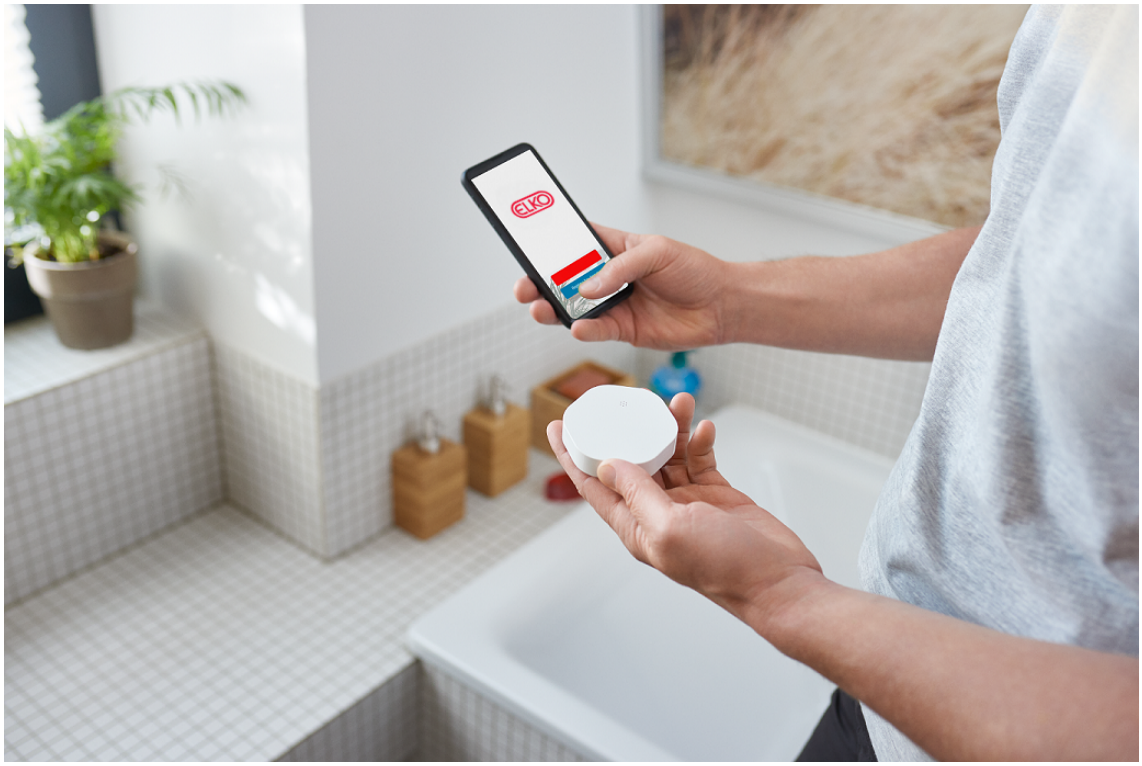
ELKO - SmartSensor Leakage Wireless

Wiser Home Device user guide

Information about features and functionality of the device.

10/2025



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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.

About the Document

Document Scope

This document provides detailed information on the features and functionality of the ELKO - SmartSensor Leakage Wireless, including installation, pairing with the Wiser Hub, configuring settings, and using the device. Additionally, it includes troubleshooting tips, technical data, compliance information, and instructions for resetting the device.

Validity Note

The characteristics of the products described in this document are intended to match the characteristics that are available on elko.no. As part of our corporate strategy for constant improvement, we may revise the content over time to enhance clarity and accuracy. If you see a difference between the characteristics in this document and the characteristics on elko.no, consider elko.no to contain the latest information.

For your safety

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.

General Cybersecurity Information

In recent years, the growing number of networked machines and production plants has seen a corresponding increase in the potential for cyber threats, such as unauthorized access, data breaches, and operational disruptions. You must, therefore, consider all possible cybersecurity measures to help protect assets and systems against such threats.

