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1. When should I use more than one Sensor in a room?

One Sensor should be sufficient for most small to medium-sized rooms. The Sensor coverage table found in the product instructions or product specification sheets lists the maximum recommended room sizes for various ceiling heights. If you have a room larger than the maximum recommended size, adding one or more additional Sensors is suggested. Furthermore, if you have an oddly shaped room with nooks or corners that will prohibit one Sensor from seeing all parts of the room, additional Sensors should be placed in those areas.

2. Why don't my lights turn off as soon as I leave the room?

There is a default 15-minute timeout after the last detected motion. This can be changed to a minimum 5-minute timeout. You can also turn off the lights manually as you leave the room if you would like them to turn off immediately.

3. Why won't my lights turn back on after I manually turn them off?

After someone manually turns the lights off, the Sensor will not turn them back on until no motion is detected for the entire selected timeout period. This is intended to keep the lights off for an occupant who wants to remain in the room without them on. After the timeout expires, the Sensor will again turn the lights on in response to new occupancy. The lights can also be turned on manually at any time.

4. Why is it possible for my lights to turn on automatically if I have a Vacancy Sensor?

There is a built-in 15-second vacancy grace period that begins when the lights are automatically turned off, during which the lights will automatically turn back on in response to motion. This grace period is provided as a safety and convenience feature in the event that the lights turn off while the room is still occupied, so that the user does not need to manually turn the lights back on. After 15 seconds, the grace period expires and the lights must be manually turned on. The vacancy grace period is always used in the Vacancy-Only version of the Sensor and when the Auto-On function is set to "Disabled" in the Occupancy version.

5. How do I remove a Sensor that has been previously set up with a dimming or switching device?

Press the “💡” button on the front of the Sensor quickly 3 times, holding on the last press. While holding the button, the Sensor’s lens will begin flashing rapidly. Release the “💡” button, then quickly press the “💡” button again 3 more times. The lens will flash slowly, indicating the sensor has been removed from all devices. NOTE: This procedure also resets the Advanced Set-Up settings to their factory defaults.

6. How long will the batteries last?

The batteries should last approximately 10 years under normal use. (Assumes activity occurs 10 hours a day, 7 days a week.) NOTE: This does not apply to Sensors used for demonstration purposes. Repeatedly placing units in “Test: Sensor” mode will cause the lens to illuminate and rapidly decrease the battery life.

7. How do I know if the batteries are low?

The Sensor features an indicator to alert the user that the battery power is low. In this mode, the Sensor’s lens will flash for 10 seconds each time occupancy is initially detected, and the lights in the room will NOT be turned on. Furthermore, all user-accessible Sensor functions will be deactivated, and pressing any of the Sensor’s buttons will cause the lens to flash for 10 seconds. If this occurs, the battery should be replaced. After replacement, the Sensor will operate normally and will not need to be re-associated with any dimming or switching devices.

8. Where can I find replacement batteries?

CR123 lithium batteries are sold at most electronics stores, hardware stores, pharmacies, and grocery stores.

9. Can I install a Sensor outdoors?

The Sensor is intended for indoor use only and is only rated for temperatures between 32 °F and 104 °F (0 °C and 40 °C). It is not recommended to install a Sensor in an area that will be exposed to outdoor elements and temperatures.