ValveSentry™

USER’S MANUAL – REVISED 8/6/16

IMPORTANT! PLEASE READ CAREFULLY AND SAVE

This user’s manual contains important information about your ValveSentry™ device’s operation. If you are installing this ValveSentry™ device for use by others, you must leave this manual—or a copy of it—with the end user.
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INTRODUCTION

Thank you for purchasing the ValveSentry™ device. It is an important component of your home security system protecting against damage from water leaks. This device is suitable to control one valve by turning it on or off when the sensor detects moisture. This device has a one year limited warranty (see below for details). Please take a few minutes to thoroughly read this user’s guide, and save for future reference. The more familiar you are with the information it contains, the easier you will find it to install, operate and maintain your device properly which ultimately means greater security and peace of mind. If you have any questions about the operation of installation of your device, please call our consumer hotline at 508-320-9082.
BASIC SAFETY INFORMATION

IMPORTANT!

• “DANGER,” “WARNING,” and “CAUTION” alert you to important operating instructions or to potentially hazardous situations. Pay special attention to these items.

• **DANGER:** The ValveSentry™ device is powerful. It has considerable torque allowing it to open and shut your valve. THEREFORE ALWAYS KEEP YOUR HANDS AND FINGERS AWAY FROM THE DEVICE while it is powered. If your hand or finger gets caught on a valve or is between the valve and a pipe, wall or other object while a valve is opening or closing, it could cause injury. That is why you should always unplug and remove the batteries from the unit prior to installing, adjusting or touching it. Remember that you can always immediately shut down the unit by pressing the “stop” button on the controller.

• **WARNING:** Before you turn off a water source. Be aware of any consequences that can result from your valve being turned off by the ValveSentry™ device before installing it. For example, some heating systems can be damaged if water is cut off for any length of time. CustomControls LLC is not responsible for such damage. Therefore, please deploy the ValveSentry™ device in a thoughtful manner.

• **CAUTION:** The ValveSentry™ device has limitations. This ValveSentry™ device is not foolproof and is not warranted to protect lives and property from water damage and associated hazards such as electric shock. The ValveSentry™ device is not a substitute for insurance. Homeowners and renters should insure their lives and property. In addition, it is possible, although unlikely, for the ValveSentry™ device to fail at any time. For this reason you must test the ValveSentry™ device monthly, assure it has fresh batteries and is working properly. It is recommended that you replace it with a new ValveSentry™ device every 5 years.

• **CAUTION:** The ValveSentry™ device is NOT a solution for a “stuck” or frozen valve. The valve that is being protected must be in good working order for the ValveSentry™ device to be effective. If you cannot turn off your valve using normal hand strength, the ValveSentry™ device cannot turn off your valve.

BATTERIES: THE VALVESENTRY BATTERY HOLDER INCLUDES EITHER A SHORT BAR OR A DUMMY BATTERY. DO NOT REPLACE THIS WITH A REGULAR BATTERY. DOING SO WILL DESTROY THE VALVESENTRY. THE VALVESENTRY ONLY REQUIRES 7 AAA BATTERIES. TEST THE VALVE SENTRY TO MAKE SURE THAT IT WORKS ON BATTERY POWER EVERY THREE MONTHS.
What’s in the Box?

- Controller
- Threaded Rod
- Ball Valve handle mount and screws (comes pre-assembled. See page 10.)
- Pipe Mount Bracket
- Motor Bracket
- Gate Valve handle mount (top and bottom discs) and 3 screws (2 shown)
- Power Supply and detachable plug
- U Clamps to mount pipe mount bracket
- Cotter Pin
- Motor
- Wing Nut
- Water Sensor

Water Sensor

What’s in the Box?
INSTALLATION INSTRUCTIONS

The following installation instructions should allow you to install the ValveSentry™ device in a short period of time. You will need a Phillips head screw driver and a wrench to tighten the bolts on the U-clamps.
How to mount the ValveSentry™ Device to a Gate Valve

Step 1: Place bottom disc under gate valve handle.

Step 2: Place top disc on top of Gate valve handle centering the shaft ™over the center of the handle and lining up at least two slots to slip #4 screws through.

Step 3: Place the three stainless steel screws through slots on upper and lower disc with gate valve handle sandwiched in between.

Figure A: What it should look when properly installed
Step 4: Twist on and tighten #4 lock nuts to #4 screws on bottom disc.

Step 5: Place motor over top gate mount disc such that motor drive lines up with the shaft on the top gate mount disc.

Step 6: Install motor bracket onto motor. There are numerous locations to mount the motor mount bracket. Install so that the threaded rod (Step 7) will line up with the plastic bushing hole in pipe mount bracket after the pipe mount bracket is installed (Step 8).

