



# Sync Smart Home Alarm Kit

Installation Manual



Part of ASSA ABLOY

**Thank you for choosing the Yale Sync Smart Home Alarm.**

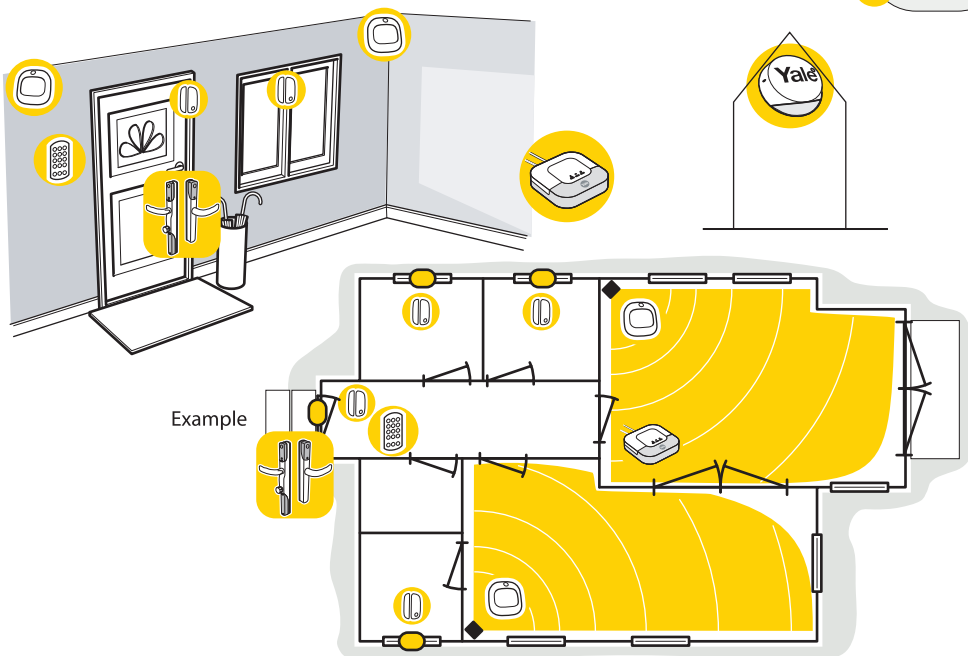
## **Installation Service**

**Want us to install this product?**

Why not let our Installation Partners take care of it for you.

Find out more about installation at  
**[Yalehome.co.uk/installation](https://www.yalehome.co.uk/installation)**

**Plan your system: Before beginning the installation process, take some time to plan your system, decide where you want to locate the devices.**



**Location tips:**

1. Keypad should be accessible from a protected entry/exit point. Ensure that the Keypad is not visible from the outside of the premises.
2. Mount Door/Window Contacts as high as possible on the door / window frame.
3. PIR Motion Detectors should be located in the corner of the room to maximise coverage. Do not point directly at a source of heat (eg.fires or boilers), facing a window or a door protected by a Door/Window Contact. Avoid installing directly above radiators.
4. If you have pets that may climb on furniture, ensure your PIR Motion Detectors are set at around 1.8metres.
5. Mount the external siren as high as possible on an external wall.

Plan Your home

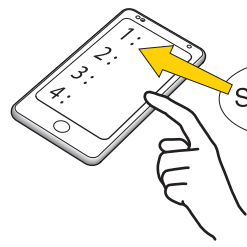
A large grid area for planning the home security system layout.

(04)

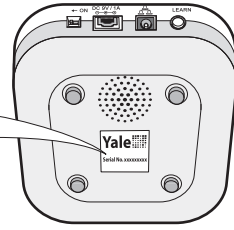


Download the app, create an account and follow the on screen step by step set up wizard.

Yale Smart Living Alarm



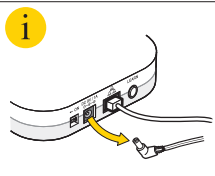
Serial No.



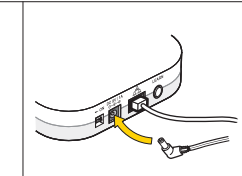
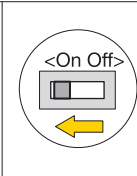
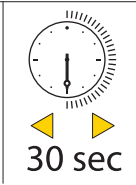
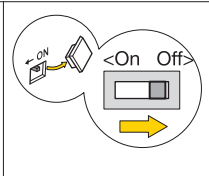
i

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

Re-boot



i

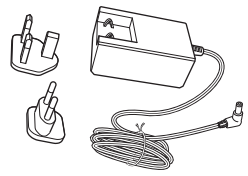
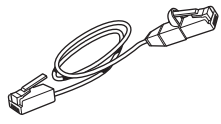
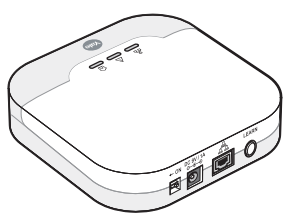




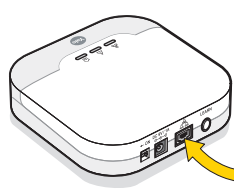
### Smart Hub connection

4

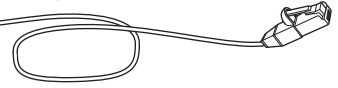
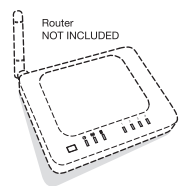
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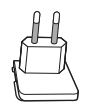
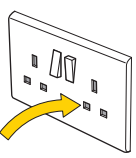
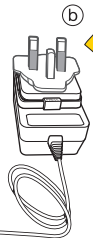
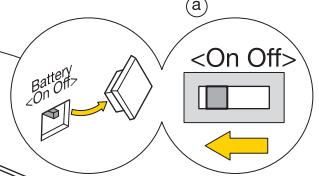
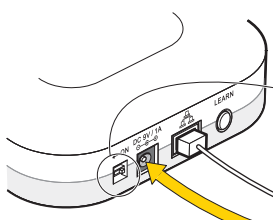
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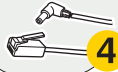
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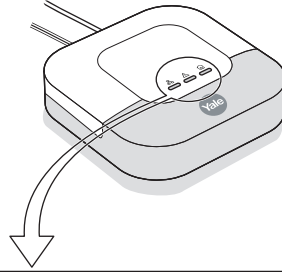
4



