

# Wiser Water Leakage Sensor

## Device user guide

Information about features and functionality of the device.

06/2024



# Legal Information

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

This document is not intended as a substitute for a detailed study or operational and site-specific development or schematic plan. It is not to be used for determining suitability or reliability of the products/solutions for specific user applications. It is the duty of any such user to perform or have any professional expert of its choice (integrator, specifier or the like) perform the appropriate and comprehensive risk analysis, evaluation and testing of the products/solutions with respect to the relevant specific application or use thereof.

The Schneider Electric brand and any trademarks of Schneider Electric SE and its subsidiaries referred to in this document are the property of Schneider Electric SE or its subsidiaries. All other brands may be trademarks of their respective owner.

This document and its content are protected under applicable copyright laws and provided for informative use only. No part of this document may be reproduced or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), for any purpose, without the prior written permission of Schneider Electric.

Schneider Electric does not grant any right or license for commercial use of the document or its content, except for a non-exclusive and personal license to consult it on an "as is" basis.

Schneider Electric reserves the right to make changes or updates with respect to or in the content of this document or the format thereof, at any time without notice.

**To the extent permitted by applicable law, no responsibility or liability is assumed by Schneider Electric and its subsidiaries for any errors or omissions in the informational content of this document, as well as any non-intended use or misuse of the content thereof.**

---

# Table of Contents

|                                                        |    |
|--------------------------------------------------------|----|
| Safety Information.....                                | 4  |
| Wiser Water Leakage Sensor .....                       | 5  |
| About the device.....                                  | 5  |
| Installing the device .....                            | 5  |
| Pairing the device .....                               | 6  |
| Configuring the device .....                           | 8  |
| Renaming the device .....                              | 8  |
| Setting the device location .....                      | 9  |
| Using the device .....                                 | 10 |
| Checking the device history .....                      | 11 |
| Setting device notification .....                      | 12 |
| Identifying the device .....                           | 13 |
| Automation.....                                        | 14 |
| Replacing the batteries .....                          | 20 |
| Removing the device .....                              | 20 |
| Resetting the device .....                             | 21 |
| LED Indications .....                                  | 22 |
| Troubleshooting .....                                  | 22 |
| Technical Data .....                                   | 22 |
| Compliance.....                                        | 24 |
| Compliance information for Green Premium products..... | 24 |
| Trademarks.....                                        | 24 |

# 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



CLP592011

## 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.

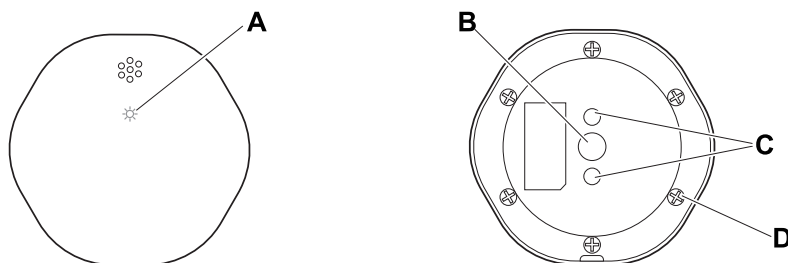
**TIP:** The water leakage sensor will sound an alarm even if it is not connected to the **Wiser Hub**.

### 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.

## NOTICE

### EQUIPMENT DAMAGE

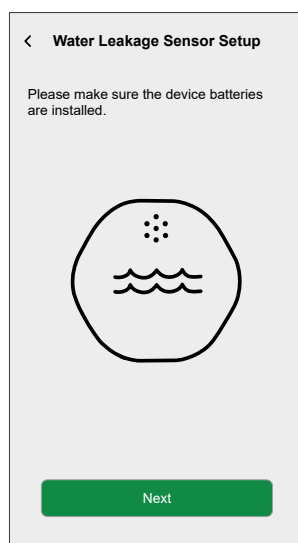
- Avoid locations where the sensor may be accidentally kicked or otherwise moved. The best locations are on the floor in corners, within cabinets with exposed plumbing, beneath cabinets, or other fixtures.
- Do not locate the sensor right beneath the place where leakage is likely to happen.
- Do not 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.**

