

ALDER



# User Manual

**“Our customers trust us to keep their homes and families protected, and we honor that trust by providing dedicated and responsive service.”**

– Adam Schanz, CEO



**TOUCHSCREEN  
PANEL**



**MOTION  
SENSORS**



**WINDOW/DOOR  
SENSORS**



**MEDICAL  
PENDANTS**



**KEY  
REMOTES**



**SMOKE/CO  
DETECTORS**



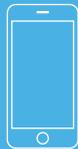
**FLOOD/FREEZE  
SENSORS**



**GLASS BREAK  
DETECTORS**



**YARD SIGN +  
STICKERS**



**ALDER  
MOBILE APP**



**WARNINGS + LIMITED  
WARRANTY**

# Table Of Contents

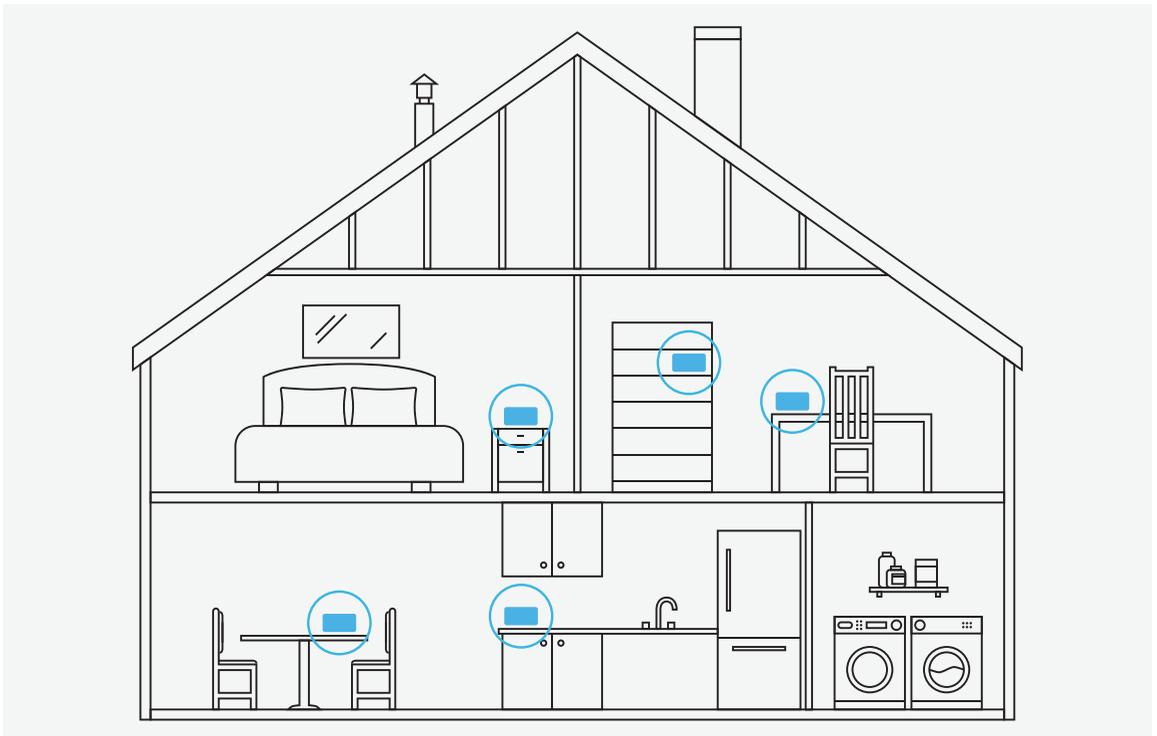
Touchscreen Panel	2 – 14
Motion Sensors	15 – 17
Window Sensors	18 – 19
Door Sensors	20 – 22
Medical Pendant	23
Key Remote	24
Smoke/CO Detectors	25 – 26
Flood/Freeze Sensors	27
Glass Break Detectors	28 – 29
Yard Sign + Stickers	30
Alder Mobile App	31
Warnings + Limited Warranty	32 – 35

# Touchscreen Panel

## Installation + Location

As the heart of your security system, your control panel serves best by following these tips to get set up.

1. Select a central countertop, tabletop, bookshelf, desk, or wall where the alarm would be easy to hear.
2. The chosen spot must include a non-GCFI electrical outlet within 5 feet that is not connected to a switch.
3. Avoid out-of-the-way locations like closets, garages, closed laundry rooms, bathrooms, or stairwells that would muffle the siren.
4. Avoid placing your panel within 4 feet of any large metal appliances like a refrigerator or washing machine.
5. Secure the plug into the outlet with the provided screw to prevent accidental unplugging.
6. Once the panel is plugged in and turned on, it may take a few minutes to establish communication with the monitoring center.



# Panel Buttons

## Home Button

Press the Home button to wake the touchscreen or return to the homescreen. The Home button changes colors to indicate the status of the system.

Button LED	Status
Blue	Panel is unarmed and ready to arm.
Solid Yellow	Panel is unarmed and not ready to arm.
Red	Panel is armed in away or stay mode.
Yellow for 3 secs	Panel is unarmed and a motion sensor was triggered.
LED is off	Panel is without AC power or LED lights are turned off in settings.

## Emergency Call Button

Emergency reporting was designed as a three-step process to limit false alarms. The steps to notify the Central Monitoring Station of an emergency are as follows:

1. Press the Emergency Call button on the panel.
2. Tap the Medical, Police, or Fire icons on the touchscreen—whichever one best matches your circumstances.
3. Verify your selection and begin the call by tapping the Call button on the touchscreen. To cancel the call, tap Cancel and enter your User Passcode. Canceling an emergency call also notifies the Central Monitoring Station that the alarm was voided. A Central Monitoring Station operator may still call you to verify the false alarm.

The Emergency Call Button changes colors to indicate the emergency status.

Button LED	Emergency Call Status
Blue	Normal Status. No emergency call in progress.
Red	Panel is making an emergency call.
LED is off	Panel is without AC power or LED lights are turned off in settings.

## Status Bar Icons



LOW BATTERY



BATTERY FULL



BATTERY CHARGING



NO CELLULAR CONNECTION



MESSAGES



NEW MESSAGE



AC POWER CONNECTED



NO AC POWER

## Panel Display

### Adjust Screen Brightness

To adjust the screen brightness, tap Settings > System > Display > Screen Brightness.

### Adjust Display Sleep Mode Delay

Panel switches to sleep mode after 3 minutes of inactivity. To adjust sleep mode delay, tap Settings > System > Display > Display Timeout. The various options are 1, 3, 5, or 10 minutes.

### Clean Screen

To clean your control panel's touchscreen, tap Settings > System > Display > Clean Screen > START. The touchscreen will be disabled for a 30-second cleaning interval. Clean using only a damp cloth. The panel's Home and Emergency Call buttons will still function during that time. Never apply cleaning solvent to the touchscreen.

### Led Buttons On/Off

To turn the Home and Emergency Call button LEDs on or off, tap Settings > System > Display > LED Buttons > ON/OFF.

## System Sounds

### Adjust Panel Volume

To adjust the volume of voice announcements and chimes, tap Settings > System > Sounds > Panel Volume. You can also change the volume using the + and - buttons in the bottom right corner of the homescreen.

### Chime On/Off (All Sensors)

Panel volume must be at level 1 or higher for chime sounds. To turn the chime sound on or off for all sensors and detectors, tap Settings > System > Sounds > Chime Sound > ON/OFF. Or use +/- buttons to adjust panel volume to 0.

### Adjust Touchscreen Button Volume

To adjust the volume of keystroke clicks on the touchscreen, tap Settings > System > Sounds > Touch Screen Volume.

### Panel Voice Gender Select (Male/Female)

To change the gender of the voice announcements, tap Settings > System > Sounds > Voice > Male/Female.

