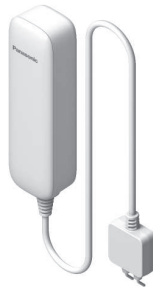


Panasonic®

Installation Guide

Home Network System Water Leak Sensor

Model No. **KX-HNS103EX**



Thank you for purchasing a Panasonic product.

This document explains how to install the water leak sensor properly.
For details about how to use the system, refer to the User's Guide
(page 20).

Please read this document before using the unit and save it for future reference.

For dedicated help, support, or advice, available to help you Monday - Friday, 09:00 - 23:00. For U.K., please contact us on 0330 3331112 and for Ireland 01 4475228.

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Accessory information

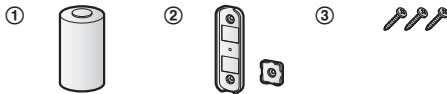
Supplied accessories

No.	Accessory item/Part number	Quantity
①	Battery*1	1
②	Wall mounting adaptors*2	2
③	Wall mounting screws (25 mm)*3/XTB4+25AVW	3

*1 When replacing the battery, see "Power source" of "Specifications", page 21 for battery information.

*2 1 adaptor for the main unit: PNRH2107Z
1 adaptor for the probe unit: PNRH2108Z

*3 2 screws for the main unit and 1 screw for the probe unit



Other information

- Design and specifications are subject to change without notice.
- The illustrations in these instructions may vary slightly from the actual product.

Trademarks

- iPhone and iPad are trademarks of Apple Inc., registered in the U.S. and other countries.
- Android is a trademark of Google Inc.
- Microsoft, Windows, and Internet Explorer are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
- All other trademarks identified herein are the property of their respective owners.

Sales and support information

Customer Communications Centre

- For customers within the U.K.: 0330 3331112
- For customers within Ireland: 01 4475228
- For further support on your product, please visit our website:
www.panasonic.co.uk

Helpline Tel. No.: U.K. 0330 3331112 Ireland 01 4475228

3

Introduction

Direct Sales at Panasonic U.K.

- Order accessory and consumable items for your product with ease and confidence by phoning our Customer Communications Centre Monday - Friday 9:00am - 5:00pm (Excluding public holidays).
- Go on line through our Internet Accessory ordering application at **www.pas-europe.com**
- Most major credit and debit cards accepted.
- All enquiries transactions and distribution facilities are provided directly by Panasonic U.K.

For your future reference

We recommend keeping a record of the following information to assist with any repair under warranty.

Serial No.	Date of purchase
(found inside the main unit)	
Name and address of dealer	

Attach your purchase receipt here.

Important Information

About this system

- This system is an auxiliary system; it is not designed to provide complete protection from property loss. Panasonic will not be held responsible in the event that property loss occurs while this system is in operation.
- The system's wireless features are subject to interference, therefore functionality in all situations cannot be guaranteed. Panasonic will not be held responsible for injury or damage to property that occurs in the event of wireless communication error or failure.

For your safety

To prevent severe injury and loss of life/property, read this section carefully before using the product to ensure proper and safe operation of your product.

WARNING

Power connection

- Use only the power source marked on the product.
- Do not connect non-specified devices.

Installation

- To prevent the risk of fire or electrical shock, do not expose the product to rain.
- Do not place or use this product near automatically controlled devices such as automatic doors

and fire alarms. Radio waves emitted from this product may cause such devices to malfunction resulting in an accident.

- Do not allow the cable to be excessively pulled, bent or placed under heavy objects. Keep the main unit upright at all times.
- Do not allow the probe unit to make contact with a battery or an electric outlet. The product could become damaged.
- Keep small parts (screws, etc.) out of the reach of children. There is a risk of swallowing. In the event they are swallowed, seek medical advice immediately.

Operating safeguards

- Do not disassemble the product.

Medical

- Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids, to determine if they are adequately shielded from external RF (radio frequency) energy. DECT features operate between 1.88 GHz and 1.90 GHz with a peak transmission power of 250 mW.
- Do not use the product in health care facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

CR Lithium battery

- Do not recharge, disassemble, remodel, heat or throw it into fire.