To help keep your Schneider Electric products secure and protected, it is in your best interest to implement the cybersecurity best practices as described in the Cybersecurity Best Practices document.

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- Subscribe to the Schneider Electric security newsletter.
- Visit the Cybersecurity Support Portal web page to:
  - Find Security Notifications.
  - Report vulnerabilities and incidents.
- Visit the Schneider Electric Cybersecurity and Data Protection Posture web page to:
  - Access the cybersecurity posture.
  - Learn more about cybersecurity in the cybersecurity academy.
  - Explore the cybersecurity services from Schneider Electric.

Environmental Data

Find and download comprehensive environmental data about your products, including RoHS compliance and REACH declarations as well as Product Environmental Profile (PEP), End-of-Life instructions (EOLI) and much more.

https://www.se.com/myschneider

General information about Schneider Environmental Data Program

Click the link below to read about Schneider Electric's Environmental Data Program.

https://www.se.com/ww/en/about-us/sustainability/environmental-data-program/

Declaration of Conformity

Hereby, Schneider Electric Industries SAS, declares that this product is in compliance with the essential requirements and other relevant provisions of RADIO EQUIPMENT DIRECTIVE 2014/53/EU.

Declaration of conformity can be downloaded on:

- https://www.go2se.com/ref=EKO07218

Available Languages of the Document

The document is available in these languages:

- English
- Norwegian

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ELKO - SmartSensor Leakage Wireless

EKO07218

About the device

The ELKO - SmartSensor Leakage Wireless (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 alarm stops when the sensor is removed from the water contact.

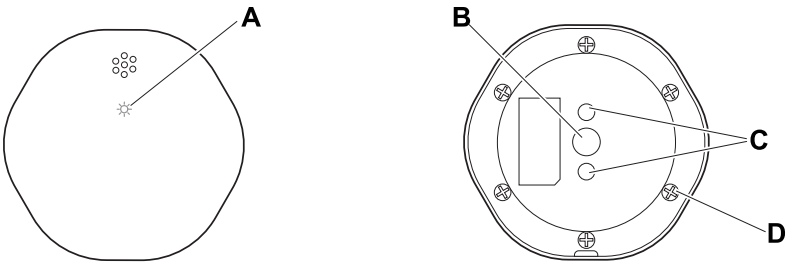
> **TIP:** If a water leak is detected, the sensor will trigger an alarm, even if it has not been paired with the **Wiser Hub** .

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 SmartSensor Leakage Wireless

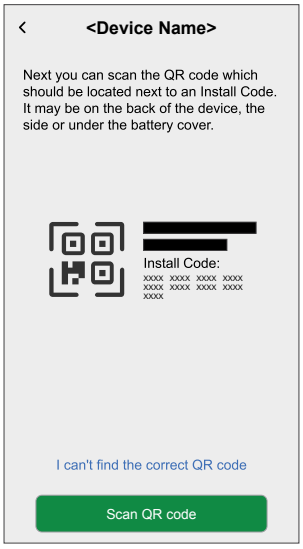
Pairing the device with the Wiser Hub

Using the Wiser Home app, pair your device with the **Wiser Hub**.

1. On the Home screen, tap ⚙.
2. Tap **Devices >** + **>Safety and Security > Water Leakage Sensor**.

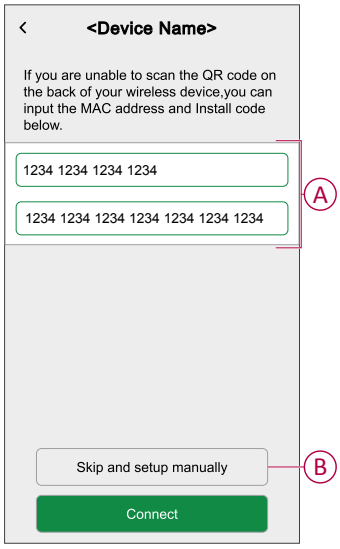
   TIP: You can also navigate by tapping **Control** > + > **Safety and Security** > **Water Leakage Sensor**.
3. Tap **Scan QR code** and allow the Wiser Home app to access your camera. Then, scan the QR code located on the device.

