



Insynctive®
**INTEGRATED
PATIO DOOR SENSORS**



INTEGRATED PATIO DOOR SENSORS communicate the opened or closed and locked or unlocked status of your Patio Door by Pella to BRIDGE.

WHAT'S NEEDED:

- **PELLA® INSYNCTIVE® BRIDGE (required – sold separately):** Wirelessly connects your Insynctive products to STATUS INDICATOR or a compatible home automation system.*
- **PELLA INSYNCTIVE STATUS INDICATOR (optional – sold separately):** Indicates status of Pella Insynctive SENSORS. Or you can use a compatible home automation system to help monitor your windows and doors.*
- **SMALL FLATHEAD SCREWDRIVER**

* For a list of compatible home automation systems, visit [Insynctive.Pella.com](https://www.insynctive.pella.com).

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GENERAL AND SAFETY INFORMATION

REGISTERING PRODUCTS

Visit [Insynctive.Pella.com/Registration](https://www.insynctive.pella.com/Registration) to register your new Pella® Insynctive® products.

NEED HELP?

For instant access to warranties, troubleshooting information and videos, visit [Insynctive.Pella.com/Support](https://www.insynctive.pella.com/Support) or call **855-473-5524**.

HAVE A HOME AUTOMATION SYSTEM?

To view a list of compatible systems and find instructions on how to sync Pella Insynctive products, visit [Insynctive.Pella.com](https://www.insynctive.pella.com).

WARNING

Failure to adhere to the warnings below may result in death, serious injury and/or loss of valuables.

- Pella Insynctive INTEGRATED PATIO DOOR SENSORS are not 100% reliable for a variety of reasons. For example, SENSORS:
 - communicate data wirelessly, and wireless data is susceptible to interference or failure.
 - require proper installation.
 - require a battery with an adequate charge.
 - may be damaged after installation.

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 the transmitter to avoid a fall out of a window. Keep children and pets away from open windows.
- 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.
- Batteries carry the risk of fire, explosion and burns. Do not recharge, disassemble or incinerate.
- INTEGRATED PATIO DOOR SENSORS may indicate a patio door is closed, but water intrusion may occur during rain. Patio doors should be closed and locked for optimal performance in rain.

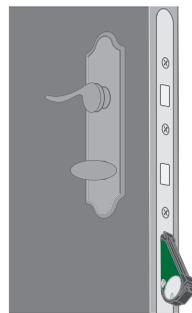
PRODUCT OVERVIEW

INTEGRATED PATIO DOOR SENSORS wirelessly communicate the locked or unlocked and opened or closed status of Patio Doors by Pella to Insynctive® BRIDGE.

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

Sensors are integrated into Patio Doors by Pella ordered with Insynctive technology, making them virtually unnoticeable.

* For a list of compatible home automation systems, visit [Insynctive.Pella.com](https://www.insynctive.pella.com).



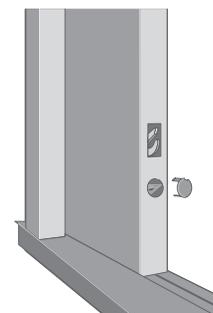
HINGED PATIO DOOR
LOCK SENSOR



HINGED PATIO DOOR
OPEN/CLOSE SENSOR



SLIDING PATIO DOOR
LOCK SENSOR



SLIDING PATIO DOOR
OPEN/CLOSE SENSOR

SPECIFICATIONS

Frequency: 433.92MHz (Insynctive)

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

Operating Humidity: 5% to 95% RH noncondensing

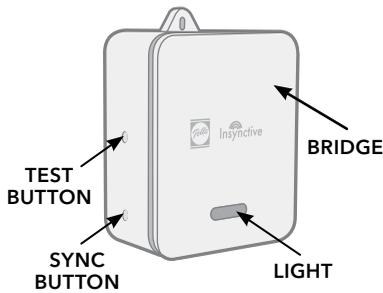
Lock Sensor Battery: 3V lithium CR2032

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)

Magnet Gap: 5/16" max between patio door panel and hinged door head or sliding door lock jamb

DETAILED INSTRUCTIONS



INTEGRATED PATIO DOOR SENSOR SETUP

See [Insynctive.Pella.com/Support](https://www.insynctive.com/support) for how-to videos.