The motor mount bracket contains a number of holes and is shaped so that it can be mounted to the right side, left side, front or the back of the motor. Mounting on the top surface, if possible, is desirable for most installations. Choose the position that works best. Remove the selected screws from motor, install the bracket, and re-tighten screws. NOTE: The bracket is mounted on top of motor in picture.

Step 7: Screw in threaded rod through appropriate hole on motor mounting bracket such that the rod extends down to the plastic bushing hole in pipe mount bracket. Install wing nut on threaded rod under the motor mount bracket and tighten.
Step 8: Select appropriate location to install the pipe mount bracket. The bracket may be installed on either side of the valve in the desired location. Install pipe mount bracket and motor mount bracket in desired positions so that the threaded rod will pass through plastic bushing hole in pipe mount bracket.

Step 9: Install proper size U-bolts around pipe and through the slots on the pipe mount bracket. Use smallest U-bolts that will fit around the pipe. Fasten pipe mount bracket to pipe.

Step 10: Slip cotter pin through hole on top of shaft to secure motor to valve handle.
How to mount the ValveSentry™ device to a ball valve

Step 1: Install the top disc on top center of Ball Valve Handle Mount

Step 2: Slide the assembly as shown below over the valve handle so that the top disc shaft lines up with the valve’s spindle as shown in the picture above.

You will see that there are a variety of locations for screws. Change the screw locations as required to make them as close to the sides of the valve handle as possible. This provides a snug fit.

Figure B: What handle bracket should look like when properly installed.

Step 3: Refer to Gate Valve mount steps 5-10 to mount motor bracket to motor, pipe mount bracket to pipe, U-bolts and then slip Motor over top disc axel such that threaded rod will pass through plastic bushing hole in pipe mount bracket.
Place Water Sensor in location to be monitored
Multiple water sensors can be used

Route wires to Controller being careful not to short or break them
Connecting Controller

Step 1: Depending upon your model, connect Motor to Controller by connecting the red and black wires from the motor to positive and negative terminals on the Controller.

NOTE: Under rare circumstances the motor needs to be mounted upside down on the disc shaft to fit the installation. You can do this as long as you reverse the connections of the motor wires to the controller by placing the red wire on the negative terminal and the black wire on the positive terminal.

Step 2: Plug Power Supply into connector on Controller. Note the Power Supply may look differently than shown below. Plug in the Power Supply to a 120 Volt properly grounded power outlet.

Step 3: Connect wires from water sensor to water sensor terminals on Controller. The polarity or wires is not important. Multiple sensors can be connected in polarity.
Battery Installation:  (7-AAA ONLY)

The ValveSentry Device will operate with the batteries installed. THEREFORE INSTALL BATTERIES AS YOUR LAST STEP of the installation procedure

- Open the battery door by unscrewing the small screw on the side of the controller. Being careful not to break any wires, install seven AAA batteries in the open battery compartments. You will see that one battery compartment is occupied by a shorting bar or wire. Do not remove the shorting bar or wire and do not attempt to install a battery in that spot. If you install 8 AAA batteries you will damage the controller.

DANGER: The ValveSentry™ device is powerful. It has considerable torque allowing it to open and shut your valve. THEREFORE ALWAYS KEEP YOUR HANDS AND FINGERS AWAY FROM THE DEVICE while it is powered. If your hand or finger gets caught on a valve or is between the valve and a pipe, wall or other object while a valve is opening or closing, it could cause injury. That is why you should always unplug and remove the batteries from the unit prior to installing, adjusting or touching it. Remember that you can always immediately shut down the unit by pressing the “stop” button on the controller.

TESTING & MAINTENANCE

CAUTION: SEMIANNUAL TESTING

Test the ValveSentry™ device and the valve it is attached to at least twice a year. As a simple way to remember this, we recommend that you test it when Daylight Savings time started in March and again when it ends in November.

If the ValveSentry™ device ever fails to test correctly after taking the actions recommended in “Trouble Shooting” below, have it replaced immediately! If the ValveSentry™ device is not working properly; it cannot react to a water emergency. Similarly, if your valve does not turn on or off, it must be serviced in order for the ValveSentry™ device to operate.
TESTING PROCEDURE.

1. **Test the Valve Sentry Controller and Motor:** Push the open, close and stop buttons on the controller and making sure that the ValveSentry responds correctly.

2. **Test the water sensor:** Touch the water sensor with a wet sponge or paper towel. Hold the wet sponge or paper towel to the water sensor for five seconds. This should close the valve that the ValveSentry is attached to. It will take roughly three to five seconds to respond. Use the open button on the Controller to open the valve again. Repeat with each water sensor if you have more than one.

3. **Test for battery Operation:** Unplug the ValveSentry’s power supply and perform test 1 and 2 above. The ValveSentry should work in the same way except that the motor may rotate at a slightly different speed.

