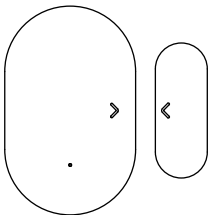


Instruction Manual

Door/Window Magnetic Sensor

Zigbee



Please read the instruction manual carefully
before using the product



Product specification

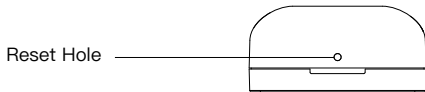
Product name	Door/window magnetic sensor
Product model	ZSS-X-GWM-C
Battery type	CR2032
Working temperature	-10℃~50℃
Working humidity	0%~95%RH(no condensation)
Wireless protocol	Zigbee
Product size	main part 25.2x40.2x12.4mm magnet 26.0x10.0x9.0mm
Product weight	main part about 11.0g magnet about 6.0g

Packing list

- Sensor ×1
- User manual ×1
- Reset pin×1

Device reset

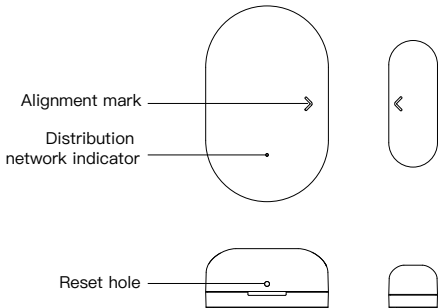
- Use the reset pin to insert the reset hole(as the following picture) for more than 5 seconds until the indicator flashes, then add the device according to the App instructions;



Product information

The door and window magnetic sensor can detect the opening or closing of doors and windows. Implement intelligent application scenarios by combining with other devices.

Make sure that the small part of the door sensor is on the side of the alignment mark.



Preparation for use

- ① Download MOES App on App store or scan the QR code.



Moes application is much more compatible than Tuya smart / smart life application. It also provides a new customized service for controlling scenes through Siri, widgets and scene recommendation. (Note: Tuya smart / Smart Life app is still working, but moes app is highly recommended)

- ② Registration or Log in.

- Download “MOES” Application.
- Enter the Register/Login interface; tap “Register” to create an account by entering your phone number to get verification code and “Set password”. Choose “Log in” if you already have a MOES account.

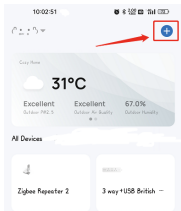
Steps for connecting the APP to the device

Ensure that the product is within effective coverage of the smart host (Gateway) ZigBee network to ensure that the product is effectively connected to the smart host (Gateway) ZigBee network.

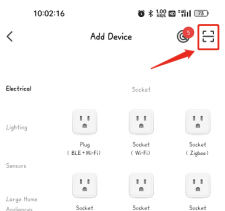
Method One:

Scan the QR code to configure the network guide.

1. Make sure your Smart Life/Tuya Smart APP has successfully connected to a Zigbee gateway.



①



②



Scan this QR code



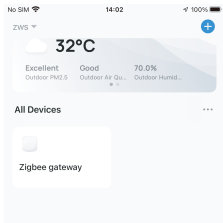
Zigbee Door/Window Magnetic Sensor

Add

③

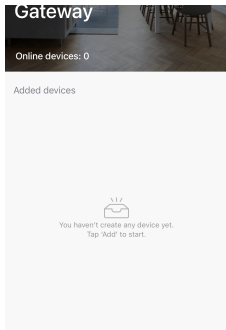
Method Two:

1. Make sure your Smart Life/Tuya Smart APP has successfully connected to a Zigbee gateway.

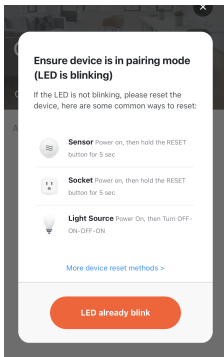


2. Use the reset pin to insert the reset hole (as the following picture) for more than 5 seconds until the indicator flashes, then add the device according to the App instructions;

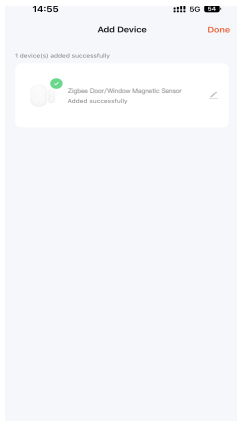
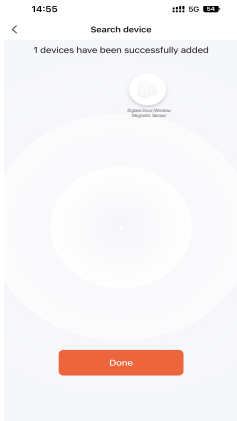
3. Enter the gateway. Please follow the picture below to finish as "Add subdevice → LED already blink, and the connecting will take about 10–120 seconds to complete depending on your network condition.



