

Issue	Cause	Solution
Can't connect the gateway to the Wi-Fi network or add it to the APP	Bluetooth on your mobile phone is not turned on	Please turn on the Bluetooth on your mobile phone
	The Wi-Fi network that your mobile phone connected is not 2.4G	Connect to a 2.4G Wi-Fi network
	The gateway is out of range of your Wi-Fi network (router)	Place the gateway as close to the rout as possible
	The password entered is incorrect	Enter the correct password of your Wi-Fi network
The gateway can't sound an alarm or send app notifications	The sensor (transmitter) is out of range of the gateway	Test the sensor beformal mounting to ensure it is within the range of the gateway
The water leak sensor doesn't work	The insulation strip has not been removed	Pull out the insulation strip before use
	Battery runs low	Replace a new batt
	Battery installed improperly	Re-install the batter

Specifications	Wi-Fi gateway	
Power	AC100~240V	
Wi-Fi network	2.4G b/n/g	
Volume	0-110dB	
Number of ringtone	12	
Wireless frequency	433MHz	
Operating environment	-10 °C-55 °C, relative humidity 10%~9	
Specifications	Wireless Water Leak Sensor	
Wireless frequency	433.92MHz	
Wireless distance	500 m ± 30 m	
Battery	DC3V, 2 x AAA batteries required	
Battery life	Up to 2 years	
Standby current	<5uA	
Alarm current	<50mA	
Alarm volume	Max 110dB	
IP rating	IP65	
Automatic Shutoff	No	
Operation Conditions	32°F to 120°F (0° C to 49°C)	

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