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### Smart Hub connection



<b>Network</b> Shows server connection status			
<b>Fault Status</b> Shows fault status and AC failure warning			Check app history log to see fault details.
<b>Alarm Mode</b> Shows arming status			Fully Armed Part Armed Disarmed

### Device Activation

5 6  

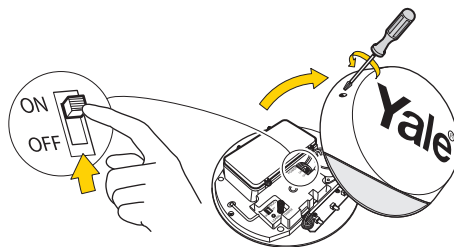
#### To carry out a walk test go to the app:

Got to app - settings - alarm settings - walk test.

Once in walk test please press the learn button on each device to test the signal.

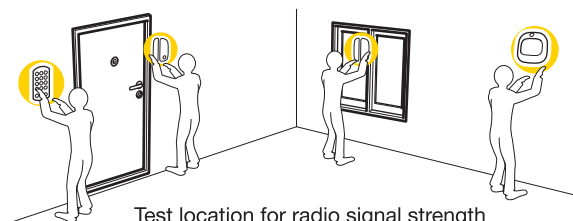
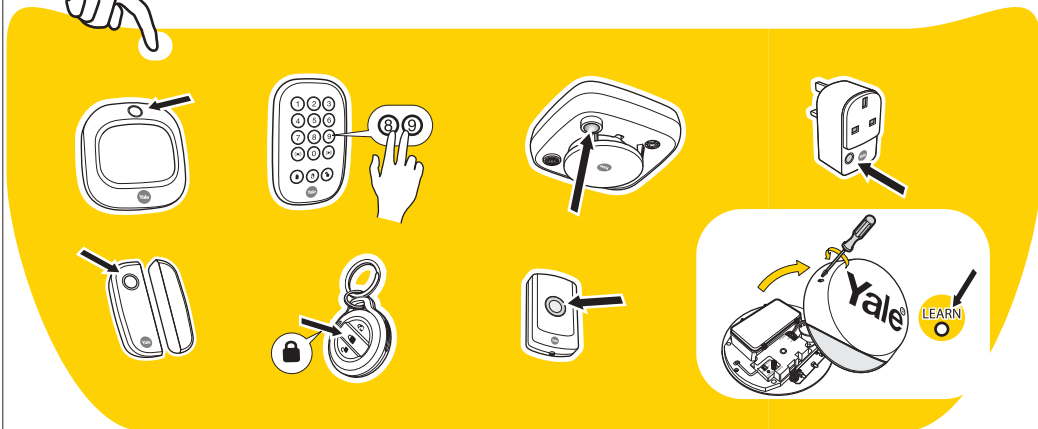
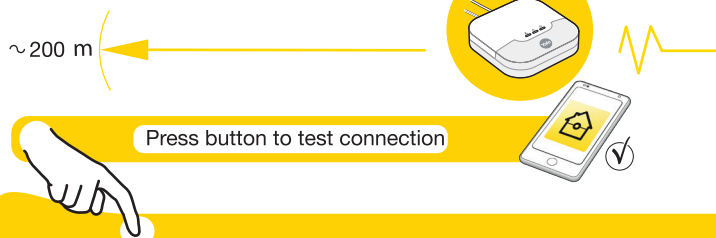


