Lyric™ Wi-Fi Water Leak and Freeze Detector

Frequently Asked Questions (FAQ's)

1. **What type of battery should I use? What is the expected battery life?**
Lyric uses three AA Alkaline batteries. For your convenience, three batteries are included in your box. You can expect up to 3 years of battery life, depending on use conditions. Battery life may be shorter due to a number of factors (e.g., extreme cold or heat, multiple cable sensors, alert activity, frequency of status updates).

2. **Can I use another power supply with this detector?**
No, this is a battery powered device only.

3. **Is there a preferred install height?**
The detector can be on the floor or hang at any height. The length of the supplied cable sensor is 4 feet (or 1.2 meters). You can attach additional cable sensors for additional coverage – up to 125 Cable Sensors connected for 500 feet or 150 meters. Water can touch any part of the cable for the alarm to sound.

4. **If I'm installing multiple detectors at the same time, how do I know which detector I am installing?**
Each detector must be enrolled through the app individually. The easiest way to enroll detectors is to enroll one at a time by inserting batteries only into the device you are ready to enroll. In the case where you have already inserted batteries for multiple detectors prior to enrollment, you will see multiple MAC IDs in the app to choose from – in that case you would need to identify which device you are enrolling by looking up the MAC ID.

5. **How do I locate the MAC ID on the detector?**
MAC IDs are printed in the detector's battery compartment. Repeat the installation steps for each detector individually.

6. **I've installed the detector and the green LED light was on but has now turned off. Does that mean my detector has gone offline?**
After successful installation, the LED light will turn solid green. It stays on for approximately 5 minutes and then turns off to preserve battery life.

7. **How do I set up alerts and notifications?**
Set up and manage your alerts and notifications in the settings in your Lyric App. Select the "Water Leak Detector" and go to the "Menu" within the Lyric App. Select the "Alert and Notifications" to set up what you want to be notified about. You can receive notifications for the following: (i) water leak; (ii) high/low temperature; and (iii) high/low humidity. *Water Leak notifications for the Honeywell Water Leak Detector may not be disabled, though you may choose your notification method.*

   You may choose to receive notifications in any or all of these ways:
   - In-App Alert
   - Push Notifications
   - Email Notifications

8. **What type of alerts and notifications can I receive? (Note that you will only receive alerts and notifications that you've set up and enabled)**
   1. Water: When the Water Leak Detector or Cable Sensor detects water
      A. 100dBA buzzer alarm will sound at device
      B. Red LED flashes at device
      C. Push notification is sent to your mobile device
      D. Email notification is sent to the email address connected to your Lyric App
      E. Email notification is sent to other email recipients set up in your Lyric App
   2. Temp and Humidity: When your temperature and humidity is outside the default or custom settings in your Lyric App
      A. Push notification is sent to your mobile device
      B. Email notification is sent to the email address connected to your Lyric App
      C. Email notification is sent to other email recipients setup in your Lyric App

3. When the device goes offline
    A. Push notification is sent to your mobile device
    B. Email notification is sent to the email address connected to your Lyric App
    C. Email notification is sent to other email recipients set up in your Lyric App
4. Low Battery Level:
    A. Push notification is sent to your mobile device
    B. Email notification is sent to the email address connected to your Lyric App that your battery is running low
    C. Email notification is sent to other email recipients set up in your Lyric App that your battery is running low
    D. The detector starts beeping once every minute after reaching roughly 5% levels to remind you to replace batteries.
5. When any of the above Alerts (water leak, temperature, humidity, battery levels, offline) are resolved:
    A. Push notification is sent to your mobile device that the issue is resolved
    B. Email notification is sent to the email address connected to your Lyric App that the issue is resolved
    C. Email notification is sent to other email recipients set up in your Lyric App that the issue is resolved

9. **I just poured some water on the cable sensor, but I don't hear the detector buzzing right away. Is something wrong with my detector?**
It can take up to one minute for the alarm to sound after water is detected.

10. **OK, I waited one minute and nothing happened. Is something wrong with my detector?**
Make sure the batteries are inserted correctly. If that does not correct the issue then put in new batteries. If the issue is not corrected contact the Lyric toll free Customer Care phone line, 1-800-633-3991.

11. **How do I know that my detector has sensed a leak?**
Once the water leak detector detects a leak through the sensor probe or the extended cable sensor, within a minute the detector buzzes and the LED blinks red. Shortly thereafter, you should receive in-app, push and/or email notifications, depending on your settings.

