

# Wiser Water Leakage Sensor

## Device user guide

Information about features and functionality of the devices.

02/2024

**IMPORTANT:** Select your system to access the right user guide

If you have  
**Wiser Gateway**  
(CCT501901) and  
**Wiser app**, continue  
reading this  
device user guide.


### Wiser by SE System



Wiser app



CCT501901  
Wiser Gateway

If you have  
**Wiser Hub/HubR**  
2nd Generation  
(CCT501801 or  
CCTFR6311G2) and  
**Wiser Home app**, then  
click here 

### Wiser Home System



Wiser Home app



CCT501801  
Wiser Hub  
2<sup>nd</sup> Generation



CCTFR6311G2  
Wiser HubR  
2<sup>nd</sup> Generation

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The information provided in this document contains general descriptions, technical characteristics and/or recommendations related to products/solutions.

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# Safety information

## Important information

Read these instructions carefully and look at the equipment to become familiar with the device before trying to install, operate, service, or maintain it. The following special messages may appear throughout this manual or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of either symbol to a “Danger” or “Warning” safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that accompany this symbol to avoid possible injury or death.

### **DANGER**

**DANGER** indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

**Failure to follow these instructions will result in death or serious injury.**

### **WARNING**

**WARNING** indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

### **CAUTION**

**CAUTION** indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

### **NOTICE**

NOTICE is used to address practices not related to physical injury.

# Wiser Water Leakage Sensor



CCT592011

## For your safety

### ***NOTICE***

#### **EQUIPMENT DAMAGE**

- Avoid locations where the sensor may be accidentally kicked or otherwise moved. The best locations are on the floor in corners, within cabinets with exposed plumbing, beneath cabinets, or other fixtures.
- Do not locate the sensor right beneath the place where leakage is likely to happen.
- Do not locate the sensor at the area with rain, oil smoke and steam of cooking range.
- Do not install the sensor in a location with contaminated water such as oil or frozen water such as ice or snow.
- Do not completely immerse the sensor into the water.

**Failure to follow these instructions can result in equipment damage.**

## About the device

The Wiser Water Leakage Sensor (hereinafter referred to as **sensor**) has two sensing pads at the bottom of the body that activates when water is present between the pads. The pads are close to the floor surface when the sensor is placed in its operating position.

When the sensor is connected to the **Wiser Hub** and detects water on the floor, the sensor sends out a sound alarm and reports the event to the app via **Wiser Hub**. The sound alarm stops when the sensor is removed from the water contact.

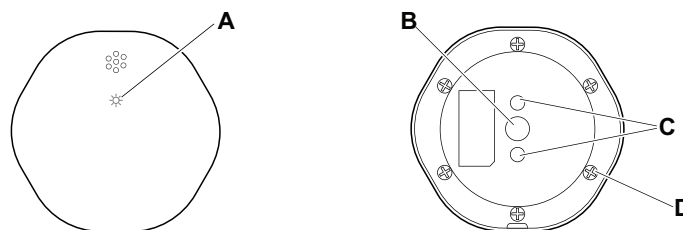
**TIP:** The water leakage sensor will sound an alarm even if it is not connected to the **Wiser Hub**.

### Features of the sensor:

- Detect water and triggers alarms, and passes the information to the **Wiser Hub**.
- Sends the battery level and offline sensor status information to the **Wiser Hub**.

## Operating elements

- A. Status LED
- B. Function key
- C. Sensing pads
- D. Battery cover screws



## Installing the device

Refer to the installation instruction supplied with this product.  
See [Wiser Water Leakage Sensor](#).

## Pairing the device

Using the Wiser app, pair your device with the **Gateway/Hub** to access and control the device. You can either add the device manually or do an auto-scan to pair it.