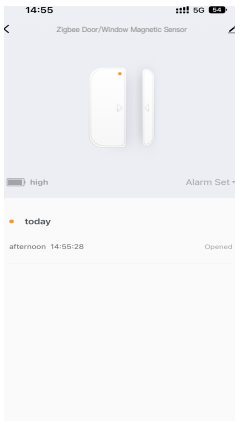
 Add subdevice



4.Add the device successfully, you can edit the name of the device to enter the device page by click “Done”.



5. Click “Done” to enter the device page to enjoy your smart life with home automation.



RECYCLING INFORMATION

① Storage:

Products should be put in the warehouse where the temperature is between the range $-10^{\circ}\text{C} \sim +50^{\circ}\text{C}$, and the relative humidity $\leq 90\% \text{RH}$, indoor environment with no acid, alkali, salt and corrosive, explosive gas, flammable matter, protected from dust, rain and snow.

② Security Information

1. Do not disassemble, reassemble, modify, or attempt to repair the product by yourself. Such products may cause electric shock, which may cause serious injury or death.
2. The battery of the product should be recycled, and it must be recycled or disposed of separately from household waste. Dispose of batteries in accordance with local environmental regulations.

③ Troubleshooting measures

1. Why does the device fail to link to the APP?

- a. ZigBee products work with the MPES/TUYA ZigBee gateway needed;
- b. Check whether the router connected to the gateway is connected to the external network. Ensure that the Wi-Fi signal of the gateway is good and try to connect the gateway again.
- c. Check whether the device is too far away from your gateway or other ZigBee devices to form a mesh network. Keep the ZigBee gateway and the ZigBee device close as recommended, where the distance should be moderate (less than 5 m).
- d. Check whether the device enters the network distribution mode.

2. Why doesn't the indicator flash after the device is power-on?
 - a. The indicator will flash after the product is powered on. If not, please check whether the battery power is sufficient
 - b. Check whether the device is in good contact and in normal APP configuration state before checking its indicator status. If the indicator does not blink yet, you may please contact our after-sales service.
3. What to do if the smart linkage can not work between devices?
 - a. Please confirm the device has been connected to the network which is under normal connection state.
 - b. Please confirm whether you have updated your APP to newest version.
 - c. Please confirm whether the smart scene set in the APP works with no conflict to other scenes.
4. What if my device breaks down and doesn't respond for a long time?
 - a. Hello, you may please try to reset the device by removing from the APP for new APP configuration.

SERVICE

Thank you for your trust and support to our products, we will provide you with a two-year worry-free after-sales service (freight is not included), please do not alter this warranty service card, to safeguard your legitimate rights and interests. If you need service or have any questions, please consult the distributor or contact us.

Product quality problems occur within 24 months from the date of receipt, please prepare the product and the packaging, applying for after-sales maintenance in the site or store where you purchase; If the product is damaged due to personal reasons, a certain amount of maintenance fee shall be charged for repair.

We have the right to refuse to provide warranty service if:

1. Products with damaged appearance, missing LOGO or beyond the service term
2. Products that are disassembled, injured, privately repaired, modified or have missing parts
3. The circuit is burned or the data cable or power interface is damaged
4. Products damaged by foreign matter intrusion (including but not limited to various forms of fluid, sand, dust, soot, etc.)

RECYCLING INFORMATION

All products marked with the symbol for separate collection of waste electrical and electronic equipment (WEEE Directive 2012/19 / EU) must be disposed of separately from unsorted municipal waste. To protect your health and the environment, this equipment must be disposed of at designated collection points for electrical and electronic equipment designated by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences for the environment and human health. To find out where these collection points are and how they work, contact the installer or your local authority.



WARRANTY CARD

Product Information

Product Name_____

Product Type_____

Purchase date_____

Warranty Period_____

Dealer Information_____

Customer's Name_____

Customer Phone_____

Customer Address_____

Maintenance Records

Failure date	Cause Of Issue	Fault Content	Principal

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