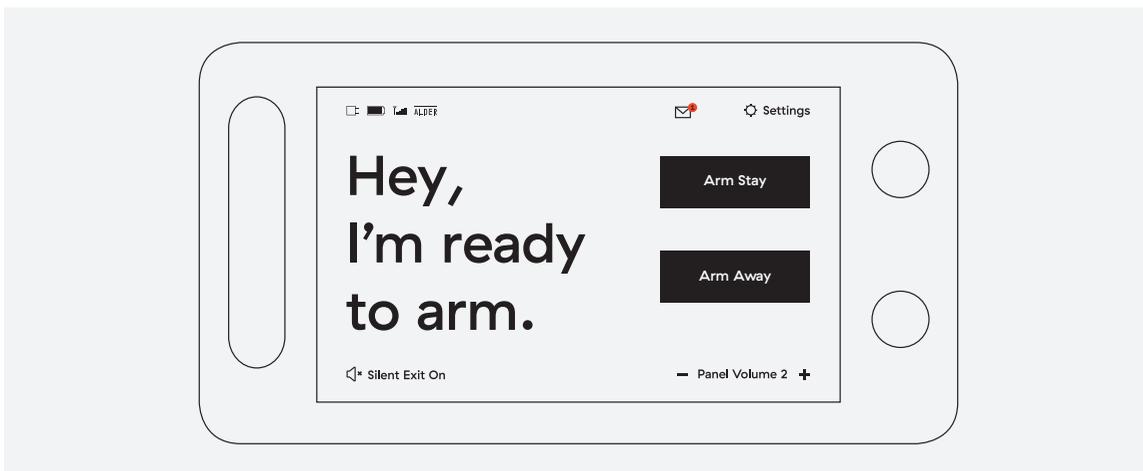
### Test Siren

To test the siren, tap Settings > System > Sounds > Test Siren.

# Alarms

## Arming The System

With the system disarmed, your control panel will display the ready status, “Hey, I’m ready to arm.” Tap the ‘Arm Away’ or ‘Arm Stay’ buttons on the touchscreen to arm the system. The control panel will announce “arming stay” or “arming away,” and a 30-second countdown screen will appear with options to add 30 seconds or cancel the system arming process. Canceling the countdown requires entering the passcode. Once the countdown finishes, the panel will announce “system armed stay” or “system armed away” while the panel home screen changes to display armed status.



**Arm Away:** Best for securing the entire home when all occupants leave. Selecting Arm Away activates all door/window sensors, glass-break sensors, and motion sensors into armed mode. Selecting Arm Away starts a 30-second countdown timer to allow the user to exit.

**Auto Stay:** If no door sensor opens during the Arm Away countdown, the system programming assumes occupants remained inside and defaults to Arm Stay Mode to prevent sending false alarms to the Central Monitoring Station. Auto Stay only applies when arming from the control panel. It does not apply when arming with a security key fob or the Alder smartphone app.

**Tip:** Opening a door twice during the 30-second Arm Away countdown will extend the countdown time.

**Silent Exit:** To silence audible announcements and beeps during the 30-second arming countdown, tap Silent Exit at the bottom left corner of the control panel home screen. Silent Exit extends the countdown length.

**Arm Stay:** Best for securing all entry points while occupants remain at home. Selecting Arm Stay changes door/window and glass-break sensors to armed mode while motion sensors remain disarmed.

**Night Mode:** A version of Arm Stay mode with no countdown timer and no entry delay (if door sensor entry delay settings are selected.) Best used for arming just before bed.

**Bypassing Sensors:** Opening protected doors and windows changes your home screen color to yellow and the display status to, “Hang on, your sensor is open.” To arm the system with some sensors in the open state, you must first close them or bypass them.

**Temporary Bypass All Open Sensors:** Tap Check Status to display all sensors and their statuses. To bypass all sensors, Tap “Bypass, Stay” or “Bypass, Away.” After confirming the bypass, the system will begin the 30-second arming countdown. Bypassed sensors will remain bypassed until you disarm your system.

**Long Term Bypass Individual Sensor:** To keep a protected window open or have the system disregard an individual sensor for an extended period, go to Settings > Sensors >(select sensor) > Edit > Long Term Bypass > ON. The sensor will remain bypassed until you follow the same steps to undo the bypass.

## Disarming The System

When the system is armed, your control panel will display the status, “I’m armed in stay mode” or “I’m armed in away mode.”

When armed, all security sensors are active and will set off the alarm if triggered.

In Armed Stay mode, door sensors first go through an Entry Delay countdown instead of instantly triggering the alarm.

To disarm the system in either Stay Mode or Away Mode, enter the 4-digit user passcode or press Disarm on your remote. You may also disarm your security system using the Alder smartphone app.

## Cancelling Alarms/False Alarms

To cancel an alarm, enter your 4-digit user passcode on the control panel. The siren will stop, and the control panel will transmit an alarm cancellation signal to the Central Monitoring Station. Monitoring agents may still contact you to verify the cancellation. Be prepared to state your verbal password.

## Burglary Alarms

When the system is armed and a Door, Window, Motion, or Glass Break sensor is triggered, the following events will happen:

1. Window, Glass Break, and Motion sensors with the Entry Delay set to 0 seconds, the alarm siren will immediately sound for 4 minutes or until disarmed.

2. When a Door sensor opens, the Entry Delay allows 30 seconds to disarm the system before setting off the alarm, except in Night Mode or with Entry Delay set to 0.

Entry Delay settings can be adjusted in the settings menu for each Door sensor. Once the Entry Delay countdown ends, the alarm siren goes off for 4 minutes or until the system is disarmed by a 4-digit passcode. The first keystroke to disarm the security system silences the alarm for 5 seconds.

3. Once the Central Monitoring Station gets the alarm signal, monitoring agents will respond using either the 2-way voice speaker on the control panel or by calling you and your emergency contacts on the phone.

## Hostage Passcode

For situations when discretion becomes a critical factor in personal safety, the hostage passcode sends a silent distress signal to the Central Monitoring Station without triggering the alarm. To activate the hostage passcode feature, you must first create a hostage passcode by tapping Settings > User Passcodes > Hostage Passcode. Then, to use your hostage passcode, enter it instead of your standard passcode to disarm your security system.

## Fire Alarms

Smoke detectors are armed at all times by default, but they can be disabled in their settings menu.

## Preventing False Alarms

Smoke detectors also include a Fire Alarm Verification setting requiring smoke alarms to be activated twice within two minutes or remain activated for 30 seconds. By default, Fire Alarm Verification is switched OFF and must be selected in the individual sensor settings. If your Smoke Detector is activated, the alarm siren will sound for 4 minutes or until a user passcode is entered.

## Smoke Alarm Response

Once the Central Monitoring Station gets the smoke alarm signal, they will act according to their emergency response protocols, which include calling you and your emergency contacts on the phone. They will not attempt to contact you through the control panel's 2-way talk feature. At that point, everyone should:

1. **Exit the home immediately.**
2. **Call 9-1-1.**
3. **DO NOT GO BACK INSIDE.**

## Carbon Monoxide (CO) Alarm

If your Carbon Monoxide sensor is activated, the alarm siren will sound for 4 minutes or until a user passcode is entered. Once the Central Monitoring Station gets the carbon monoxide alarm signal, they will act according to their emergency response protocols. All occupants should exit the house immediately and call 9-1-1.

## Flood/Freeze Alarm

Your Flood/Freeze sensor is armed at all times by default. If moisture or temperature conditions ever trigger the alarm, it will sound for 4 minutes or until a user passcode is entered. The Central Monitoring Station will contact you and the people on your emergency contact list but will not send police, firefighters, or paramedics to your home.

## User Passcodes

### Master Passcode

Your master passcode is the 4-digit access code you create when installing your new security system. Enter it into the keypad on the control panel's touchscreen to arm and disarm your system and access various system settings.

