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TUGARD ZASD-G20

TUGARD G20W Smart Home Alarm System User Manual

Model: G20W White Alarm System
Brand: TUGARD

Introduction

This manual provides comprehensive instructions for setting up, operating, and maintaining your TUGARD G20W Smart Home Alarm System. This system offers robust security features with no monthly fees, integrating seamlessly with your smart home ecosystem.

Package Contents

Your TUGARD G20W Smart Home Alarm System package includes the following components:

- GSM/4G+WiFi control panel x1
- Door and window sensor x4
- Wireless PIR motion sensor x1
- Remote control x2
- RFID card x2
- Wired siren x1
- Charging cable x1

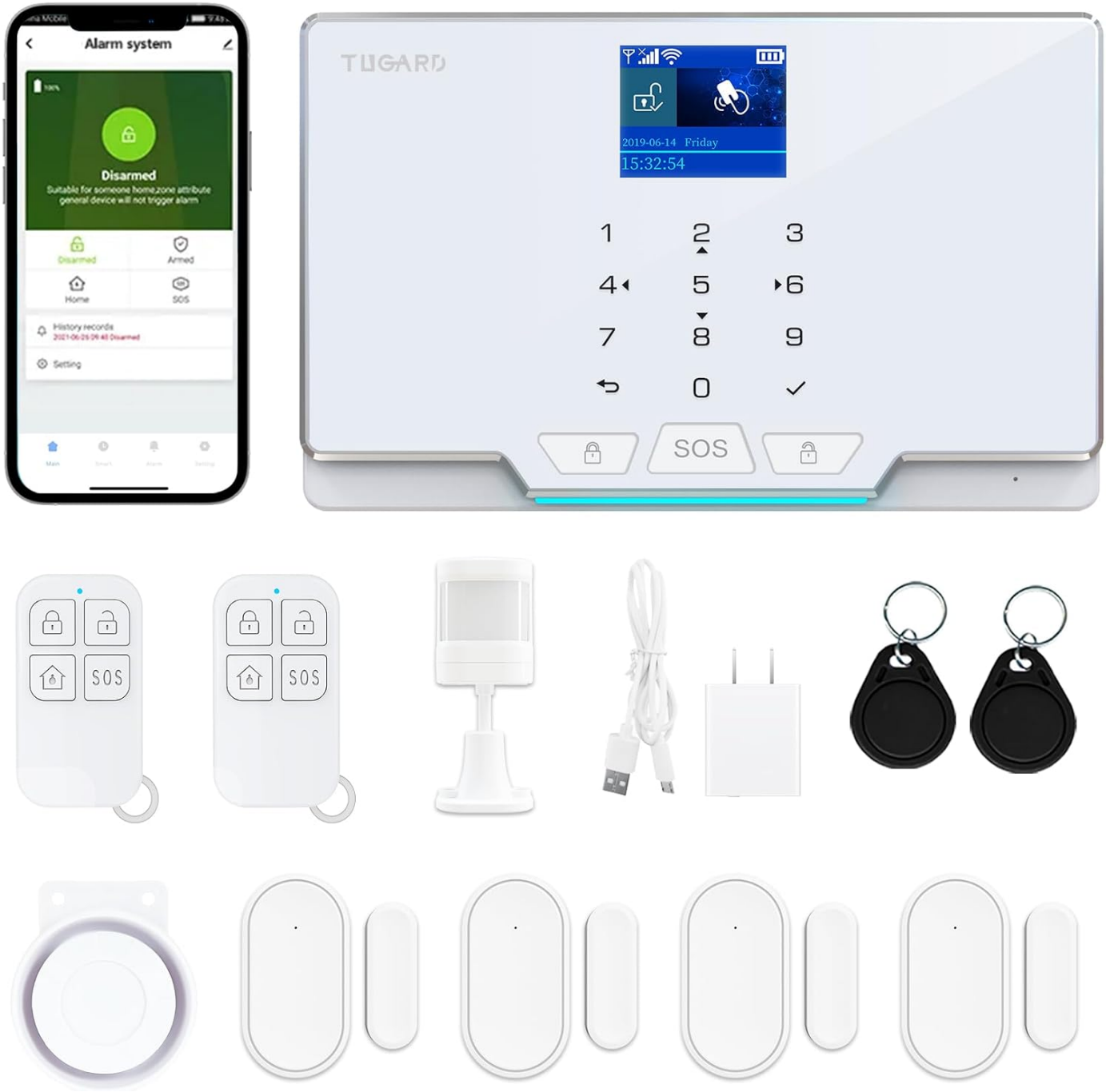


Image: Overview of the TUGARD G20W Smart Home Alarm System components.

Setup

1. Initial Power-On

Connect the control panel to power using the provided charging cable. The system will power on automatically.

