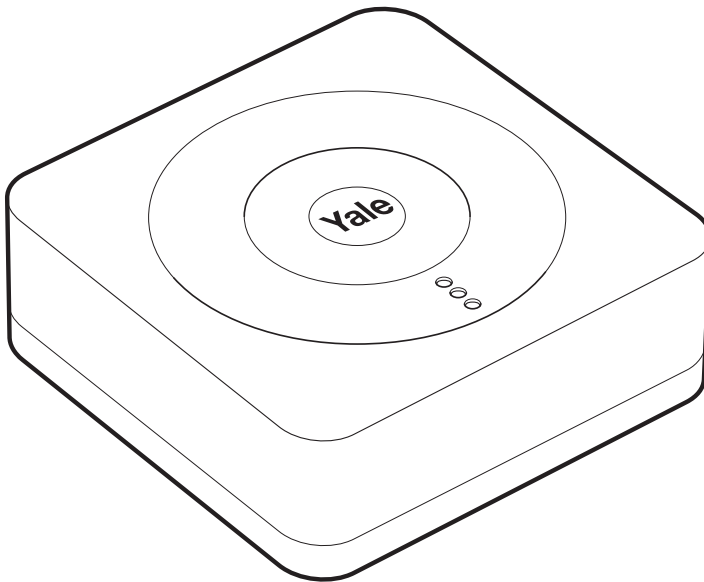




Yale Smart Home Alarm Manual.

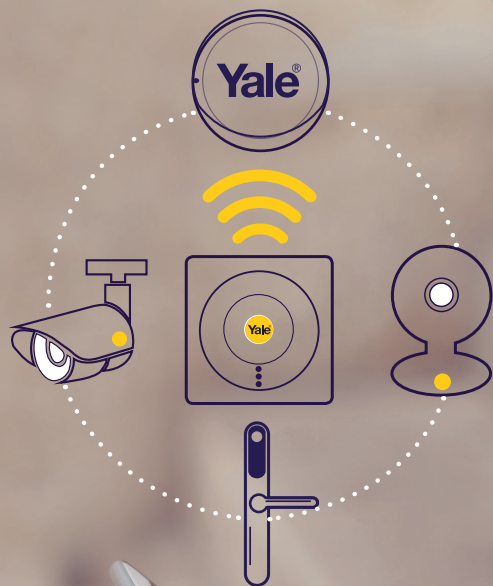
SR-310 • SR-320 • SR-330 • SR-340



ASSA ABLOY

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The smarter way to protect your home.

Introduction.

Contents

1. Location planning	4
2. Un-pack & power devices	6
3. Initial set-up	10
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For more information on this product and Yale Smart Living Range visit
www.yale.co.uk/smart-living
Consumer Support:
www.yale.co.uk/help



The 2 year guarantee for this product is active from the date of purchase (A copy of this guarantee is available on our website).

Plan device locations and check devices range before mounting.

30m Operating Range

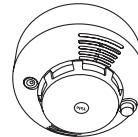
All devices must be within 30 metres of the Smart Hub and must not be mounted on or near large metal objects. Avoid obvious sources of electrical interference such as fridges and microwave ovens.



Key Pad

- The Key Pad should be accessible from a protected entry/exit point
- Ensure that the Key Pad is not visible from the outside of the premises.

Smoke Detector



Mount on a ceiling in main access areas e.g. hallways, top of stairs.



External Siren

Mount as high as possible, out of easy reach.



Door/Window Contact

- Mount as high as possible on the door or window frame.



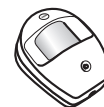
Key Fob

- Use inside or outside within a 30m range



Smart Hub 2.0

- Ensure the Smart Hub is hidden from view.
- Access to a mains socket and broadband internet router is required.



PIR Motion Detector

- Mount 1.8m - 2.1m above floor level
- Location in a corner will ensure wider room coverage
- Do not mount the PIR where its field of view will be obstructed
- Do not point directly at sources of heat e.g. fires or boilers, and do not position directly above radiators
- Avoid mounting the PIR directly facing a window
- Do not point the PIR at a door protected by a Door/Window Contact



Pet PIR Motion Detector

- Suitable for homes with pets up to 25kg
- For rooms where pets are active and may climb on furniture, protect the area with a Door/Window contact instead to prevent false alarms.



Panic Button

The Panic Button can activate your alarm immediately - even when the system is disarmed.

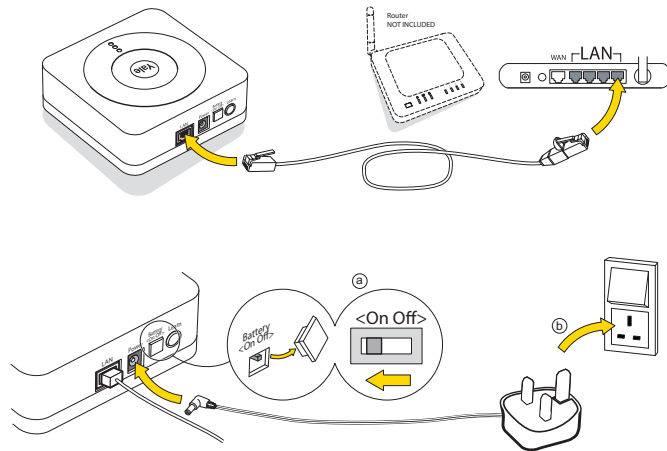
- Keep out of reach of children
- Keep hidden from view, but easily accessible.

Information and illustrations are subject to change within this document. Yale reserves the right to alter the specification and product design at anytime without notice. Yale® is a registered trademark. © 2018 ASSA ABLOY. All rights reserved.

Unpacking the devices.

Smart Hub 2.0

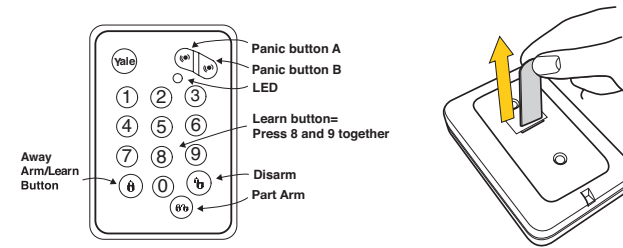
1. Plug in the power adaptor and connect the Smart Hub to your internet router using the cable provided.



Alarm Hub Status

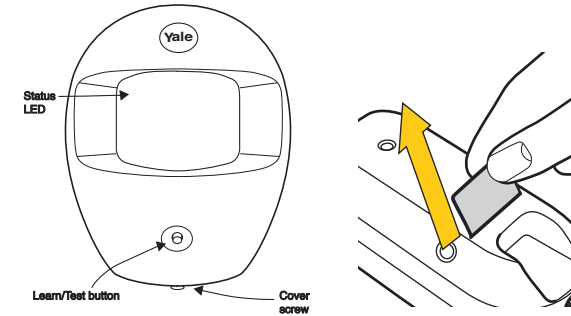
Top Light: Shows server connection status			
Middle Light: Shows fault status			Fault - See trouble shooting (page 31) or check app for notifications
Bottom Light: Shows arming status			Solid Red - Fully Armed
			Flashing Red - Part Armed
			White - Disarmed

Key Pad

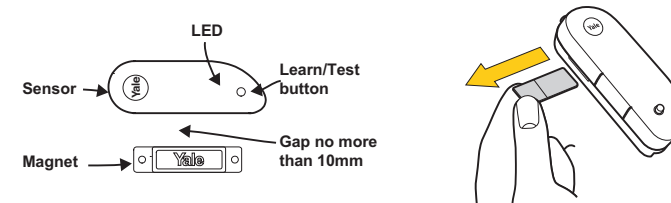


See page 16 for Key pad installation.

