOW AND DOOR SENSOR into pair mode for 2 minutes. **NOTE:** If 2 minutes pass without a successful deletion, remove and insert the battery again. Orient the cover so that the top (as marked on the inside of the cover) points away from the battery. Slide the bottom to close the gap. You should hear a click when the cover engages properly to the base. **NOTE:** The cover will only fit in one orientation.

### 2. App Deleting.

Follow instructions in Pella Insynctive App for deleting sensors.

**Manually Delete WINDOW AND DOOR SENSOR from BRIDGE.** Press and hold BRIDGE Pair button until light begins flashing orange. The Pair button is the bottom button located on the left side of BRIDGE. BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited pair mode.



To delete WINDOW AND DOOR SENSOR from BRIDGE: Touch the magnet to the three raised lines on the side of the transmitter. Move the magnet at least 1" from the transmitter. Repeat this twice within 2 seconds.

**NOTE:** WINDOW AND DOOR SENSOR cover must be properly installed during deletion process. Wait for the light on BRIDGE to flash red and beep three times. This will indicate a successful deletion. If WINDOW AND DOOR SENSOR deletion is unsuccessful, remove and reinsert WINDOW AND DOOR SENSOR battery to restart the 2-minute pair mode for WINDOW AND DOOR SENSOR, and try again. To exit pair mode, press and hold Pair button on BRIDGE until light stops flashing orange.

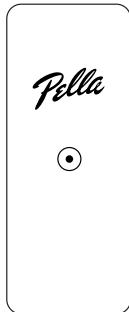
# Universal Window and Door Sensor (continued)

## TROUBLESHOOTING

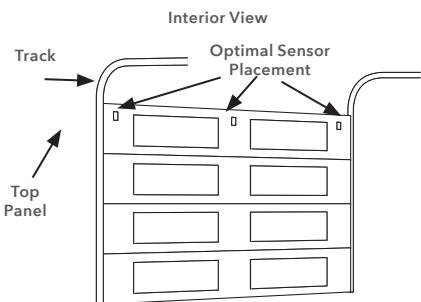
Also refer to [Pella.CustHelp.com](http://Pella.CustHelp.com) for more troubleshooting information, including videos, frequently asked questions and reference materials.

Problem	Cause and Possible Solution	Problem	Cause and Possible Solution
Cannot pair WINDOW AND DOOR SENSOR to BRIDGE.	<ul style="list-style-type: none"><li>Verify SENSOR battery is installed correctly and plastic battery tab has been removed. See page 25 for additional information. Remove and reinstall battery to restart pair mode. Pair SENSOR in same room as BRIDGE to ensure that range is not an issue. Ensure that SENSOR cover is in correct orientation and engaged properly to the base. <b>NOTE:</b> The cover will only fit in one orientation (the top as marked on inside of the cover points away from the battery). Make sure magnet is moved 1" from the transmitter during pairing. Make sure BRIDGE is in pair mode (orange light should be flashing).</li></ul>	Window or door is closed, and it shows as opened.	<ul style="list-style-type: none"><li>Magnet is too far from the transmitter when the window or door is closed. Move the magnet to within 1/2" of the three lines on the transmitter. Open and close the window or door to verify that SENSOR status changes.</li></ul>
BRIDGE does not beep when window or door is opened.	<ul style="list-style-type: none"><li>Verify that BRIDGE chime feature is turned on. See page 7 for details. Battery may be too low to operate SENSOR. Replace battery. See page 27 for additional information. SENSOR may be out of range. Move BRIDGE closer to SENSOR. Verify that BRIDGE has power.</li></ul>	Window or door shows as closed, but water entered through the window or door during rain.	<ul style="list-style-type: none"><li>Check to see if the window or door is closed and locked. Windows and doors should be closed and locked for optimal performance in rain.</li></ul>
Window or door is open, and it shows as closed.	<ul style="list-style-type: none"><li>SENSOR changes status when the magnet is more than 1/2" away from the transmitter. While the window or door is closed, move the magnet to a location that is on the border of switching to "open" status. This will reduce the window or door travel needed to activate SENSOR. Close and open the window or door to verify that SENSOR status changes.</li></ul>		

# Garage Door Sensor



**GARAGE DOOR SENSOR** will transmit a signal to BRIDGE if your garage door is opened or closed. GARAGE DOOR SENSOR will change between opened and closed state when SENSOR is tilted to approximately a 45-degree angle. It is recommended that SENSOR be installed near the top of the garage door to minimize the distance that the door travels before reaching a 45-degree angle.