Helpline Tel. No.: U.K. 0330 3331112 Ireland 01 4475228

5

Important Information

- Do not touch the terminals \oplus and \ominus with metal objects.
- Risk of explosion if battery is replaced by an incorrect type. Dispose of used battery according to local regulations.
- If any electrolyte should come into contact with your hands or clothes, wash it off thoroughly with water.
- If any electrolyte should come into contact with your eyes, never rub your eyes. Rinse your eyes thoroughly with water, and then consult a doctor.

CAUTION

CR Lithium battery

- Use only the battery noted on page 3.
- Insert the battery correctly.
- Do not leave the battery in an automobile exposed to direct sunlight for a long period of time with the doors and windows closed.
- Remove the battery if you do not use the product for a long period of time. Keep it in a cool, dark area.
- Do not replace a battery with wet hands.
- Keep out of the reach of small children. There is a risk of swallowing. If the battery is swallowed, seek medical attention immediately.
- Remove the battery if it becomes unusable. There is a risk of leakage, overheating, and rupture. Do not attempt to use a battery if it is leaking.
- Exercise care when handling the batteries. Do not allow conductive materials such as rings, bracelets, or keys to touch the batteries,

otherwise a short circuit may cause the batteries and/or the conductive material to overheat and cause burns.

Important safety instructions

When using your product, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Use only the batteries indicated in this document. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.

SAVE THESE INSTRUCTIONS

For best performance

Hub location/avoiding noise

The hub and other compatible Panasonic devices use radio waves to communicate with each other.

- For maximum coverage and noise-free communications, place your hub:
 - at a convenient, high, and central location with no obstructions between the product and hub in an indoor environment.
 - away from electronic appliances such as TVs, radios, personal computers, wireless devices, or other phones.
 - facing away from radio frequency transmitters, such as external

Important Information

antennas of mobile phone cell stations. (Avoid putting the hub on a bay window or near a window.)

- If the reception for a hub location is not satisfactory, move the hub to another location for better reception.

Environment

- Keep the product away from electrical noise generating devices, such as fluorescent lamps and motors.
- The product should be kept free from excessive smoke, dust, high temperature, and vibration.
- The product should not be exposed to direct sunlight.
- Do not place heavy objects on top of the product.
- The product should be kept away from heat sources such as radiators, cookers, etc. It should not be placed in rooms where the temperature is less than 0 °C or greater than 40 °C.
- Operating the product near electrical appliances may cause interference. Move away from the electrical appliances.
- Do not allow the probe unit's metal probes to make contact with metal objects. This may reduce the battery life.

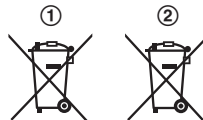
Other information

CAUTION: Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

Routine care

- Wipe the outer surface of the product with a soft moist cloth.
- Do not use benzine, thinner, or any abrasive powder.
- If the probe unit's metal probes come into contact with a foreign material (oil, detergent, etc.), the probes may repel water and therefore will not be able to properly detect a water leak. Periodically check the metal probes and wipe away any water or foreign material that has become adhered to the probes.
- If the probes come into contact with water, wipe the probe unit dry. Do not allow the probes to remain in contact with water for an extended period of time, as the probes may begin to turn black. (This will not affect the product's ability to detect a water leak.)

Disposal of Old Equipment and Batteries (Only for European Union and countries with recycling systems)



These symbols (①, ②) on the products, packaging, and/or accompanying documents mean that used electrical and electronic products and batteries must not be mixed with general household waste. For proper treatment, recovery and recycling of old products and used

Important Information

batteries, please take them to applicable collection points in accordance with your national legislation.

By disposing of them correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment. For more information about collection and recycling, please contact your local municipality.

Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.

For business users in the European Union

If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.

Information on Disposal in other Countries outside the European Union

These symbols (①, ②) are only valid in the European Union. If you wish to discard these items, please contact your local authorities or dealer and ask for the correct method of disposal.

Note for the battery symbol

This symbol (②) might be used in combination with a chemical symbol. In this case it complies with the requirement set by the Directive for the chemical involved.

Note for the battery removal procedure

Refer to "Inserting the battery" on page 10.

General information

Declaration of Conformity:

- Panasonic Corporation declares that the radio equipment type (KX-HNS103) is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address:

<http://www.ptc.panasonic.eu/doc>

Contact to Authorised

Representative:

Panasonic Testing Centre
Panasonic Marketing Europe GmbH
Winsbergring 15, 22525 Hamburg,
Germany

Ecodesign information

Ecodesign information under EU Regulation (EC) No. 1275/2008 amended by (EU) Regulation No. 801/2013. From 1 January 2015.