PIR



Door/Window Contact

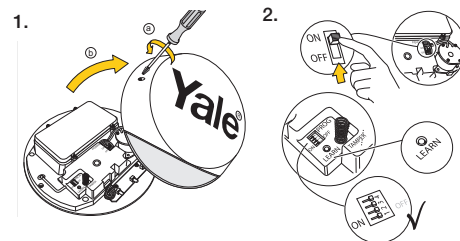


Unpacking the devices.

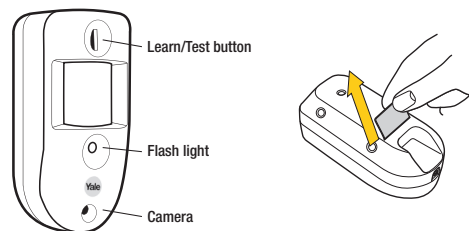
External Siren

WARNING

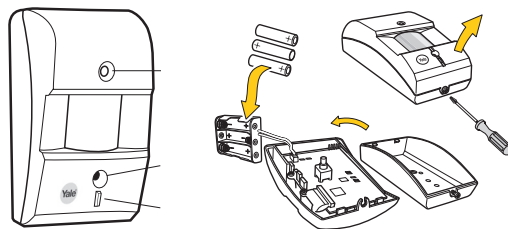
The Siren is very loud! Take care not to activate the Siren tamper switch unnecessarily.



PIR Image Camera

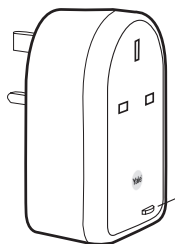


PIR Video Camera

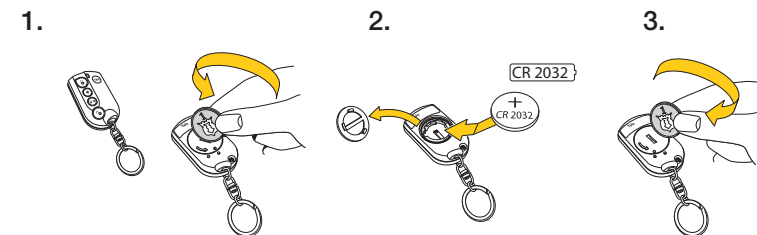


Power Switch

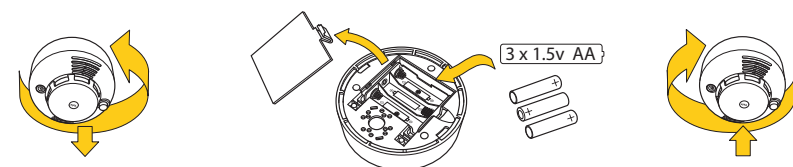
Plug in to mains socket.



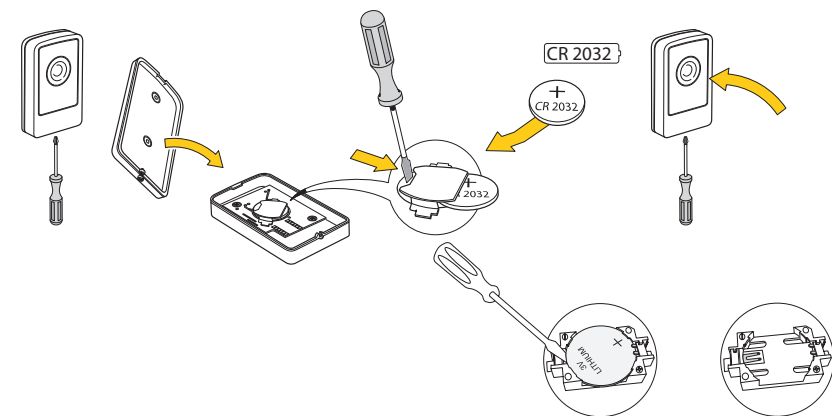
Key Fob



Smoke Detector



Panic Button



Download the app.

Please ensure all devices are powered and operational at this point.

Download the Yale Home App

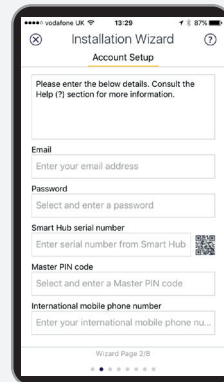
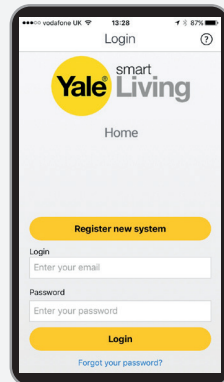
Internet Connection: Required on

Yale Smart Living Home



First time registration

Follow the set-up instructions in the app.



Please Note:
Panel Serial Number can be found on the Smart Hub sticker.



Please register the hub within one hour of power up, otherwise app 'authentication error' will appear – re-boot the hub (including switching off / on the back-up battery) and start the process again if necessary.

Recording your set-up information

E-mail used to set up system:	
Smart Security Hub 2.0 serial number	
Phone number used for notifications:	
Key Pad PIN Code for Disarm/Arm (default 1234):	
Key Pad code for key Pad setting (default 0000):	

Setting up devices.

Adding new devices (Optional: Use it only if you have extra devices outside the kit)

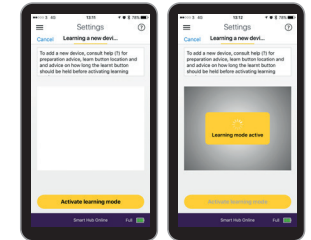
All devices in the kit are linked to the Smart Hub. If you want to add more devices, you can do this by using the "Add new device" section in the Smart Living Home app.



Go to the app menu
Select Add Device, then activate leaning mode.

1

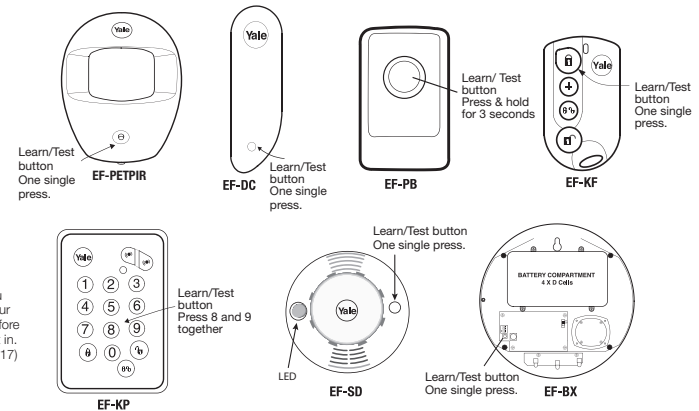
Enter Learn Mode



2

Learn in Devices

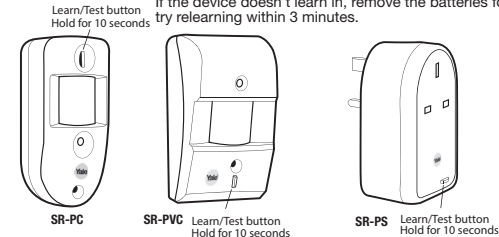
Press the learn button on the device you want to add then see diagrams below. The Smart Hub will beep (single or multiple dependent on device) when a new device is registered. You will then see your new device in your device List within the home app.