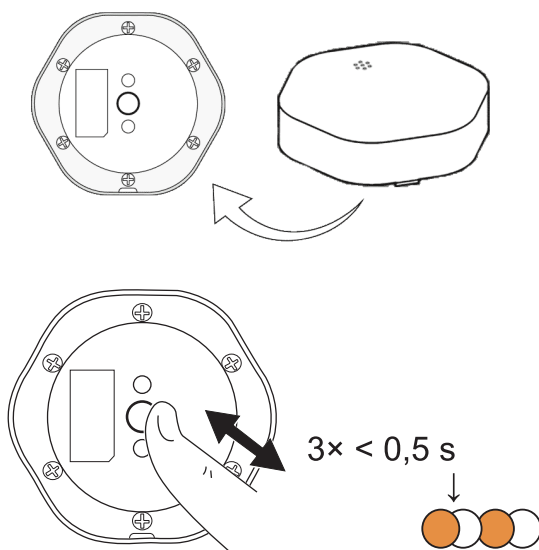
## Pairing the device

Using the Wiser Home app, pair your sensor with the **Wiser Hub**.  
To pair the sensor:

1. On the Home page, tap .
2. Tap **Devices** >  > **Safety and Security**.
3. Tap **Water Leakage Sensor** > **Next**.  
The next screen shows the progress of the joining.

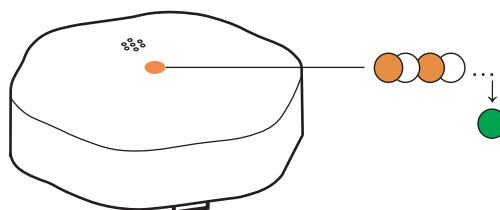


4. Short press the function key 3 times ( $< 0.5$  s).  
The LED blinks amber.

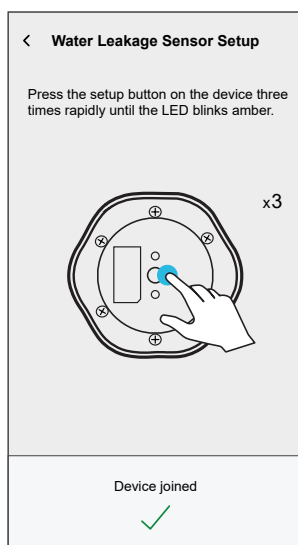


5. Wait for a few seconds until the sensor LED turns green.

**TIP:** The stable green LED on the sensor shows that it is successfully connected to the **Wiser Hub**.



You will see **Device joined** at the bottom of the screen once the sensor has been successfully connected to the **Wiser Hub**.



6. Tap **Next** to enter the sensor name.
7. Tap **Next** to assign sensor location and then tap **Submit**.

**TIP:** You can find the paired sensor name and its location on the **All** or **Room** tab on the Home page.

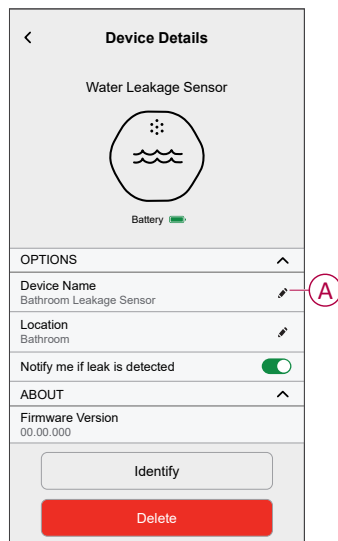
# Configuring the device

## Renaming the device

Using the Wiser Home app, you can rename the sensor.  
To rename the sensor:

1. On the Home page, tap .
2. Tap **Devices > Water Leakage Sensor > Device Name (A)**.

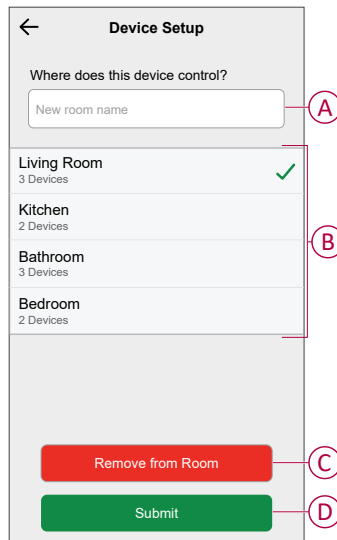
**TIP:** Additionally, you can rename the sensor by tapping on the Home page **Water Leakage Sensor > Device settings > Device Name (A)**.



## Setting the device location

You can change the device location using Wiser Home app (such as bedroom, living room, dining room etc.).

