

Frequently Asked Questions (FAQ)

Q. How do Verilock Security Sensors differ from Wireless Open/Closed Sensors?

A. VeriLock® Security Sensors detect 4 states: Open, Closed, Locked, Unlocked. The Wireless Open/Closed Sensors detects 2 states: Open, Closed

Q: What professional security and/or self-monitoring systems does Andersen endorse for use with VeriLock® sensors and Wireless Open/Closed Sensors?

A: VeriLock sensors and the Wireless Open/Closed Sensors are designed to work when properly configured and maintained with several industry professional security and/or self-monitoring systems for residential and light commercial buildings that utilize the Honeywell 5800 Series Wireless control panels.

Q. How does a potential buyer learn more about the security or self-monitoring systems options that are compatible with VeriLock sensors?

A. Go to www.andersenwindows.com/connect for a current listing of supported service providers.

Q. What are the Security Panel Requirements?

- Each VeriLock sensor utilizes two loops and therefore two wireless zones.
 - Loop 1 is used to provide open/close notification
 - Loop 2 is used to provide lock/unlock notification
- Each Wireless Open/Closed sensor utilizes one loop and therefore one wireless zone.
 - Loop 1 is used to provide open/closed notification

Q. I have Andersen Windows, but I do not have security system and I would like to add the Verilock system to windows what do I need?

A. See below two questions on self-monitoring and professional monitoring requirements.

Q. What are the Required Items for Self-Monitoring?

Required Items:

- Broadband Internet Connection - Wired Ethernet connection OR Wi-Fi to Ethernet adaptor connection (Example: Netgear model WNCE2001-100NAS) (Note: Ethernet adaptors do not typically work with a mobile phone hotspot.)
- VeriLock Security Sensors for each desired window and patio door and/or
- Wireless Open/ Closed Sensors for each desired window and patio door
- 1 Andersen® Translator
- 1 Nexia Bridge or Wink Hub

Q. What's in the Self-Monitoring kit?

A. For self-monitoring, the customer needs to order one Self-Monitoring kit per house. Self-Monitoring kit includes 1 Nexia Bridge and 1 Translator. The Wink hub is available for purchase in retail stores.

Q. What are the Required Items for Professional Monitoring?

Required Items:

- VeriLock Security Sensors for each desired window and patio door and/or
- Wireless Open/ Closed Sensors for each desired window and patio door
- For Professional Monitoring the customer needs to contact their professional security provider and they will supply the required components (wall panel, etc)

Q. Can a customer have both Professional Monitoring and Self-Monitoring?

A. Homeowners can connect VeriLock Security Sensors and the Wireless Open/Closed Sensors into their home with professional monitoring, self-monitoring or both.

Q: Why would someone want VeriLock sensors in second floor windows or doors that are not easily accessible from the ground?

A: The ability to detect the open/closed and locked/unlocked state of windows and doors has benefits beyond security. Maximum energy efficiency and performance (during inclement weather especially) is achieved when windows and doors are closed and locked. Windows and doors with VeriLock sensors integrated into a security system can simplify checking and identifying open or unlocked openings. Other benefits include the ability to check open/close status during inclement weather, to monitor open/close and lock/unlock status of windows in the rooms frequently used by children or vulnerable adults, or simply providing the peace of mind knowing the status of all windows and doors no matter the location.

Q: Is it possible to check if windows and doors with VeriLock sensors are open or unlocked remotely?

A: VeriLock sensors and Wireless Open/ Closed sensors can be checked remotely via a smart tablet or phone App of the system providers. The security or self-monitoring system provider can provide more detailed information on the services they provide.

Q: Will other wireless devices in my home interfere with VeriLock® sensors or the Wireless Open/Closed Sensors?

A: These sensors should not interfere with most common household electronics, including cell phones, WIFI routers, microwave ovens and baby monitors because they operate at a different frequency..

Q: Since VeriLock sensors and the Open/Closed Sensors are wireless, what is their range?

A: Sensor range depends on the types of building materials used and their location relative to the sensors and the wireless receiver. In a free air environment with no obstacles, these sensors have been observed to have a range of over 500 feet. The installer of the professional security or self-monitoring system should design the security system to accommodate the particular size and materials used in each dwelling. System dealers can install wireless translators or repeater(s) to provide adequate wireless signal reception in larger homes.

Q: How long will the batteries in VeriLock Security Sensors and the Wireless Open/Closed Sensors last?