Ensure you initialise your keypad before you learn it in. (See page 17)

For the following devices, please hold the Learn button for 10 seconds, before releasing to enter Learn mode.

If the device doesn't learn in, remove the batteries for 5 seconds, then replace and try relearning within 3 minutes.



SR-PVC must be learned in with the tamper screw removed so that the tamper is open. Sensor will not learn with tamper closed.

3

Exit Learn Mode:

Press Stop learning mode on the app

Range Test.

Check Devices Range

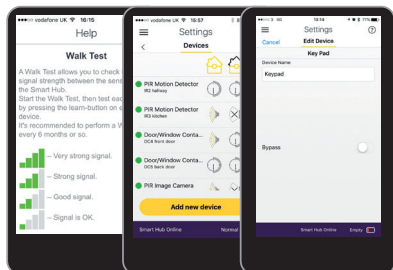
1.) Place each device in the location where you wish to mount them.

Before mounting each device please check the system with a simple range test.

Login to your Yale Home App. Go to app menu, select Settings > Alarm Settings > Tests then press the 'Start Walk Test' button.

Hold the devices in the desired location and press the Test/Learn button on the devices. (see page 11)

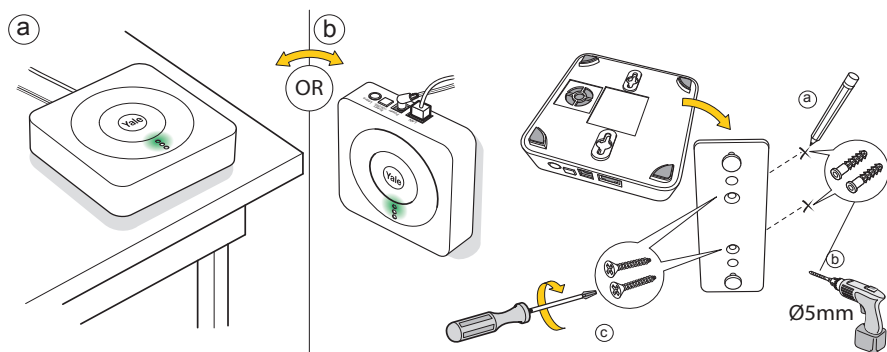
If the sensor signal reached the Smart Hub, it will show in the device list on your app.



When you are happy that all your devices can communicate with the Smart Hub, please proceed to mounting the devices.

Before you mount a device use the device settings in the Smart Living Home app to bypass the device and disable the tamper alert. After the device is fully in place don't forget to disable the bypass.

Smart Hub 2.0 Mounting

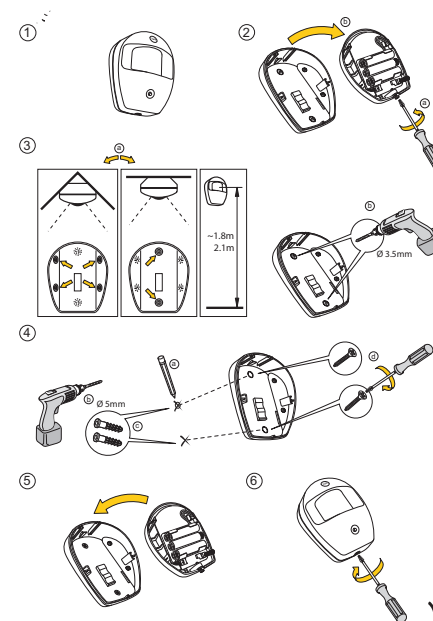


The Smart Hub can be free standing, either vertically or horizontally on a flat surface with access to mains socket and broadband internet router.

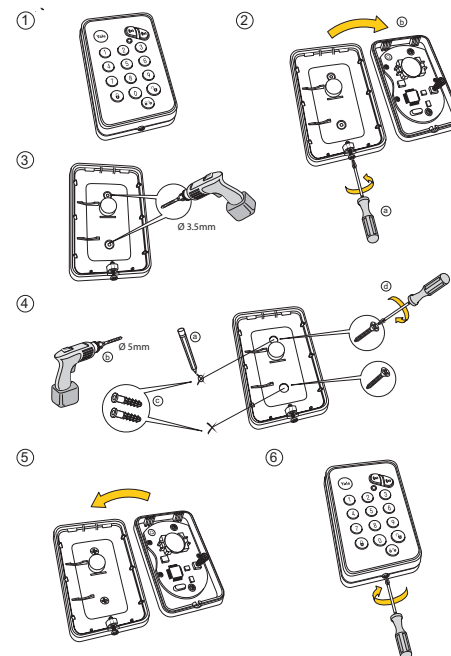
It is also suitable for wall mounting. Using the two holes on the mounting back plate, mark the position of the holes. Drill two holes and fix with the screws and plugs provided. Hook the Smart Hub onto the plate.

Mounting Devices.

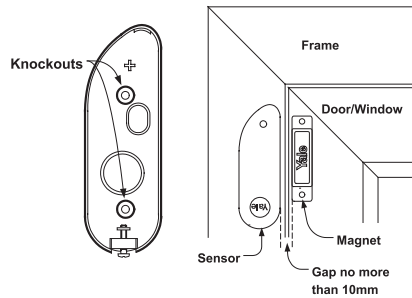
PIR Motion Detector



Key Pad



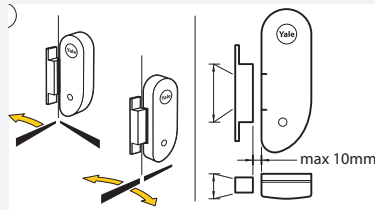
Door/Window Contact



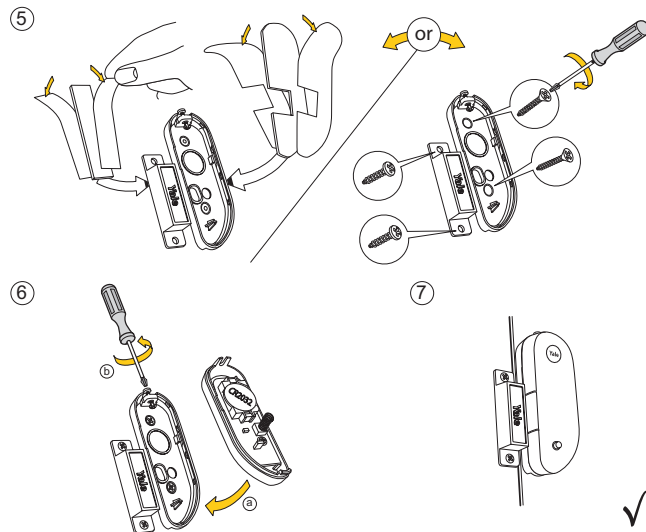
1. The sensor should be on the frame while the magnet should be on the door/window.