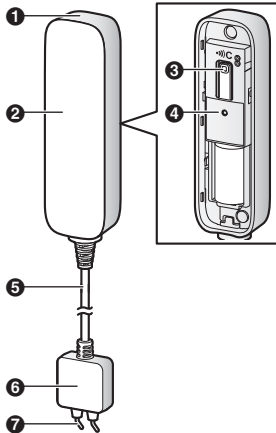
Please visit here: <http://www.ptc.panasonic.eu/erp>
Click [Downloads]

→ Energy related products information (Public)

Power consumption in networked standby and guidance are mentioned in the web site above.

Setup

Part names and functions



- 1 Main unit
- 2 Main unit cover
- 3 **[••]C**
Used to confirm the status of the sensor or register the sensor to the hub.
- 4 LED indicator
- 5 Cable
- 6 Probe unit
- 7 Probes

LED indicator

You can press **[••]C** and check the LED indicator to confirm the sensor's status.

After confirming the sensor's status, we recommend turning the LED indicator

off by pressing **[••]C** again as soon as possible, otherwise battery life may be reduced.

Indicator	Status
Green, lit	No water detected
Red, lit	Water detected
Red, blinking	Sensor is out of range of the hub
Green, blinking slowly	Registration mode (You pressed and held [••]C)
Off	No battery power

Note:

- The LED indicator does not indicate sensor status if the sensor has not been registered (page 10).

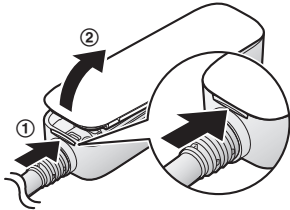
Setup overview

- 1 **Initial setup**
Make sure you can access the system using your mobile device. For details, refer to the System Setup Guide included with your hub.
- 2 **Insert the battery**
The sensor is battery powered.
- 3 **Registration**
Required only if the sensor was purchased separately (i.e., not as part of a bundle).
- 4 **Confirm the usage area**
Read the information in this document to confirm that the desired installation area is suitable to proper operation.
- 5 **Installation**
Install the sensor in the desired location.

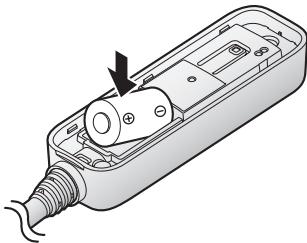
Setup

Inserting the battery

- USE ONLY a CR2 Lithium battery.
 - Confirm the polarities (+, -).
- 1 Remove the main unit cover.
 - Lift from the indented area (1) and open the main unit cover (2).



- 2 Insert the battery.



- 3 Attach the main unit cover.

Registering the sensor

This procedure is not required for devices that were included as part of a bundle.

Before you can use the sensor, it must be registered to the hub. If you purchased devices separately (i.e., not as part of a bundle), you must register each device to the hub.

You can register each device by using the registration buttons or the **[Home Network]** app.

Using registration buttons

- 1 **Hub:**
Press and hold **[••]C OTHER DEVICE** until the LED indicator blinks slowly in green.
- 2 **Sensor:**
Remove the main unit cover and press and hold **[••]C** until the LED indicator blinks slowly in green (page 9).
 - When registration is complete, the hub sounds one long beep.

Note:

- To cancel without registering the sensor, press **[••]C** on the hub and on the sensor again.
- If registration fails, the hub sounds several short beeps.

Using the app

When you register the sensor by using the **[Home Network]** app, you can assign a name to your devices and

group them by location. For more information, refer to the User's Guide (page 20).

Confirming the usage area

Wireless communication range

The wireless communication range of each device in the system from the hub is approximately 50 m indoors and approximately 300 m outdoors. Wireless communication may be unreliable when the following obstacles are located between the hub and other devices.