1. On the Home page, tap .
2. Tap **Devices**, select the device from the list for which you wish to change the location.
3. Tap **Location**  to open setup page.
4. On setup page, you can enter **New room name** (A) or select an existing room from the list (B).



**TIP:** If the device is already assigned, you can remove it from the existing room. Tap **Remove from Room** (C).

5. Once changes are done, tap **Submit** (D).

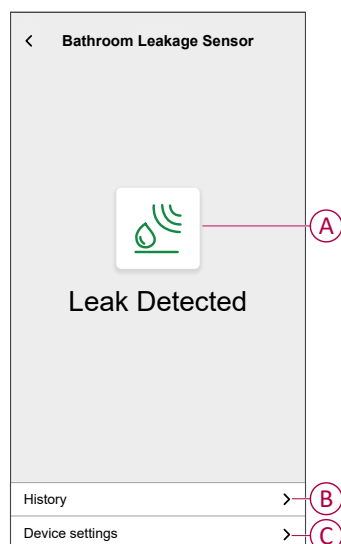
## Using the device

The Control Panel of the Sensor allows you to view the water leakage status.

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

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

- Water leakage status (A)
- History (B)
- Device settings (C)



## Checking the device history

Using the Wiser Home app, you can view the sensor's history, which shows when the water leakage detected event was logged. The sensor records each event and stores it in the cloud.

**NOTE:** If the cloud connection is lost, the sensor's history will not display the water leakage detected events.

To view the sensor history:

1. On the Home page, tap **All > Water Leakage Sensor**.
2. On the device control panel page, tap **History**.

**TIP:** The history page displays all logged-in events, even if the sensor notification toggle switch is disabled. For more information about sensor notification toggle switch, refer to [Setting device notification](#), page 12.

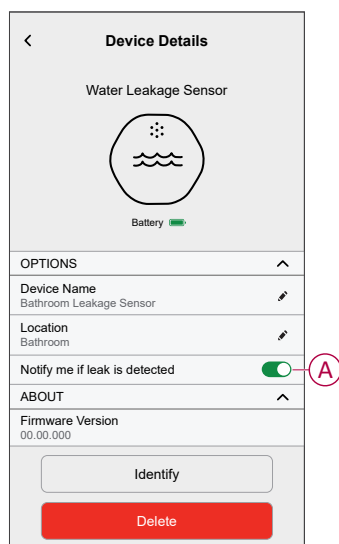
| <                  | History          |
|--------------------|------------------|
| TODAY              |                  |
| 08:30:25           | Leakage detected |
| 09:42:42           | Leakage detected |
| 14:21:35           | Leakage detected |
| YESTERDAY          |                  |
| 09:21:42           | Leakage detected |
| 11:42:42           | Leakage detected |
| 10TH DECEMBER 2021 |                  |
| 05:21:42           | Leakage detected |
| 06:42:42           | Leakage detected |
| 09TH DECEMBER 2021 |                  |
| 11:21:42           | Leakage detected |
|                    |                  |

## Setting device notification

Using the Wiser Home app, you can enable or disable the sensor notification. To enable or disable the sensor notification:

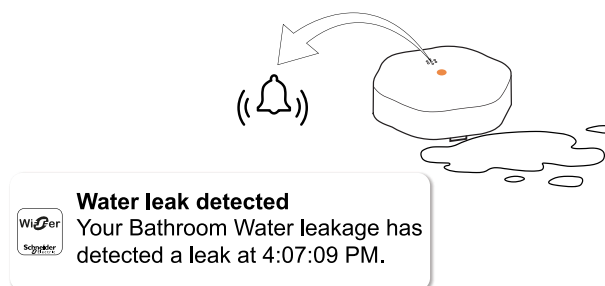
1. On the Home page, tap .
2. Tap **Devices > Water Leakage Sensor > Notify me if leak is detected (A)** to enable or disable the sensor notification toggle switch.

**TIP:** Additionally, you can enable or disable the sensor notification toggle switch by tapping on the Home page **Water Leakage Sensor > Device settings > Notify me if leak is detected (A)**.



### NOTE:

- Sensor notification toggle switch (A) is OFF by default.
- Notifications created via automation are treated as separate notifications.
- When the sensor detects water, it sends a notification and a sound alarm, and the alarm continues until the sensor is removed from the water.



## Identifying the device

Using the Wiser Home app, you can identify the sensor from the other available devices in the room.