i Testing

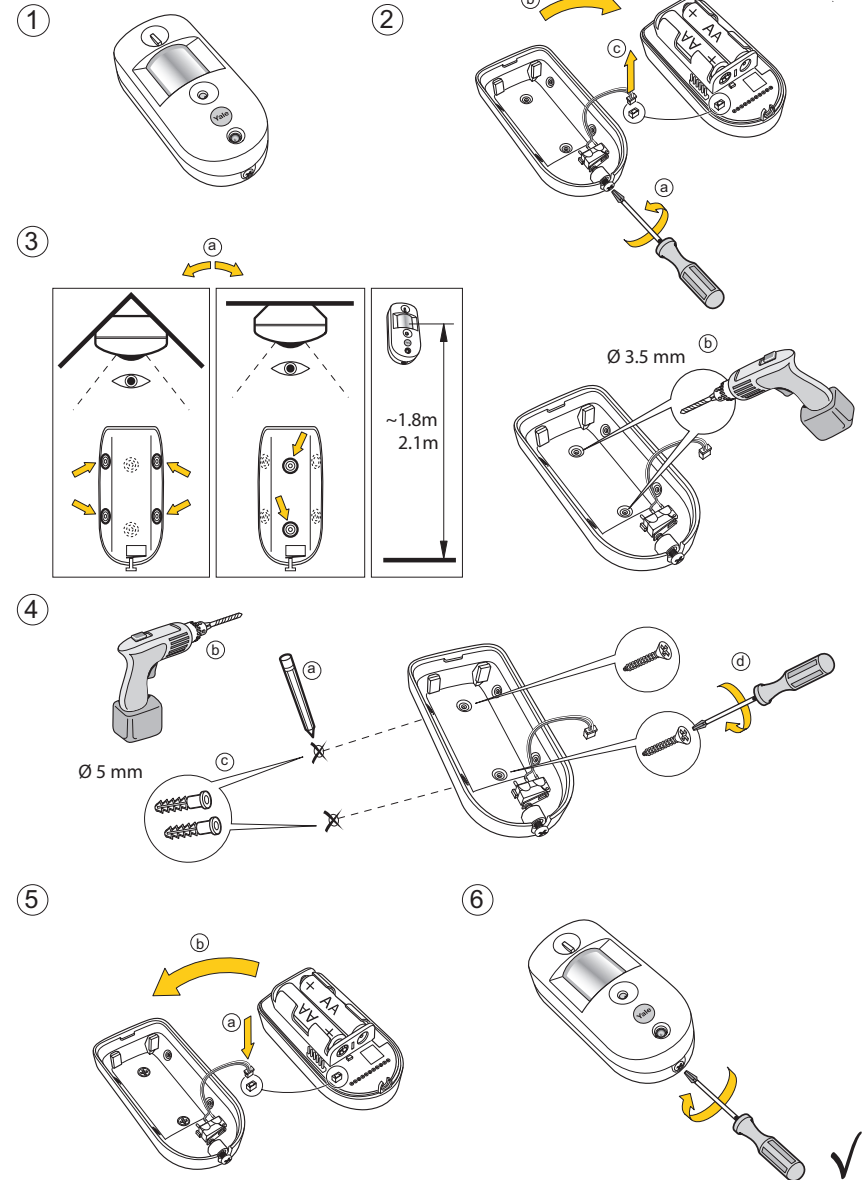
The gap between the magnet and sensor should be no more than 10mm when closed. Test to see whether the magnet is in range of the sensor: before mounting hold the magnet and sensor in place and then pull them apart. If the sensor LED lights up it implies the two items are within range.



Clean the mounting surface with a suitable degreaser agent and mount using the adhesive pads. Please note that some surfaces may be unsuitable for mounting using the adhesive pads. Please use screw mounting in these cases.



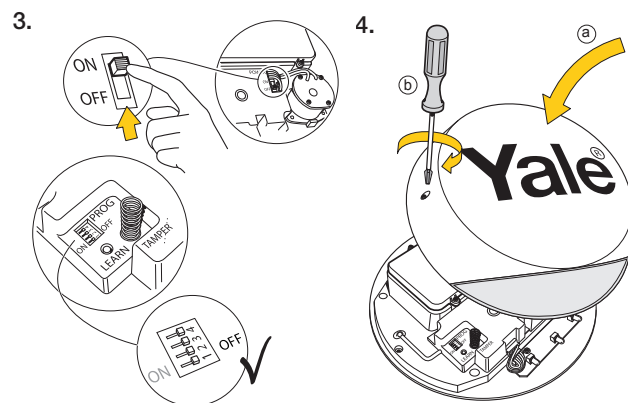
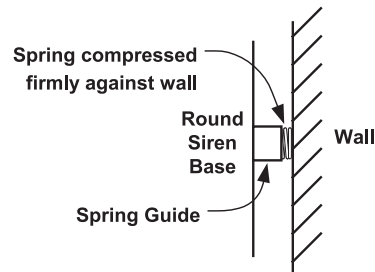
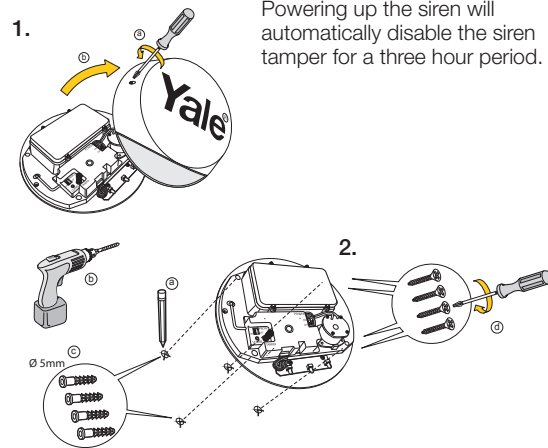
PIR Camera



Mounting Devices.

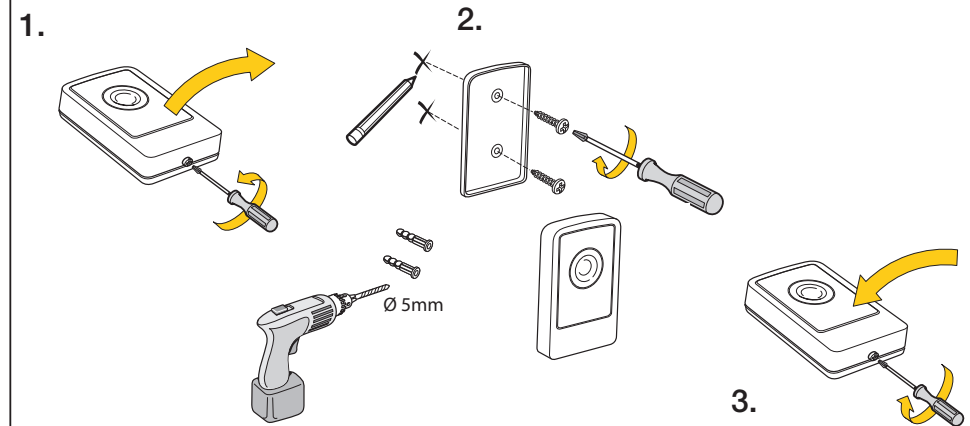
Mounting the External Siren

The tamper spring is fully compressed when the siren is mounted. If there is a gap, pack with a suitable spacing material.