1. Get Started

Plug BRIDGE into an electrical outlet (light will turn green and then flash blue).

2. Prepare OPEN/CLOSE SENSOR

Sliding Patio Doors: 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. Remove the plastic battery tab from the battery, then reinsert the OPEN/CLOSE SENSOR into your entry door. Install the plastic endcap back onto OPEN/CLOSE SENSOR.

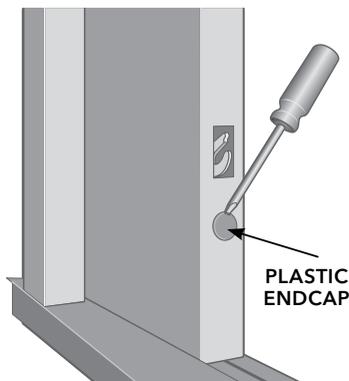
Hinged Patio Doors: Pull the plastic battery tab from OPEN/CLOSE SENSOR.

NOTE: Once the plastic tab is removed from the battery, you will have 2 minutes to sync OPEN/CLOSE SENSOR to BRIDGE. If 2 minutes pass without successfully syncing, follow steps for removing and reinserting the battery on pages 9 - 10.

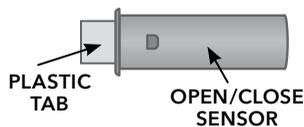
You are ready to sync OPEN/CLOSE SENSOR to BRIDGE.

3. Sync OPEN/CLOSE SENSOR to BRIDGE

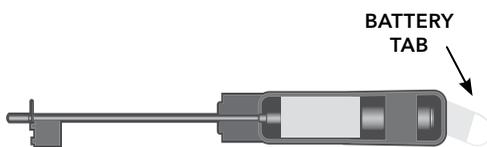
Each INTEGRATED PATIO DOOR SENSOR will need to be synced to BRIDGE.



SLIDING PATIO DOOR
OPEN/CLOSE SENSOR

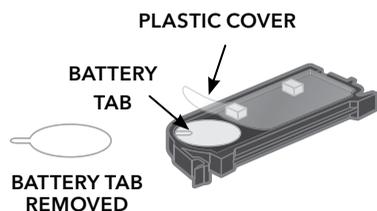
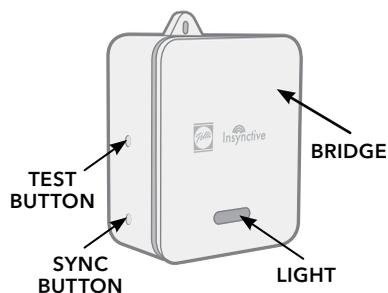


HINGED PATIO DOOR
OPEN/CLOSE SENSOR



HINGED PATIO DOOR
OPEN/CLOSE SENSOR

DETAILED INSTRUCTIONS (continued)



WITHOUT HOME AUTOMATION (Stand-Alone Mode)

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

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

To sync 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.

Wait for the light on BRIDGE to flash green and beep for 2 seconds. This will indicate a successful sync.

If OPEN/CLOSE SENSOR sync 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 patio door 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.

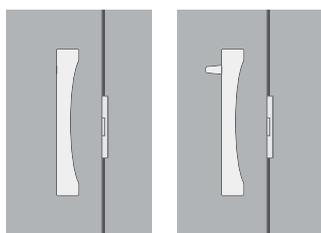
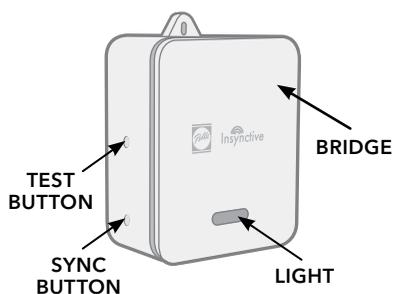
Remove the plastic tab separating the battery from the device. Push down on the battery to ensure that the battery is firmly in place. Make sure plastic cover is flat and in place.