### Verbal Password

Your verbal password is a word or phrase that you specified when you purchased your system. Verbal passwords are used to verify your identity to monitoring agents when an alarm is triggered or when communicating with the customer service team about your account.

### Master Passcode Reset

To reset the master passcode, tap Settings > User Passcodes > Master Passcode > Reset.

Note: if you forget your master passcode, call our technical support line at 1.855.999.7872 and be prepared to give your verbal password.

## Hostage Passcode

Unlike other user passcodes, hostage passcodes are only good for specific types of emergencies. They can't be used to access system settings or to communicate with customer support or monitoring teams. Entering a hostage passcode into the keypad on your control panel will disarm your system and send a silent hostage emergency signal to the Central Monitoring Station.

To create your hostage passcode, tap Settings > User Passcodes > Hostage Passcode > Create.

Remember, hostage passcodes are ONLY for emergencies.

## Reset Hostage Passcode

To reset the hostage passcode, tap Settings > User Passcodes > Hostage Passcode > Reset.

## Add New User Passcode

To add a new user, tap Settings > User Passcodes > + Add New User. You can add up to 20 new users. New users can arm and disarm the security system and get mobile notifications. They do not have access to panel settings.

## Reset User Passcode

To reset a user passcode, tap Settings > User Passcodes > (user) > Reset.

## Remove User Passcode

To remove a user passcode, tap Settings > User Passcodes > (user) > X. The control panel will ask you to confirm that you want to delete the user.

## Secure Arming

The Secure Arming feature prevents children or unauthorized users from arming your system. With Secure Arming turned on, the control panel requires users to first enter a passcode before the security system switches to armed mode. To require a user passcode for arming your system, tap Settings > User Passcodes > Secure Arming > ON.

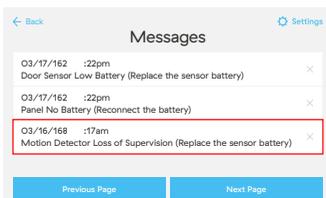
# Messages + Alerts

## Messages

You can view your messages by tapping the envelope icon at the top of your control panel's home screen. When you have unread messages, you'll see a red circle with the number of new messages flashing in the envelope icon. Your most recent 200 messages will remain until deleted. To delete a message, tap on the X on the right side of the message's row.

## Trouble Alert Messages And Audible Alerts

Trouble alert messages appear on your control panel, along with an audible alert, whenever the system detects a trouble condition. The messages prescribe action to correct the problem while audible alerts continue to sound once every four hours between 9:00 AM and 9:00 PM until the trouble condition gets resolved. Examples of trouble conditions and their prescribed solution include:



- Panel Loss of AC Power (Check power connection).
- Panel Low Battery (Allow 24 hours to recharge).
- Panel No Battery (Reconnect the battery).
- Panel Communication Failure (Call Tech Support).
- Sensor Low Battery (Replace the sensor battery).
- Sensor Loss of Supervision (Replace the sensor battery).

## Turn Off Trouble Condition Audible Alerts

To turn off the audible alerts for current trouble conditions, tap the OFF button at the top of the messages screen. No audible alerts will sound until a new trouble condition is detected.

## Event History Screen

The history screen shows the 200 most recent panel events with the time and date. Each new event automatically deletes the oldest event in the history log, keeping the cache of events at a maximum of 200. Events include sensors opening, closing, triggering, or getting tampered with, as well as trouble alerts, panel tampering, emergency calls, sensor loss of supervision, alarm triggers, system disarming & arming.

To view your system's event history, tap Settings > History.

## Exit + Transmission Delay

### Exit Delay

A feature that applies to all Door and Motion Sensors, Exit Delay is a 60-second countdown timer that allows time to exit the house after arming the system. The security system will not arm until the countdown ends. Sixty seconds is the default countdown duration but can be customized within the range of 45 to 255 seconds.

To change the Exit Delay duration, tap Settings > System > Exit Delay.

### Transmission Delay

To prevent false alarms, the control panel waits for 30 seconds before relaying emergency signals to the Central Monitoring Station. That means, if your alarm is triggered accidentally, you have 30-seconds to cancel it before emergency support gets involved. If you disarm your system within 30 seconds, the control panel acknowledges the canceled alarm, and the Central Monitoring Station never hears it.

You can adjust the delay time using the Transmission Delay setting. The time options are 0, 15, 30, or 45 seconds. To change the Transmission Delay time, tap Settings > System > Exit Delay > Transmission Delay.

The Transmission Delay does not apply to Smoke or Flood/Freeze sensors. Those will always transmit an immediate alert to the Central Monitoring Station.

### System Info

Accessing System Info opens a display of all information needed for technical troubleshooting.

To access System Info, tap Settings > System > System Info.

## Sensors

### Add A Sensor

To add a sensor, go to Settings > Sensors > (select sensor) > Add Sensor > Trigger the sensor (beeps will sound indicating the sensor has been added successfully) > Select a name for the new sensor > Next >

Then select Add More to add another sensor of the same type or Done Adding. Verify the Central Monitoring Station is receiving your sensor signals by running a Complete Sensor Signal Test.

### Remove A Sensor

To remove a sensor, tap Settings > Sensors > (select sensor) > X.

### Rename A Sensor

To rename a sensor, tap Settings > Sensors > (select sensor) > Edit > Edit Name.

### Long-Term Bypass A Sensor

To bypass a Door/Window or Motion sensor indefinitely, tap Settings > Sensors > (select sensor) > Edit > ON.

This function is only available for Door, Window, and Motion sensors.

### Turn Chime On/Off

To turn a sensor's chime on or off, tap Settings > Sensors > (select sensor) > Edit > Chime > ON/OFF. If the control panel universal volume settings are set to level 0, all sensor chimes will default to OFF and cannot be turned on unless the universal volume is increased to at least 1.

## Turn Voice On/Off

To turn a sensor's voice announcement on or off, tap Settings > Sensors > (select sensor) > Edit > Voice > ON/OFF. If the control panel universal volume settings are set to level 0, all voice announcement settings will default to OFF and cannot be turned on unless the universal volume is increased to at least 1.

## Test Sensor

To test if a sensor is connected to the panel, go to Settings > Sensors > (select sensor) > Edit > Test Sensor. Follow the on-screen instructions to test the sensor. Doors and windows must be opened and closed to successfully test a sensor.

## Swinger Shutdown

Swinger shutdown is a non-programmable setting that becomes active when a sensor or zone gets repeatedly triggered while the system is armed. The system automatically ignores subsequent alarm triggers after two triggers occur until the zone either gets manually restored by disarming the panel, or automatically reset after at least 8 hours with no further triggers in that same zone.

## System/Sensor Tests

Thoroughly testing each feature of your security system at least once a month is recommended. Find all system tests by tapping Settings > System > Test System >

Select the device you wish to test, then follow the on-screen instructions. The system tests include cellular communication, sensor signal test, sensor signal walk test, sound audio, siren audio, and button-LED functionality.

## Complete Sensor Signal Test

To verify that the Central Monitoring Station is receiving your sensor signals, tap Settings > System > Test System > Complete Sensor Signal Test > Test > Trigger each of your sensors until all sensors show verified status. No need to wait for each sensor to reach verified status before triggering the next. The test button will turn green if all sensors passed and red if one or more sensors failed.

If any tested sensor fails to reach verified status, locate the tech support phone number at [support.alder.com/contact-us](http://support.alder.com/contact-us), and call for assistance. Your system will automatically switch to Test Mode for 10 minutes while running the Sensor Signal Test. It will automatically exit Test Mode once the 10-minute test period ends, you complete the test, or if you tap the BACK or HOME buttons.