Lay on flat surface



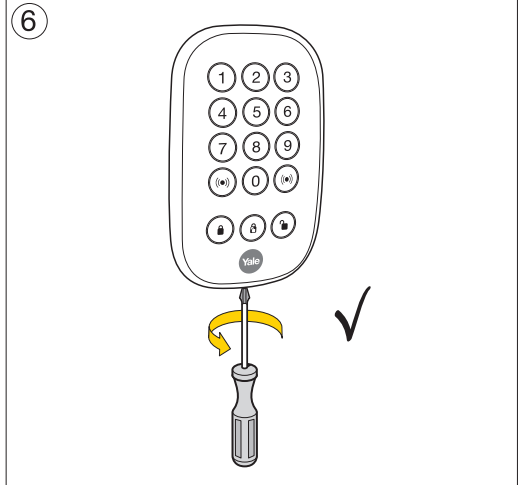
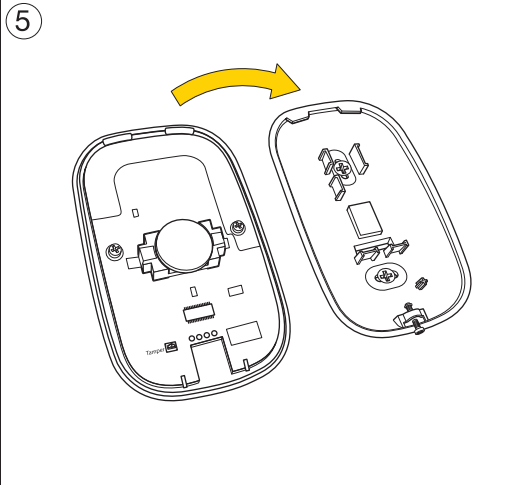
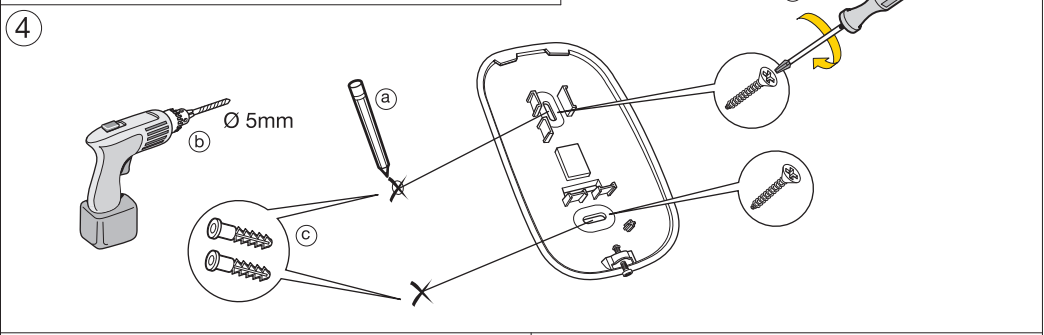
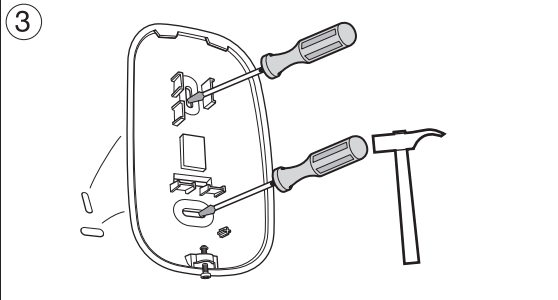
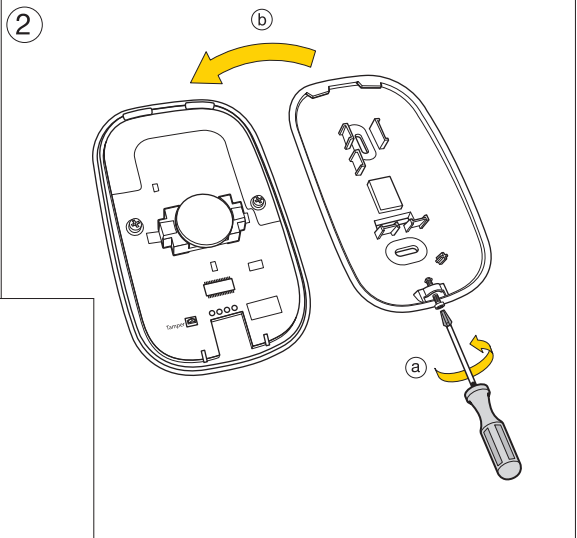
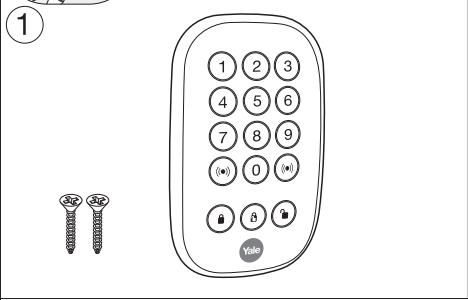
Test your planned location of components

~ 200 m

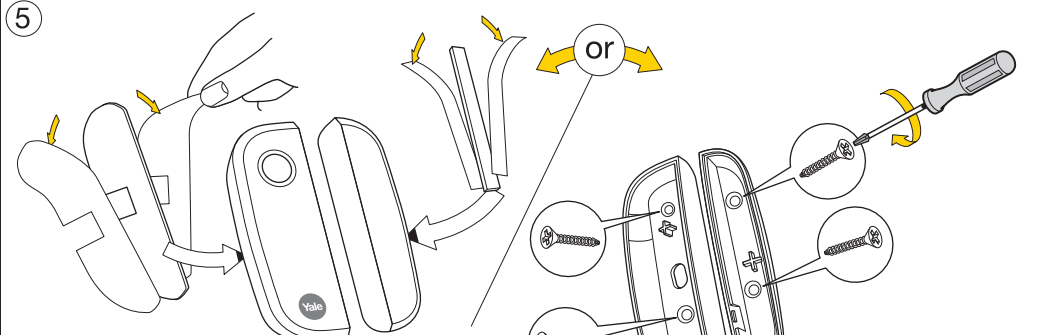
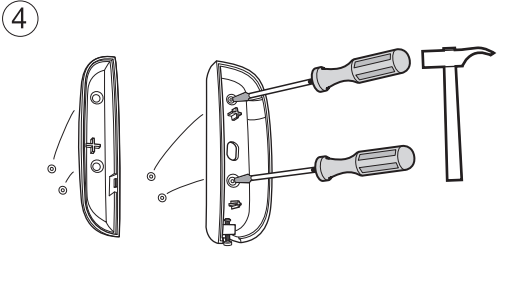
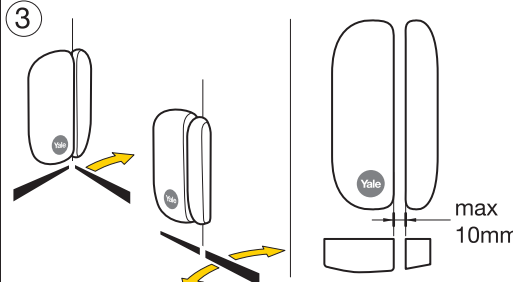
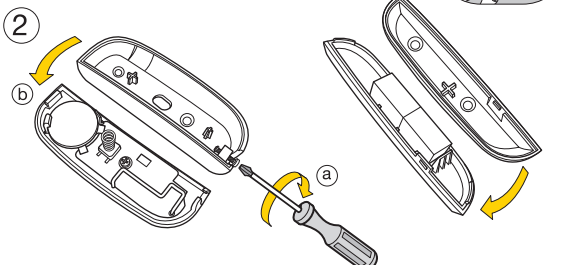
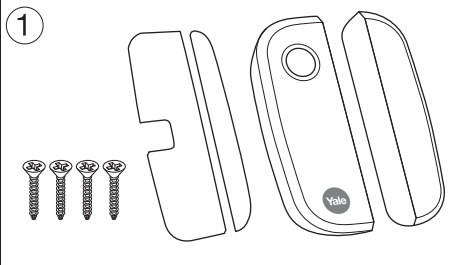