- Metal doors or screens
- Walls containing aluminum-sheet insulation
- Walls made of concrete or corrugated iron
- Double-pane glass windows
- Multiple walls
- When using each device on separate floors or in different buildings

Note:

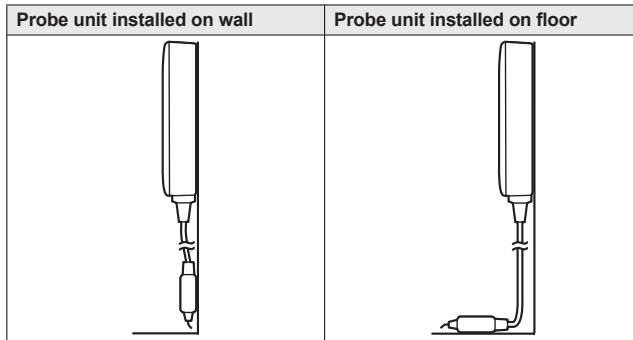
- You can check the sensor's communication status by pressing **[•)C]**. If the LED indicator is lit in green or red, the sensor is communicating properly with the hub. If the LED indicator blinks in red, it is out of range of the hub.

Setup

Installation

The main unit is installed on a wall, and the probe unit can be installed on a wall or a floor.

When the metal probes on the probe unit come in to contact with water, a small amount of electrical charge flows between the probes, which the main unit recognizes as a water leak.

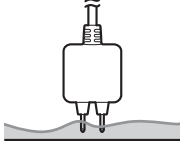
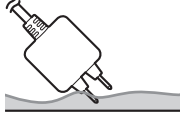


Installation precautions

- The sensor is not designed to be used in situations that require high reliability. We do not recommend use of the sensor in these situations.
- Panasonic takes no responsibility for any injury or damage caused by the use of this product.
- When installing, make sure the battery is inserted properly and the main unit cover is completely closed.
- When installing on a wooden surface, use the included wall mounting adaptors. Secure the wall mounting adaptors to the wall using screws (not double-sided tape).
- Mount the sensor on the stable location where the sensor can be adequately supported when mounting.
- Do not mount the sensor on a soft material. It may fall down, break or cause injury.
- Do not mount the sensor on the following places: gypsum board, ALC (autoclaved lightweight cellular concrete), concrete block, plywood less than 25.4 mm thick, etc.
- The sensor may not be able to properly detect a water leak if the water contains contaminants such as oil, or if the water is frozen (i.e., ice or snow).

Setup

- Touching the metal probes with your hand may cause a water leak to be detected. This is not a defect.
- Install the probe unit so that the metal probes are horizontal. A water leak can only be detected if water touches both of the metal probes; if water touches only one of the probes, a water leak will not be detected.

Correct installation	Incorrect installation
Metal probes are horizontal to the floor 	Metal probes are not horizontal to the floor 

Installation location

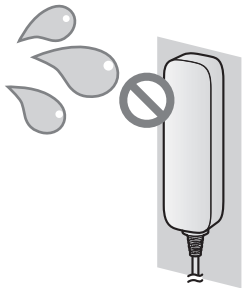
Install the water leak sensor in a basement, kitchen, utility room, or anywhere you want to detect a water leak. Common installation examples include near a washing machine, hot water heater, or a location where a water leak has occurred in the past.

Note:

- Install the probe unit so that its metal probes are about 1 mm above the floor. If the probes touch the floor, the sensor may make false detections. If the probes are too far from the floor, water leaks can only be detected after the leaked water has become deep enough to touch the probes.

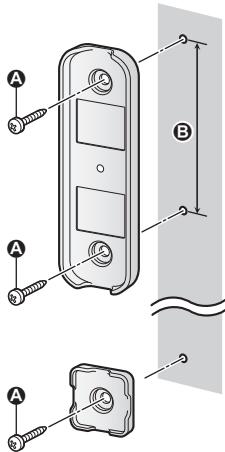
Setup

- Install the main unit 1 m or higher above the floor. The main unit is not waterproof; if it becomes wet, the sensor may become damaged and water leaks will not be detected properly.



Securing with the wall mounting adaptors

- 1 Use screws to attach the wall mounting adaptors to the wall.
 - Main unit
 - Ⓐ Screws
 - Ⓑ 75 mm
 - Probe unit
 - Ⓐ Screw



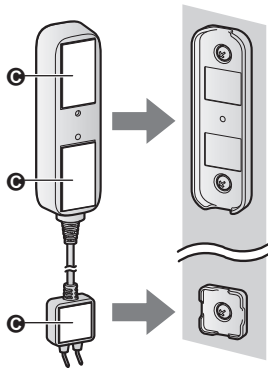
Note:

- To install the probe unit on a floor, see page 18. In this case, you will not use the probe unit's wall mounting adaptor.