## Sensor Signal Walk Test

To verify the control panel is receiving sensor signals. To run a Sensor Signal Walk Test, tap Settings > System > Test System > Sensor Signal Walk Test > Test >

Trigger each of your sensors until they all show verified status. Waiting for one sensor to reach verified status before triggering the next is not necessary. The test button will turn green if all sensors passed and red if one or more sensors failed.

If any tested sensor fails, locate the tech support phone number at [support.alder.com/contact-us](https://support.alder.com/contact-us), and call for assistance.

Your system will automatically switch to Test Mode for 10 minutes while running the Sensor Signal Walk Test. It will automatically exit Test Mode once the 10-minute test period ends, the test is completed, or if you tap the BACK or HOME buttons.

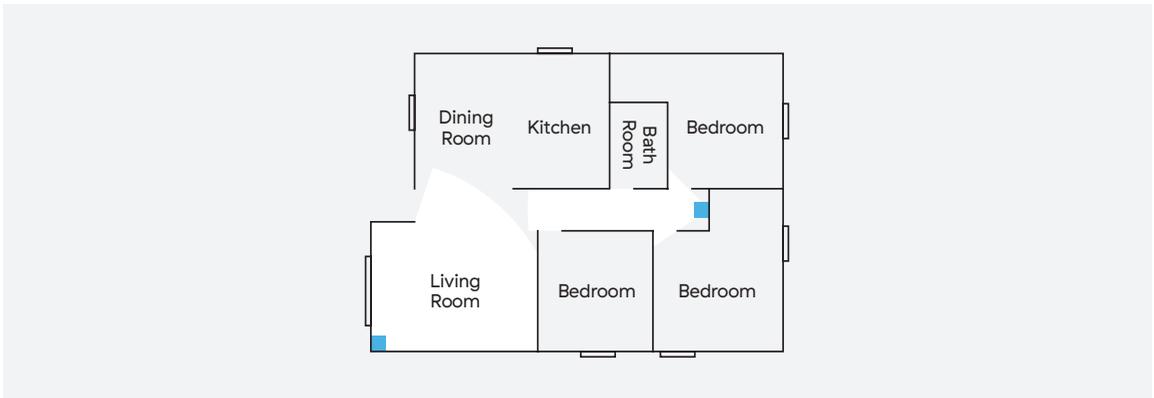
# Motion Sensors

See page 12 for reference to:

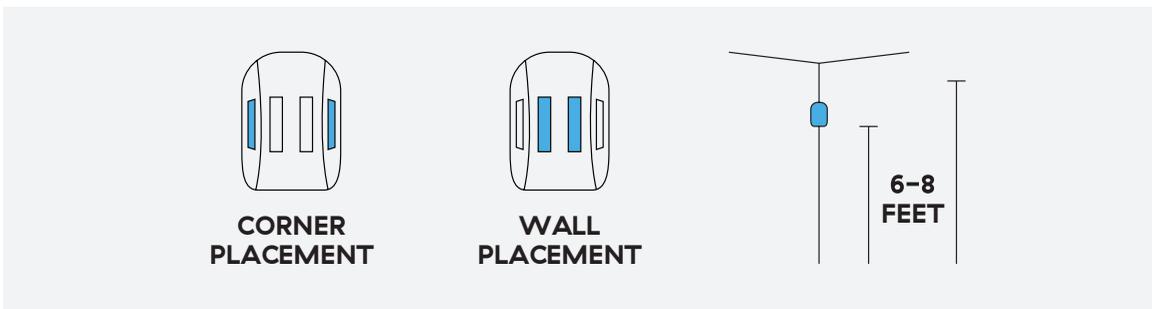
- Adding a sensor
- Removing a sensor
- Renaming a sensor
- Bypassing a sensor long-term
- Swinger shutdown
- Cross zoning

## Installation + Location

Motion sensors have a 90-degree field of view and a range up to 45 feet away. They detect movement across a room or hallway and work best for monitoring high traffic areas. To preserve battery life, motion sensors go inactive for 3 minutes after being triggered and will not activate again during that time.



Motion sensors are most effective when installed in corners, but they can also be installed on flat walls. The ideal placement height is 6–8 feet above the floor. Avoid pointing it toward windows to prevent false alarms. After selecting your placement location, clean and dry the surface for the best adhesion.



## Entry Delay

Motion sensors come with the Entry Delay set at 0 seconds by default. Keeping the Entry Delay set at 0 seconds is recommended unless there's a door within motion detection range that would trigger the sensor when opened.

To change the entry delay time, tap Settings > Sensors > Motion Sensors > (select sensor) > Edit > Entry Delay.

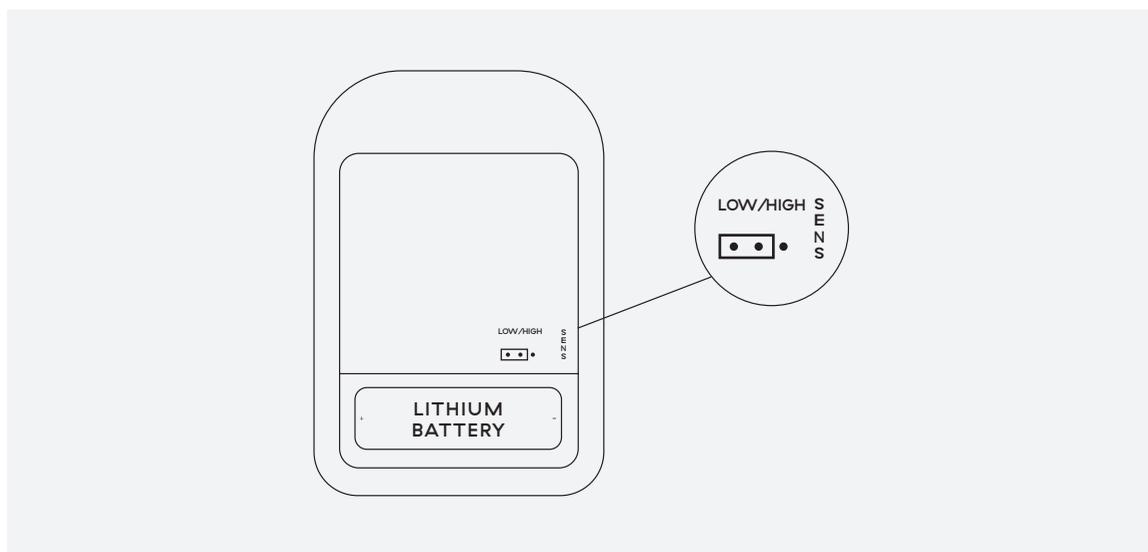
## Active In Stay Mode

Motion Sensors come with 'Active in Stay' setting switched OFF since it leads to false alarms in most situations. However, switching on 'Active in Stay' mode can be a useful way to protect an area where occupants rarely go.

To set a motion sensor as Active in Stay mode, tap Settings > Sensors > Motion Sensors > (select sensor) > Edit > Active in Stay Mode > ON.

## Sensitivity

Motion Sensor sensitivity is set to high by default to maximize its effectiveness. However, in some circumstances, highly sensitive motion sensors can create false alarms and may require adjustment. To adjust the sensitivity setting, open the back of the motion sensor, remove the SENS pin covering the HIGH jumper, and place it on the LOW jumper.



## Detecting Pets

By default, Motion sensors will not detect a body under 55 pounds. To change this setting, open the back of the sensor and remove the PET pin covering the 55 lbs jumper and place it on the 33 lbs jumper.

## Testing Sensor

To test a Motion sensor's signal to the panel, tap Settings > Motion Sensors > (select sensor) > Test Sensor > Follow the on-screen instructions.

To test motion detection by the sensor, press the test button on the top right side of the Motion sensor and then move in front of it. In test mode, the sensor remains constantly active for 2 minutes. Watch for the Panel LED light on the Home button to turn yellow every 10 seconds as it detects motion. Then check the panel's history screen to verify recorded sensor triggers.