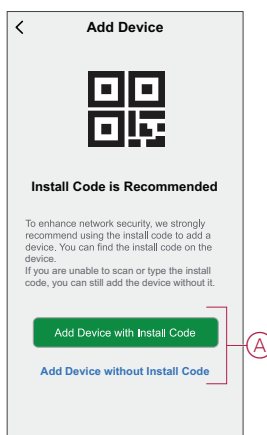
## Pairing device manually

To pair the device manually:

1. On **Home** page, tap **+**.
2. Tap , select the required **Wiser Hub** on the slide-up menu.

3. Select an option to add the device(A):

- **Add Device with Install Code**
- **Add Device without Install Code**

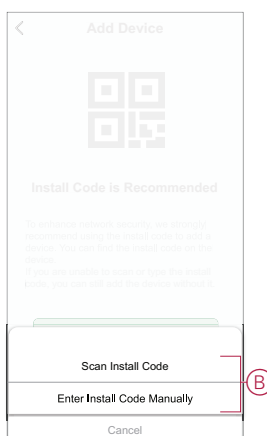


**TIP:** It is highly recommended to add the device with install code.

4. To pair the device with an install code, tap **Add Device with Install Code** to display the slide-up menu. Select any one of the options (B):

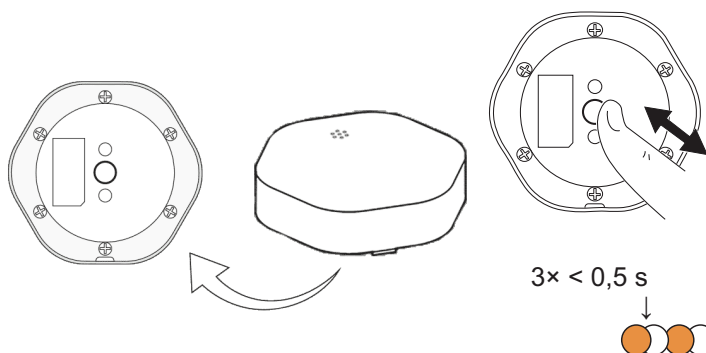
- **Scan Install Code** - you can scan the device for the install code.
- **Enter Install Code Manually** - you can manually enter the install code from the device.

After pairing the device with install code, proceed to **Step 6**.



5. To pair the device without install code, tap **Add Device without Install Code**.

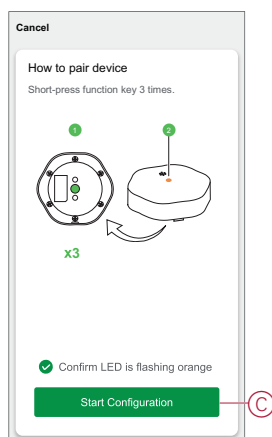
6. On the rear side of the sensor, short press (< 0,5 s) the function key 3 times on the device.



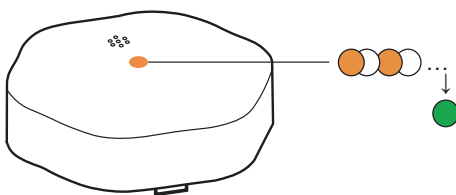
The LED blinks orange.



7. In the app, select **Confirm LED is Flashing Orange** and tap **Start Configuration (C)**.



8. After a few seconds, a solid green LED indicates that the device has been successfully paired to the Hub.



9. Tap **Done** when the pairing is successful.

## Pairing device with auto scan

Pairing the device with auto scan automatically discovers the device when the corresponding device is powered on.  
To pair the device:

1. On the **Home** page, tap **+**.
2. Tap **Auto scan** and then tap **Confirm**.
3. If you have multiple hubs, do Step 4 or proceed to Step 5.
4. Tap **Select hub** and select the Wiser hub from the slide-up menu.
5. Short press the function key 3 times (< 0,5 s).

### NOTE:

- The LED blinks orange.
- Wait for a few seconds until the device search is complete.