Setup

- 2 Remove the backing from the double-sided tape, insert the main unit and the probe unit into the wall mounting adaptors, and then press firmly on each unit to ensure solid adhesion to the installation surface.

④ Double-sided tape

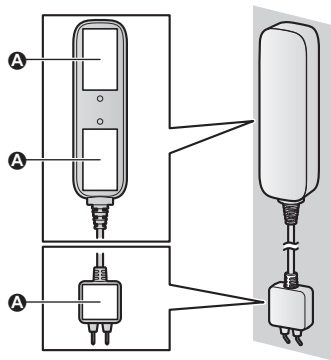


Securing with double-sided tape only

Note:

- Make sure any surfaces that will make contact with the double-sided tape are clean and dry before applying the tape. When attaching the double-sided tape to concrete or bricks, if the surface of the concrete or bricks is wet, make sure to completely dry the surface before attaching the double-sided tape.
- 1 Remove the backing from the double-sided tape, attach the main unit and the probe unit to the installation surface, and then press firmly on each unit to ensure solid adhesion to the installation surface.

A Double-sided tape



Note:

- To install the probe unit on a floor, see page 18.

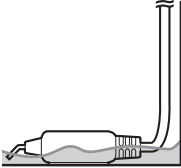
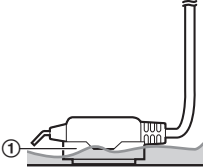
Setup

Installing the probe unit on a floor

When installing the probe unit on a floor, use the double-sided tape to attach the probe unit directly to the floor.

Note:

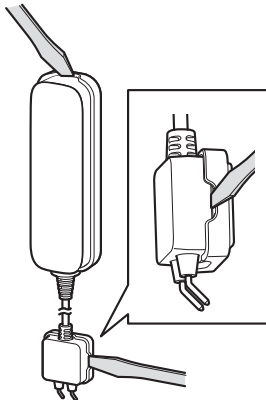
- If the probe unit is inserted into the wall mounting adaptor and attached to a floor, the probes will be too far from the floor and therefore water leaks can only be detected after the leaked water has become deep enough to touch the probes.

Correct installation	Incorrect installation
<p data-bbox="241 474 487 494">Shallow water touches probes</p> 	<p data-bbox="558 474 836 494">Only deep water can touch probes</p>  <p data-bbox="558 686 765 706">① Wall mounting adaptor</p>

Removing from the wall

■ Removing from the wall mounting adaptors

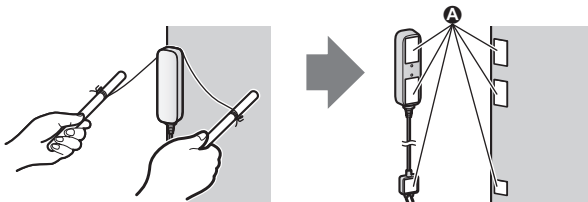
- 1 Insert a flat screwdriver into the notches on the wall mounting adaptors, and carefully pry away the main unit and probe unit.



- 2 Remove the screws that secure the wall mounting adaptors to the wall.

■ Removing when secured with double-sided tape only

- 1 Tie a piece of thread to two sticks, screwdrivers, etc.
 - 2 Pull the thread tight and use it to cut the double-sided tape, and then remove any excess tape.
- A** Excess tape



Appendix

Testing the sensor

You can check the sensor's LED indicator and test the performance of the sensor.

- 1 Remove the main unit cover.
- 2 Press **[⏻]C**.
- 3 Touch the probes of the probe unit to water.
- 4 Confirm that the LED indicator lights in red.
- 5 Press **[⏻]C** again.



Features available when using the [Home Network] app

Some of the sensor's features that are available when using the **[Home Network]** app are listed below. For more information, refer to the User's Guide (page 20).

- **Alarm system**
You can use the app to arm and disarm the alarm system, confirm the current status of the sensor, and view a log of previous events.
- **Sensor integration**
You can configure the sensor to trigger other system events, such as camera recording, turning on an electric device (such as a lamp), etc. (Appropriate device required.)
- **Telephone alert**
You can configure the system to call a preprogrammed phone number when the sensor is triggered.

Accessing the User's Guide

The User's Guide is a collection of online documentation that helps you get the most out of the **[Home Network]** app.