   NOTE: If you are unable to find the correct QR code, tap **I can't find the correct QR code** to pair the device manually and proceed to step 4.

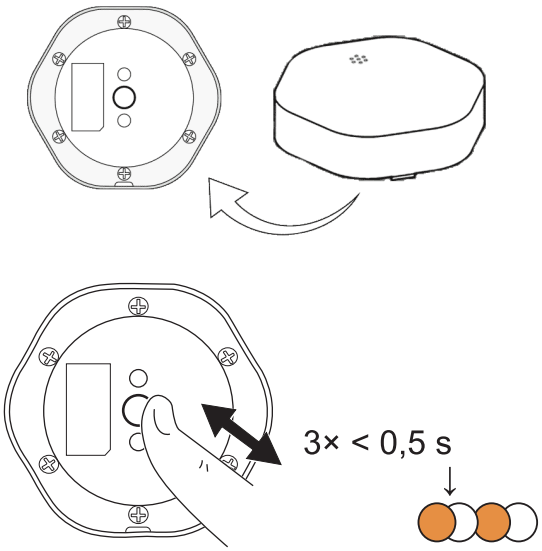


If the QR code is incorrect, a message **Incorrect QR code scanned** will appear. Tap **I can't scan the QR code** and choose one of the following options:

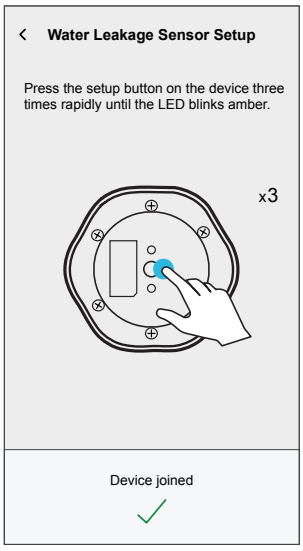
- **(A):** Enter the **Mac Address/EUI-64** and **Install Code**, then tap **Connect**. The app will verify if the Mac Address/EUI–64 and Install code are valid.
- **(B):** Tap this option if you are unable to find the Mac Address/EUI–64 and Install code.



4. Tap **Next**, short press the function key 3 times and make sure that the LED blinks amber.



Wait for a few seconds until the LED turns green and the app confirms that the sensor is joined.



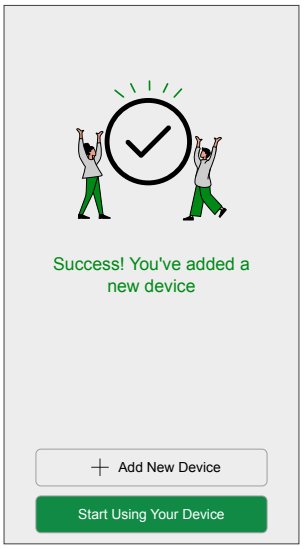
5. Tap , to enter the name of the sensor.

6. Tap **Next** and assign the device to a new room or an existing room and tap **Submit**.

   IMPORTANT: The next screen shows the **Device Settings** page, where you have the option to configure the settings during the pairing process or at a later time. If you prefer to configure it later, tap **Submit**. For more information on device settings, refer to Configuring the device, page 12 section.

   After you pair the device, a success screen appears with the following options:

   - **+ Add New Device**: Tap to continue pairing more devices.
   - **Start Using Your Device**: Tap to start using the paired device.

   NOTE: The success screen appears only if you are logged in as a **Home Owner**.