**TIP:** If you want to pair multiple devices at once, perform step 5 on each device and wait for a few seconds.

6. Select **Water Leakage Sensor** and tap **Next** (A).





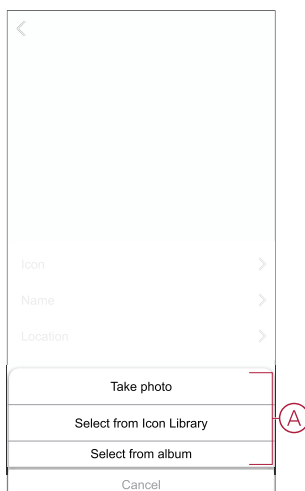
7. Tap **Done** when the pairing is successful.

## Configuring the device

### Changing the device icon



You can change the device icon using the Wiser app.

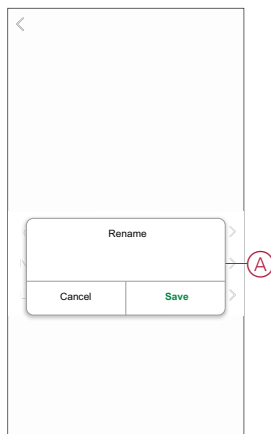
1. On the Home page, select and tap the device you wish to change the icon.
2. At the top right corner of the device screen, tap .
3. Tap edit  next to the device name.
4. Tap **Icon** to view the menu.
5. In the slide-up menu, select any one of the following (A) to change the device icon:
  - **Take photo** - allows you to click a photo from the mobile camera.
  - **Select from Icon Library** - allows you to select an icon from the app library.
  - **Select from Album** - allows you to select a photo from the mobile gallery.



## Renaming the device



You can rename the device using the Wiser app.

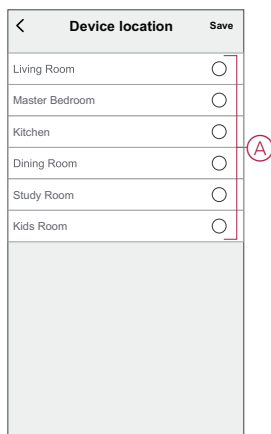
1. On the Home page, select and tap the device you wish to rename.
2. At the top right corner of the device screen, tap .
3. Tap edit  next to the device name.
4. Tap **Name**, enter the new name (A) and then tap **Save**.



## Changing the device location


You can change the device location using the Wiser app.

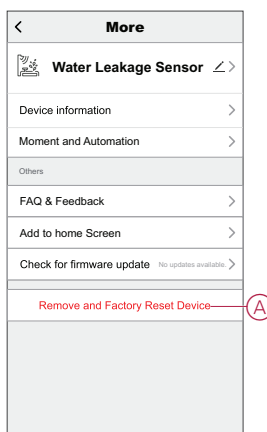
1. On the Home page, select and tap the device you wish to change the location.
2. At the top right corner of the device screen, tap .
3. Tap edit  next to the device name.
4. Tap **Location**.
5. Select the desired location from the list (A) and then tap **Save**.



## Removing the device

You can remove a device from the device list using the Wiser app,  
To remove the device:

1. On the **Home** page, tap **All devices > Water Leakage Sensor**.
2. Tap  to display more details.
3. Tap **Remove and Factory Reset Device (A)** and tap **Confirm**.



**TIP:** On the home page, you can tap and hold the **Water Leakage Sensor** to remove the device.

**NOTE:** By removing the device, you will reset the device. If you still have a problem with the reset, then refer to [resetting the device](#), page 12.

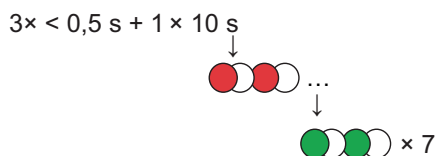
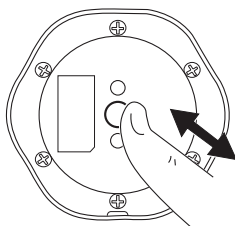
## Resetting the device

You can reset the sensor to factory default manually.  
To reset the sensor:

1. Short-press the function key three times (<0.5 s) and then long-press the function key once (>10 s), the LED blinks red after 10 s, and then release the function key.