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 patio door type, remove and insert the battery again.

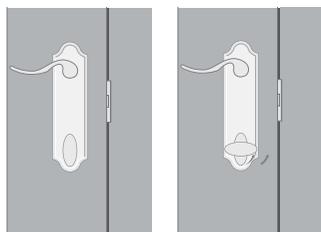
Insert the lock transmitter back into your patio door; close and lock the patio door and wait 10 seconds. The lock transmitter has now learned what type of patio door it is housed in.

You are ready to sync LOCK SENSOR to BRIDGE.

DETAILED INSTRUCTIONS (continued)



LOCKED UNLOCKED
SLIDING PATIO DOOR



LOCKED UNLOCKED
HINGED PATIO DOOR

5. Sync LOCK SENSOR to BRIDGE

Each INTEGRATED PATIO DOOR SENSOR will need to be synced to BRIDGE. You will have 2 minutes after completing Step 4 to complete this step. If syncing is not successful within 2 minutes, remove then replace the battery and repeat steps 4 and 5.

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

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

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

Hinged Patio Doors: To sync 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 sync.

If LOCK SENSOR sync is unsuccessful, unlock then lock your patio door 2 more times within 10 seconds. Then wait until BRIDGE indicates a successful sync.

NOTE: If syncing is still not successful, remove then reinsert the battery and repeat steps 4 and 5.

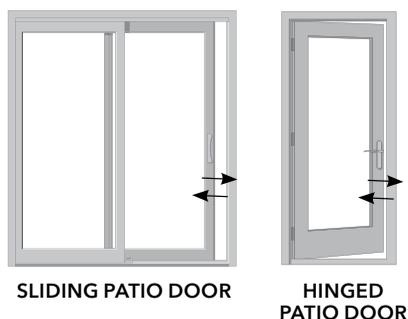
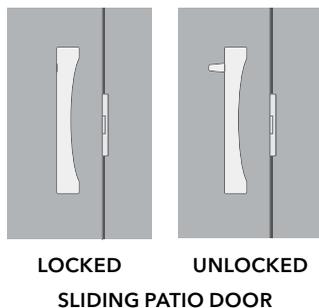
Repeat the previous steps until all INTEGRATED PATIO DOOR SENSORS have been synced to BRIDGE.

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

WITH HOME AUTOMATION

BRIDGE supports two types of home automation systems, Professionally Installed and Do-It-Yourself (DIY) Z-Wave. For a list of compatible home automation systems or syncing instructions, visit Insynctive.Pella.com.

DETAILED INSTRUCTIONS (continued)



6. Test INTEGRATED PATIO DOOR SENSORS

Each INTEGRATED PATIO DOOR SENSOR should be tested to ensure proper function after it is synced.

To test LOCK SENSOR, use the following procedure:

Unlock your patio door and verify that LOCK SENSOR reports the product as unlocked on STATUS INDICATOR or compatible home automation system. BRIDGE will beep twice.

To test OPEN/CLOSE SENSOR, use the following procedure:

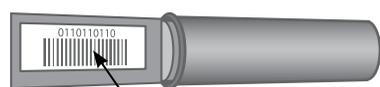
Open your patio door and verify that OPEN/CLOSE SENSOR reports the product as opened on STATUS INDICATOR or compatible home automation system. BRIDGE will beep 2 times.

For double doors, also verify that retracting the bolt on the passive panel causes the OPEN/CLOSE SENSOR to report as opened on STATUS INDICATOR or compatible home automation system. BRIDGE will beep twice.

If any of these steps fail, see the troubleshooting information on page 14.

NOTE: If you have selected the chimes to be off, BRIDGE will not beep. See Bridge Product Guide for information on setting up chimes.

