meross MS400

Meross Smart Water Sensor Alarm System (MS400) User Manual

Model: MS400

1. INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your Meross Smart Water Sensor Alarm System (MS400). This system is designed to detect water leaks and provide real-time alerts, helping to prevent potential water damage in your home. The kit includes a Meross Hub and three water leak sensors, offering compatibility with Apple HomeKit and SmartThings for integrated smart home monitoring.

Figure 1: Meross Smart Water Sensor Alarm System components and app notification example.

2. PACKAGE CONTENTS

Verify that all items are present in your package:

- Meross Smart Water Leak Sensor (3 units)
- Meross Smart Hub (1 unit)
- CR123A Batteries (3 units, pre-installed in sensors)
- User Manual (this document)

3. SPECIFICATIONS

Feature	Detail
Model Number	MS400
Power Source	Battery Powered (1 CR123A per sensor)
Battery Life	Up to 18 months
Voltage	3 Volts (DC)
Control Method	App (Meross App, Apple Home, SmartThings)

Feature	Detail
Wireless Technology	SubG Wireless (Sensor to Hub), 2.4GHz Wi-Fi (Hub to Router)
Maximum Range	100 meters / 328 feet (open air, sensor to hub)
Waterproof Rating	IP67
Detection Threshold	0.5mm water level
Audible Alarm	69 Decibels (local alarm)
Dimensions (Sensor)	2.81 x 2.81 x 1.63 inches
Weight (Item)	14.9 ounces (total kit)

4. SETUP GUIDE

Follow these steps to set up your Meross Smart Water Sensor Alarm System.

4.1. Download the Meross App

Search for "Meross" in the Apple App Store or Google Play Store and download the application. Register for a new account or log in with an existing one.

4.2. Power On the Meross Hub

Plug the Meross Hub into a power outlet. Ensure it is within range of your 2.4GHz Wi-Fi network. The hub's LED indicator will flash, indicating it is ready for pairing.

4.3. Add the Hub to the Meross App

1. Open the Meross app.
2. Tap the "+" icon in the top right corner to add a new device.
3. Select "Hub" from the device list and follow the on-screen instructions to connect it to your 2.4GHz Wi-Fi network.

4.4. Add Water Sensors

Once the hub is successfully added, you can add the water sensors:

1. In the Meross app, select your newly added hub.
2. Follow the prompts to add a new sensor. The app will guide you through the process, which typically involves activating the sensor (e.g., by pressing a button or wetting the probes briefly).
3. Repeat for all three sensors. It is recommended to rename each sensor immediately (e.g., "Kitchen Sensor," "Basement Sensor") for easy identification.

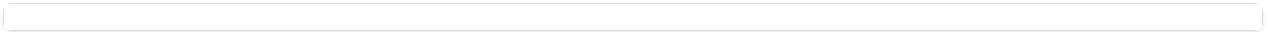Figure 2: System connection diagram illustrating hub and sensor communication.

Figure 3: Illustration of the 100m/328ft wireless transmission range between sensor and hub.

4.5. Integrate with Smart Home Platforms (Optional)

The Meross system supports Apple HomeKit and SmartThings. To integrate:

- **Apple HomeKit:** Ensure your Meross Hub is HomeKit compatible. Open the Apple Home app, tap the "+" icon, and select "Add Accessory." Scan the HomeKit code on your Meross Hub or its packaging. A home hub (HomePod, HomePod mini, Apple TV, or iPad) is required for remote control and automation. For more details, refer to Apple's HomeKit support page.
- **SmartThings:** Follow the instructions within the SmartThings app to add Meross devices.

Figure 4: Apple HomeKit integration for remote control and automation.