**Note:** Be aware not to test motion detectors without pressing the test button since the sensor preserves its battery life by going inactive for 3 minutes after each motion detection instance.

## Changing Batteries

Motion sensors require one CR123A battery. Press the recessed tab at the bottom of the sensor inward and pull the case outward to detach the sensor from the baseplate. Install the new battery making sure the positive (+) and negative (-) terminals align correctly. Securely replace the sensor case on the baseplate.

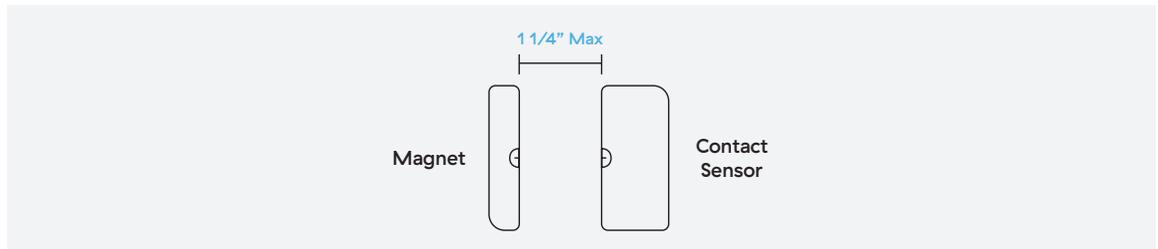
# Window Sensors

See page 12 for reference to:

- Adding a sensor
- Removing a sensor
- Renaming a sensor
- Bypassing a sensor long term
- Turning sensor's chime on/off
- Turning sensor's voice on/off
- Swinger shutdown
- Cross zoning

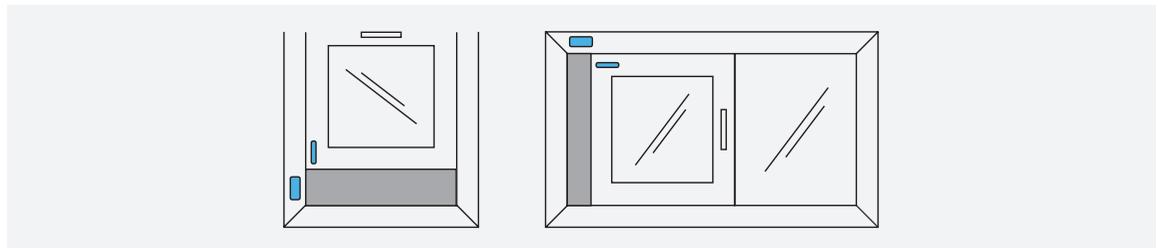
## Installation + Location

Window sensors are a two-piece security component. The larger of the two pieces is the contact piece that mounts to the window frame. The smaller of the two is the magnet piece that attaches to the moving part of the window.

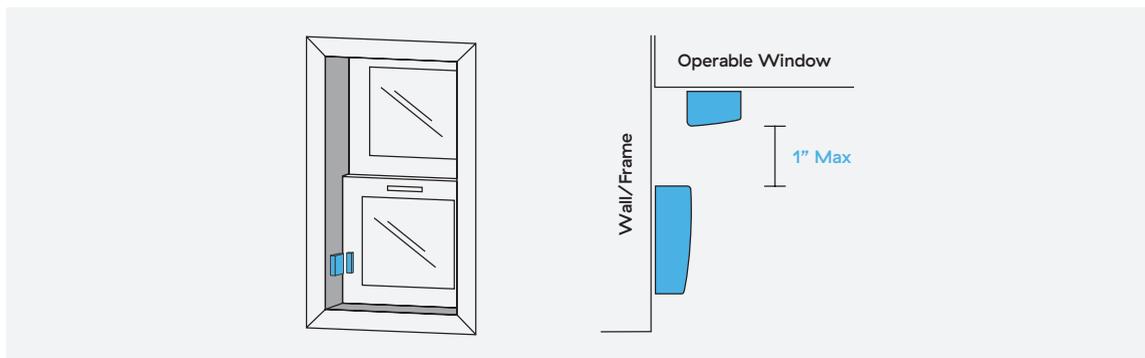


When installing window sensors, be sure to mount the two pieces no farther than 1 1/4 inches apart. Align the two semi-circles from the contact piece and magnet piece with one another. Remove the adhesive backing, press firmly, and hold it in place for 30 seconds.

If the window frame is too narrow, you could consider reversing the setup with the magnet piece attached to the frame and the contact sensor mounted to the window. If necessary, you could even stick it to the window glass.



When necessary, it's okay to mount the two halves of window sensors at a 90-degree orientation as long as the pieces are less than one inch apart. We recommend watching the installation video online at: [www.alder.com/setup](http://www.alder.com/setup)



## Testing Sensor

Separate the magnet and contact sensor to trigger and test the sensor.

## Changing Batteries



Window sensors require two CR2032 batteries: To change them:

1. Open the contact sensor (large piece) by finding the edge with three raised lines.
2. Insert a flathead screwdriver into the hole and pull the cover outward.
3. Remove the module inside the cover by turning the cover upside down over your hand.
4. Use a screwdriver or knife to slide the batteries out from under the black padded circles.

Replace the batteries with the + side facing away from the module and up toward the black padding. Replace the module and snap the cover back in place.

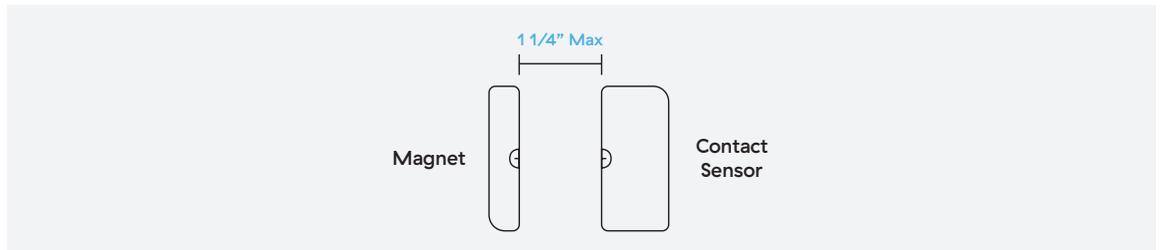
# Door Sensors

See page 12 for reference to:

- Adding a sensor
- Removing a sensor
- Renaming a sensor
- Bypassing a sensor long term
- Turning sensor's chime on/off
- Turning sensor's voice on/off
- Swinger shutdown
- Cross zoning

## Installation + Location

Door sensors are a two-piece security component. The larger of the two pieces is the contact piece that mounts to the door frame. The smaller of the two is the magnet piece that attaches to the swinging door.

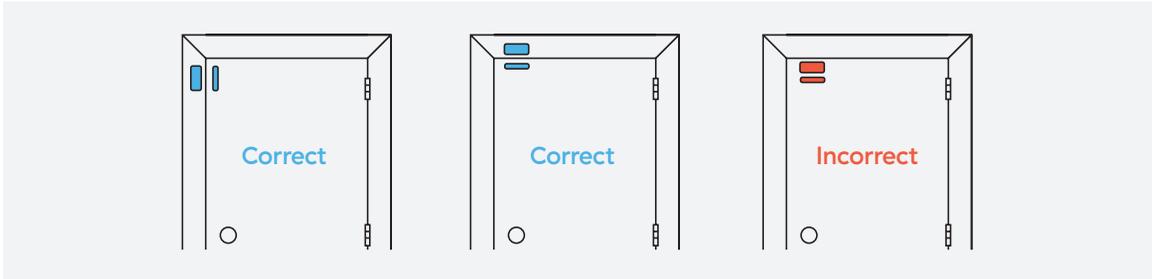


When installing door sensors, be sure to mount the two pieces no farther than 1 1/4 inches apart. Align the two semi-circles from the contact piece and magnet piece with one another. Remove the adhesive backing, press firmly, and hold it in place for 30 seconds.