Test location for radio signal strength

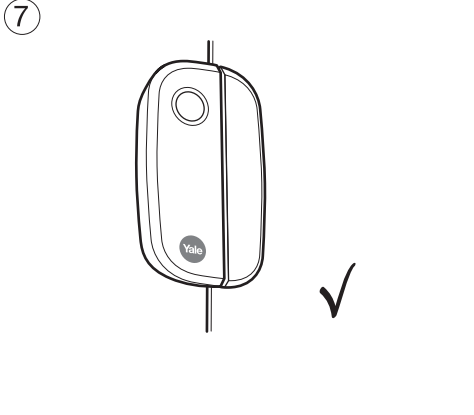
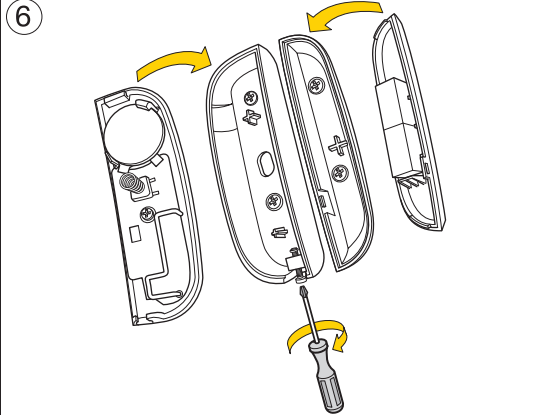
### Installation



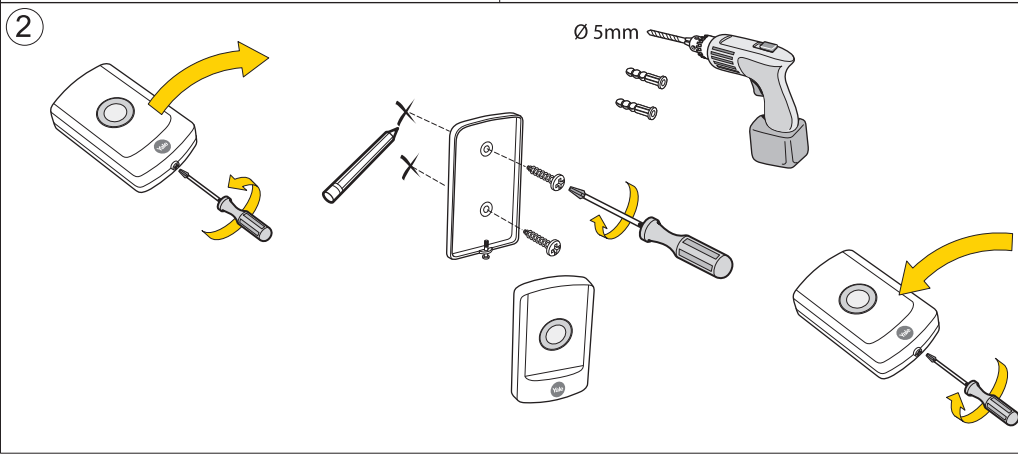
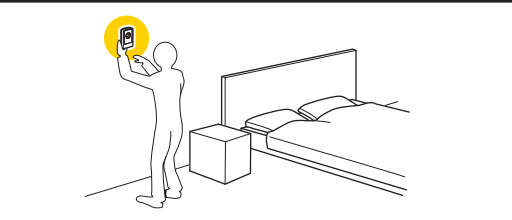
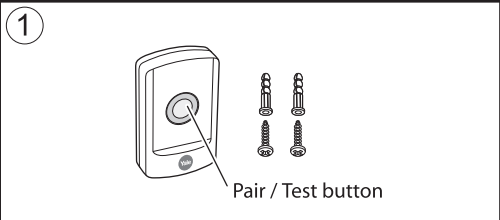
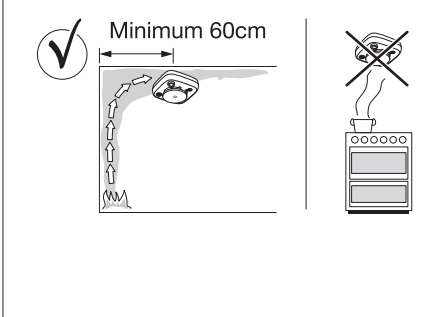
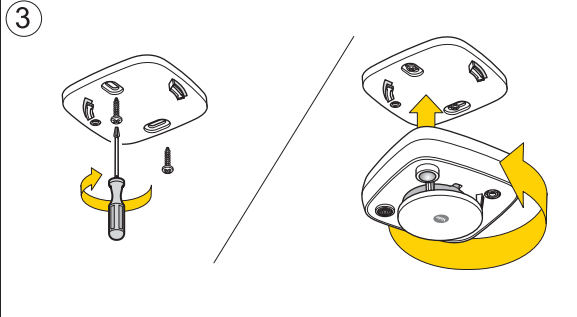
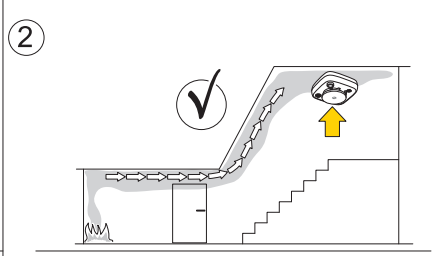
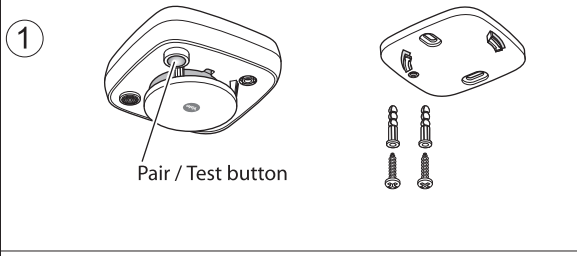
# Installation