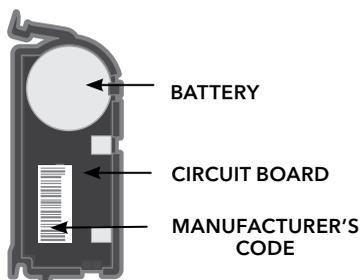
ADDITIONAL INSTRUCTIONS



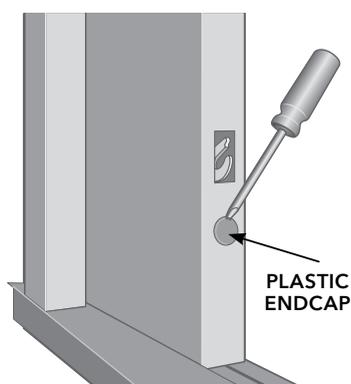
PRODUCT CODE
SLIDING PATIO DOOR
OPEN/CLOSE SENSOR



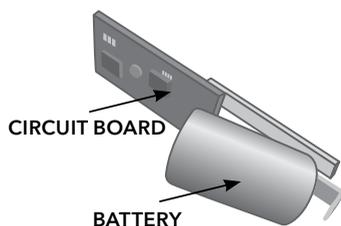
PRODUCT CODE
HINGED PATIO DOOR
OPEN/CLOSE SENSOR



LOCK SENSOR



SLIDING PATIO DOOR
OPEN/CLOSE SENSOR



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

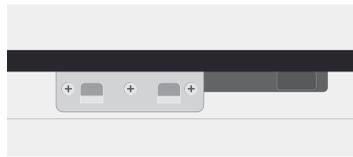
See [Insynctive.Pella.com/Support](https://www.insynctive.pella.com/Support) for how-to videos.

When INTEGRATED PATIO DOOR SENSOR batteries are low, a signal will be sent to BRIDGE. To aid in identifying which SENSOR has a low battery, BRIDGE will beep twice and then issue a long tone when INTEGRATED PATIO DOOR SENSOR with the low battery changes from locked to unlocked or opened to closed.

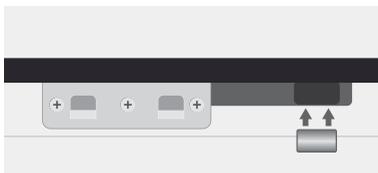
To replace battery on OPEN/CLOSE SENSOR for Sliding Patio Door:

- Use a flathead screwdriver to carefully remove the plastic endcap from the OPEN/CLOSE SENSOR.
- Grip the edges of the circuit board 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. Resyncing OPEN/CLOSE SENSOR is not required after battery change.

ADDITIONAL INSTRUCTIONS (continued)



HINGED PATIO DOOR
OPEN/CLOSE SENSOR



HINGED PATIO DOOR
OPEN/CLOSE SENSOR BATTERY

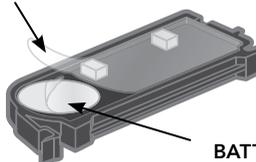


HINGED PATIO DOOR LOCK SENSOR



SLIDING PATIO DOOR LOCK SENSOR

CLEAR PLASTIC
COVER



BATTERY

To replace the battery on OPEN/CLOSE SENSOR for Hinged Patio Door:

- Use a flathead screwdriver to carefully remove the plastic endcap from the OPEN/CLOSE SENSOR.
- Carefully slide out the battery and replace with a CR2 battery.
- Install the plastic endcap back onto the 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. Resyncing OPEN/CLOSE SENSOR is not required after battery change.