If you have crown molding or other decorative moldings, it might be better to reverse the setup (magnet on molding, contact sensor on door).

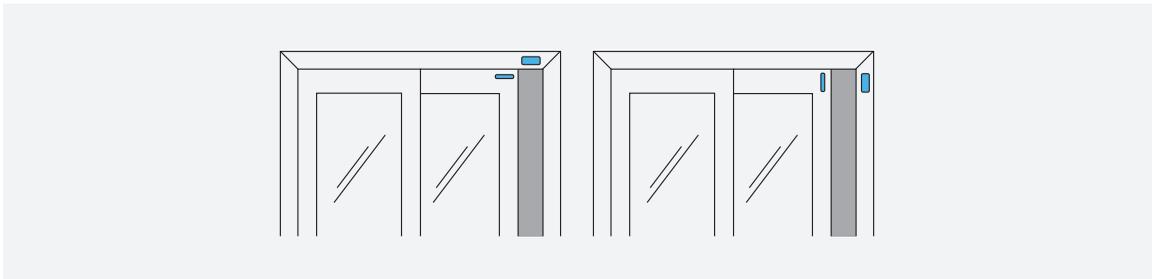
## Swinging Door

Place the magnet piece on the door in the very top corner opposite the hinges. Place the contact sensor either on the molding above or next to the door.



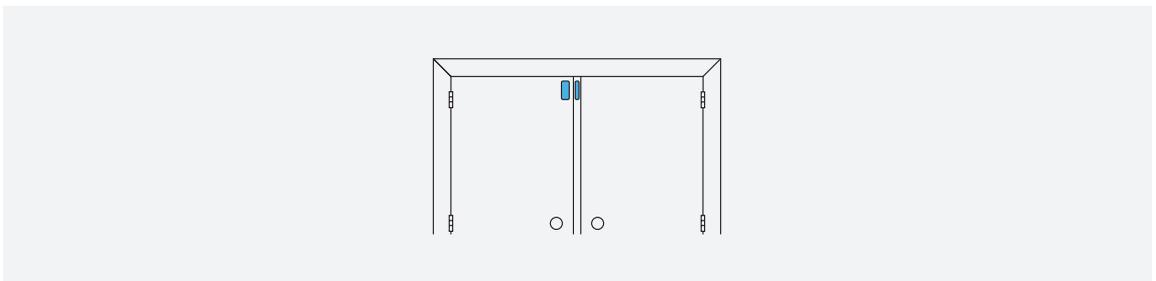
## Sliding Door

Place the magnet piece on the sliding door in the very top corner opposite the fixed panel. Then place the contact sensor either on the molding above or next to the door.



## Double Door

Place the magnet piece near the top of one of the doors. Then place the contact sensor on the frame between the two doors or the frame above the door.



## Entry Delay

By default, Door sensors have a 30-second entry delay to allow time to disarm the system when a door opens. To change a door's entry delay time, go to Settings > Sensors > (select sensor) > Edit > Entry Delay. Options are in 15-second increments between 0 and 255 seconds.

## Testing Sensor

Separate the magnet and contact sensor to trigger and test the sensor.

## Changing Batteries

See page 19.

# Medical Pendant

## Triggering Pendant

The Medical Pendant sends instant emergency signals to the security system, whether it is armed or disarmed. To send out an emergency signal to the Central Monitoring Station using the Medical Pendant, press and hold the help button in the center of the device for at least 2 seconds.

## Testing Pendant

To test a Medical Pendant, tap Settings > Sensors > Medical > (select pendant) > Edit > Test Sensor. Then press the help button in the center of the device and hold it for at least 2 seconds. When the signal registers with the control panel, it will notify you that the Medical Pendant has been tested successfully.

## Changing Batteries

Medical Pendants require one CR2032 battery. To change the battery:

1. Remove the four screws with a screwdriver to loosen the cover.
2. Install the new battery with the + symbol facing out.
3. Replace the cover and tighten the four screws.

# Key Remote

## Triggering Remote

A Key Remote is a simple keychain-sized clicker with four buttons used for remotely arming and disarming your system or sending an emergency signal. The command buttons only function if the remote is within 300 feet of the panel. The buttons on the remote include: away, stay, disarm, and SOS. To use, press and hold the center button for 1 second. Trigger your remote by pressing any button on the device and holding it for 1 second.

## Away Button

Press and hold the away button for one second to arm your system in Away Mode and start the countdown. Unless muted, the panel will announce “arming away.”

## Stay Button

Pressing and holding the stay button for 1 second will arm your system in Stay Mode and start the countdown. Unless muted, the panel will announce “arming stay.”

## Disarm Button

Pressing and holding the disarm button for 1 second will disarm your system. Unless muted, the panel will announce “system disarmed.”

## SOS Button

Pressing and holding the SOS button for 2 seconds twice within 10 seconds will trigger the alarm and send an emergency signal to the Central Monitoring Station.

## Disable/Enable SOS Button

To disable or enable a remote's SOS button, tap Settings > Sensors > Remotes > (select remote) > Edit > SOS Button > ON/OFF. After disabling your SOS button, it will not trigger your alarm or send an emergency signal to the Central Monitoring Station when pressed.

## Changing Batteries

Key Remotes require one CR2032 battery. To change the battery, remove the screw on the back using a screwdriver to loosen the cover.

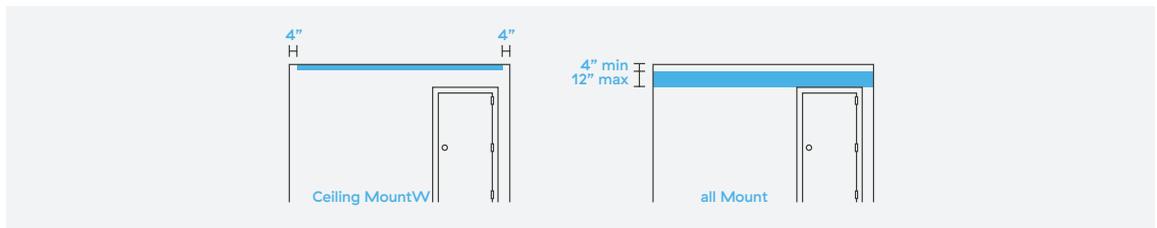
# Smoke/CO Detector

See page 12 for reference to:

- Adding a sensor
- Removing a sensor
- Renaming a sensor

## Installation + Location

Please refer to the diagrams below to place Smoke/CO detectors on the ceiling or wall. Consult the device manufacturer guide included in the packaging for detailed installation, testing, and maintenance instructions. Once you have determined your sensor location, remove the adhesive backing, place the sensor, and press firmly for 30 seconds.



**Ceiling Mount:** Place the sensor no closer than 4 inches to any wall (measured from the closest outside edge of the sensor).

**Wall Mount:** Place the sensor no more than 12 inches from the ceiling but no closer than 4 inches. (measured from the closest outside edge of the sensor)

Smoke/CO sensors should be installed in climate-controlled areas near bedrooms. They should not be installed in the following locations:

- Within 5 feet of any cooking appliance.
- Next to a door or window that would be affected by drafts.
- In or below a cupboard.
- Where curtains or furniture could obstruct airflow.
- Where dirt or dust could collect and block the sensor.
- Where it could be knocked, damaged, or inadvertently removed.

## Disable/Enable Sensor Zones

The Smoke/CO detector allows for turning different functionalities on and off, for example detecting smoke while CO detection is suspended. By default, all settings are “ON.” To adjust these functions, tap Settings > Sensors > Smoke > Smoke/CO >(select sensor) > Edit > ON/OFF.