4.6. Sensor Placement

Place the water sensors in areas prone to leaks. The sensitive probes detect water levels as low as 0.5mm. Common locations include:

- Near water heaters
- Under sinks (kitchen, bathroom)

- Next to washing machines or dishwashers
- In basements or utility rooms
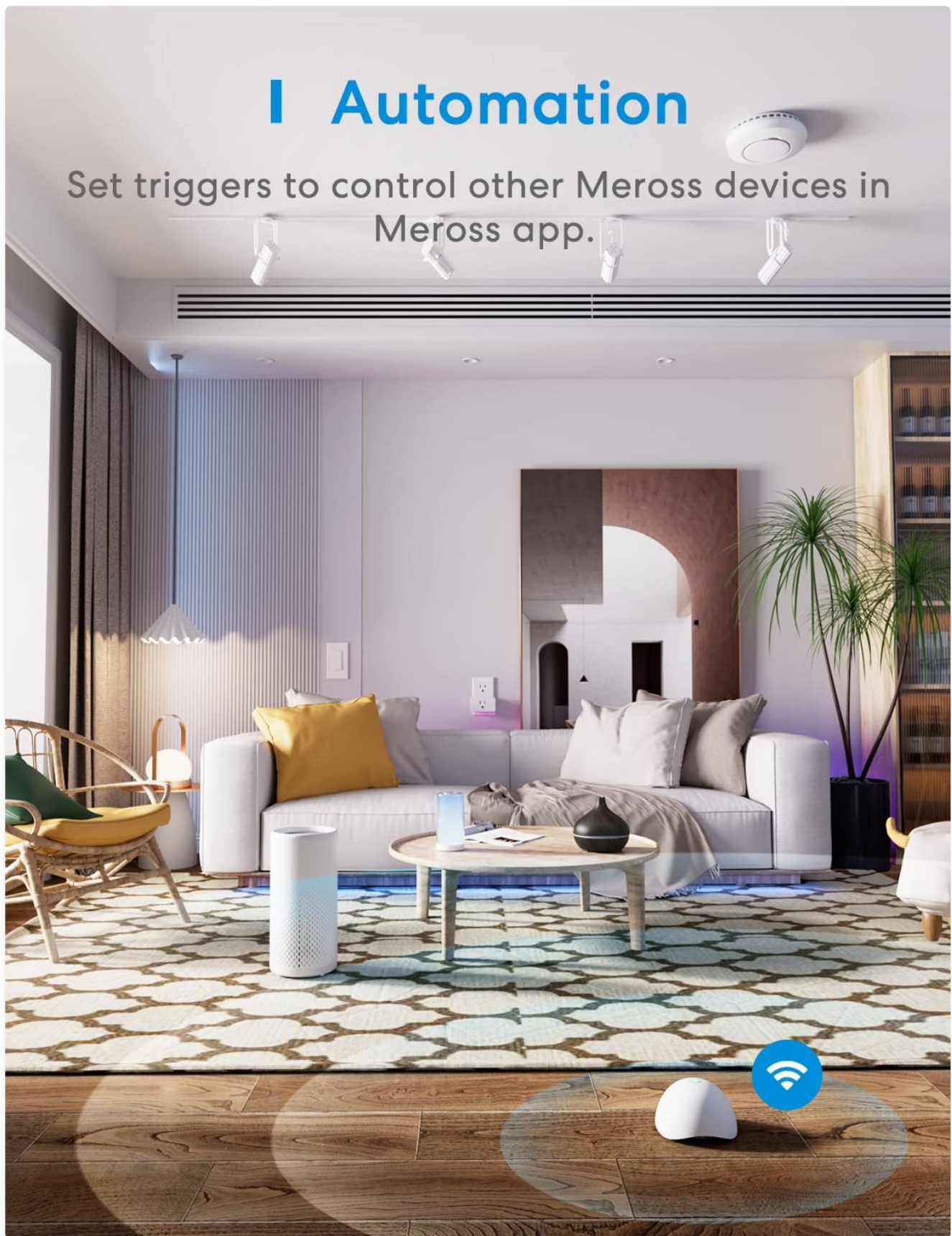- Near toilets or bathtubs
- Under fish tanks

Figure 5: Examples of multi-scene placement for water sensors.

I Real-time Water Leak Alert

When the probe detects water, a water leak notification will be sent to you instantly.

Figure 6: Real-time water leak detection in kitchen environments.

5. OPERATING INSTRUCTIONS

5.1. Leak Detection and Alerts

When a water leak is detected by a sensor, the system will:

- Trigger a local audible alarm (69 dB) from the sensor.
- Send instant push notifications to your smartphone via the Meross app and integrated smart home platforms (HomeKit, SmartThings).
- The Meross app will display the status of the sensor as "Water leak detected."