To identify the sensor:

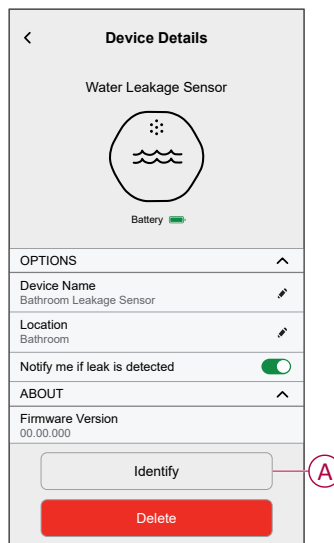
1. On the Home page, tap .

**NOTE:** Please wake up the sensor (press the function key).

2. Tap **Devices > Water Leakage Sensor > Identify (A)**.

**TIP:** Additionally, you can identify the sensor by tapping on the Home page **Water Leakage Sensor > Device settings > Identify (A)**.

**NOTE:** The sensor LED blinks to identify the sensor and it continues blinking green until you tap **OK**.

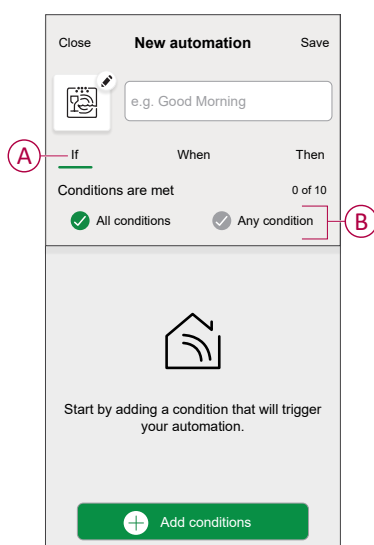


## Automation

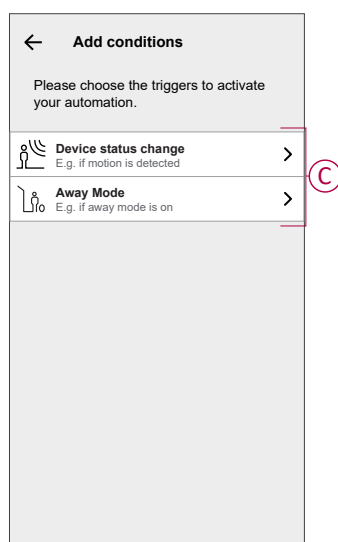
An automation allows you to trigger an action automatically or at scheduled times. By using the Wiser Home app, you can create automations based on your needs. This example demonstrates how a device works when the condition is met.

### Creating an automation

1. On the Home page, tap .
2. Tap **Automations** >  to create an automation. .  
**NOTE:** Max. 10 automations can be added
3. Tap **If** (A) and select any of the following conditions (B):
  - **All conditions:** This triggers an action only when all conditions are met.
  - **Any condition:** This triggers an action when at least one condition is met.



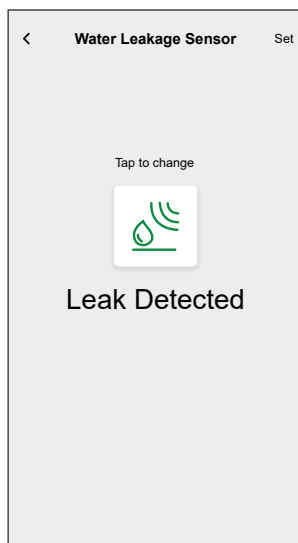
4. Tap **Add conditions** and select any of the following (C):
  - **Device status change:** Select a device to enable automation.
  - **Away Mode: Enable / Disable** away mode to trigger an action.  
**TIP:** Away mode can also be used as a trigger to turn off the lights, dimmer or closing the shutter etc. For more information refer to [Away mode](#).



5. Tap **Device status change > Water Leakage Sensor** and select any of the following:

- **No Leak**
- **Leak Detected**

For example, when a water leak is detected.

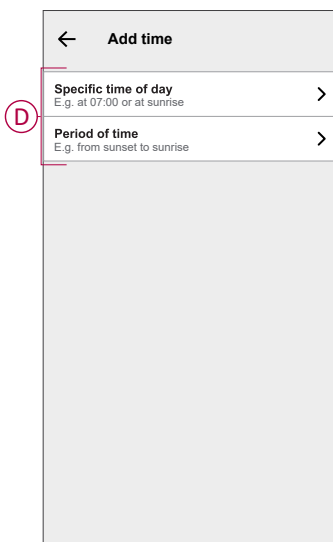


**NOTE:**

- Max. 10 conditions can be added.
- To remove condition, swipe left and then tap .

