Wiser Water Leakage Sensor

Wiser Home Device user guide

Information about features and functionality of the devices. 05/2025





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
For your safety	5
About the device	6
Installing the device	6
Pairing the device with the Wiser Hub	7
Configuring the device	9
Renaming the device	9
Setting the device location	10
Using the device	11
Checking the device history	12
Setting device notification	13
Identifying the device	14
Creating an automation	15
Removing the device	21
Resetting the device	22
Replacing the batteries	22
LED Indications	22
Troubleshooting	23
Technical Data	23
Compliance	24
Product Environmental Data	24
Declaration of Conformity	25
Trademarks	25

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.

A A 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.

AWARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

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



For your safety

	NOTICE
EC	QUIPMENT 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.
Fa	ilure to follow these instructions can result in equipment damage.

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.

Installation manual links:

- Installation instruction (CCT592012)
- Installation instruction (CCT592011)

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 device is joined.



- 5. Tap , to enter the name of the device.
- 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 9 section.

Configuring the device

Renaming the device

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

- 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

Using the Wiser Home app, you can add your Wireless Switch 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).

← Device Setup	
Where does this device control?	A
Living Room 3 Devices	-
2 Devices Bathroom 3 Devices	B
Bedroom 2 Devices	
Remove from Room	C
Submit	D

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.

- 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)

<	Bathrooi	m Leakage History Device settin	sensor	•	B C
	Leak		cted		

Checking the device history

Using the Wiser Home app, you can view the sensor 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 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 13.

<	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.

- 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).

< Device Details		
Water Leakage Sensor		
Battery =		
OPTIONS	^	
Device Name Bathroom Leakage Sensor	ø	
Location Bathroom		
Notify me if leak is detected	O -	(A)
ABOUT	^	
Firmware Version		
Identify		
Delete		

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.

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**.

< Device Details		
Water Leakage Sensor		
Battery		
OPTIONS	^	
Device Name Bathroom Leakage Sensor		
Location Bathroom		
Notify me if leak is detected		
ABOUT	^	1
Firmware Version		
Identify		A
Delete		

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 \square .
- 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.

← Ple yo	Add conditions ease choose the triggers to activate ur automation.		
۳	Device status change E.g. if motion is detected	>	
Ì٩°	Away Mode E.g. if away mode is on	>	\mathbb{C}

- 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.

<	Water Leakage Sensor	Set
	Tap to change	
	Leak 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 the day: Sunrise, Sunset, Custom
 - Period of time: Daytime, Night time, Custom

	← Add time	
$\overline{\mathbf{n}}$	Specific time of day E.g. at 07:00 or at sunrise	>
ש	Period of time E.g. from sunset to sunrise	>
ı		

NOTE:

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

- 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.

←	Add an action		
PI au	ease choose an action for your utomation.		1
٩	Control a device E.g. turn the light on	>	
Ŋ	Send Notification E.g. if the motion is detected	>	
	Activate a moment E.g. enable Away mode	>	
Ü	Wait E.g. wait 10 mins until next action	>	
			,

NOTE:

- Maximum 10 actions can be added.
- To remove an action, swipe left on the action and tap $\overleftarrow{\mathbb{III}}$.
- 8. Enter the automation name (F).

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

Close	New automation	Save
ë,	e.g. Good Morning	E
lf	When	Then
Run this a	action	0 of 10
Select a	an action that works best	for your

9. Tap Save.

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

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

Automa	tion		+
Moments	s Automati	ons Sche	edules
Automation	IS		
Evening movie		•	
	00	~	-

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).



- To add action, tap Then > Add action an > Control a device > , tap (B) to turn off, then tap Set.
- 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.
 - 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).

< Device Details		
Water Leakage Sensor		
Battery		
OPTIONS	^	
Device Name Bathroom Leakage Sensor	ø	
Location Bathroom		
Notify me if leak is detected		
ABOUT	^	
Firmware Version 00.00.000		
Identify		
		6

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 22.

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 amber once per minute with a beep sound.	The battery is low (< 10%), replace the battery, page 22.
	NOTE: A notification pop-up will appear on the app.

Identifying the device

LED Indication	Status
LED blinks green.	Sensor is connected to the Wiser Hub.
	NOTE: This function is initiated from the app to identify the sensor.

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 amber with a beep sound.	The sensor battery is low or drained.	Replace the battery in the device, page 22 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

Compliance

Product 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 and the Radio Equipment Regulations SI 2017 No. 1206.

Declaration of conformity can be downloaded on:

- https://www.go2se.com/ref=CCT592012
- https://www.go2se.com/ref=CCT592011

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 35 rue Joseph Monier 92500 Rueil Malmaison France

+ 33 (0) 1 41 29 70 00

www.se.com

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

© 2022 – 2025 Schneider Electric. All rights reserved.

DUG_Water Leakage Sensor_WH-05