SHORT SERVICE GUIDE

WALL PLUG

FIBARO SYSTEM

FIBARO

First step to provide professional support and service is proper diagnose of failure. To avoid sending fully functional devices to warranty service, please follow step by step guide below.

STEP 1. Check visually.

FIBARO Wall Plug should have no scratches or cracks visible. However, if there are any heavy mechanical damages, as smashed casing, casing bitten by a dog, warranty will not be considered!

STEP 2. Resetting FIBARO Wall Plug.

The FIBARO Wall Plug reset erases the EEPROM memory, including all information on the Z-Wave network and the main controller.

Reset procedure:

-insert the Plug into socket;

-press and hold the B-button for few seconds until the LED turns yellow;

-release the B-button;

-again press the B-button briefly.

Successful reset will be confirmed with the LED changing color to red. If after pressing B button nothing happens, it may prove broken B button.

STEP 3. Excluding and including sensor from Z-Wave Network.

Before every inclusion, Plug must be excluded from Z-Wave network. This can be done in two ways, resetting Plug or:

-insert the Plug into socket;

-set main controller in learn mode (delete device mode);

-press B-button three times briefly;

-after procedure in main controller ends, unplug device from the socket;

-plug device in the socket again, LED should turn red.

To include Plug into Z-Wave network, please follow:

-set main controller in learn mode (add device mode);

-press B-button three times briefly;

-Plug should be added to device panel. Press B-button three times briefly to wake it up;

-test the Plug's operation – check whether the LED diode indicates change in relay output, connect some device (laptop, electric kettle) to check whether the relay is working properly.

STEP 4. Contact with service.

If only one of steps above has failed, please contact with Fibaro Servicedesk at:

servicedesk@fibaro.com