Upon successful reset of the sensor, the LED stops blinking. Then, the sensor restarts and blinks green for a few seconds.

**NOTE:** After reset, the LED turns off to save the battery.



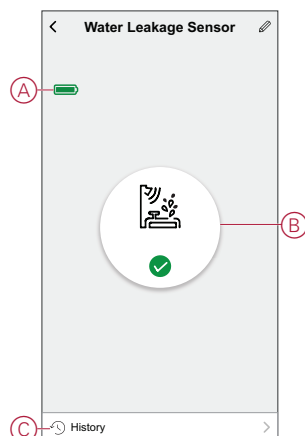
## Using the device

On the **Home** page, tap **All devices > Water Leakage Sensor** to access the control panel.

On the Sensor control panel page, you can see the following:

- Battery level (A)

- Water leakage status (B)
- History (C)



## Checking the device history

You can monitor the water leakage detection by accessing the device history in the Wiser app.

To see the device history:


1. On the **Home** page, tap **All devices** > **Water Leakage Sensor**.
2. On the device control panel page, tap **History**.
3. In the **History** page, you can see the date and time when the water leakage was detected.

History	
2021-09-24	
15:42:47	Detected
15:41:55	Detected
15:41:24	Detected
2021-09-23	
21:50:17	Detected
21:49:15	Detected
21:46:02	Detected
21:45:25	Detected
21:44:28	Detected
21:43:56	Detected


## Creating an automation

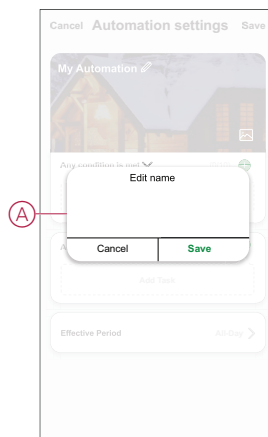
An automation allows you to group multiple actions that are usually done together, triggered automatically or at scheduled times. By using the Wiser app, you can create automations based on your needs.

To create an automation:

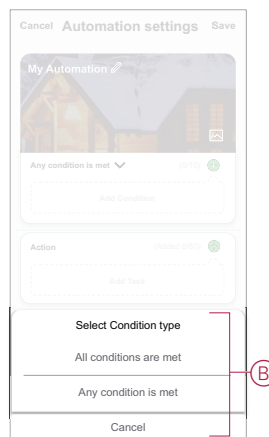
1. On the **Home** page, tap the .
2. Go to **Automation** > **+** to create an automation.

3. Tap **Edit name**, enter the name of the automation (A) and tap **Save**.

**TIP:** You can choose the cover image that represents your automation by tapping .




4. Tap **Any condition is met** to select any one of the condition type (B):
- **All conditions are met**- The automation is triggered when all the conditions are met.
  - **Any condition is met**- The automation is triggered when at least one condition is met.

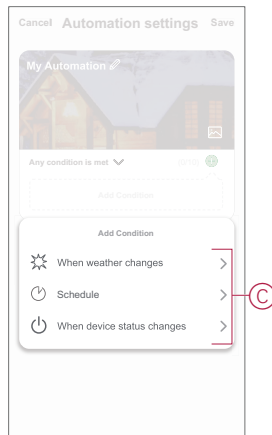


5. Tap **Add Condition** to display the slide-up menu.

6. In the **Add Condition** menu, you can do either or all of the following options (C):

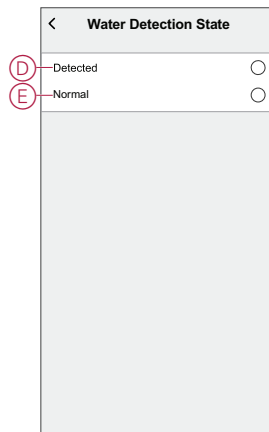
- **When weather changes** - Select the various weather settings
- **Schedule** - Set the time and day
- **When device status changes** - Select the device and it's function