6. To set a specific time for your automation, tap **When > Add time** and select any of the following (D):

- **Specific time of the day: Sunrise, Sunset, Custom**
- **Period of time: Daytime, Night time, Custom**

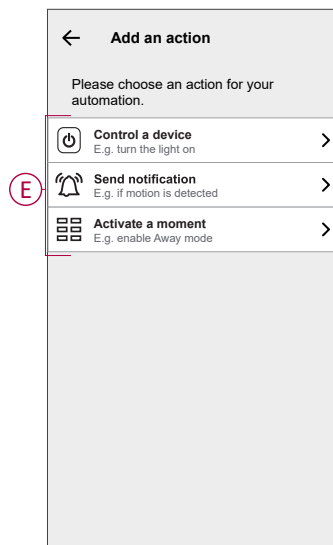


**NOTE:**

- Max. 10 entries can be added.
- To remove a specific time, swipe left and tap .

7. To add an action, tap **Then > Add an action** and select any of the following (E):

- **Control a device:** Select a devices that you want to trigger.
- **Send notification:** Turn on the notification for the automation.
- **Activate a moment:** Select the moment that you want to trigger.

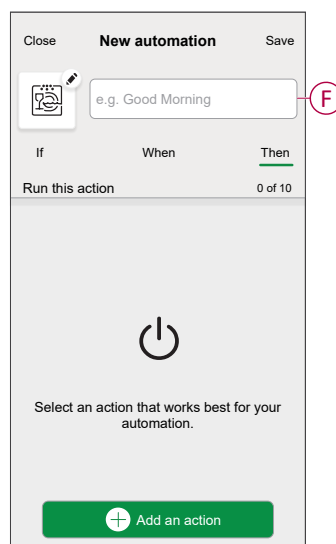


**NOTE:**

- Max. 10 actions can be added.
- To remove an action, swipe left on the action and tap .

8. Enter the automation name (F) .

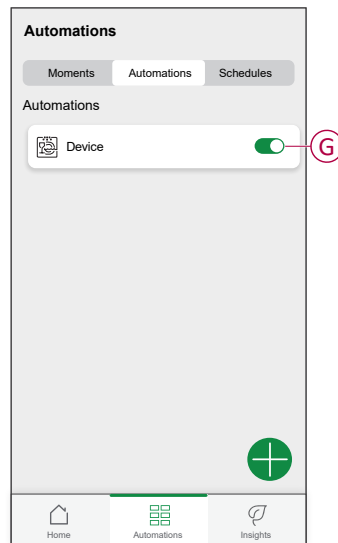
You can choose the cover image that represents your automation by tapping



9. Tap **Save**.

Once the automation is saved, it is visible on the **Automation** tab.

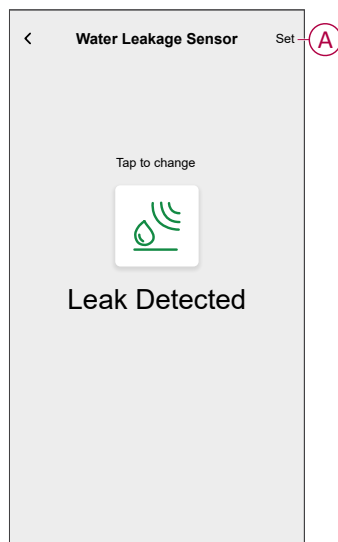
Using the  (G) you can enable or disable the automation.



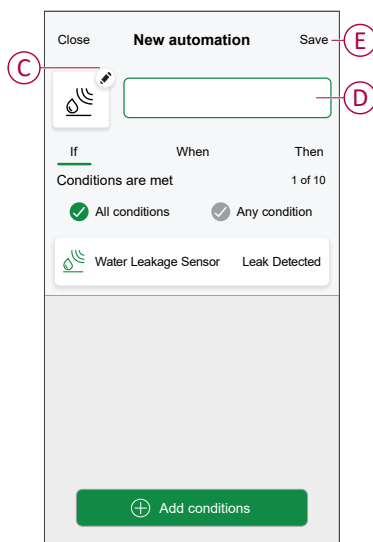
## Example of an automation

This demonstration shows you how to create an automation that turns off the connected to the washing machine when the sensor detects water leakage near the washing machine's floor.