## What's needed:

- Pella® Insynctive® BRIDGE (required – sold separately): Connects your Pella Insynctive products to compatible home automation system.
- Compatible home automation system (optional – sold separately) or Pella Insynctive App: For a list of compatible home automation systems, visit [ConnectPella.com](http://ConnectPella.com).
- Phillips-head screwdriver.

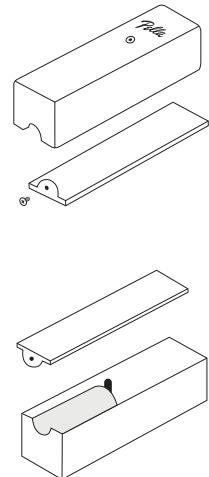
## DETAILED INSTRUCTIONS

### GARAGE DOOR SENSOR setup.

1. **Get Started.** Ensure BRIDGE is set up. For BRIDGE setup instructions, see page 6.

#### 2. Prepare GARAGE DOOR SENSOR

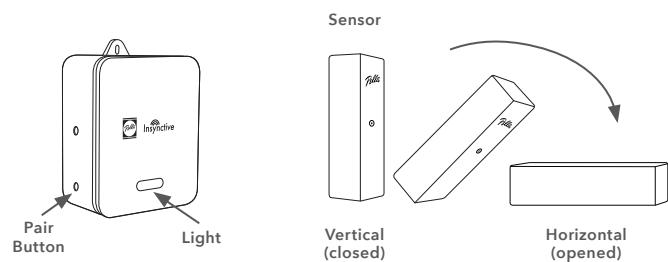
**SENSOR.** Use a Phillips-head screwdriver to remove the screw that secures the top cover to the base of GARAGE DOOR SENSOR. Pull the base away from the top cover to reveal the battery. Remove the plastic battery tab. Push down on the battery to ensure the battery is firmly in place. Snap the base onto the top cover, but do not reinstall the screw at this time. **NOTE:** Once the plastic tab is removed from the battery, you will have 2 minutes to pair your GARAGE DOOR SENSOR to BRIDGE. If 2 minutes pass without a successful pair, remove and insert the battery again. GARAGE DOOR SENSOR cover needs to be installed to pair to BRIDGE.



3. **Pair GARAGE DOOR SENSOR to BRIDGE.** Each GARAGE DOOR SENSOR will need to be paired to BRIDGE.

**App Pairing.** Follow steps outlined in Pella Insynctive App for pairing products.

**Manual Pairing.** Press and release BRIDGE Pair button until light begins flashing orange, then release button immediately. The Pair button is the bottom button located on the left side of BRIDGE.



# Garage Door Sensor (continued)

**NOTE:** BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited pair mode.

To pair GARAGE DOOR SENSOR to BRIDGE, hold SENSOR in the vertical position with the arrow (located on the side) pointing up. Rotate SENSOR from vertical position to horizontal position with the Pella logo face down and back to the vertical position twice within 2 seconds. **NOTE:** SENSOR cover must be installed for pair process. Wait for the light on BRIDGE to flash green and beep for 2 seconds. This will indicate a successful pair. If GARAGE DOOR SENSOR pair is unsuccessful, rotate SENSOR from vertical position to horizontal position with the Pella logo face down and back to the vertical position twice within 2 seconds. Then wait until BRIDGE indicates a successful pair. Repeat the previous steps until all GARAGE DOOR SENSORS have been paired to BRIDGE. To exit pair mode, press and hold Pair button on BRIDGE until light stops flashing orange.