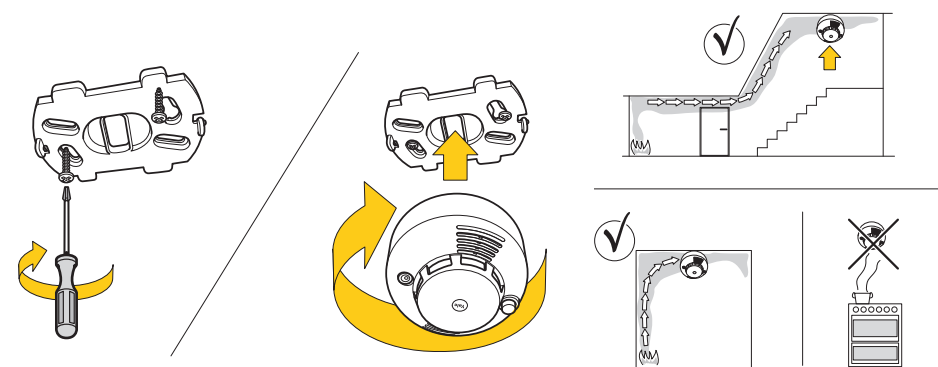


Mounting Devices.

Panic Button



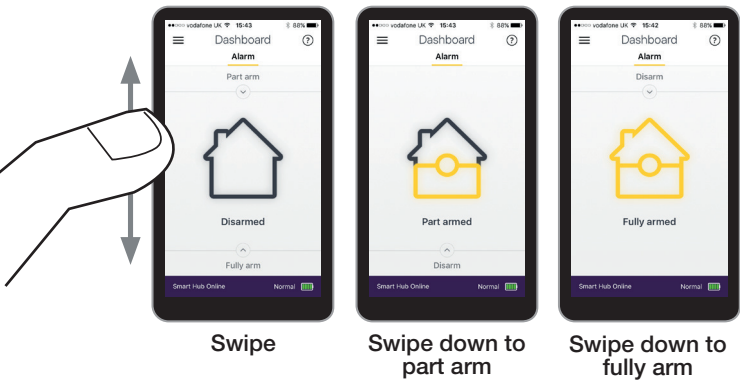
Smoke Detector



Using the System.

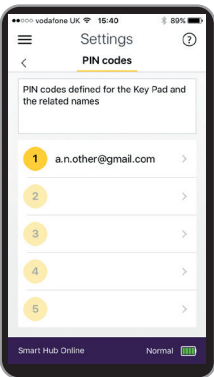
Arming and Disarming your Alarm

Using the Yale Home App



Changing your Key Pad PIN

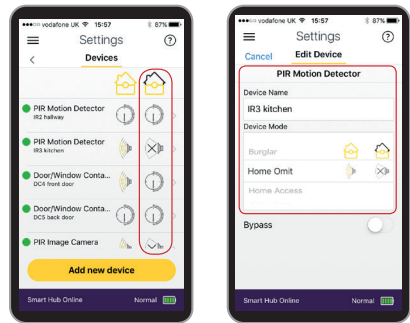
The Key Pad PIN is the PIN you set during the alarms first installation. You can set up to 10 sets of 4 digit PIN numbers in the app. Go to the app menu, select Settings > Alarm Settings > KeyPad PIN Code Settings and select the user you want to edit the PIN code for or add another PIN.



Using the System.














Configuring Device Behaviour

Go to the app menu, select Settings > Alarm Settings > Devices to access your device list. Go in to the settings for each device and select the required setting.



Setting up Part Armed Mode

Part Armed mode is usually used to protect the ground floor when you are upstairs in bed.

			
Burglar			
Home Omit			
Home access			
Entry			

Key



Sensor Ignored



Instant Siren



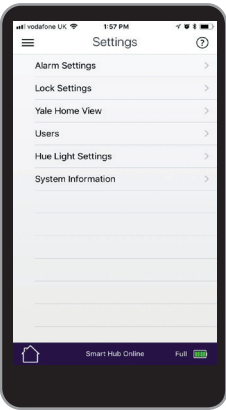
Triggers Countdown

Using the System.

Adding Alert Notifications

You can add/delete email addresses that will be alerted when the alarm is triggered. You can choose to have ALL events (or Burglar only) reported via email.

Hint: our report email will use the email address of: report@yalehomesystem.co.uk Save this email address as your VIP (Apple iOS) or Priority (Android) email and assign a special ringtone to it. You can also add SMS alerts to specified mobile numbers (burglar events only) Go to the app menu, select Settings > Users > Notification Settings to manage your notifications.



Default Settings.

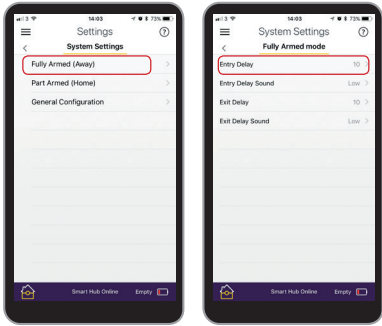
All devices (except SR-PC and SR-PVC) are pre-set to “entry” mode.



















When the system is first armed, users will have 30 seconds to exit the building. If the system is already armed, triggering any sensors will cause an entry countdown to begin.

SR-PC/SR-PVC's default setting is “Burglar only”, i.e. immediate triggering during full arm and sleep during Part Arm. This is done to conserve battery life.

You can change the entry/exit delay timing and other settings for both fully armed and part armed mode.

Go to the app menu, select Settings > Alarm Settings > System Settings.



	 Disarmed	 Part-Armed	 Armed	Key
Burglar				 Sensor Ignored
Home Omit				 Instant Siren
Home access				 Triggers Countdown
Entry				

Supervision off as default (recommended).

i Please note that having supervision enabled could reduce the battery life of your devices.

This feature should only be used by a professional installer to check for outage and malfunctions with your devices. Incorrect usage would lead to a supervision failure message showing on the app.

With the exception of the PIR Image Camera, PIR Video Camera and Smoke Detector (these always have supervision turned on), the other devices you will need to have supervision manually enabled on the device if required.

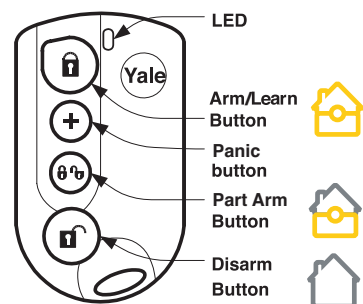
Supervision can be enabled via Settings > Alarm Settings > System Settings > General Configuration.

