



Occupancy Troubleshooting Guide

Product Codes – U12-4440

Troubleshooting



No Activation

- Check the power to the PIR Sensor
- Check the connected products are powered

PIR doesn't activate or sensitivity is poor

- Check nothing is blocking the PIR sensors detection view (Clear honeycomb shape in the centre of PIR)
- Check the ambient temperature is within acceptable operating range (-20 to 40 degrees C)
- Check the signal source is within activation range – sensor isn't more than 2.4m high

PIR doesn't turn off as expected

- Check the TIMER is set to correct desired delay on body of PIR
- Check the LUX setting is set to correct desired level – if the LUX setting is set to Highest setting – the PIR will detect motion even in full daylight.
- Check for activation source in room causing the PIR sensor to remain active – anything that is constantly moving in the room