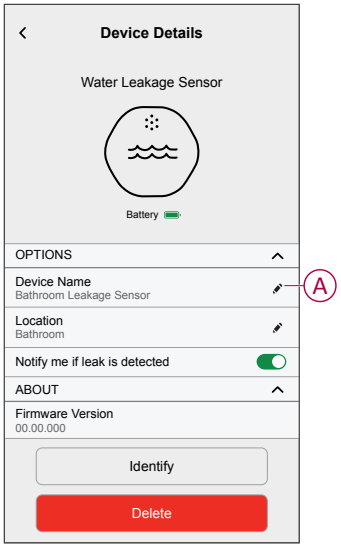
   Now, you can see the newly added sensor on the **Control** tab under the **All** and **Room** tabs.

Configuring the device

Renaming the device

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

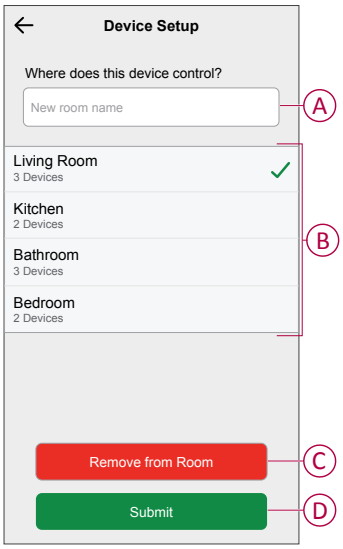
   TIP: Additionally, you can rename the sensor by tapping on the Control tab, **Water Leakage Sensor > Device settings > Device Name** (A).



Setting the device location

You can add your device to any room (such as bedroom, living room, dining room etc.).

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



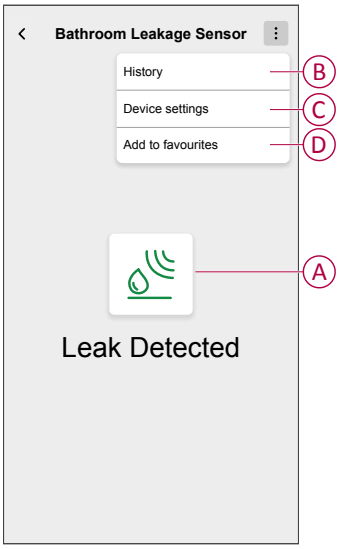
TIP: If the device is already assigned, you can remove it from the existing room. Tap **Remove from Room** (C).

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

Using the device

The Control Panel of the Sensor allows you to monitor the current status of water leakage detection.

1. On the **Control** tab, tap **All** devices or a room tab where the sensor is located
2. On the Sensor control panel page, you can see the following:
   - Water leakage status (A)
   - History (B)
   - Device settings (C)
   - Add to favourites (D)



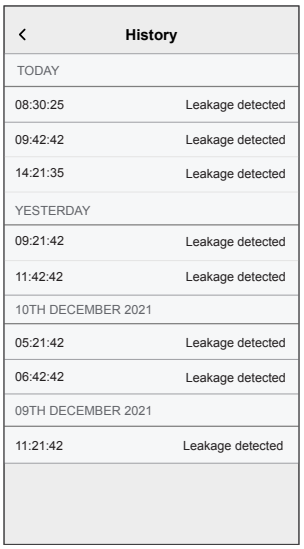
Checking the device history

Using the Wiser Home app, you can access the sensor history, which logs instances when water leakage was detected. Each event is recorded by the sensor and securely stored in the cloud.

NOTE: If the cloud connection is lost, the leakage detected events will not appear in the history.

1. On the **Control** tab, tap **All** devices or a room tab where the sensor is located.
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 16.