Jamming and interference detection (default on).

i If jamming and interference is of concern, please enable via “Settings > Alarm Settings > System Settings > General Configuration”

Adding & using devices.

Key Fob

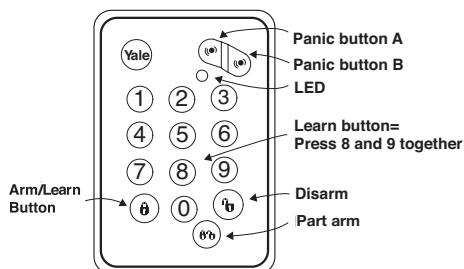


- Use the Key fob to remotely arm, part arm or disarm your alarm when within 30m range of your Smart Hub.
- To add a Key Fob, see page 11.
- Pressing the panic button on the key fob will immediately sound the alarm.
- To cancel the panic alarm you will need to enter your PIN code on your Key Pad.

Key Pad

Initialisation

IMPORTANT: If you purchase a Key Pad separately to your kit, you will need to initialise it before you learn it in for use with your Smart Hub.



- 1 Press 'Panic button A' followed by factory default Key Pad code '0000'.
- 2 The LED will now flash slowly indicating it is in test (programming) mode.
- 3 Press 'Panic button A' followed by the '7' key to set the Key Pad into slave mode.
- 4 Quit test mode by pressing the disarm key twice.
- 5 You are now ready to learn this in to your system (see page 9).

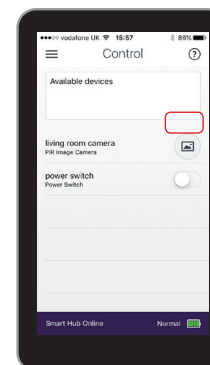
Adding & Using Devices.

Manually requesting PIR Images

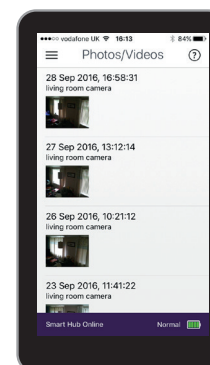
During an alarm, the PIR Image Camera will send images to your phone. You can also manually request these images in the 'control' section of the app by pressing the image icon next to the device in the control list. Still images take an average of 15 seconds before showing on your phone. Click on "image" to view images.
Go to app menu and select Control

Note: Up to 50 images can be kept in the Yale Server (the oldest images are automatically deleted to make space). Users are advised to delete unwanted images. Images will be stored for no longer than 30 days.

Take Photo



View Photo



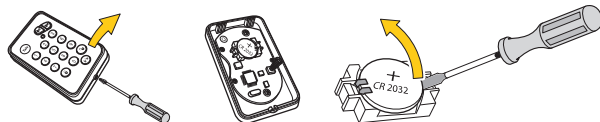
Adding & Using Devices.

Reset Key Pad Code

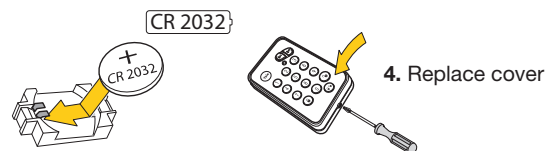
Reset to factory default (0000) using the following steps:

1. Unscrew

2. Remove

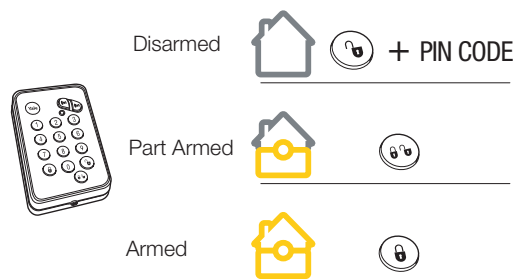


3. Hold down number 3 to discharge and then insert the new battery.



5. Initiliasie your Key Pad. See previous page 22.

6. Learn this into your system.



Using your Panic Alarm

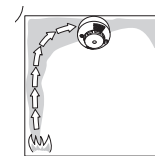
- Press the panic buttons together for 3 seconds to activate the alarm.
- Deactivate a panic event by pressing the disarm button followed by your PIN code.

If there is a system fault, you will need to press the Arm/ Home Arm button for a second time to “force arm” the system.



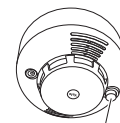
Adding & Using Devices.

Smoke Detector



Smoke Detection

When smoke is detected the device will activate for a minimum of 10 seconds with a two tone alarm and flashing LED.



Pair / Test button

Pressing the test button when in an alarm condition will silence the alarm for 10 minutes. It will automatically resume smoke detection again after this period.

Testing

Smoke Detector testing should be done on a regular monthly basis. Pressing the test button will make the LED flash, the audible sounder chime and will send a test signal to the Smart Hub when the button is released. If nothing happens after pressing the test button, it indicates the batteries will need changing (see page 26).

Recalibration

The Smoke Detector might need recalibrating after time to ensure it is working at its optimum. This is done by pressing and holding the test button until the LED flashes and beeps after 10 seconds. The Detector will then start its self calibration routine.

Panic Button

Activate an Alarm

Press and hold the red button for at least 3 seconds to activate a panic alarm.



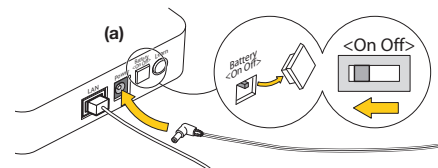
Silence an Alarm

Press and hold down the red button for 10 seconds.

Silencing the alarm with the Panic Button does not reset the system. If the alarm is armed prior to activation, the system will re-arm after being silenced with the Panic Button.

Resetting the system after a Panic Alarm

The system will require a reset at the Smart Hub after being silenced with the Panic Button. To reset the Smart Hub unplug the AC power (a) and turn the battery switch off for 10 seconds. Turn the battery switched back on and plug in the AC power again.



Changing Batteries.



Always use the correct type of batteries as replacements because any other battery type can cause problems with the operation of the system. Ensure the correct steps are taken when changing batteries in tamper protected devices.

Low Battery Indicator

The Hub will start to emit an intermittent beep to indicate that the batteries need changing on one of your devices.

The hub will continue to beep until the batteries on this device have been replaced, or low battery device is put into bypass mode. Please note that bypass mode disables the device, and if disabled this device will no longer be triggered when the alarm is armed.

The app will also display a low battery message under the relevant device when batteries are running low.



When a device first shows the low battery signal in the app, it has enough capacity to operate for approximately 1 month before complete exhaustion.

Always make sure the system is disarmed before changing any batteries. We recommend you follow the battery wizard within the app when changing the batteries.

Changing Batteries.

External Siren Battery Change

When the batteries start getting low the Siren will produce a series of audible pips and flashes when arming and disarming.



Note: Take care not to confuse a low battery warning with a tamper warning.

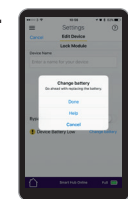
Tamper Warning: Series of beeps when armed, silent when disarmed.

Low Battery: Series of audible pips when armed and disarmed.



1. Disarm

2.