5.2. Remote Monitoring

Monitor the status of your water sensors from anywhere using the Meross app on your smartphone. This allows you to check for leaks even when you are away from home.

Figure 7: Remote monitoring of water sensors via the Meross app.

5.3. Automation Features

Utilize the Meross app to create automation rules. For example, you can set a trigger so that if a leak is detected, a Meross smart plug connected to a water pump automatically turns off, preventing further damage.

I Lasts to 18 Months

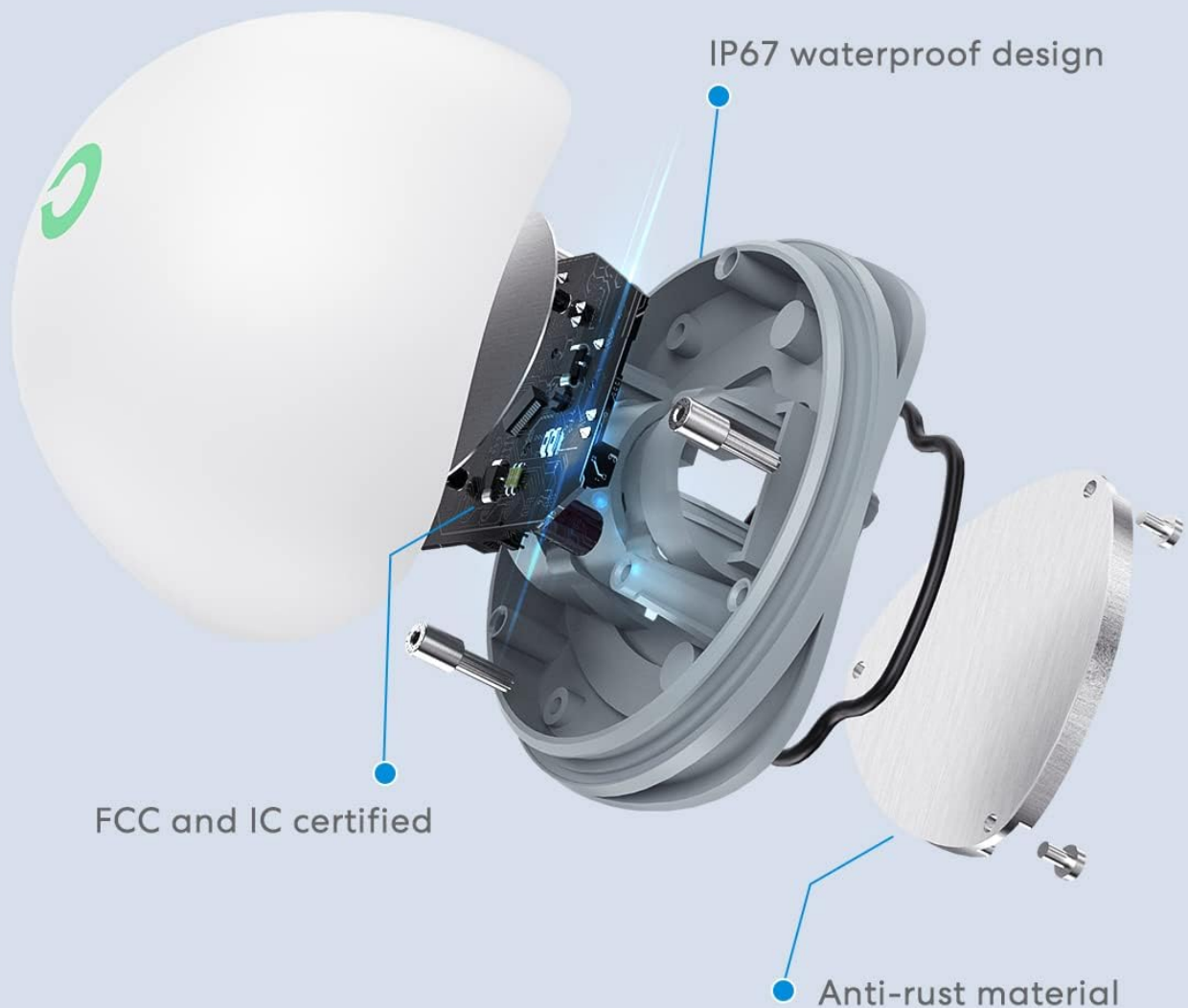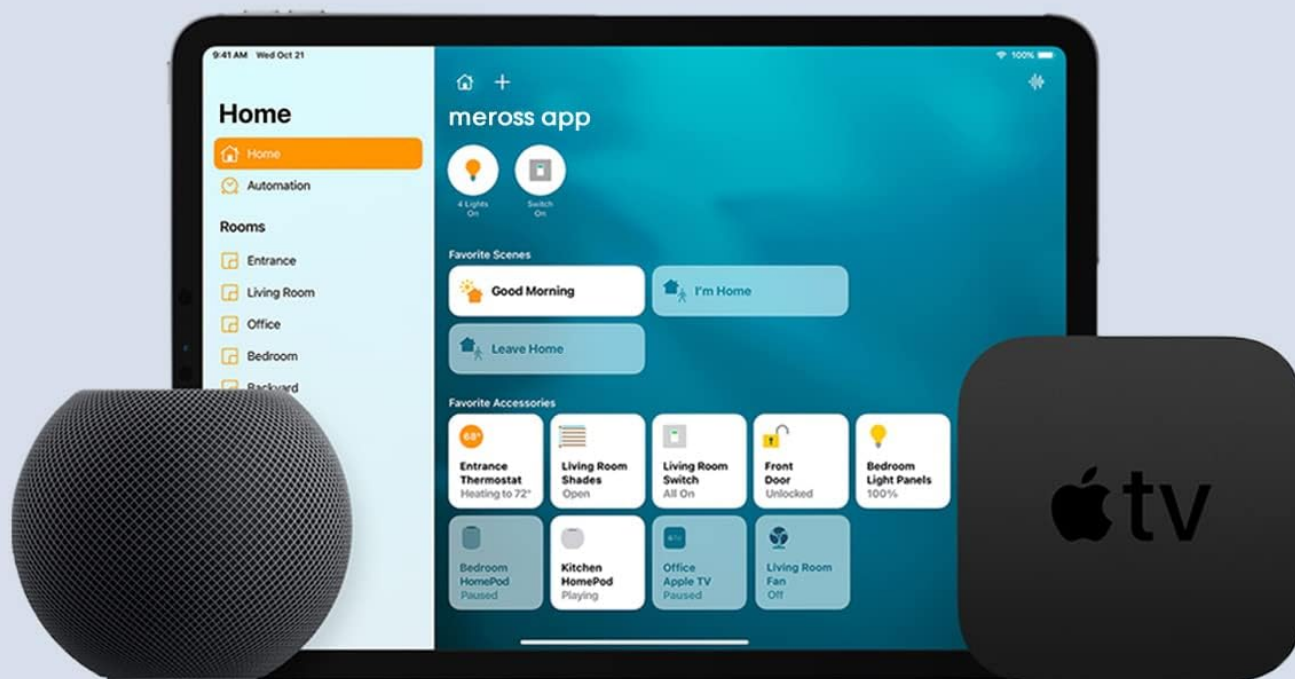Built-in battery lasts up to 18 months and waterproof design to IP67.