**4. Test GARAGE DOOR SENSOR.** Rotate GARAGE DOOR SENSOR from vertical to horizontal. BRIDGE should beep twice. **NOTE:** If you have selected the chimes to be off, BRIDGE will not beep. Refer to page 7 for information on setting up chimes. Reinstall the screw to secure the top cover to the base of GARAGE DOOR SENSOR.

**5. Install GARAGE DOOR SENSOR.** **NOTE:** For best results, GARAGE DOOR SENSOR should be attached near the top of the garage door. Doing so will trigger SENSOR sooner than if it were placed lower on the door. Included with GARAGE DOOR SENSOR are mounting screws and double-sided tape. Choose which method you would like to use to install GARAGE DOOR SENSOR. If using the mounting screws, remove the base and locate the two countersinks molded into the plastic. Use a Phillips-head screwdriver to drive the provided screws through the center of the countersinks and into the garage door panel. If using the double-sided tape, ensure that the application areas on GARAGE DOOR SENSOR and garage door are clean and dry. Peel the backing from one side of the tape, and apply the tape to GARAGE DOOR SENSOR. Peel the remaining backing from the tape and firmly press the GARAGE DOOR SENSOR to the garage door for several seconds. **NOTE:** Do not install tape at temperatures below 50°F. The bond will hold at low temperatures 24 hours after installation.

**6. Test Installed GARAGE DOOR SENSOR.** Open your garage door with installed GARAGE DOOR SENSOR to verify that BRIDGE is receiving the signal. When the door is open, BRIDGE should beep twice.

**! WARNING** GARAGE DOOR SENSOR may indicate a closed status when garage door is not completely closed. Confirm when the status changes, and ensure that GARAGE DOOR SENSOR is installed in the optimal location.

**NOTE:** GARAGE DOOR SENSOR will trigger when tilted to approximately a 45-degree angle. GARAGE DOOR SENSOR has a delay of approximately 1 second to help eliminate false signals caused by wind or other sources of vibration.

# Garage Door Sensor (continued)

## ADDITIONAL INSTRUCTIONS

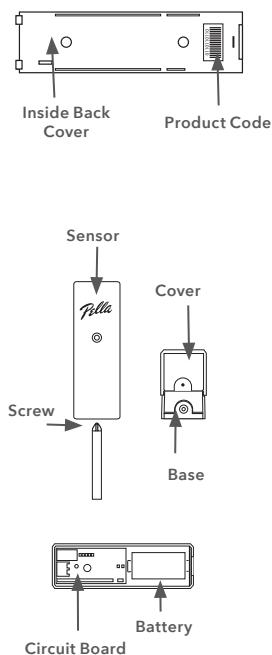
**How to Find Product Manufacturer's Code.** Each Insynctive® product contains a label with a manufacturer's code that will be required to help Pella Customer Service identify the product if service is required. To locate the manufacturer's code for GARAGE DOOR SENSOR, remove the top cover. The label is located next to the battery.

**Care and Maintenance.** Test Insynctive products at least once per year to help ensure proper operation. Keep away from sources of water and moisture. Do not paint over SENSORS.

**Replacing Batteries.** See [Pella.CustHelp.com](https://www.pella.com/custhelp) for how-to videos. When GARAGE DOOR SENSOR battery is low, a signal will be sent to BRIDGE. Low Battery Fault will be displayed in Pella Insynctive App or on home automation system interface. To replace the battery: Use a Phillips-head screwdriver to remove the screw that secures the top cover. Pull the top cover away from the base. Remove the battery. Carefully place a new CR123A battery into the battery holder. Snap the top cover back onto the base. Reinstall the screw to secure the top cover to the base. Test GARAGE DOOR SENSOR by opening the garage door with installed SENSOR. BRIDGE should beep twice. Pairing GARAGE DOOR SENSOR is not required after battery change.