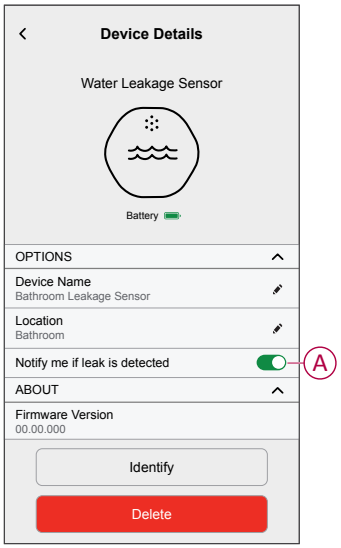


Setting device notification

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

1. On the Home screen, 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 Control tab, **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 activates a sound alarm. The alarm will continue to sound 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.

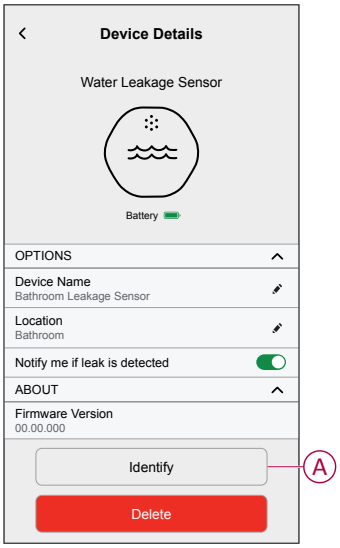
1. On the Home screen, tap .

   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 Control tab, **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**.

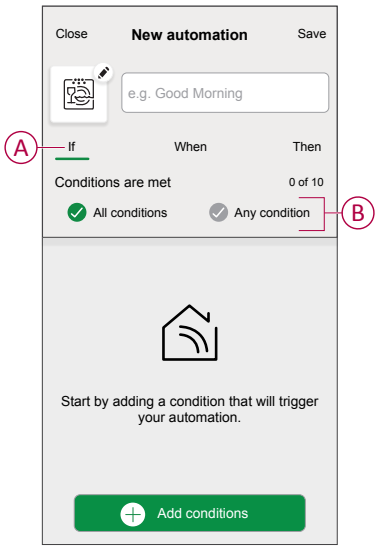


Creating an automation

An automation allows you to group multiple actions that are usually done together, triggered automatically or at scheduled times. By using the Wiser app, you can create automations based on your needs.

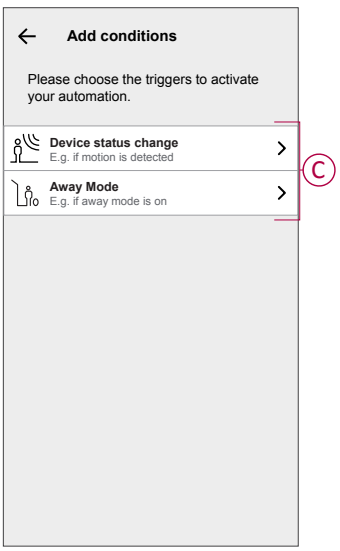
1. On the Home screen, tap .
2. Tap **Automations >** + to create an automation.

   NOTE: Maximum 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.



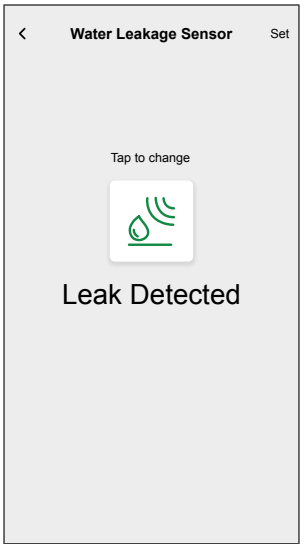
4. Tap **Add conditions** and select any of the following (C):
   - **Device status change**: Select a device to enable automation.
   - **Away Mode**: **Enable** / **Disable** away mode to trigger an action.

     TIP: Away mode can also be used as a trigger to turn off the lights, dimmer or closing the shutter etc. For more information about **Away Mode**, refer to the system user guide.