2. App Installation and Wi-Fi Connection

Download the "Tuya" or "Smart Life" app from your smartphone's app store. Follow the in-app instructions to connect your alarm system to your 2.4GHz Wi-Fi network. Note that 5GHz Wi-Fi is not supported.



Image: Control the alarm system via the Smart Life or Tuya app.

3. Pairing Door/Window Sensors

To pair a door/window sensor:

1. Turn on the alarm system.
2. On the control panel, navigate to the "Part" menu, then "Detector", and select "Add".
3. Choose "Door/Window" as the sensor type.
4. Remove the white insulating strip from the door/window sensor to activate it.
5. Separate the two parts of the door/window sensor. The control panel screen will display "learning ok" upon successful pairing.

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Video: Demonstrates the process of pairing a door sensor with the TUGARD G20W alarm system.

4. Pairing PIR Motion Sensor

Follow a similar process as the door/window sensor. Navigate to "Add" under "Detector" and select "PIR Motion Detector". Activate the sensor to complete pairing.



Image: Internal view and battery placement for the PIR Motion Detector.



Image: Recommended installation height and detection area for the PIR Motion Detector.

Operating the System

Arming and Disarming

The system can be armed or disarmed via the control panel, remote controls, RFID cards, or the mobile app.

- **Arm (Away Mode):** Activates all sensors. Any triggered sensor will sound the alarm and send notifications.
- **Home Arm (Stay Mode):** Activates perimeter sensors (e.g., door/window sensors) while allowing free movement within the home (e.g., motion sensors are disarmed).

- **Disarm:** Deactivates the alarm system.



Image: Various methods to control the alarm system, including app and physical buttons.

Notifications

Upon an alarm event, your mobile phone will receive instant push notifications via the Tuya/Smart Life app. The system also supports SMS alerts.



Image: Example of an instant notification received on a smartphone when a door sensor is triggered.

Voice Control Integration

The TUGARD G20W system is compatible with Amazon Alexa and Google Assistant. You can use voice commands to arm or disarm your system.
To add to Alexa or Google Assistant:

1. Open the Smart Life or Tuya app.
2. Select your alarm system.
3. Tap the top right corner to find "Third-party control".
4. Select Alexa or Google Assistant and sign in to your account to complete the setup.

Timed Arming and Disarming

Set schedules for automatic arming and disarming through the mobile app, providing convenience and ensuring your home is protected at specific times.



Image: Examples of setting timed arm and disarm schedules.

RFID Card Usage

Use the provided RFID cards to quickly arm or disarm the system by tapping them on the control panel.



Image: Using an RFID card to operate the alarm system.

SOS Function

In case of emergency, press the SOS button on the control panel or remote control to trigger an immediate alarm and send alerts to pre-set emergency contacts.





Image: The SOS function can be used for immediate assistance in emergencies.

Maintenance

Maintenance

Battery Replacement

The control panel has a built-in rechargeable lithium-ion battery (3.7V/500 mAh) that provides 2-3 hours of backup power during outages. Sensors are battery-powered and will indicate low battery status. Replace batteries promptly when a low battery alert is received.

Cleaning

Wipe the control panel and sensors with a soft, dry cloth. Avoid using abrasive cleaners or solvents that could damage the surfaces.

Troubleshooting

- **Cannot connect to Wi-Fi:** Ensure your Wi-Fi network is 2.4GHz (5GHz is not supported). Try restarting your router. Keep the alarm system and your phone close to the router during setup. If switching phones for setup, perform a factory reset on the alarm system via the Smart Life app settings.
- **Door/Window Sensor not triggering:** Ensure the magnet and sensor are aligned vertically and the gap between them does not exceed 0.39 inches (1cm). Test the sensor after installation; the light on the sensor should flash when opened. If the light flashes continuously, the battery is low and needs replacement.
- **PIR Motion Detector issues:** Do not install outdoors, in garages, or behind glass. Avoid placing within 3 feet (1 meter) of heat sources (heaters, vents, fireplaces) or large obstructions.
- **No push notifications:** Check your app settings to ensure notifications are enabled. Verify the alarm system is connected to the internet.

Specifications

Feature	Detail
Brand	TUGARD
Model Number	ZASD-G20
Connectivity Technology	Wireless (2.4GHz Wi-Fi, GSM/4G)
Control Method	App (Tuya/Smart Life), Keypad, Remote Control, RFID Card
Display	1.8 inch TFT Color Screen
Power Supply	DC 5V 2A Micro USB
Built-in Battery	3.7V/500 mAh Rechargeable Lithium-ion
Wireless Frequency	433MHz, EV1527
Max. Wireless Range	150 Meters (without obstacles)
Noise Level (Siren)	110 dB
Operating Temperature	-10°C~55°C (-23°F~131°F)
Humidity Range	<80% RH (No freezing)

Warranty and Support

For warranty information and technical support, please refer to the manufacturer's official website or contact their customer service directly. Keep your purchase receipt for warranty claims.

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