IP67 waterproof design

FCC and IC certified

Anti-rust material

Figure 8: Example of smart home automation triggered by a water leak sensor.

5.4. Accessing History Records

The Meross app provides a free history record of all water leak detections and status changes for each sensor. This allows you to review past events and monitor trends.

I HomeKit Remote Control

Set up your HomePod, HomePod mini, Apple TV, or iPad as a home hub so that you can control your HomeKit accessories remotely via Apple Home app. A home hub is NOT needed for Meross app to control devices remotely. Scan to read FAQ from Apple.

Figure 9: Viewing water leak history records in the Meross app.

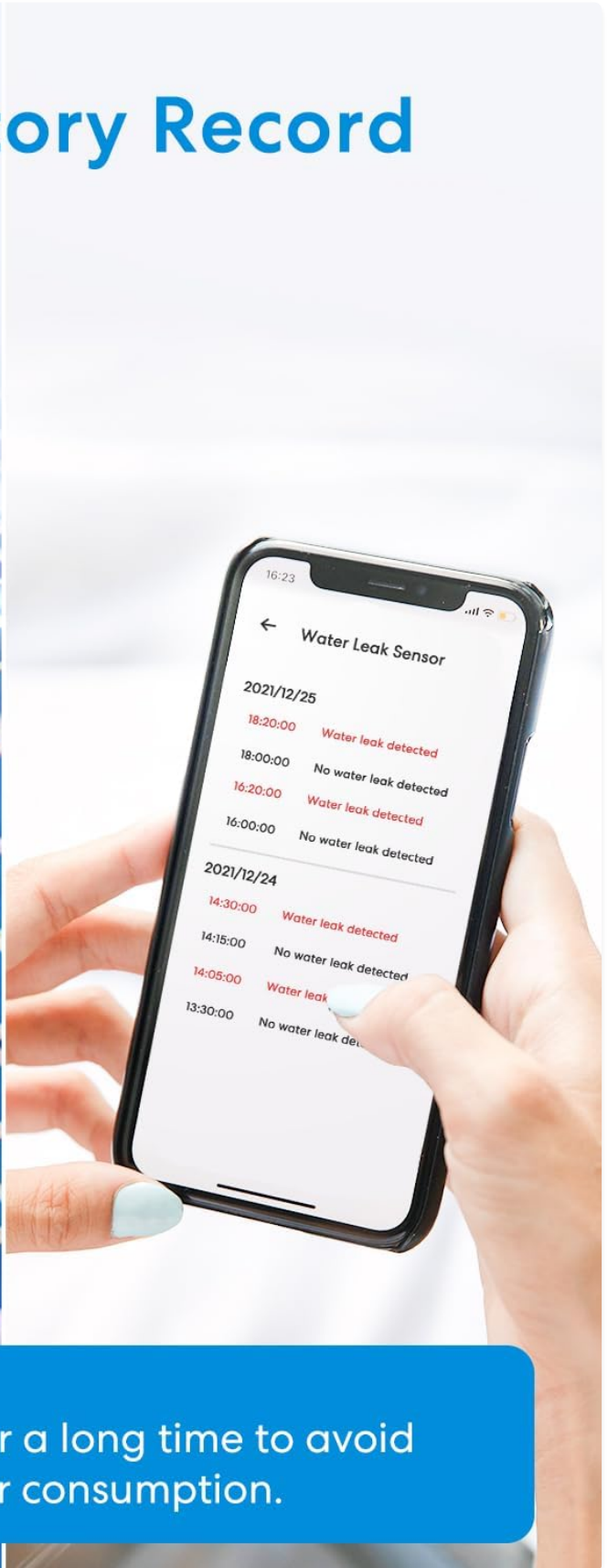Figure 10: Animated view of the water leak history feature.

6. MAINTENANCE

6.1. Battery Replacement

Each Meross water sensor is powered by one CR123A battery, providing up to 18 months of life. The Meross app will notify you when a battery is low. To replace:

1. Gently twist the top cover of the sensor counter-clockwise to open it.
2. Remove the old CR123A battery.
3. Insert a new CR123A battery, ensuring correct polarity.
4. Align the top cover and twist clockwise to secure it.

I Free History Record

Note:
Do not soak in water for a long time to avoid excessive battery power consumption.

Figure 11: Internal structure of the sensor highlighting battery and waterproof design.

Figure 12: Animated illustration of the sensor's internal components.

6.2. Cleaning

Wipe the exterior of the sensors with a soft, damp cloth as needed. Do not use harsh chemicals or abrasive cleaners. Ensure the metal probes at the bottom are clean and free of debris for optimal detection.

6.3. Waterproof Rating

The sensors feature an IP67 waterproof and dustproof design, ensuring stable operation in high humidity environments. This rating means the sensor is protected from dust and can withstand immersion in water up to 1 meter for 30 minutes. However, to prolong battery life and prevent potential issues, avoid prolonged soaking in water.