A: Most 3.0 volt lithium batteries will provide years of operation. Actual battery life is dependent upon the environment in which the sensor is used and the number of signals the sensor has had to send. Other factors such as humidity, temperature extremes or large fluctuations in temperatures may all lead to reduction of battery life. Batteries are not covered under the Limited Warranty for these sensors.

Q: Are the batteries in VeriLock sensors and Wireless Open/Closed Sensors easy to change/replace?

A: The batteries in VeriLock sensors and Wireless Open/Closed Sensors can be easily replaced with minimum use of basic

hand tools. The 3.0- Volt lithium coin cell batteries used in VeriLock sensors are readily available at most general, hardware or drug stores in a variety of brands.

Q. How does the Self- Monitoring system work with VeriLock sensors and Wireless Open/Closed Sensors?

A. The system works by translating the radio frequency signals received from these devices to the Z-Wave radio frequency protocol via the Andersen VeriLock Translator™. The translated VeriLock devices signal is then received by the Nexia Bridge or the Wink Hub. The Bridge or the Wink Hub communicates to the service providers cloud and from there to the user device being used to access the system information.

Q. Should I locate the Nexia Bridge or Wink Hub near the Translator?

A. When installing these components, please plan to plug in the Andersen Translator™ or Wireless Open/Closed Sensors within 30' -50' of the Nexia Bridge or Wink Hub for best operation. In situations in which it is not practical to locate the Translator within 30-50 feet of the Nexia Bridge or Wink Hub, it may be necessary to include an additional Z-Wave device, like the Andersen Translator™ and set-up it to the Nexia Bridge or Wink Hub. Position this additional Andersen Translator™ device between the original Translator and the Nexia Bridge or Wink Hub to act as a Z-Wave repeater. Each Z-Wave repeater, such as the Home Dimmer Module and Andersen Translator extends the range by up to 50 feet in all directions, bridging the gap between devices that are too far apart to communicate.

Additional Translators™ can be ordered from your local Andersen dealer.

Q. If you determine communications is poor, what should you try?

A. Add a new repeater such as another Andersen Translator

Q: What is the VeriLock security sensor Warranty and Wireless Open/ Closed sensor Warranty?

A: A 2 year warranty protection against defects in manufacturing, workmanship and materials from the date of purchase.

Q. Do VeriLock Security Sensors NOT work on any older or any select units?

A. VeriLock Security Sensors do NOT work on:

- 400 Series - Casement/Awning manufactured before 1999
- Any Architectural and folding doors (AAP doors) - unless using the 400 or A-Series hardware (which is an exception)
- Gliding doors: Narroline, Permashield or 400 Frenchwood manufactured before 2005
- Woodwright Double Hung units manufactured before March 2017.

E-Series units, VeriLock is not available on the following :

- Eagle Axiom French casement windows
- Push out casement and awning windows
- Slide-by windows
- Ascent inswing and outswing venting sidelites
- Products with HarborMaster® impact resistant systems including Talon double-hung windows, Eagle Axiom casement and awning windows, and Ascent hinged French and sliding doors
- Eagle Entranceways
- Specialty windows including French casements, push out casements and awnings, replacement sash kits and other specialty windows
- Specialty doors including bi-folding, multi-slide, lift and slide, Ascent CPS doors and other specialty doors

- Custom products

Q: What if my customer has a local security company or has a high-end home automation company like Control4 or Crestron?

A: VeriLock sensors and the Wireless Open/Closed Sensors are designed to work when properly configured and maintained with several industry professional security and/or self-monitoring systems for residential and light commercial buildings that utilize the Honeywell 5800 Series Wireless control panels.

Q. What if my power at home goes out? Will I need to do anything to get my system up and running again?

A. Should a power outage occur in your home, all of your products should reconnect automatically when your power and Internet connection is restored. Sometimes the system will reboot before your Wi-Fi network is active again. In this case, unplugging and replugging will usually get things reconnected. If this does not work, try restarting your wireless router while the system is off then power it back on once the router has rebooted.

Q: Do VeriLock sensors detect glass breakage?

A: VeriLock sensors are only designed to detect the open/closed and locked/unlocked state of windows and doors. Glass breakage detection is available from the security system dealer and can be integrated into the complete security system independent of VeriLock sensors.

Q. Who can help with VeriLock Security Sensors, Wireless Open/ Closed sensor and Andersen Translator for customer questions?

A. Please call Andersen Customer Service: #855-337-8806