12. **Is the entire length of the cable sensor able to detect water?**
Yes, the entire 4 feet cable (or 1.2 meters) sensor detects water. Additional cable sensors can be added for a maximum sensing distance of up to 500 feet or 150 meters. The cable sensors need to be connected to each other, please make sure that each cable is installed correctly. You may test each cable sensor section by inserting each cable sensor section into the Water Leak Detector separately and by pouring water on the applicable cable sensor section to test. If the cable sensor does not trigger the buzzer alarm after pouring water on the cable sensor, please contact the Lyric toll free Customer Care phone line, 1-800-633-3991.

13. **How will I know when the batteries need to be replaced?**
You should receive in-app, push and/or email notifications, depending on your settings, when the battery level reaches approximate values of 25% remaining (just a warning), 10% remaining (urgent), and 5% (critical), you will receive an in-app, push and/or email notification, depending on your settings. The detector starts beeping once every minute after reaching roughly 5% levels to remind you to replace batteries.

14. **How do you mute the alarm?**
You can mute the alarm within your app. When a leak is detected, a screen pops up on your App that allows you to mute the alarm. The LED on the detector would still continue to blink red, which indicates a leak is still detected, even while the alarm is muted.

After 30 minutes, if the detector is still detecting a leak, the alarm will start again.

15. **How do I get the detector to stop alerting?**
Mute the alarm using the app, unplug the cable sensor or wipe the built-in probe sensors dry (whichever sensed the leak), or remove the batteries.

16. **Is the water leak and freeze detector reusable after detecting a leak?**
    Yes. For the best performance, it is recommended that the detector is wiped clear of any debris, dried, and the batteries are replaced before reuse.

17. **How does the detector sense freeze conditions and send notifications?**
    The detector has a built-in temperature sensor that senses temperature every hour. If the temperature goes below the set thresholds, you should be notified through in-app, push and/or email notifications, depending on your settings.

18. **What are the temperature and humidity defaults? Can I change them?**
    The default thresholds for temperature are pre-set at 45° F or 7.5° C and at 100° F or 38° C and you may change the settings in the Lyric app. The default thresholds for humidity are pre-set at 20% and at 70% and you may change the settings in the Lyric app.

19. **How regularly does the detector update my temperature and humidity readings in the app?**
    To conserve battery power, the default setting has the detector send data and update your App once a day.

20. **What happens if I change the default update settings to two or three times per day**?
    Your temperature and humidity readings will update two or three times per day but at the expense of battery life.

21. **How would I know if my detector is offline?**
    If the detector misses a particular update, you will receive an email, push, and in app notification, depending on your setting, that the detector is offline.

22. **What do the temperature and humidity graphs show me in the app?**
    The history of the last 30 days, indicating the high and low readings per day.

23. **How many emails can be added to receive my notifications? And can each detector have a different list of email members?**
    There is no limit to the number of email accounts that can be added to receive notifications. Added email accounts will receive notifications from all devices connected to the account.

24. **What routers is the detector compatible with?**
    Lyric operates in the 2.4GHz range and is compatible with 802.11 AC/B/G/N home wireless routers.

25. **How far can the WLD be from the router?**
    The range of distance of the Wi-Fi signal is determined by your router. Check your router's manual for additional information.

26. **Can you operate the detector without Wi-Fi?**
    Yes, the detector will sound a 100dB alarm when the detector senses water (through the built-in sensors or through the cable sensor). However, you will not receive in-app, push, and/or email notifications without a Wi-Fi connection.

27. **I just replaced my batteries, but I don't see the blinking blue light. Is something wrong?**
    No, nothing's wrong with your device. Take out the batteries; wait for 30 seconds to 1 minute and put the batteries back in. You should see the blinking blue light now.

28. **What is the data usage?**
    By default, the detector refreshes app data once a day, to help minimize data usage.

29. **What is the operating temperature of the detector?**
    The detector is designed to operate within a temperature range of 32° F (0° C) to 140° F (60° C).

30. **What is the length of the warranty?**
    2 years from date of purchase.

31. **What is covered by the warranty?**
Honeywell warrants this product, excluding battery, to be free from defects in workmanship or materials, under normal use and service, for a period of two (2) years from the date of first purchase by the original purchaser. If at any time during the warranty period the product is determined to be defective due to workmanship or materials, Honeywell shall repair or replace it (at Honeywell's option).

32. **What do I do with a warranty claim?**
(i) Return it, with a bill of sale or other dated proof of purchase, to the place from which you purchased it; or
(ii) Call Honeywell Customer Care at 1-800-468-1502. Customer Care will make the determination whether the product should be returned to the following address:
Honeywell Return Goods, Dock 4 MN10-3860, 1885 Douglas Dr. N., Golden Valley, MN 55422, or whether a replacement product can be sent to you.

33. **Where can I get additional assistance?**
If you have any questions concerning this warranty, please write Honeywell Customer Care, 1985 Douglas Dr, Golden Valley, MN 55422 or call 1-800-468-1502.