**i** Clean the mounting surface before application with a suitable degreasing agent



**7** Installation



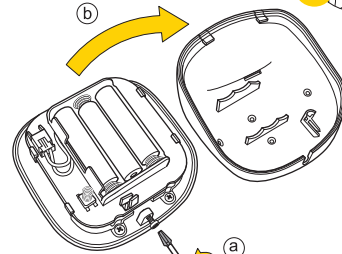
# Installation



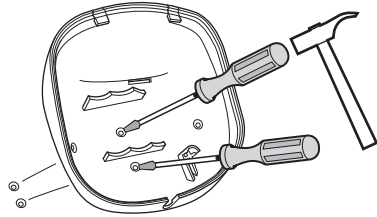
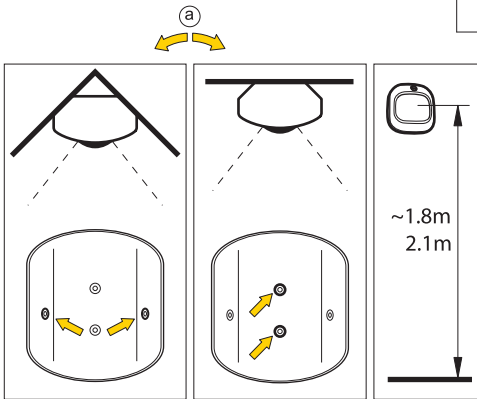
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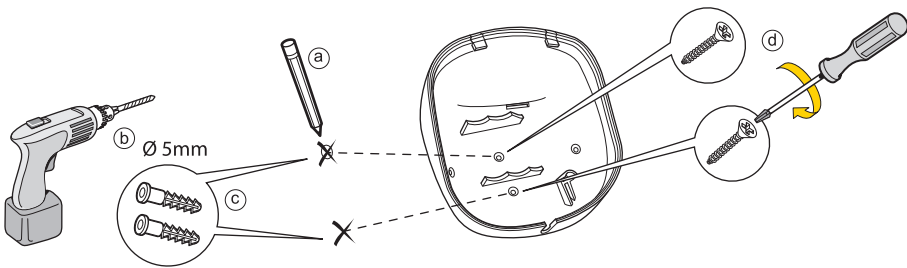
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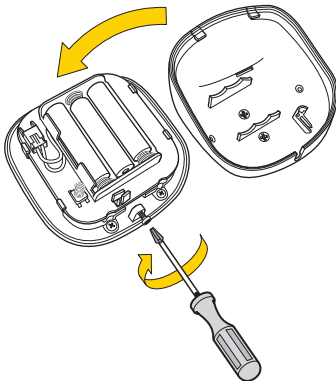
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6



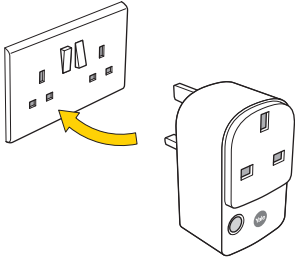
(12)



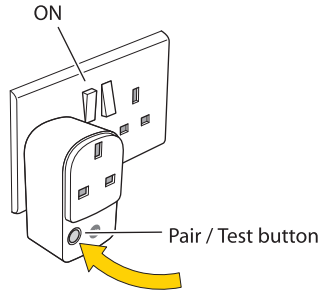
7

### Installation

①

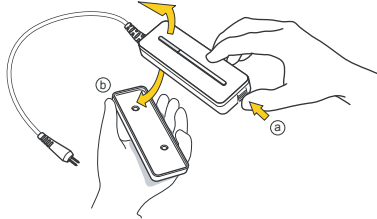


②

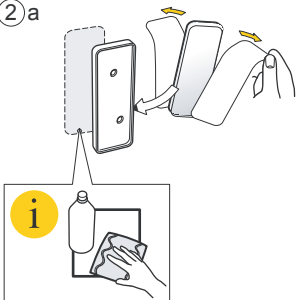


### Water Sensor Installation

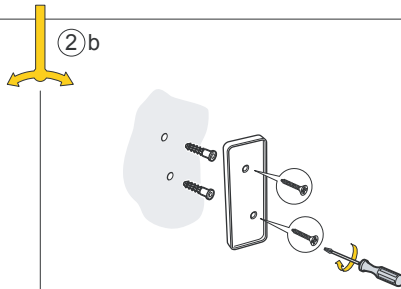
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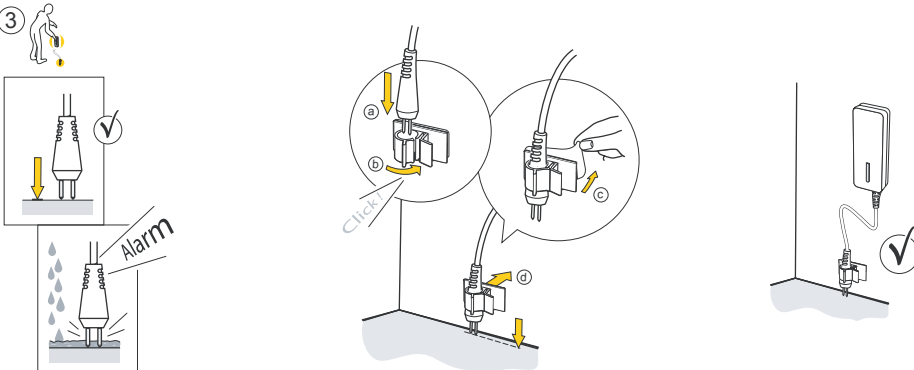
② a