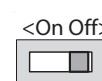


> Settings
> Devices
> External Siren
> Change battery



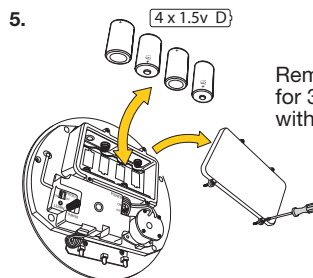
3.

4.



Switch off

5.



Remove old batteries and wait for 30 secs before replacing with 4 new ones.

6.



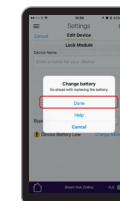
Turn on. Check the siren beeps & flashes.

7.



Replace the cover

8. > Done



Warning: After the batteries have been inserted, the tamper will become active after three hours.

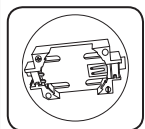
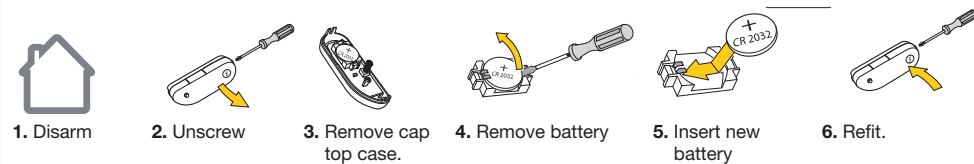
Changing Batteries.

Door/Window Contact Battery Change

When the battery is low the LED will light up when the door/window is opened.

Note: Door/Window Contact case tamper conditions are also indicated by a lit LED, check the tamper before changing the battery.

To change the battery:

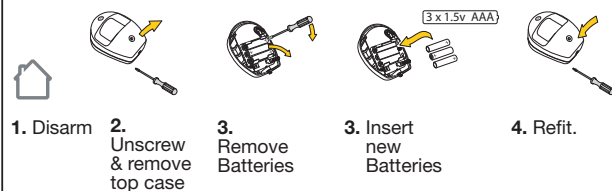


Please ensure battery is inserted correctly.

PIR Battery Change

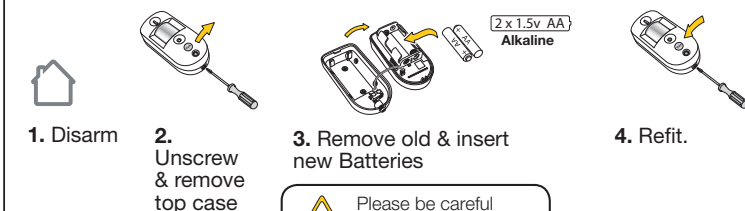
When the battery is low the LED will flash when any motion is detected. The batteries are changed as follows:

EF-PIR



Ensure tamper spring is fully depressed when re-fitting the PIR to the back case. If this has not been done correctly this will be indicated by a flashing LED on the PIR.

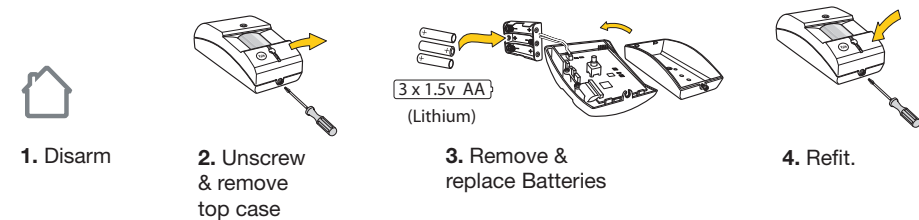
PIR Camera Battery Change



Please be careful when removing case as cable is very delicate.

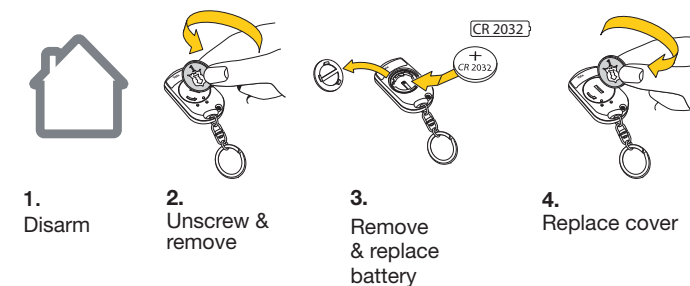
Changing Batteries.

PIR Video Camer Battery Change



Key Fob Battery Change

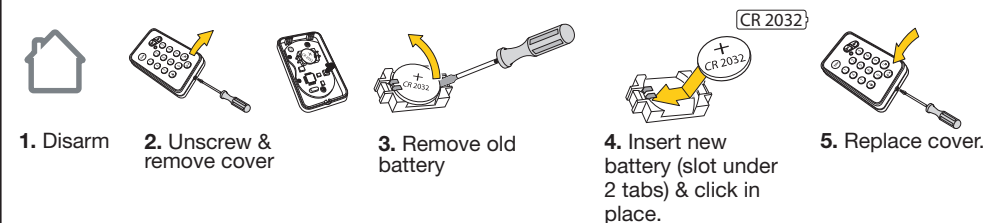
When the battery is low the LED will glow dimly when any key is pressed. The battery is changed as follows:



Press any key and check that the LED lights. If the LED lights the new battery installation is successful.

Key Pad Battery Change

When the battery is low the LED will flash when any key is pressed. The battery is changed as follows:

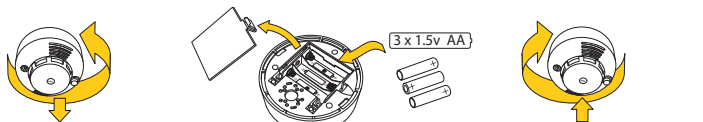


Press a number key and check that the LED lights. If the LED lights the new battery installation is successful.

Changing Batteries.

Smoke Detector Battery Change

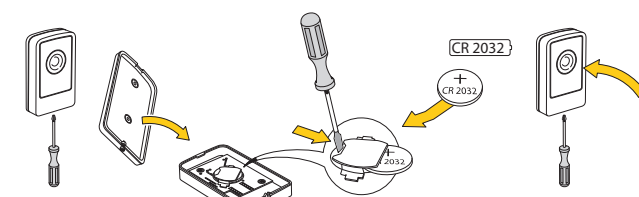
When the battery is low the LED will flash accompanied by a low volume beep once every 30 seconds.

- 
1. Rotate anti-clockwise to remove
 2. Remove old batteries
 3. Insert new batteries (3 x 1.5v AA)
 4. Fit & rotate clockwise to lock.

Press the test button and check that the LED lights and the sounder chimes to confirm the new battery installation is successful.

Panic Button Battery Change

When the battery is low the LED will glow dimly when the button is pressed. The battery is changed as follows:

- 
1. Unscrew
 2. Open case
 3. Remove old battery (CR 2032)
 4. Insert new battery & replace cover.

Press the button and check that the LED lights. If the LED lights the new battery installation is successful.

Troubleshooting.

External Siren

Siren produces a 3 second alarm when disarmed

- There has been a previous alarm and there might be an intruder still in the premises.