## Testing Sensor

To test a Smoke/CO detector's connection to the panel, tap Settings > Sensors > Smoke > Smoke/Heat/Freeze > (select sensor) > Edit > Test Sensor. Next, press the Test button on the Smoke/CO detector until the sensor beeps three times. Smoke/CO sensors continue beeping until the panel completes the test.

## Changing Batteries

Smoke/CO detectors require two new CR-123A batteries. To change batteries:

1. Twist the cover counterclockwise to remove the sensor from its base and remove the old batteries.
2. Wait 20 seconds before installing the new batteries to ensure a proper power down.
3. Insert the batteries in the compartment.
4. Match the positive (+) and negative (-) signs on the battery with the corresponding marks on the detector.

Reinstall by aligning the raised arrow marks on the outside edges of the cover and the baseplate. The marks will sit slightly offset at first. Once you feel the sensor seat itself in the baseplate, turn gently until the arrows align perfectly.

## Fire Alarm Verification

Fire alarm verification is a false-alarm failsafe setting that requires triggering the sensor twice within 2 minutes or leaving the sensor beeping for 30 seconds before the security alarm will sound. By default, Fire Alarm Verification is turned off. To turn the setting On or Off, tap Settings > Sensors > Smoke > (select sensor) > Edit > Fire Alarm Verification > ON/OFF.

# Flood/Freeze Sensors

See page 12 for reference to:

- Adding a sensor
- Removing a sensor
- Renaming a sensor

## Installation + Location

The Flood/Freezer sensor helps prevent exposed plumbing and wet appliances from causing indoor floods. If pooling water from leaking appliances contacts the gold prongs on the bottom of the sensor or if indoor temperatures dip below 41° F, threatening to freeze and crack exposed pipes, the Flood/Freeze Sensor triggers the security alarm. Place flood/freeze sensors anywhere flooding or freezing conditions could occur inside the home.

Common locations include:

- Behind toilets.
- Under sinks.
- Under a refrigerator.
- Beside or behind a washing machine.
- Near a water heater.
- In a basement.

The Central Monitoring Station will respond to water leak alarms but will not send police, firefighters, or paramedics.

## Testing Sensor

To test a Flood/Freeze sensor's connection to the panel, tap Settings > Sensors > Flood > (select sensor) > Edit > Test Sensor. Press the test button on the bottom of the Flood/Freeze sensor and hold it for at least 2 seconds. The control panel will process the testing signal and show a notification when the sensor test completes.

## Changing Batteries

The Flood/Freeze sensor uses a single CR2450 battery. To change the battery:

1. Remove the rubber feet on the bottom of the sensor.
2. Remove the screws and the casing.
3. Remove the old battery.
4. Insert the new battery with the positive (+) side of the battery facing away from the sensor.

After inserting a new battery in the compartment, replace the casing, screws, and rubber feet on the bottom of the sensor.

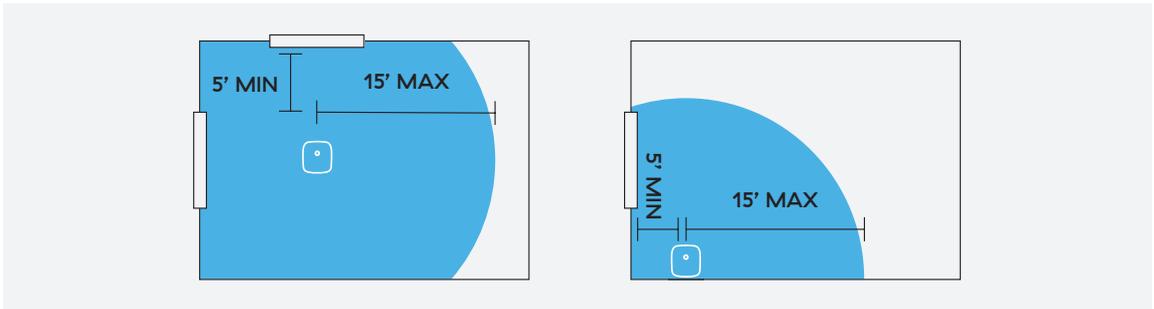
# Glass Break Detectors

See page 12 for reference to:

- Adding a sensor
- Removing a sensor
- Renaming a sensor
- Bypassing a sensor long term

## Installation + Location

Please refer to the diagrams below that illustrate the Glass Break sensor's placement detector on the ceiling or wall. Consult the device manufacturer's guide included in the packaging for detailed installation, testing, and maintenance instructions. After determining where to place the sensor, remove the adhesive backing from the base plate. Place the detector and press firmly for 30 seconds. Sound dampening objects like heavy drapes, blinds, partitions, walls, or doors will shorten the effective range of detection. Do not place the sensor directly on the window pane.



**Ceiling Mount:** Place the sensor within 15 feet of any windows that need protecting.

**Wall Mount:** Place the sensor on an adjacent or opposing wall of the vulnerable window so long as it stays within 15 feet. Make sure the test button is oriented downward. By design, Glass Break Sensors monitor windows on opposite or adjacent walls.

## Testing Sensor

To test a Glass Break detector's connection to the panel, tap Settings > Sensors > Glass Break > (select sensor) > Test > Test Sensor. Press the Test button for about half a second until the Green LED turns ON, then immediately release the button. The control panel will process the test signal and show a notification once the test completes. See manufacturer information for more ways to test the Glass Break sensor.

## Changing Batteries

Glass Break detectors require two AA batteries. To replace the batteries:

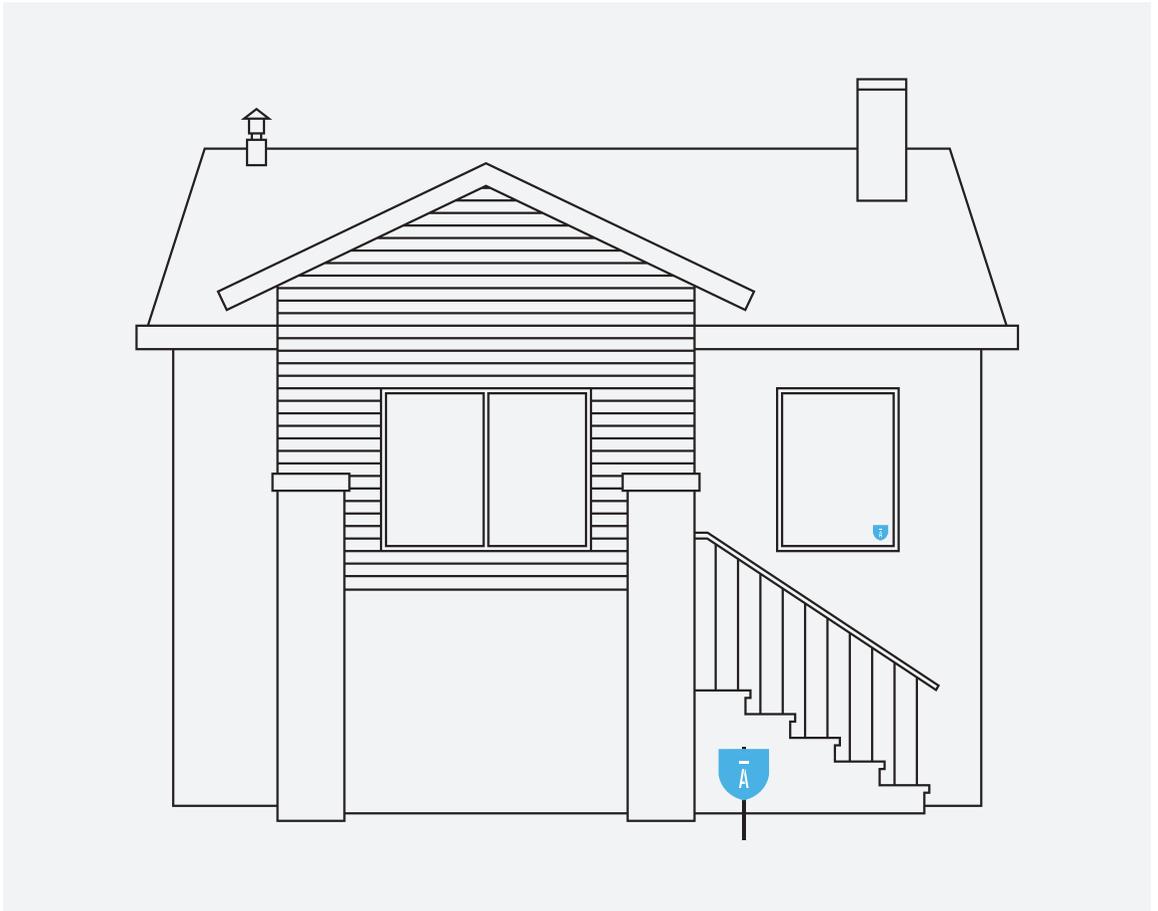
1. Rotate the sensor a 1/4 turn counterclockwise to remove it from the mounting plate.
2. Use a Phillips screwdriver to remove the screw found on the back of the sensor.
3. Remove the detector's back cover by finding the edge with two small notches and gently inserting a small flathead screwdriver in one of the notches.
4. Insert new batteries with the positive (+) and negative (-) terminals aligned correctly.