**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. Failure to change battery properly when low will impair GARAGE DOOR 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 [dtsc.ca.gov/hazardouswaste/perchlorate](http://dtsc.ca.gov/hazardouswaste/perchlorate) for any special handling regulations.



**Delete GARAGE DOOR SENSOR from BRIDGE.** Deleting GARAGE DOOR SENSOR may be needed if you no longer have a use for SENSOR. See [Pella.CustHelp.com](https://www.pella.com/custhelp) for how-to videos.

**1. Prepare GARAGE DOOR SENSOR.** Use a Phillips-head screwdriver to remove the screw that secures the cover to the base of GARAGE DOOR SENSOR. Pull the base away from the cover. Remove and reinsert the battery to place GARAGE DOOR SENSOR into pair mode for 2 minutes.

**NOTE:** If 2 minutes pass without a successful deletion, remove and insert the battery again. Remove and reinsert the battery to place sensor in deletion mode for 2 minutes. Snap the base onto the top cover, but do not reinstall the screw at this time.

**2. App Deleting.** Follow instructions in Pella Insynctive App for deleting sensors.

### Manually Delete GARAGE DOOR SENSOR from BRIDGE.

Press and hold Pair button on BRIDGE until light begins flashing orange. The Pair button is the bottom button (closer to the light on the front) located on the side of BRIDGE. **NOTE:** BRIDGE is in pair mode while the orange light is flashing. BRIDGE will remain in pair mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited pair mode. To delete GARAGE DOOR SENSOR from BRIDGE, hold GARAGE DOOR SENSOR in the vertical position with the arrow (located on the side) pointing up. Rotate GARAGE DOOR SENSOR from vertical position to horizontal position with the Pella logo face down and back to the vertical position twice within 2 seconds. **NOTE:** GARAGE DOOR SENSOR cover must be installed to delete GARAGE DOOR SENSOR. Wait for the light on BRIDGE to flash red and beep three times. This will indicate a successful deletion. If GARAGE DOOR SENSOR deletion is unsuccessful, retry the process. To exit pair mode, press and hold Pair button on BRIDGE until light stops flashing orange.

# Garage Door Sensor (continued)

## TROUBLESHOOTING

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

Problem	Cause and Possible Solution
Cannot pair GARAGE DOOR SENSOR to BRIDGE.	<ul style="list-style-type: none"><li>Verify SENSOR battery is installed correctly and plastic battery tab has been removed. Ensure SENSOR cover is in correct orientation and engaged properly to the base. See page 29 for additional information. Remove and reinstall battery to restart pair mode. Pair SENSOR in same room as BRIDGE to ensure range is not an issue.</li></ul>
BRIDGE does not beep when GARAGE DOOR SENSOR tilts.	<ul style="list-style-type: none"><li>Verify that BRIDGE chime feature is turned on. See page 7 for details. Battery may be too low to operate SENSOR. Replace battery. See page 29 for additional information. SENSOR may be out of range. Move BRIDGE closer to SENSOR. Verify BRIDGE has power.</li></ul>
Garage door is not completely closed, and status shows as closed.	<ul style="list-style-type: none"><li>Most garage door openers allow for the garage door to be stopped when opening. If the garage door is stopped prior to SENSOR changing status (occurs at approximately a 45-degree angle), status will show closed. Open the garage door further until SENSOR changes status.</li></ul>

# FCC Compliance and Industry Canada

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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 Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of this device.

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.

## Limited Warranty

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A two-year limited warranty comes standard with purchase. For complete warranty details, visit [Pella.com/Performance/Smart-Home](https://Pella.com/Performance/Smart-Home).

## Software License Agreement and Privacy Policy

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Pella® Insynctive® products are covered by the Pella Insynctive products Software License Agreement and Pella Insynctive products Privacy Policy in effect at the time of sale, which can be found at [Pella.com/Performance/Smart-Home](https://Pella.com/Performance/Smart-Home). By installing or using your Insynctive products, you are acknowledging that the Insynctive Software License Agreement and Privacy Policy are part of the terms of sale.