- 1 **iPhone/iPad**
Tap  in the app's home screen.
Android™ devices
Tap  or press your mobile device's menu button in the app's home screen.
- 2 Tap **[User's Guide]**.

Note:

- Microsoft® Windows® Internet Explorer® 8 and earlier versions are not supported.
- Android 4.1 or later versions are recommended.
- You can also access the User's Guide at the web page listed below.



www.panasonic.net/pcc/support/tel/homenetwork/manual/

Specifications

- **Standards**
DECT (Digital Enhanced Cordless Telecommunications)
- **Frequency range**
1.88 GHz – 1.90 GHz
- **RF transmission power**
Approx: 10 mW (average power per channel)
250 mW (max.)
- **Power source**
Lithium battery CR2 (CR15H270)
(1 × 3.0 V, 850 mAh)
- **Operating conditions**
0 °C – 40 °C
- **Battery life**
Up to 2 years (when the sensor is triggered once a month, in an environment of 25 °C) when using a 3.0 V, 850 mAh battery. The battery life differs depending on the capacity of the battery used.
- **Dimensions**
Main unit (height × width × depth) (not including double-sided tape):
Approx. 106 mm × 31 mm × 22 mm
Probe unit (height × width × depth) (not including double-sided tape):
Approx. 44 mm × 24 mm × 10 mm
Cable (length):
Approx. 1.2 m
- **Mass (weight)**
Approx. 80 g, excluding the battery

Appendix

Conditions of guarantee

This guarantee is in addition to and does not in any way affect any statutory or other rights of consumer purchasers. If within the applicable guarantee period, the product proves to be defective by reason of faulty design, workmanship or materials, we undertake subject to the following conditions to have the defective product (or any part or parts thereof) repaired or replaced free of charge.

1. The product shall have been purchased and used solely within either the U.K. or Ireland and in accordance with standard operating instructions and the technical and/or Safety Standards required in the U.K.
2. On being found defective, please consult with the retailer from where it was purchased for assistance.
3. This guarantee shall not apply to damage caused through fire, accident, lightning, misuse, wear and tear, neglect, incorrect adjustment or repair, to damage caused through installation, adaption, modification or use in an improper manner or inconsistent with the technical and/or safety standards required in the country where this product is used, or to damage occurred during transit to or from the purchaser.
4. If at any time during the guarantee period any part or parts of the product are replaced with a part or parts not supplied or approved by us or of an objective quality safe and suitable for the product, or the product has been dismantled or repaired by any person not authorised by us, we shall have the right to terminate this guarantee in whole or in part immediately without further notice.
5. The purchaser's sole and exclusive remedy under this guarantee against us is for the repair or replacement of the product or any defective part or parts and no other remedy, including, but not limited to, incidental or consequential damage or loss of whatsoever nature shall be available to the purchaser.
6. This guarantee shall not apply to batteries and any other items of limited natural life.
7. Our decision on all matters relating to complaints shall be final. Any product or defective part which has been replaced shall become our property.
8. The guarantee period applicable to this product shall be 12 months.

Please keep these operating instructions with your receipt.













Panasonic U.K. a branch of Panasonic Marketing Europe GmbH

Receipt No. _____	Date of purchase _____
Model No. _____	Serial No. _____

22 **Helpline Tel. No.: U.K. 0330 3331112 Ireland 01 4475228**

Appendix

Graphical symbols for use on equipment and their descriptions

Symbol	Explanation	Symbol	Explanation
	Alternating current (A.C.)		Class II equipment (equipment in which protection against electric shock relies on Double Insulation or Reinforced Insulation)
	Direct current (D.C.)		"ON" (power)
	Protective earth		"OFF" (power)
	Protective bonding earth		Stand-by (power)
	Functional earth		"ON"/"OFF" (power; push-push)
	For indoor use only		Caution, risk of electric shock

IMPORTANT!

If your product is not working properly. . .

- ① Use **CR2** lithium battery.
- ② Use the **Home Network app** to access the **User's Guide** and refer to the **Troubleshooting** section.



If you still have any problems, please call the Helpline
0330 3331112 (U.K.)
01 4475228 (Ireland)
or contact us through our website:
www.panasonic.co.uk

Sales Department:

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Panasonic House, Willoughby Road, Bracknell, Berkshire, RG12 8FP

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1006, Oaza Kadoma, Kadoma-shi, Osaka 571-8501, Japan
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