



Low Battery Problem

NOWDSF360

Nowa 360 sensors have batteries that can last up to 10 years before needing to be replaced.

In some cases, a low battery problem may occur during installation or soon after.

Here are the causes and guidelines for correcting the low battery problem

Low battery due to cold temperatures

Problem

If the NOWDSF360 sensor remains at room temperature below 0 °C for more than 2 hours, the battery inside may lose voltage due to the cold.

If the sensor tests its battery while it is cold, the sensor may trigger the low battery alarm.

Once the low battery alarm is triggered, the only way to correct it is to open the sensor to access the battery.

Solution

Follow the battery replacement procedure. However, when asked to replace the battery, take the same battery, warm it up and reinstall it in the sensor.

Removing the battery resets the sensor and therefore the low battery alarm.

Remember to activate the sensor with a magnet once the sensor is reassembled so that the sensor continues to send its supervisory signals.

It is recommended that you test all other sensors when you replace a battery to make sure they are functional and that they do not have a low battery as well.

Low battery due to poor voltage reading

Problem

Sometimes the NOWDSF360 sensor may read the voltage incorrectly causing the sensor to send a low battery signal.

Solution

Follow the battery replacement procedure. However, when replacing the battery, take the supposedly weak battery and test it.

If the battery voltage is greater than or equal to 3VDC, the battery is still good. Then reuse the same battery.

If the battery voltage is less than 3VDC, the battery is no longer good and must be replaced.

Continue to follow the battery replacement procedure after checking the battery.

Remember to activate the sensor with a magnet once the sensor is reassembled so that the sensor continues to send its supervisory signals.

www.nowasupport.com

nowa360.com

Low battery due to standard aging

Problem

The nominal battery life in the sensor is 10 years. The sensor, during these 10 years, will send a supervisory signal every hour for a total of 87,600 supervision signals in addition to the alarm signals linked to water leaks. Your battery may not last 10 years due to the number of water leaks detected, the environment and other factors.

Solution

Follow the battery replacement procedure. It is recommended that you test all other sensors when you replace a battery to make sure they are functional and that they do not have a low battery as well.