To reassemble the detector, properly align the back cover, replace the screw, and place the sensor back on the mounting plate by rotating the detector 1/4 turn clockwise until seated.

# Yard Sign + Window Stickers

## Installation + Location

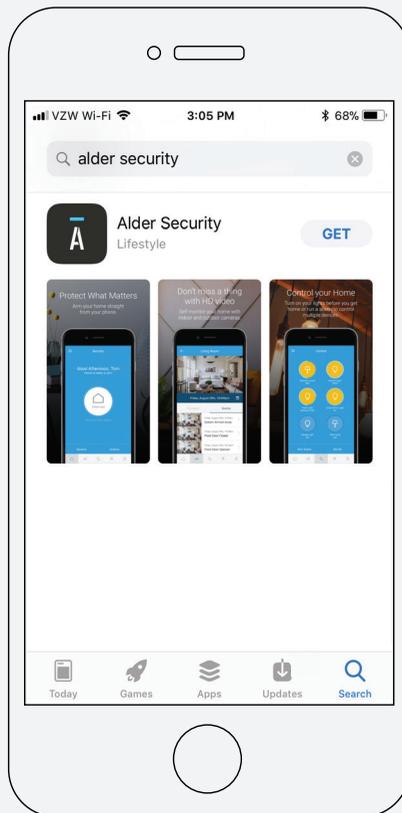
Each new Alder home security kit includes a yard sign and window stickers to add a prevention layer to your security package. Assemble your yard sign and place it in a prominent location outside your home to deter burglars. Place the window stickers on the inside of first-floor windows or other areas that could be vulnerable to intruders.



# Alder Mobile App

## Downloading The App

Search “Alder Security” on the App Store or Google Play Store to download the Alder app. The app gives you mobile security updates and allows you to arm and disarm your system remotely. Notifications can be customized in many different ways.



# Limited Warranty + Regulatory Statements

## FCC Notice

MODEL: SIMPLE 1	FCC ID: OC7GATEWAY-101	CONTAINS FCC ID: QIPEHS5-US
MODEL: GATEWAY-ALTE	FCC ID: OC7GATEWAY-ALTE	
MODEL: BDS-DW3-101	FCC ID: OC7DW3-101	
MODEL: MP-101	FCC ID: OC7MP-101	
MODEL: KEY-101	FCC ID: OC7KEY-101	
MODEL: PIR-101	FCC ID: OC7PIR1-101	
MODEL: FS-101	FCC ID: OC7FS-101	
MODEL: 51000-307	FCC ID: 2ACE9-51000307	
MODEL: 51000-357	FCC ID: 2ACE9-51000357	
MODEL: LP.GBO1.345	FCC ID: 2ATK4LPGB01345	

This device complies with Part 15 of the FCC's Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This product complies with FCC radiation exposure limits for an uncontrolled environment. Avoid operating this product at a distance less than 20 cm from the user.

**CAUTION:** Any changed or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

## Limitations Of Alarm Products

This product should be tested periodically to make sure that it is working properly. The product, if used properly, may reduce the risk of burglary, robbery, and other adverse events that have the potential to result in injury, loss of life and/or property damage; however Alder Holdings, LLC is not an insurer. This product is neither insurance nor a guarantee that such an event will be prevented, and users should protect themselves with proper insurance. Alder Holdings, LLC makes no representation that this product cannot be compromised or circumvented, that it will provide an adequate warning. Or that it will prevent any personal injuries, property damage, or other losses.

Like any alarm, it may be bypassed, it is subject to compromise, and it may fail to warn for a variety of reasons, including, but not limited to: improper installation or positioning; improper maintenance; tampering; dead or improperly installed batteries; sensing limitations; component failures; receivers; intrusions may be outside of a product's designated range and certain environmental conditions may impact performance, and audible alarm signals may be outside of hearing range, muted by doors, walls, and floors, unheard by deep sleeps or the hearing-impaired, or overwhelmed by other sounds.

## Waste And Electrical And Electronic Equipment Directive (WEEE) Notice

The symbol shown below is on the product or on its packaging which indicates that this product must not be disposed of with other waste. Instead, it is the user's responsibility to dispose of the user's waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment.

The separate collection and recycling of waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the seller from whom you purchased the product.



## Battery Notice

**IMPORTANT:** Always dispose and/or recycle used batteries in accordance with the hazardous waste recovery and recycling regulations for your location. Your city, state, or country may also require you to comply with additional handling, recycling, and disposal requirements.

**WARNING!** The polarity of the battery must be observed. Improper handling of batteries may result in heat generation, explosion, or fire, which may lead to personal injury. Replace with the same or equivalent battery type as recommended by the manufacturer. If there is more than one battery you must replace both batteries. Batteries must not be recharged, disassembled or disposed of in fire. Keep batteries away from small children. If batteries are swallowed, promptly see a doctor.

**CALIFORNIA ONLY:** Perchlorate material special handling may apply. For information, visit: <https://dtsc.ca.gov/perchlorate/>

## Risk Of Noise Induced Hearing Loss

The alarm panel is equipped with a warning siren. Exposure to high sound levels or prolonged exposure to the warning siren can result in Noise Induced Hearing Loss (NIHL).

## California Proposition 65 Warning

**WARNING!** These products can expose you to chemicals, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

## Wireless Product Notice

Wireless communications hardware provides reliable communication; however, there are some limitations which must be observed.

- The transmitters are required to comply with all applicable wireless rules and regulations. As such, they have limited transmitter power and limited range.
- Wireless signals may be blocked by radio signals that occur on or near the wireless operating frequencies.

## Limited Warranty

This Alder Holdings, LLC product is warranted against defects in material and workmanship for one ① year. This does not cover batteries. This warranty extends only to customers who buy direct from Alder Holdings, LLC or through an approved distribution partner. There are no obligations or liabilities on the part of Alder Holdings, LLC for consequential damages arising out of or in connection with use or performance of this product or other indirect damages with respect to loss of property, revenue, or profit, or cost of removal, installation, or reinstallation. All implied warranties for functionality are valid only until the warranty expires. This Alder Holdings, LLC Warranty is in lieu of all other warranties expressed or implied.

All products returned for warranty service require a Return Authorization Number (RA#). Contact Returns at 1.855.499.1269 for an RA# and other important details.

## Technical Support

For technical support, call: 1.855.499.1269; visit: [support.alder.com](http://support.alder.com)

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