② b



③



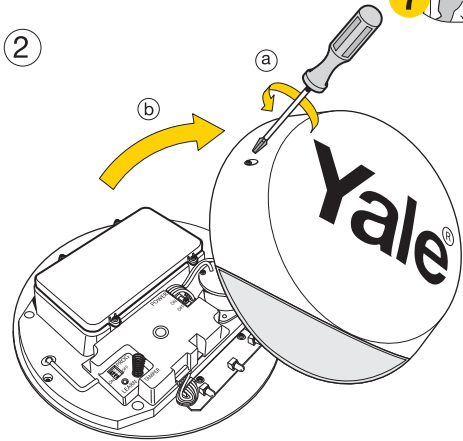


# Installation

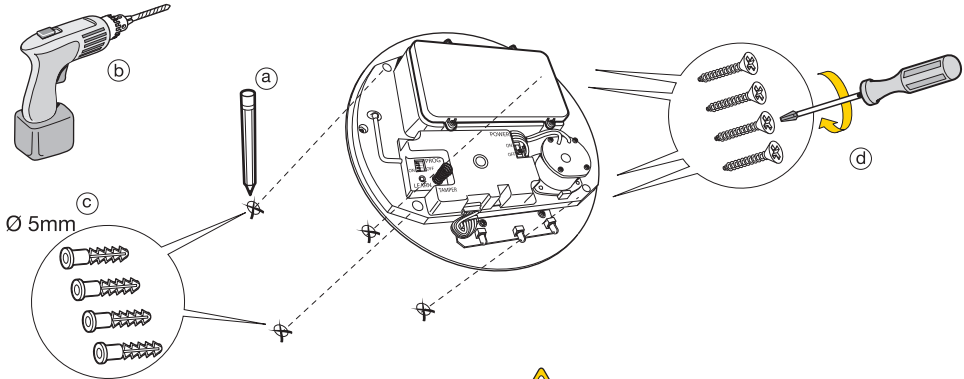
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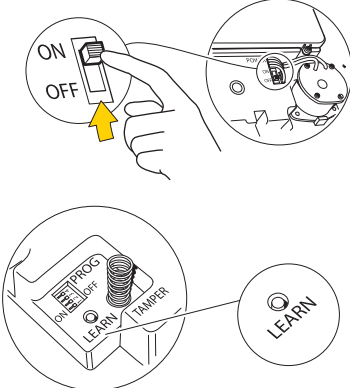


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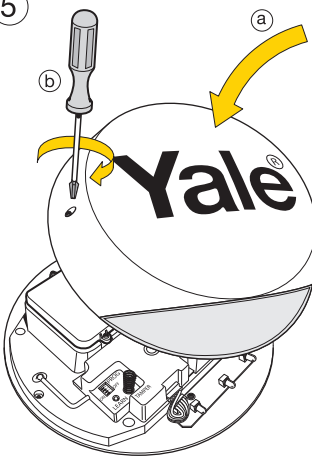


 Must be fitted into brick and not the mortar and correct drill bit must be used.

4



5



6



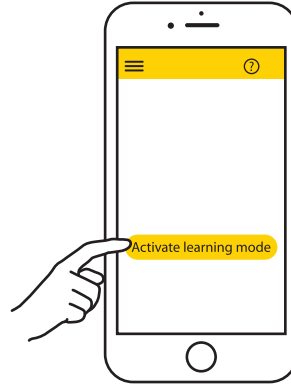
App setup / operation: Adding new devices

8

All devices in the kit are pre-linked to the Smart Hub. If you want to add more devices, you can do this by using the “Add device” section in the Smart Living Alarm app.

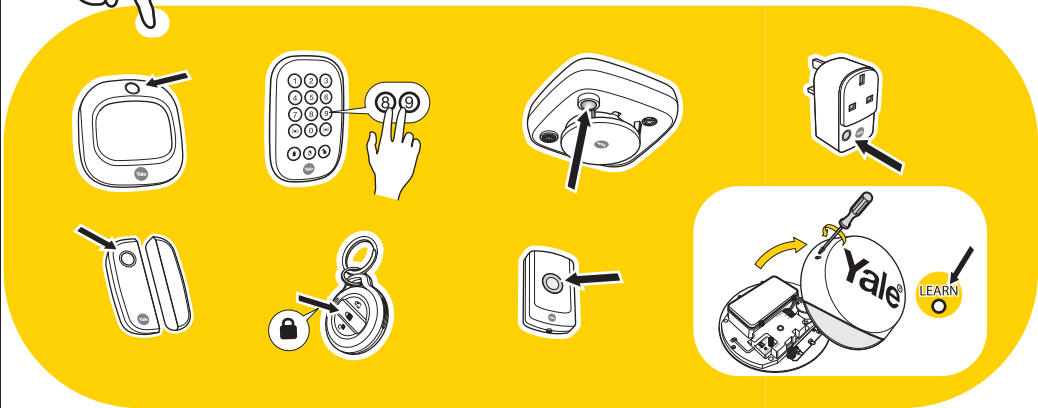
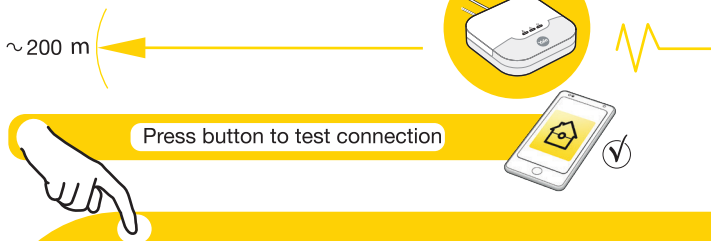
①

Go to the app menu and select Add Device, then activate learning mode.



②

Press the learn button on the device you want to add, the Smart Hub will beep when the device is added. You will then see the new device on your app screen.



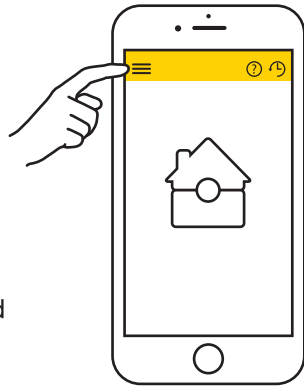
③

Exit Learning mode after you have added all the additional devices.

### Setting up part armed mode and devices behaviour



You can change the device behaviour settings to select the required action when the system is fully armed or part armed.





















#### Go to the App menu

Settings > Alarm settings > Devices

In your device list, go into the settings for each device and select the required device mode.

**i** 4 different settings are available for PIR Motion Detectors and Door/Window Contacts. Devices are pre-set to Entry. When the system is armed first 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.

 Part armed mode is usually used to protect the perimeter or a specific zone of the house (eg. ground floor) while you are free to be inside or in another part of the house (eg. upstairs)

				<b>Key</b>
<b>Burglar</b>				 Sensor Ignored
<b>Entry</b>				 Alarm Triggered
<b>Home Omit = part arming</b>				
<b>Home Access = fully armed</b>				 Entry/Exit Timer

### Changing your Key Pad PIN

You can modify the existing PIN code using the app. You can set up to 10 sets of 4 digit PIN numbers in the app.

#### Go to app menu

Settings > Alarm Settings > Key Pad PIN code settings

### Adding new users

To add more users to control your alarm system you can add a new account in the app.

