



Winplus Home Automation General Troubleshooting

In general Winplus Home Automation products are extremely easy to install and very reliable. Like other electronic equipment, they do require proper set-up for correct operation. If you are experiencing any problems, follow the steps in this troubleshooting guide. If you still having problems after following these steps contact: customercare@winplus.com.au.

Having trouble with just one device:

- Does your Winplus Home Automation controller work with other modules? If it doesn't refer to 'Things to check if NOTHING works' section below.
- Is the Winplus Home Automation module you are trying to control completely plugged into the wall outlet?
- Is the switch for the light, appliance or device you are trying to control turned on?
- Does the light, appliance or device work OK if you plug it directly into an outlet?
- Is the Winplus Home Automation module plugged into a surge protector? A surge protector might block signals from your controller.
- Electronic noise on your house wiring could cause a Winplus Home Automation module not to work at all or only work intermittently. Check to see if any of these (noisy) devices are operating when you are having problems :
 - Wireless intercoms in transmit (talk) mode
 - Baby Monitors that transmit over your house wiring
 - Wireless Doorbells that use the house wiring
 - Laser Printers
 - Old Electric Motors
 - Electric hair dryers
 - Electric shavers
 - Vacuum cleaners
 - Floor scrubbers
 - Electric Carving Knives
 - Food Processors
 - Blenders
 - Mixers
 - Micro-wave ovens.

To determine if you have an interference (noise) problem, unplug anything that you suspect might be causing the problem and try controlling your device again. Noisy devices could be anywhere in your house, but start looking around the area that you are having a problem.

There is a device available called a Plug-in Noise Filter that will reduce the noise injected into the house wiring from a noisy device. You plug the noisy device into the filter and then plug the filter into the wall outlet. Contact customercare@winplus.com.au if you require a Plug-in Noise Filter.

- If you cannot locate any things that are interfering with your system, try using a different Winplus Home Automation module of the same type at this same location in your home. Remember to set the correct House Code/Unit Code on the new module. If this fixed the problem, the original module is possibly defective.
- If no modules work in that location, you may have a problem with the wall outlet, you may have a problem with your house wiring. Contact your local electrician.

Things to check if NOTHING works:

- Is the Winplus Home Automation module plugged into a working outlet? Is the outlet controlled by a wall switch? If so, is it turned on?
- Does the Unit code and House code of your Winplus Home Automation module match the Unit code and House code of your Winplus Home Automation controller?
- Refer to the instructions of the specific products and repeat installation if necessary.



Safety Warnings:

- To prevent short circuits, this product (except if specified for outdoor usage) should only be used inside and only in dry spaces. Do not expose the components to rain or humidity. Do not use the product close to a bath, swimming pool etc.
- Do not connect an adapter or power cord when it is damaged. If that is the case contact Winplus at customercare@winplus.com.au
- Avoid strong mechanical wear and tear, high temperatures, strong vibrations and high humidity.
- Do not open the product: the device contains live parts.
- Batteries: keep batteries out of the reach of children. Dispose of batteries as chemical waste. Never use old and new batteries or different types of batteries together. Remove the batteries when you are not using the system for a longer period of time. When inserting batteries be sure the polarity is correct (+ and -). Make sure that the batteries are not short circuited and are not disposed in fire (danger of explosion).
- In case of improper usage or if you have opened, altered and repaired the product yourself, all guarantees expire. The supplier does not accept responsibility in the case of improper usage of the product or when the product is used for purposes other than specified. The supplier does not accept responsibility for additional damage other than covered by the legal product responsibility.