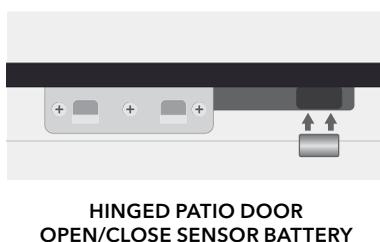
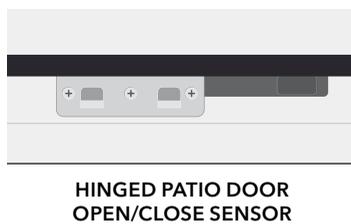
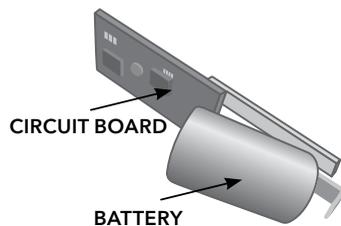
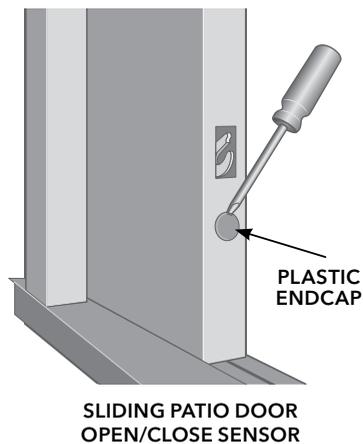
To replace the battery on LOCK SENSOR:

- 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. Resyncing LOCK SENSOR is not required after battery change.



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

ADDITIONAL INSTRUCTIONS (continued)



IMPORTANT NOTES:

- Electrostatic-sensitive. Avoid touching the antenna or circuit board when changing the battery.
- Failure to change battery promptly when low will impair INTEGRATED PATIO 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 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. See Insynctive.Pella.com/Support for how-to videos.

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.

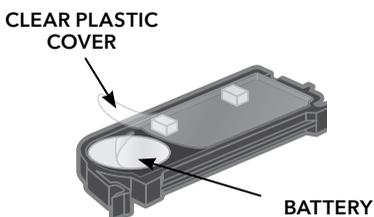
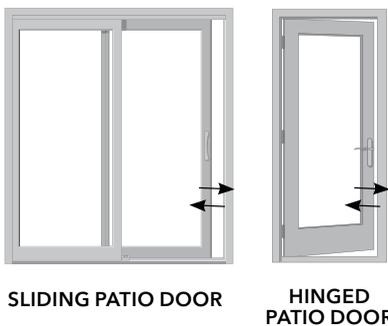
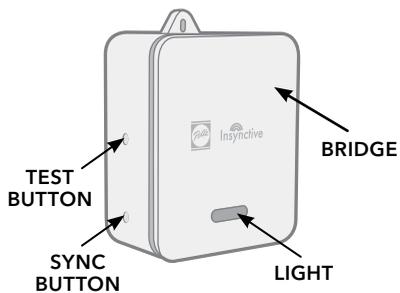
Hinged Patio Door: Use a small flathead screwdriver to remove the plastic endcap from OPEN/CLOSE SENSOR. Slide out the battery, then slide back in. Install the plastic endcap back onto OPEN/CLOSE SENSOR.

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. Delete OPEN/CLOSE SENSOR from BRIDGE

Each INTEGRATED PATIO DOOR SENSOR will need to be deleted from BRIDGE.

ADDITIONAL INSTRUCTIONS (continued)



WITHOUT HOME AUTOMATION (Stand-Alone Mode)

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

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

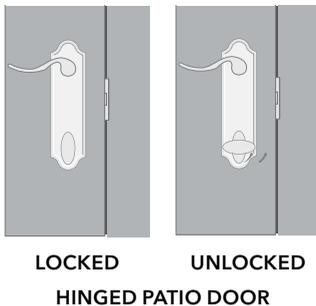
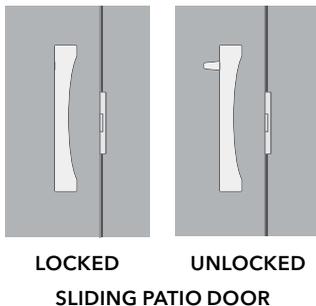
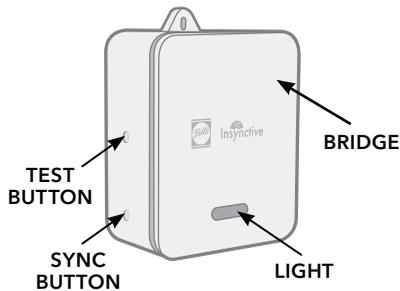
Insert the lock transmitter back into your patio door; close and lock the patio door, then wait 10 seconds. The lock transmitter has now learned what type of patio door it is housed in.