Siren produces a series of audible pips when armed or disarmed

- If the Siren produces a series of pips when arming and disarming this indicates low batteries. Check your app for confirmation of battery status.
- If the Siren produces a series of pips only when arming this indicates a tamper fault. Check that the Siren cover is firmly secured and the tamper spring on the back of the Siren is fully depressed when in contact with the wall. If not use suitable packing material to fill the gap).

Siren produces an interrupted tone when sounding an alarm

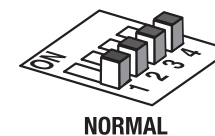
- Low battery warning. Check your app for battery status. Change batteries (see page 27).

Siren does not respond to Arming or Disarming

- Siren batteries may be completely exhausted. Check your app for confirmation of battery status. See instructions for changing batteries on page 27.
- Siren may not be learnt-in. If Siren produces a tamper alarm when the cover is removed and the Siren is OK, learn-in the Siren (see page 11).
- Siren may not be in range of the Smart Hub. Ensure these are within 30m of each other and relocate devices if required.

Adding the External Siren

- Ensure the dip switch positions are as shown in the diagram. If the switches are in the wrong position, please change accordingly



- After changing the dip switch, turn off the power for 30 seconds, then turn the power on again for the changes to take effect

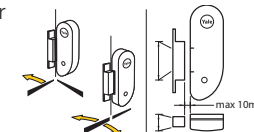
Door/Window Contact

Door/Window Contact LED lights up

- Batteries are low or the tamper switch has been disturbed. Check that the tamper switch spring is making contact with the mounting surface. If the tamper switch is OK, please change the battery.

Door/Window Contact does not respond to opening when jumper is in the test position

- Batteries are completely exhausted. Change the battery.
- The magnet is too far away from the sensor. Check that the gap between the sensor and magnet is not greater than 10mm.



PIR Motion Detector

PIR does not respond to motion

- Previous motion may have triggered the PIR sleep timer, and is preventing subsequent motion detection. Arm the system and the vacate protected area for at least 60 seconds before testing. By pressing the learn/test button the PIR LED will light up and detect motion for the first minute.

PIR Motion Detector is slow to respond

- This is normal. The PIR Motion Detector has sophisticated false alarm filtering to filter out random fluctuations, and responds to genuine motion across field of view, the PIR is less sensitive, when walking directly towards it.

Troubleshooting.

PIR Motion Detector gives false alarms

- Check pets have no access to the protected area.
- Check that the PIR Motion Detector is not pointed at sources of heat or moving objects, e.g. fluttering curtains.
- Check that the PIR Motion Detector is not mounted above convector heaters or pointing directly at windows.

It is possible to arm the system with “open” Door/Window Contact (i.e. windows open).

i You will be prompted in the App when trying to arm with your door/window open.

PIR Motion Detector LED flashes

- Batteries are low or the tamper switch is disturbed. Check your app for device battery status. Change them if they are running low. Check that the tamper switch spring is making contact with base.

PIR Motion Detector does not respond to movement

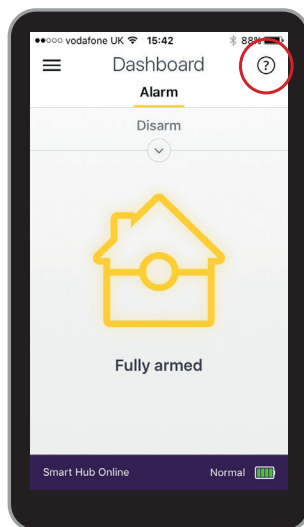
- Batteries are completely exhausted. Check your app for device battery status. Change the batteries.

PIR Image Camera & PIR Video Camera LED flashes every 20 minutes

- Device out of range of the Smart Hub.
- * If a PIR Image Camera or PIR Video camera is not learnt into the system or within range of the Smart Hub, battery life will be greatly affected while it searches for a connection.

Smart Hub LED 2 (Warning LED)

Network	
Fault Status	
Panel Mode	



Consumer Support

Should you have any questions or experience a problem with your Smart Home Alarm Kit, please check our troubleshooting sections within the app. (select the ? at top right of the screen you need help with) Or alternatively go to our FAQ section at yale.co.uk/help.

Specifications.

All devices

Environmental Conditions

-10°C to 40°C, relative humidity 70% non-condensing for all units except the external Siren.
Siren: -20°C to 50°C, relative humidity 95% non-condensing

Radio operational range

30m in a typical domestic installation, range can vary depending on building construction, device positions and RF environment

Housings

ABS/polycarbonate

Smart Hub 2.0

Siren Output 100dBA sound pressure @ 1m minimum

Zones 20 radio devices

Radio system 868MHz FM, 2.4GHz

Power supply Plug top adaptor type, input 230VAC 50Hz, output 9VDC, 1A, tested to EN 60 950

Rechargeable battery Ni-MH, 4.8V 600mAh, charge time 72hrs, standby time 10hrs

External Siren

Siren Output 104dBA sound pressure @ 1m minimum

Radio 868MHz FM

Power supply 6V, 4 x D alkaline batteries.

PIR Motion Detector

Alarm processing Microprocessor controlled dual edge sequential pulse count with pulse length discrimination

Radio 868MHz FM

Power supply 4.5V, 3 x AAA alkaline batteries.

Motion Detector range 12 metres 110°

Door/Window Contact

Radio 868MHz FM

Power supply 3V, CR2032 lithium coin cell battery

PIR Image Camera

Alarm processing Microprocessor controlled dual edge sequential pulse count with pulse length discrimination

Radio 2.4GHz

Power supply 2 x AA 1.5V alkaline batteries

Movement detection range 110°

PIR Video Camera

Alarm processing Microprocessor controlled dual edge sequential pulse count with pulse length discrimination

Radio 2.4GHz

Power supply 3 x AA Lithium batteries.

Motion Detector range 12 metres 110°

Smoke Detector

Radio 868MHz FM

Power supply 4.5V, 3 x AA alkaline batteries

Tested to EN54

Key Fob

Radio 868MHz FM

Power supply 3V, CR2032 lithium coin cell battery.

Key Pad

Radio 868MHz FM

Power supply 3V, CR2032 lithium coin cell battery.

Panic Button

Radio 868MHz FM

Power supply 3V, CR2032 lithium coin cell battery.

Special notes on compatibility:

This alarm system is NOT compatible with HSA6000 series and HSA3000 series accessories. Please note the prefix “EF” or “SR” on the front of the part number to indicate compatibility.

The phone feature and remote notifications require our central server. Yale does not guarantee limitless and future availability of our free server. We would contact individual users via e-mail should this situation change.

In the unlikely event of server disconnection, the alarm system will continue to function (arm/disarm) using the supplied Key Pad accessory.

[illegible]



Hereby, ASSA ABLOY Ltd., School Street, Willenhall, West Midlands, England Wv13 3PW declares that the radio equipment type SR-310, SR-320, SR-330, SR-340 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: www.yale.co.uk/declaration-of-conformity



WEEE

Note: Waste electrical products and batteries should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling advice.



THE YALE BRAND, with its unparalleled global reach and range of products, reassures more people in more countries than any other consumer locking solution.

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Issue No. 2A

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