Figure 13: Meross water sensor demonstrating IP67 waterproof design.

Figure 14: Animated illustration of the sensor's waterproof capabilities.

7. TROUBLESHOOTING

If you encounter issues with your Meross Smart Water Sensor Alarm System, refer to the following common

solutions:

- **Sensor Not Connecting to Hub:**

    - Ensure the sensor is within the 100m/328ft range of the hub. Walls and obstacles can reduce this range.
    - Check the sensor's battery level in the Meross app. Replace if low.
    - Try re-pairing the sensor with the hub through the Meross app.

- **Hub Not Connecting to Wi-Fi:**

    - Verify your Wi-Fi network is 2.4GHz. The Meross Hub does not support 5GHz Wi-Fi.
    - Ensure the hub is within good range of your Wi-Fi router.
    - Restart your Wi-Fi router and the Meross Hub.
    - Check your Wi-Fi password for accuracy during setup.

- **False Alarms:**

    - Ensure the sensor probes are clean and dry. Dust or condensation can sometimes trigger false alarms.
    - Relocate the sensor if it's in an area prone to condensation or minor splashes that are not actual leaks.

- **No App Notifications:**

    - Check your smartphone's notification settings for the Meross app and ensure they are enabled.
    - Verify your phone has an active internet connection.
    - Ensure the Meross Hub is connected to your Wi-Fi and online.

- **HomeKit/SmartThings Integration Issues:**

    - Ensure your home hub (for HomeKit) is online and functioning correctly.
    - Follow the specific integration steps carefully within the respective smart home app.
    - If issues persist, try removing and re-adding the Meross Hub from the smart home platform.

8. WARRANTY AND CUSTOMER SUPPORT

Meross products come with a standard manufacturer's warranty. For detailed warranty information, product support, or technical assistance, please visit the official Meross website or contact Meross customer service directly. You can typically find contact information within the Meross app or on the product packaging.

Related Documents - MS400

meross User Manual	[Meross MS400HHK Smart Water Leak Sensor Kit: User Manual & Setup Guide](#) Comprehensive guide to the Meross MS400HHK Smart Water Leak Sensor Kit. Learn setup, features, placement, and troubleshooting for this HomeKit-compatible device. Detect water leaks early and protect your home.

Meross MS400HHK – Chytrý senzor úniku vody *(product label image)*	[Meross MS400HHK - Uživatelský manuál pro chytrý senzor úniku vody](#) Podrobný uživatelský manuál pro chytrý senzor úniku vody Meross MS400HHK. Zjistěte, jak nainstalovat, nastavit a používat senzor s Meross Hubem a Apple HomeKit pro detekci úniku vody.
meross MS400H **Instrucțiuni de utilizare**	[Meross MS400H Smart Water Leak Sensor - Manual de Utilizare şi Ghid de Instalare](#) Ghid complet pentru Meross MS400H Smart Water Leak Sensor, incluzând instrucţiuni de instalare, configurare, utilizare, informaţii de siguranţă, specificaţii tehnice şi depanare. Aflaţi cum să vă protejaţi casa de scurgeri de apă.
meross User Manual	[Meross GS559AH Smart Smoke Alarm User Manual](#) Comprehensive user manual for the Meross GS559AH Smart Smoke Alarm, covering safety information, product description, package content, installation, operation, LED/buzzer rules, silence mode, test mode, how to use, recommended locations, installation warnings, maintenance, battery replacement, repair, escape plan, troubleshooting, technical specifications, FAQ, warranty, and disclaimer.
(Quick Start Guide document image)	[Meross Smart Plug Quick Start Guide - Setup, Safety, and Warranty](#) This guide provides instructions for setting up your Meross smart plug using the Meross app, covering installation, safety information, warranty, support, and compliance details.
meross User Manual	[Meross Smart Smoke Alarm User Manual	GS559AH Installation & Guide](#) Comprehensive user manual for the Meross GS559AH Smart Smoke Alarm. Includes installation guide, safety information, troubleshooting, technical specifications, and FAQs.