You are ready to delete LOCK SENSOR from BRIDGE.

4. Delete LOCK SENSOR from BRIDGE

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

ADDITIONAL INSTRUCTIONS (continued)



NOTE: BRIDGE is in sync mode while the orange light is flashing. BRIDGE will remain in sync mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE exited sync 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 sync mode, press and hold Sync button on BRIDGE until light stops flashing orange.

WITH HOME AUTOMATION

BRIDGE supports two types of home automation system Professionally Installed and Do-it-Yourself (DIY) Z-Wave. For a list of compatible home automation systems and deletion instructions, visit [Insynctive.Pella.com](https://www.insynctive.com).

TROUBLESHOOTING

Also refer to [Insynctive.Pella.com/Support](https://www.insynctive.pella.com/Support) for more troubleshooting information, including videos, frequently asked questions and reference materials.

PROBLEM	CAUSE AND POSSIBLE SOLUTION
Cannot sync OPEN/CLOSE SENSOR to BRIDGE.	<p>Verify OPEN/CLOSE SENSOR battery is installed correctly and plastic battery tab has been removed. See page 5 for additional information.</p> <p>Remove and reinstall battery to restart sync mode.</p> <p>Move BRIDGE to the same room as OPEN/CLOSE SENSOR to ensure that range is not the issue.</p> <p>Verify magnet is in place on the frame of sliding doors or the top of the panel on hinged doors.</p>
Cannot sync LOCK SENSOR to BRIDGE.	<p>Verify LOCK SENSOR battery is installed correctly and plastic battery tab has been removed. See page 6 for additional information.</p> <p>Remove and reinstall battery to restart sync mode.</p> <p>Move BRIDGE to the same room as LOCK SENSOR to ensure that range is not an issue.</p> <p>Sliding Door: 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.</p> <p>Hinged Door: 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.</p>
BRIDGE does not beep when patio door is unlocked.	<p>Verify that BRIDGE chime feature is turned on. See Bridge Product Guide for details.</p> <p>Battery may be too low to operate LOCK SENSOR. Replace battery. See page 10 for additional information.</p> <p>LOCK SENSOR may be out of range. Move BRIDGE closer to LOCK SENSOR. Verify that BRIDGE has power.</p> <p>Verify the magnet is still in place.</p>

TROUBLESHOOTING (continued)

Also refer to [Insynctive.Pella.com/Support](https://www.insynctive.com/support) for more troubleshooting information, including videos, frequently asked questions and reference materials.

PROBLEM	CAUSE AND POSSIBLE SOLUTION
BRIDGE does not beep when patio door is opened.	Verify that BRIDGE chime feature is turned on. See Bridge Product Guide for details. Battery may be too low to operate OPEN/CLOSE SENSOR. Replace battery. See page 9 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.
BRIDGE beeps 3 times when patio door is opened.	Battery is low in OPEN/CLOSE SENSOR; replace battery.
BRIDGE beeps 3 times when patio door is unlocked.	Battery is low in LOCK SENSOR; replace battery.

FCC COMPLIANCE AND INDUSTRY CANADA

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.

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.

Changes or modifications not expressly approved by Pella Corporation could void the user's authority to operate the equipment.

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.

Integrated Lock Sensor

FCC ID: SO7-13N80000

IC ID: 110009A-13N80000

Integrated Hinged Patio Door Open/Close Sensor

FCC ID: SO7-13N90000

IC ID: 110009A-13N90000

Integrated Sliding Patio Door Open/Close Sensor

FCC ID: SO7-205Z0000

IC ID: 11009A-205Z0000

LIMITED WARRANTY

A two-year limited warranty comes standard with purchase. For complete warranty details, visit Insynctive.Pella.com/IntegratedSensor.

SOFTWARE LICENSE AGREEMENT AND PRIVACY POLICY

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