1. On the Home page, tap .
2. Tap **Automations** >  to create an automation.
3. To add a condition, tap **Add condition** > **Device status change** > **Water Leakage Sensor** > **Leak Detected** > **Set** (A).



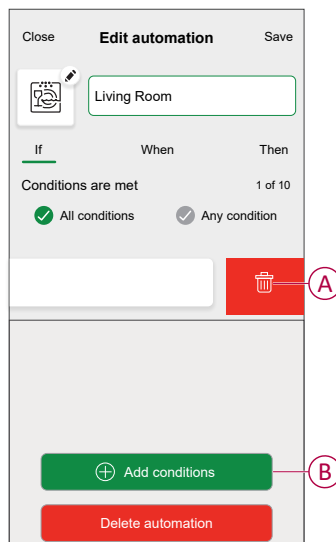
4. To add action, tap **Then** > **Add action an** > **Control a device** > , tap (B) to turn off, then tap **Set**.
5. You can choose the cover image that best represents your automation by tapping  (C).
6. Enter the name of the automation (D) and tap **Save** (E).



**NOTE:** 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

1. On the **Home** page, tap **Automations** .
2. Go to **Automation**, tap the automation you want to edit.
3. On the **Edit automation** page, you can perform following changes:
  - Change the icon .
  - Rename the automation.
  - Tap each condition to change the settings.
    - To remove a condition, slide the condition towards left and then tap  (A) to delete it.
    - Tap  **Add conditions** (B) to add new condition.

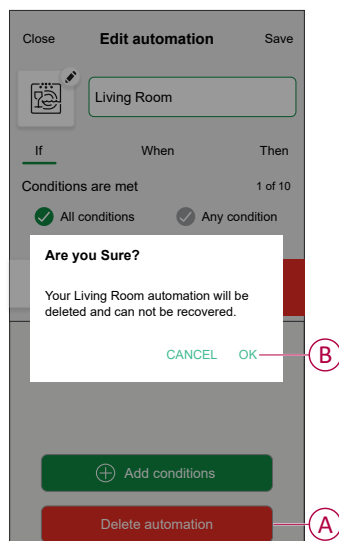


4. Tap **Save**, to save the changes.

## Deleting an automation

1. On the **Home** page, tap **Automations** .
2. Go to **Automation**, tap the automation you want to delete.

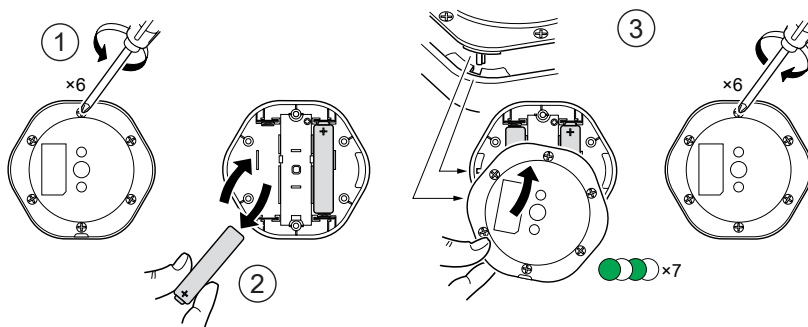
- On the **Edit automation** page, tap **Delete automation** (A) and read the confirmation message and then tap **OK** (B).



## Replacing the batteries

- Use a screwdriver to remove the six screws from the battery cover to access the batteries.
  - Make sure you replace the batteries with the correct polarity.
  - 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.



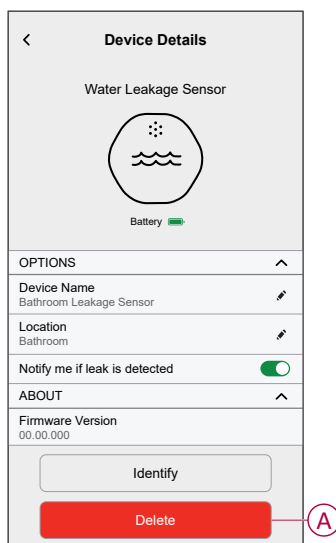
## Removing the device

Using the Wiser Home app, you can remove the sensor from the Wiser system. To remove the sensor:

- On the Home page, tap .

2. Tap **Devices > Water Leakage Sensor > Delete (A)**.

**TIP:** Additionally, you can remove the sensor from the Wiser system by tapping on the Home page **Water Leakage Sensor > Device settings > Delete (A)**.