5. Tap **Device status change** > **Water Leakage Sensor** and select any of the following:
   - **No Leak**
   - **Leak Detected**

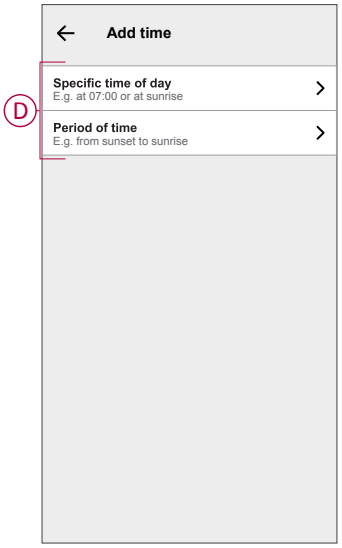
   For example, when a water leak is detected.



NOTE: .

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

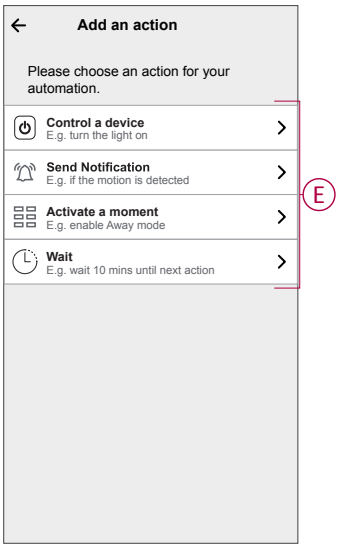
6. To set a specific time for your automation, tap **When** > **Add time** and select any of the following (D):
   - **Specific time of day: Sunrise, Sunset, Custom**
   - **Period of time: Daytime, Night time, Custom**



NOTE:

- Maximum 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.
   - **Wait:** This option allows you to add a delay in an automation sequence. You can set the wait time in increments of 1 hour and 1 minute, up to a maximum of 24 hours. This feature is useful for delaying actions within an automation.

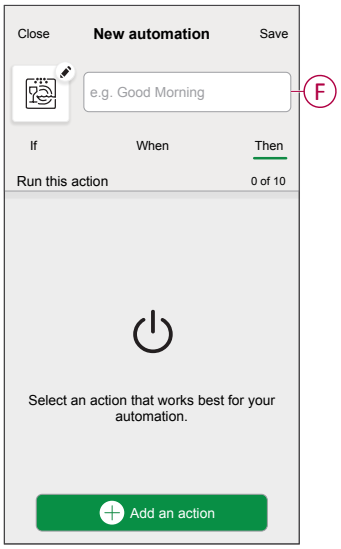


NOTE:

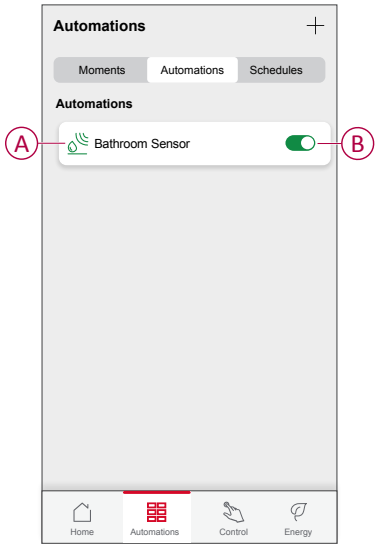
- Maximum 10 actions can be added.
- To remove an action, swipe left on the action and tap .

8. Enter the automation name (F) .

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



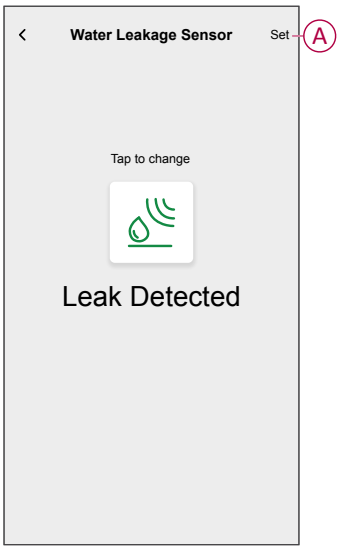
9. Tap **Save**.
   Once the automation is saved, it is visible on the **Automation** tab.
   Using the (G) you can enable or disable the automation.