#### Go to app menu

Settings > User Settings > Account Management

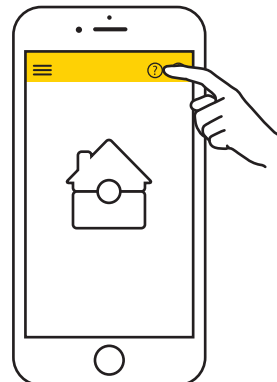
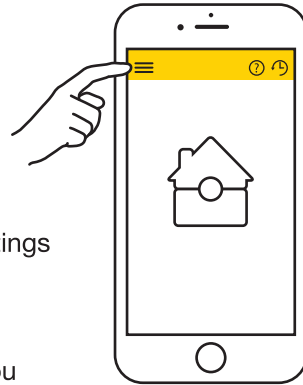
### Managing Alert Notification

You can manage the different type of notifications, choose to have all events or burglar only reported via email. You can also add phone numbers to receive an SMS notification when burglar event is reported.

#### Go to app menu

Settings > User Settings > Notification settings  
Settings

**i** If you want to know more about your Alarm app features, check our app manual sections within the app. (select the ? at top right of the screen you need help with)



## Changing batteries

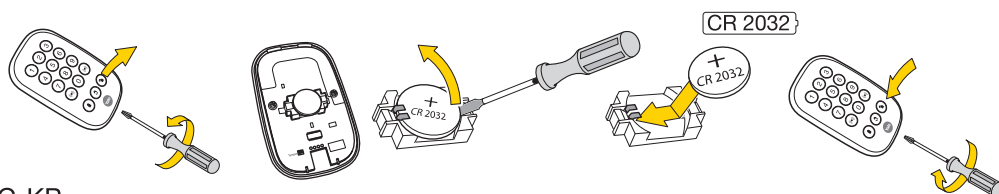


**i** The smart hub will start to emit an intermittent beep to indicate that the batteries need changing on one of your devices. The hub will continue to beep until the batteries on this device have been replaced.

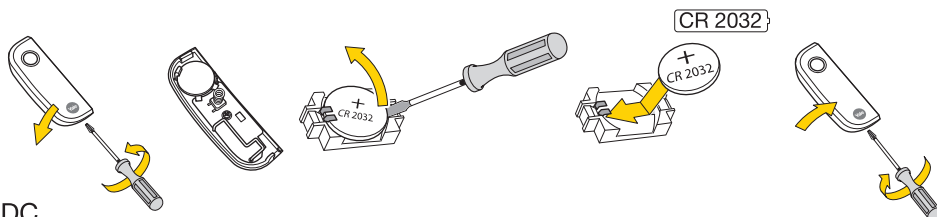
The App will display a low battery message under the relevant device when batteries are running low.

**Please make sure the system is disarmed before changing devices batteries.**

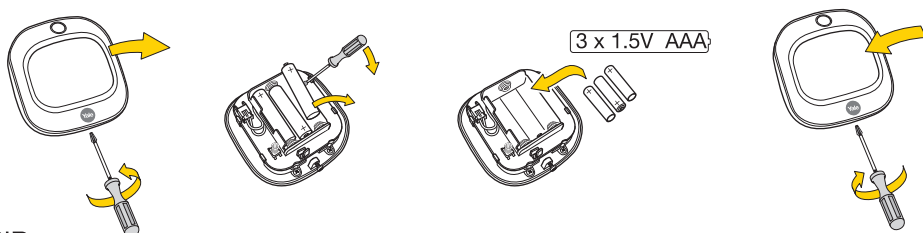
AC-KP



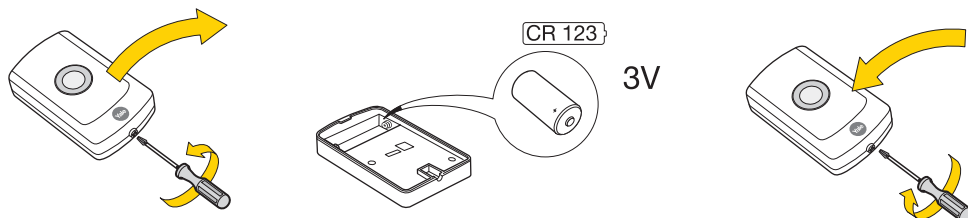
AC-DC



AC-PIR

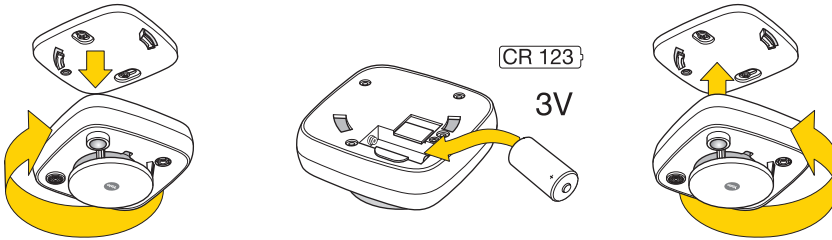


AC-PB

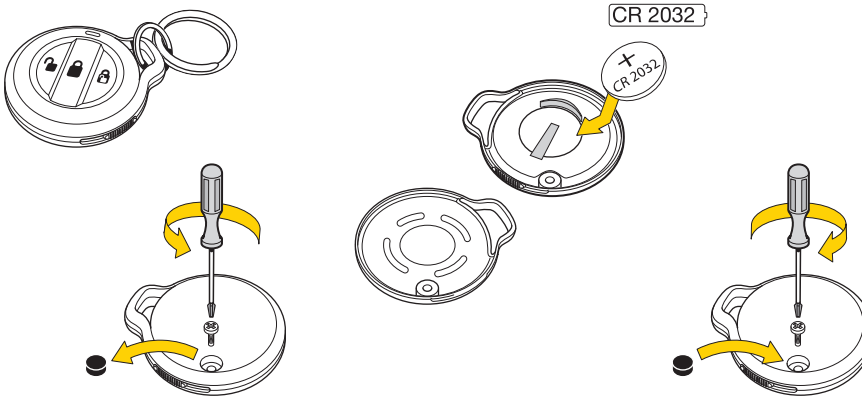


(18)

