DROP Alert

DROP Alert Overview

The DROP Alert is designed to monitor water conditions within your sump basin for high or low water. It is powered primarily by a 12VDC power supply and provides battery backup (2 AA batteries provided) during a power failure. When the unit detects an alarm condition, the DROP Alert alarm will activate and send a notification through your DROP system App.

Enclosure Installation

• Select an indoor mounting location for the DROP Alert near the sump basin.
• Use the provided wall plate as a template to mark screw locations.
• If the screw locations are not directly over a wall stud, or the unit will be mounted to a masonry wall, use the supplied anchors.
• Mount the wall plate with the provided anchors and screws as applicable.
• This device must be added to your HUB like all other DROP products in the System / Advanced page. Once there tap "Add Device Components". A 5-minute countdown will start.
• Install the (2) AA batteries provided into the back of the DROP Alert and note the polarity.
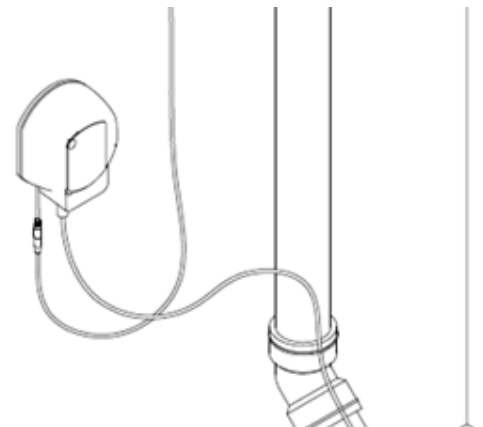• DROP Alert device will appear with all other devices.

Press the "Check/Silence" button. After a few moments, the green okay check mark should light up indicating that it was able to communicate with the Hub. If the red no network light turns on instead, then the DROP Alert is too far from a powered DROP component on the DROP device network.
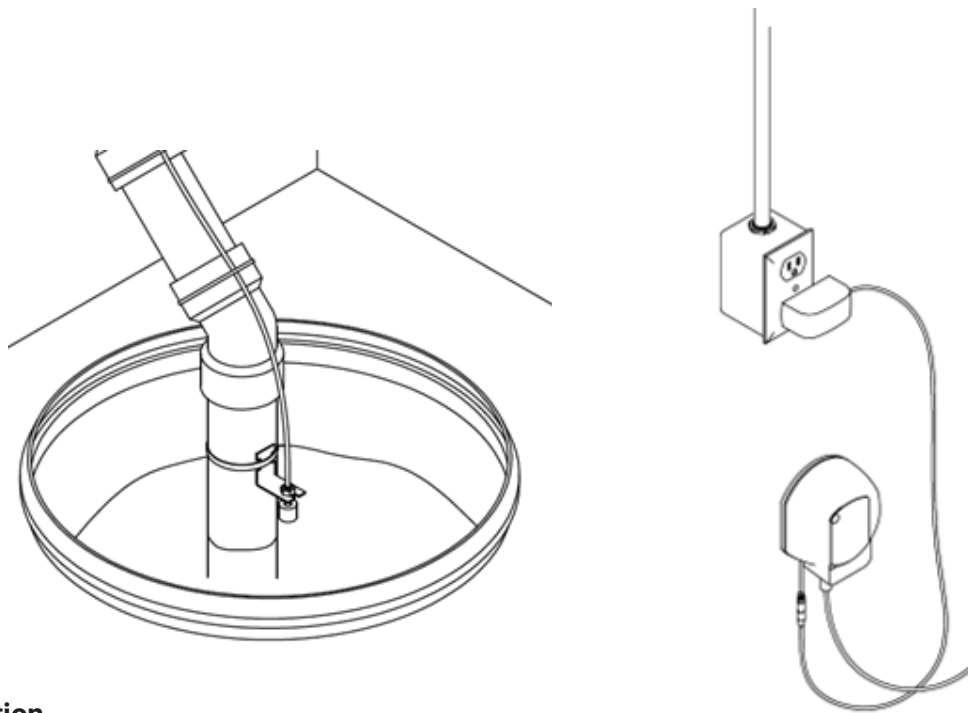
Note: This button can be used at any time to test the alarm.

If you unable to connect to the Hub, try the following options:
1. Move the DROP Hub to a more central location in your home.
2. Move another DROP powered component closer to the DROP Alert you are trying to connect to.
3. Add a DROP Remote to your network in between the Hub and the DROP Alert that you are trying to connect to the system.

Slide the DROP Alert down onto the wall plate to lock it in place.

Float Installation
• Mount the float and float switch bracket to the discharge pipe using the stainless-steel pipe clamp provided to the desired activation level.
• Tighten the hose clamp using a screwdriver and plug the float sensor cord into the bottom of the DROP Alert unit.
• Plug the power connector into the DC power cable plug and the other end to the wall outlet.

Reporting Operation

DROP Alert reports to the Hub every minute while being powered externally and every 10 minutes on battery power. If the DROP Alert fails to check in, it will attempt again repeatedly until it succeeds. When the DROP Alert has missed a check in, it will flash the network light until it is able to connect to the Hub again. If it has not succeeded in checking in with the Hub after one hour, the Hub will send a notification that the DROP Alert has lost connection. If this happens regularly, you may need to help improve the DROP network as indicated above. If an alarm condition occurs, temperature changes significantly, or temperature surpasses a set point, the DROP Alert will report to the Hub immediately.

Battery Operation

The DROP Alert uses 2 AA batteries for battery backup purposes. The battery backup will initiate when a power failure occurs. If battery power gets low, the low battery light on the DROP Alert will begin to flash and chirp once a minute (but only outside "Quiet Time" hours). A low battery notification will also be sent by the DROP system.

DROP Alert Factory Reset

It is recommended that before performing a factory reset, that you remove the DROP Alert as a device on any DROP system that it may be attached to. This can be done while using a local connection in the App and going to SYSTEM > ADVANCED page. On that page, you will see "Manage Device Components" Find the DROP Alert in that list and press the "Remove" button associated with that unit. Once it is removed then perform the factory reset.

SYSTEM > ADVANCED > MANAGE DEVICE COMPONENTS

To reset the DROP Alert and cause it to forget any DROP network that it has been connected to, press and hold the button while inserting the batteries. Continue to hold the button for 15 seconds. During this time all the lights will be on solid. Once the button has been held for 15 seconds, the lights will begin flashing once per second. At this point the Drop Alert is armed for reset, release the button and then press it again to cause the leak detector to be reset.