



Problem loss of supervision

NOWDSF360

Nowa 360 sensors have a supervision function which allows to know if a sensor is present and operational. The sensor, when activated, will send a supervision signal every hour for 10 years, making a total of 87,600 supervision signals in addition to the alarm signals linked to water leaks.

When a sensor drops out of supervision, several reasons are possible. This document will explain the possible causes and the solutions proposed.

Loss of supervision – sensor missing

Problem

When receiving a loss of supervision signal, it is important to first ensure that the sensor is present. If you can no longer find the lost sensor, it has probably been moved and is outside the range of the control panel.

Solution

You must purchase a new sensor to replace the lost one. You can follow the add sensor procedure to help you with programming.

Loss of supervision – Not working

Problem

If the sensor is present but losing supervision, it is important to test it.

Touch 2 adjacent gold dots with wet fingers for 8 seconds. An alarm signal should be sent to the control unit. If the system does not go into alarm, approach the unit to make sure it is not the problem.

If the signal is received when you get closer, follow the solution related to the loss of supervision caused by the distance.

If the signal is never received, check that the configured serial number is the same in the control panel as on the sensor.

Solution

If the sensor is properly configured and the signal is never received by the control unit, contact your installer or our technical support to have it diagnosed and to replace your defective sensor.

Loss of supervision – Signal range

Problem

If a sensor is more than 60 feet away from the control unit, the signals may have trouble getting through. Supervision signals are three times weaker than alarm signals, so it may be normal that when you tested the sensor, the alarm signals were received but were later lost.

If you have sensors more than 60 feet away, it is recommended that you install an RF repeater (NOW360REP) to extend the range of signals.

If a sensor is very close to the control unit, the same problem will occur.

Solution

If the sensor is lost and found within about a day, it means that it is activated but it is at the edge of the range. You can deactivate the sensor supervision in its configuration page.

If the sensor is lost and never found it is recommended to install a repeater to increase the range.

You can perform a function test to ensure the strength of the signals. If the signal strength is excellent, it is recommended to follow the solution related to the Activation Problem.

Loss of supervision - environment

Problem

Several materials and elements are problematic for radio frequencies (Wi-Fi, cellular, sensors, etc.).

It is recommended to avoid installing sensors near these elements: mirrors, thick metal plate, lead, concrete with iron reinforcement.

Solution

If it is not possible to install the sensor elsewhere, then it is recommended to install an RF repeater (NOW360REP) and perform a functional walk test to ensure the proper functioning of the sensors in question.

Loss of supervision – magnet activation not done

Problem

In order for a sensor to send these supervision signals, it must be activated with a magnet. Even if a detection is performed or if it is configured by manually entering the serial number, this will not activate the sensor and it will fall into loss of supervision 16 hours after the last signal sent.

Solution

To activate a sensor, a magnet must be used. To activate the supervision signals linked to water leaks, you must tap the magnet against the embossed line on the side of the sensor. To activate the supervision signals linked to low temperatures, hold the magnet against the embossed line on the side of the sensor for approximately 4 seconds.

Loss of supervision – following battery replacement

Problem

When the sensor battery is removed, this will reset the sensor to 0.

Solution

To activate its supervision, it must be activated with a magnet as indicated in the battery replacement procedure.

Random loss of supervision

Problem

There have been times when a sensor has stopped sending these supervisory signals for no apparent reason. Often this happens several months after installation. The sensor is functional, the range is good but it is still lost.

Solution

In this case, it is recommended to follow the battery replacement procedure while keeping the same battery. This will reset the sensor and reactivate it. This should correct the problems of loss of supervision.