Example of an automation

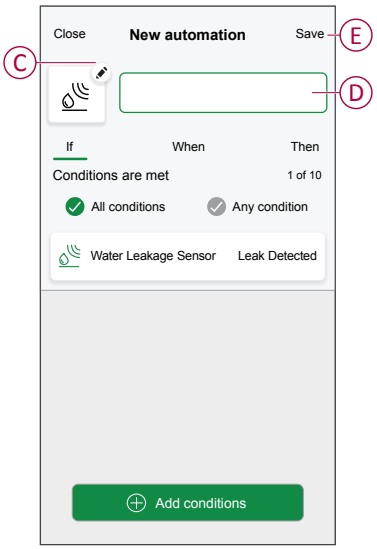
This demonstration shows you how to create an automation that turns off the connected to the washing machine when the sensor detects water leakage near the washing machine's floor.

1. On the Home screen, 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).

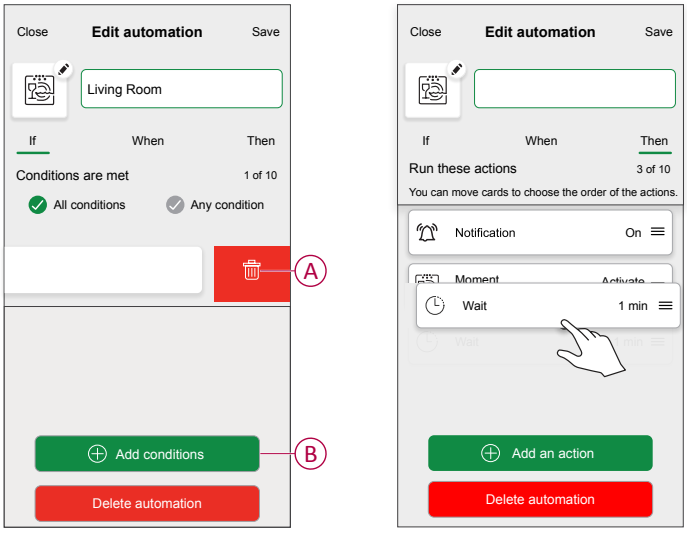
6. Enter the name of the automation (D) and tap **Save** (E).



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

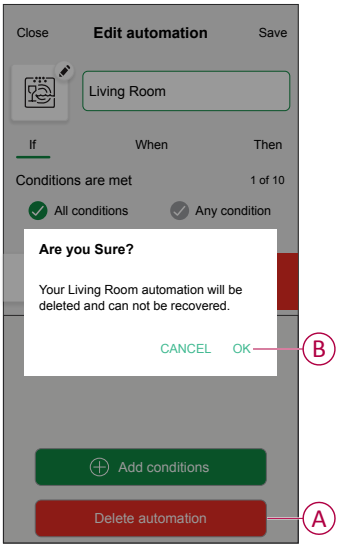
1. On the **Home** screen, tap **Automations**.
2. Go to **Automation**, tap the automation you want to edit.
3. On the **Edit automation** screen, you can perform the following changes:
   - Change the icon.
   - Rename the automation.
   - Tap each condition to change the settings.
     - To remove a condition, slide the condition towards left and then tap (A) to delete it.
     - Tap ⊕ **Add conditions** (B) to add new condition.
   - To change the order of actions, tap the **Then** option, and hold an action, then drag and drop to the desired position.



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

Deleting an automation

1. On the **Home** screen, tap **Automations** .
2. Go to **Automation**, tap the automation you want to delete.
3. On the **Edit automation** screen, tap **Delete automation** (A) and read the confirmation message and then tap **OK** (B).