**If the ValveSentry™ device does not test properly:**

1. Make sure that the device is plugged into a working power outlet and/or has fresh batteries and that they are installed correctly.

2. Using your hand, make sure the Valve that the ValveSentry is attached to opens and closes using normal force. A rusted or jammed valve cannot be operated by the ValveSentry™ device.

3. If the Valve functions properly, perform step 1 of the test procedure above. The ValveSentry should close and open the valve that it is attached to.
   a. If this does not work, then we know the problem is with the controller or motor. Proceed to step 4.
   b. If this works, then we know that the problem is with either the water sensor or the wire connection if your unit has a wired connection.
      i. If the sensor is connected by wire, check the wire to make sure that it is not cut or damaged.
      ii. Make sure the wires are connected to the Controller, (See Step 3 under “Connecting Controller” above).

      If i-ii checks out, then you have a malfunctioning Sensor that needs to be replaced.

4. Be sure the ValveSentry™ Controller and motor are connected properly as discussed in “Connecting the Controller” section above.

5. If after trying the above the device still does not operate, service or replace the device.

• **DO NOT** try fixing the ValveSentry™ device yourself – this will void your warranty! If the ValveSentry™ device is still not operating properly, and it is still under warranty, please see "How to Obtain Warranty Service" in the Limited Warranty.

*For a list of acceptable replacement batteries, see “Regular Maintenance.”
**REGULAR MAINTENANCE**

To keep the ValveSentry™ device in good working order:

- Test it at least twice a year using the above procedure.
- Vacuum the ValveSentry™ device cover once a month, using the soft brush attachment. Never use water, cleaners, or solvents, since these may damage the unit. Test the ValveSentry™ device again after vacuuming.
- Replace the batteries when the ValveSentry™ device “chirps” about every minute (the low battery warning). The low battery warning should last for 30 days, but you should replace the battery immediately to continue your protection.
- Replace the batteries once per year under all circumstances. Under certain battery failure modes, the battery will produce enough voltage to fool the low battery test circuit so it does not chirp but that same battery will fail when it needs to provide high current to power the motor.
- Test the valve the ValveSentry™ device is attached to making certain it can be opened and closed completely. If the valve does not work the ValveSentry™ device cannot operate correctly.

**Choosing a replacement battery:**

This ValveSentry™ Device requires **seven (7) standard AAA batteries.** These replacement batteries are commonly available at local retail stores.

**WARNING:** DO NOT ATTEMPT TO INSTALL 8 AAA BATTERIES – THIS WILL DAMAGE THE CONTROLLER.

**WARNING:** Never use rechargeable batteries since they may not provide a constant charge.

**CAUTION:** DO NOT spray cleaning chemicals or insect sprays directly on or near the ValveSentry™ device. DO NOT paint over the ValveSentry™ device. Doing so may cause permanent damage.

**CAUTION:** Household cleaners, aerosol chemicals, and other contaminants can affect the sensor. When using any of these materials near the ValveSentry™, make sure the room is well ventilated.
ONE YEAR LIMITED WARRANTY

CustomControls LLC, the maker of ValveSentry™ brand products, warrants that for a period of one year from the date of purchase, this product will be free from defects in material and workmanship. CustomControls LLC, at its option, will repair or replace this product or any component of the product found to be defective during the warranty period. Replacement will be made with a new or remanufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal or greater value. This is your exclusive warranty.

This warranty is valid for the original retail purchaser from the date of initial retail purchase and is not transferable. Keep the original sales receipt. Proof of purchase is required to obtain warranty performance. CustomControls LLC dealers, service centers, or retail stores selling CustomControls LLC products do not have the right to alter, modify or any way change the terms and conditions of this warranty.

This warranty does not cover normal wear of parts or damage resulting from any of the following: negligent use or misuse of the product, use on improper voltage or current, use contrary to the operating instructions, disassembly, repair or alteration by anyone other than CustomControls LLC or an authorized service center.

Further, the warranty does not cover acts of God, such as fire, flood, hurricanes and tornadoes or any batteries that are included with this unit.

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NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, THE MAXIMUM LIABILITY OF CUSTOMCONTROLS LLC TO YOU SHALL NOT EXCEED THE PURCHASE PRICE OF THE ValveSentry™ DEVICE YOU PURCHASED.
How to Obtain Warranty Service

Contact info@batticdoor.com or call 508-320-9082 for warrantee information.

Battery: CustomControls LLC Brands, Inc. makes no warranty, express or implied, written or oral, including that of merchantability or fitness for any particular purpose, with respect to battery.

For your records, please record:

Date Purchased: __________________ Where Purchased: __________________
Date Installed: ____________/__________ Month/Year

QUESTIONS OR FOR MORE INFORMATION

CALL OUR CONSUMER HOTLINE AT 508-320-9082 or contact us at our website

www.ValveSentry.com