### Changing batteries

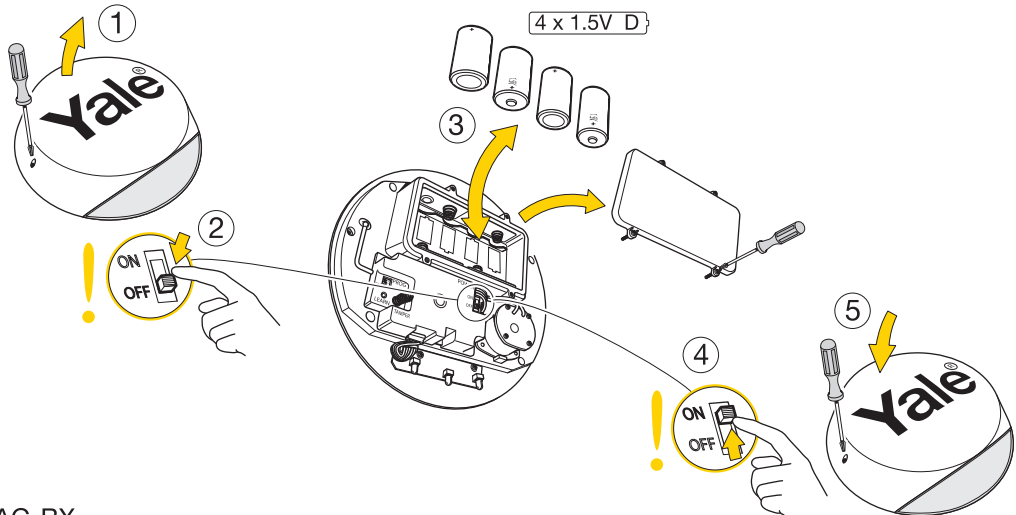


AC-PSD



AC-KF

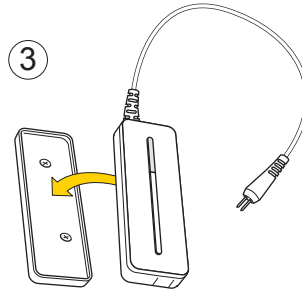
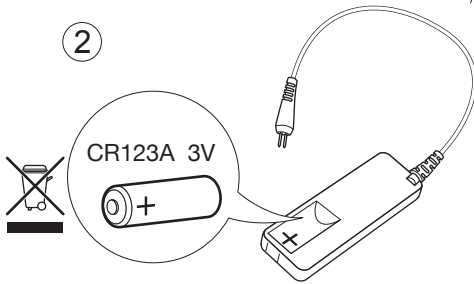
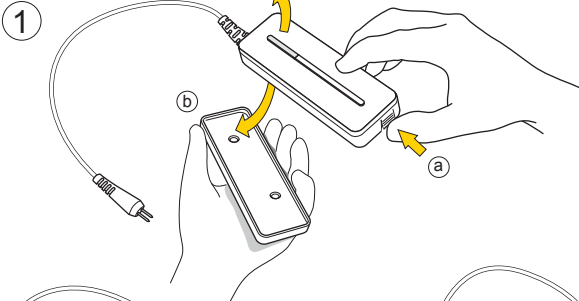
**i** When batteries start getting low the siren will produce a series of audible beeps and flashing when arming and disarming.



AC-BX



### Replacing batteries



(GB) Environment - (DE) Umgebung - (FR) Environnement - (IT) Ambiente - (ES) Ambiente. **(PO) Środowisko**

### Specification



-10°C to 50°C



85%



relative humidity non-condensing

Product	Frequency / Band	EIRP [dBm]
AC-WS	868MHz	13.95±3dBm

Housings ABS/polycarbonate

Radio: 868 MHz FM

RF Transmission: 18mA

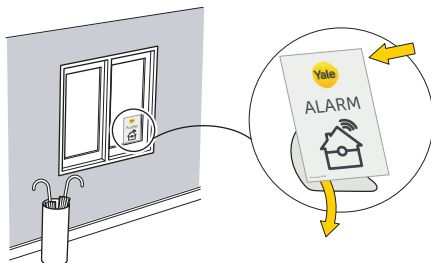
(DE) Alle Geräte , Gehäuse ABS Polycarbonat.

(FR) Tous les dispositifs. Caissons ABS / polycarbonate.

(IT) Involucro di TUTTI i dispositivi ABS/polycarbonato.

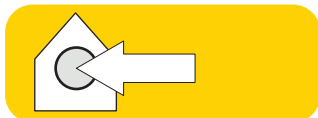
(ES) Todos los dispositivos. Carcasas de ABS / polycarbonato.

## Congratulations you have completed the Yale Sync Smart Home Alarm installation.



Hereby, ASSA ABLOY Ltd., School Street, Willenhall, West Midlands, England WV13 3PW declares that the radio equipment type within the Sync Alarm range 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.yalehome.co.uk/declarations-of-conformity](http://www.yalehome.co.uk/declarations-of-conformity)

The smart phone feature requires our central server. Yale offers no guarantee on the availability of our server. Yale cannot guarantee limitless availability of our free server. We would contact individual users via e-mail should this situation change. Alarm Notification functions must only be used with people who have consented to being contacted by the system. Information and illustrations are subject to changes within this document. Yale reserved the right to alter the specifications and product design at any time without notice.



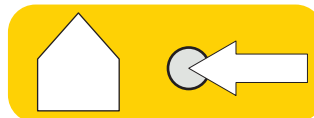
**All devices**  
Housings ABS/polycarbonate



-10°C to 40°C



70%



**Outdoor Siren**



-20°C to 50°C



95%





# Customer Support

At Yale, we know the importance of providing security products that are easy to install and use.

However, should you have any questions or experience a problem with your purchase, please visit [www.yalehome.co.uk/support](http://www.yalehome.co.uk/support)



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

**THE ASSA ABLOY GROUP** is the world's leading manufacturer and supplier of locking solutions, dedicated to satisfying end-user needs for security, safety and convenience.

Sync manual v5

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Part of ASSA ABLOY