3. Read the confirmation message and tap **Ok** to remove the sensor from Wiser system on the next screen.

**NOTE:**

- Removing the sensor will reset the sensor. After resetting, the LED blinks amber indicating that the sensor is ready for pairing.
- If there is a problem while pairing or resetting the sensor, refer to Resetting the device, page 21.

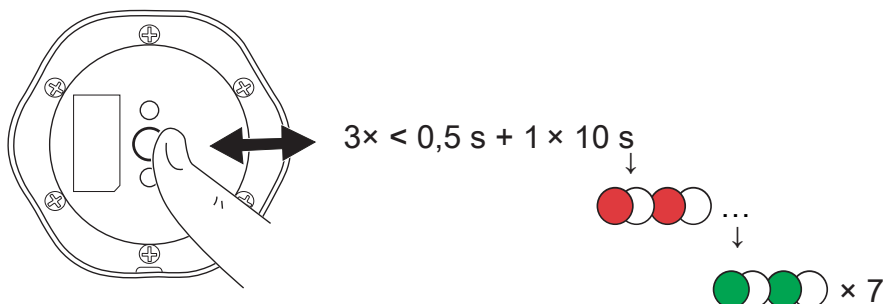
## Resetting the device

You can reset the sensor to factory default manually.

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.



## LED Indications

### Initial Stage

| Action                          | LED Indication                                                                                                                                                               | Status                                                                                  |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| Green LED blinks 7 times (1 Hz) |  → (7x) →  | After the sensor is powered On for the first time or after the batteries were replaced. |

### If not paired yet

| Action                        | LED Indication                                                                                                                                                                                                                                                                | Status                                                                                                                                                                |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Amber LED blinks (1 Hz)       |  → (2 min) →  → (3 sec) →  | Indicates the pairing mode after function key is pressed 3 times within 1 second. If pairing is not successful, the amber LED is On for 3 seconds and then turns Off. |
| Green LED is On for 3 seconds |  → (3 sec) →                                                                                                | Pairing was successful.                                                                                                                                               |

### If already paired

| Action                                       | LED Indication                                                                                                                                                                  | Status                                  |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| Green LED blinks 5 times (1 Hz)              |  → (5x) →     | The sensor is paired and connected.     |
| An amber LED blinks for three seconds (4 Hz) |  → (3 sec) →  | The sensor is paired, but disconnected. |

### Reset - After pressing the function key 3 times within 0.5 seconds and then hold for 10 seconds

| Action                                                                                                                                        | LED Indication                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The red LED blinks for 10 seconds, remains on for 3 seconds, and then turns off. The sensor then restarts and blinks green for a few seconds. |  → (10 sec) →  → (3 sec) →  →  |

### Battery level

| LED Indication                                                                                                                             | Status                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| LED blinks amber once per minute with a beep sound.<br> | The battery is low (< 10%), replace the battery, page 20.<br><b>NOTE:</b> A notification pop-up will appear on the app. |

## 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.<br><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 20<br><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**

|        |                                                                                   |
|--------|-----------------------------------------------------------------------------------|
| RCM    |  |
| Safety | IEC 60730-2-9                                                                     |
| EMC    | EN IEC 60730-2-9                                                                  |
| Radio  | EN 300 328                                                                        |
| EMR    | EN 62479                                                                          |

# 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/>



## Trademarks

This guide makes reference to system and brand names that are trademarks of their relevant owners.

- Zigbee® is a registered trademark of the Connectivity Standards Alliance.
- Apple® and App Store® are brand names or registered trademarks of Apple Inc.
- Google Play™ Store and Android™ are brand names or registered trademarks of Google Inc.
- Wi-Fi® is a registered trademark of Wi-Fi Alliance®.
- Wiser™ is a trademark and the property of Schneider Electric, its subsidiaries and affiliated companies.

Other brands and registered trademarks are the property of their respective owners.



Schneider Electric (Australia) Pty Ltd  
33-37 Port Wakefield Road  
Gepps Cross SA 5094  
Australia

Customer Care: 13 73 28

[www.clipsal.com](http://www.clipsal.com)

As standards, specifications, and design change from time to time,  
please ask for confirmation of the information given in this publication.

© 2024 – 2024 Schneider Electric. All rights reserved.

DUG\_Water Leakage Sensor\_WHP-00