**NOTE:** You can add one or more conditions using .




7. Tap **When device status changes > Water Leakage Sensor > Water detection state** to select either or all of the functions to add in the automation:

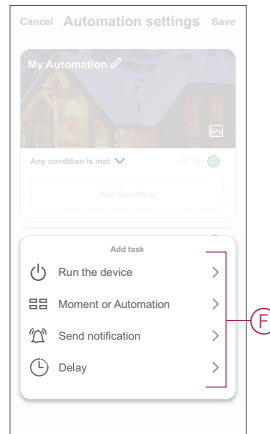
- **Detected** - When the Sensor detects water leakage (D)
- **Normal** - When the Sensor goes back to its original state after the leakage was detected (E)



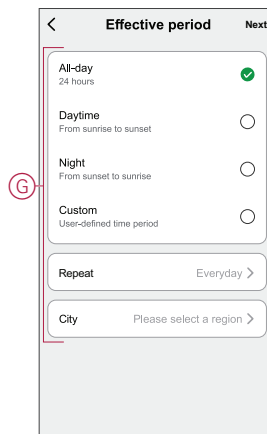
8. Tap **Add task** to display the slide-up menu.

9. In the **Add task** menu, you can do either or all of the following options (F):
- **Run the device**- Select the devices that you want to trigger.
  - **Moment or Automation**- Select the moment which you want to trigger or select the automation that you want to enable or disable.
  - **Send notification**- Turn on notification for the automation.
  - **Delay** - Set the delay time.

**NOTE:** You can add one or more actions using .




10. Tap on Effective period to set the time range for the automation. You can select any one of the following (G):
- **All-day - 24 hours**
  - **Daytime - From sunrise to sunset**
  - **Night - From sunset to sunrise**
  - **Custom - User defined time period**



11. Once all the actions and conditions are set, tap **Save**.

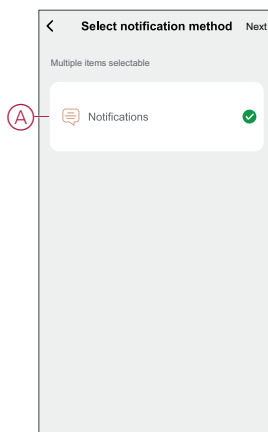
## Example of an automation

This demonstration shows you how to create an automation to get notification on your app when the water leakage is detected.

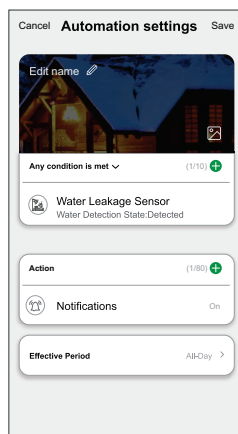
1. Go to **Automation** > **+** to create an automation.
2. Tap **Edit name**, enter the name of the automation and tap **Save**.  
**TIP:** You can choose the cover image that best represents your automation by tapping .
3. Tap **Add Condition** > **When device status changes** > **Water Leakage Sensor**.



4. Tap **Water detection state > Detected** and tap **Next**.
5. Tap **Add task > Send notification** and select **Notifications (A)**.
6. Tap **Next**.



7. In the **Automation Settings** page, tap **Save**.



Once the automation is saved, it is visible on the **Automation** tab. You can tap the toggle switch on the automation to enable it.

## Editing an automation

To edit an automation:

1. On the **Automation** tab, locate the automation you want to edit and tap **⋮**.
2. On the **Edit** page, you can tap each item (such as dimmer, shutter, delay, temperature, etc.) to change the settings.

### TIP:

- You can add one or more actions using **+**.
- To delete an existing condition or action, slide each item towards left and tap **Delete**.