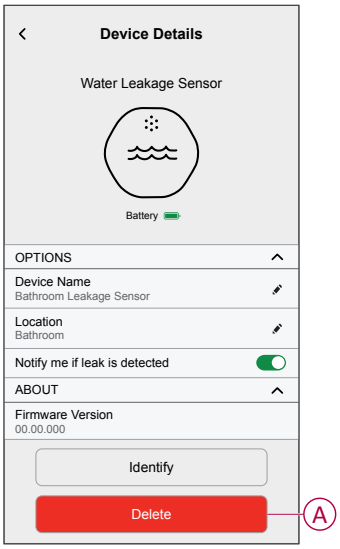


Removing the device

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

1. On the Home screen, tap .
2. Tap **Devices > Water Leakage Sensor > Delete** (A).

   TIP: Additionally, you can remove the sensor from the Wiser system by tapping on the Control tab, **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 26.

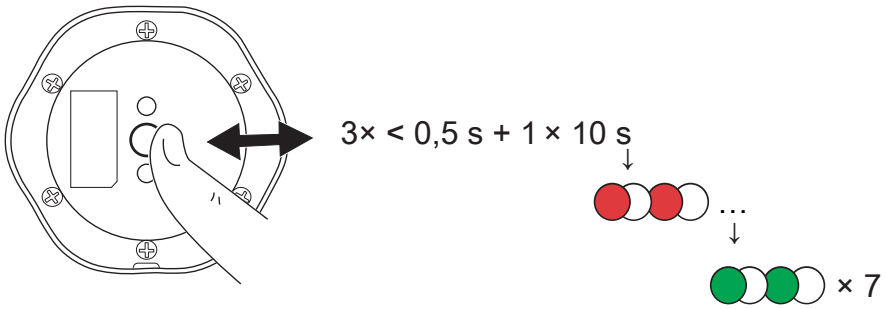
Resetting the device

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.

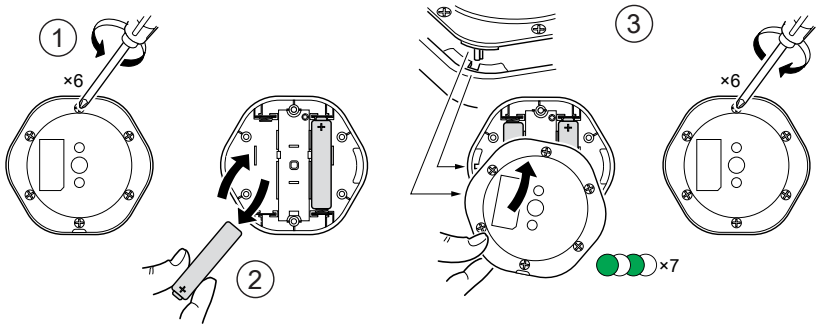


Replacing the batteries

1. Use a screwdriver to remove the six screws from the battery cover to access the batteries.
2. Make sure you replace the batteries with the correct polarity.
3. 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.



LED Indications

Pairing

User Action	LED Indication	Status
Press the function key 3 times	LED blinks amber , once per second. 	Pairing mode is active for 30 seconds. When pairing is completed, LED glows green for some time before turning Off. 

Resetting

User Action	LED Indication	Status
Press the function key 3 times and hold it down once for > 10 s.	After 10 s, the LED starts blinking red. 	The sensor is in reset mode. It is reset to the factory settings after 10 seconds. The sensor then restarts and the LED starts blinks green before turning Off. 

Battery level

LED Indication	Status
LED blinks once per minute with a beep sound. 	The battery is low (< 10 %), replace the battery, page 26. **NOTE:** 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. **NOTE:** The firmware update runs in the background.
LED blinks with a beep sound.	The sensor battery is low or drained.	Replace the battery in the device, page 26 **NOTE:** 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

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

DUG_SmartSensor Leakage Wireless_ELKO-00