## Deleting an automation

To delete an automation:

1. On the **Automation** tab, locate the automation that you want to delete and then tap **⋮**.

2. Tap **Delete** and tap **Ok**.

**NOTE:** After deleting an automation, the device action can no longer be triggered.

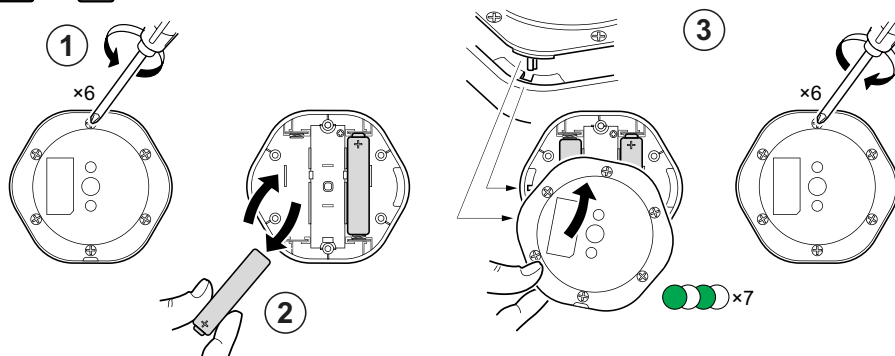
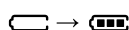
## Replacing the batteries

To replace the batteries:

1. Use a screwdriver to remove the six screws from the battery cover to access the batteries.
2. Make sure you replace the batteries with the correct polarity.
3. Secure the battery cover and tighten the six screws using a screwdriver.



The LED blinks green seven times and then stops blinking.

**IMPORTANT:** Dispose used batteries, as per statutory regulations.





## LED Indications


### Pairing

User Action	LED Indication	Status
Press the function key 3 times	LED blinks amber , once per second. 	Pairing mode is active for 30 seconds. When pairing is completed, LED glows green for some time before turning Off. 


### Resetting

User Action	LED Indication	Status
Press the function key 3 times and hold it down once for > 10 s.	After 10 s, the LED starts blinking red. 	The sensor is in reset mode. It is reset to the factory settings after 10 seconds. The sensor then restarts and the LED starts blinks green before turning Off. 

### Battery level

LED Indication	Status
LED blinks amber once per minute with a beep sound. 	The battery is low (< 10%), replace the battery, page 18. <b>NOTE:</b> A notification pop-up will appear on the app.

## Identifying the device

LED Indication	Status
LED blinks green. 	Sensor is connected to the <b>Wiser Hub</b> . <b>NOTE:</b> This function is initiated from the app to identify the sensor.

## Troubleshooting

Symptom	Possible cause	Solution
The sensor triggers the automation/schedule, but does not show the status on the app.	The sensor may be undergoing an over-the-air (OTA) firmware update.	Wait for the firmware update to complete and then check that the sensor is reporting status. <b>NOTE:</b> The firmware update runs in the background.
LED blinks amber with a beep sound.	The sensor battery is low or drained.	Replace the battery in the device, page 18 <b>NOTE:</b> A notification pop-up will appear on the app.

## Technical Data

Battery	3 VDC, LR03 AAA × 2
Battery life	Up to 5 years (may vary based on the usage, frequency of firmware update and environment)
Nominal power	≤ 90 mW
Operating frequency	2405 - 2480 MHz
Max. radio-power transmitted	≤ 9 dBm
IP rating	IP44
Operating temperature	−10 °C to 50 °C
Relative humidity	10 % to 95 %
Sound level	≥ 70 dB at 3 m distance
Dimensions (H × W × D)	70.8 × 68.68 × 18.96 mm
Communication protocol	Zigbee 3.0 certified

# Compliance

## Compliance information for Green Premium products

Find and download comprehensive information about Green Premium products, including RoHS compliance and REACH declarations as well as Product Environmental Profile (PEP) and End-of-Life instructions (EOLI).

<https://checkaproduct.se.com/>



## General information about Green Premium products

Click the link below to read about Schneider Electric's Green Premium product strategy.

<https://www.schneider-electric.com/en/work/support/green-premium/>



## EU Declaration of Conformity

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DUG\_Water leakage sensor\_WSE-02