

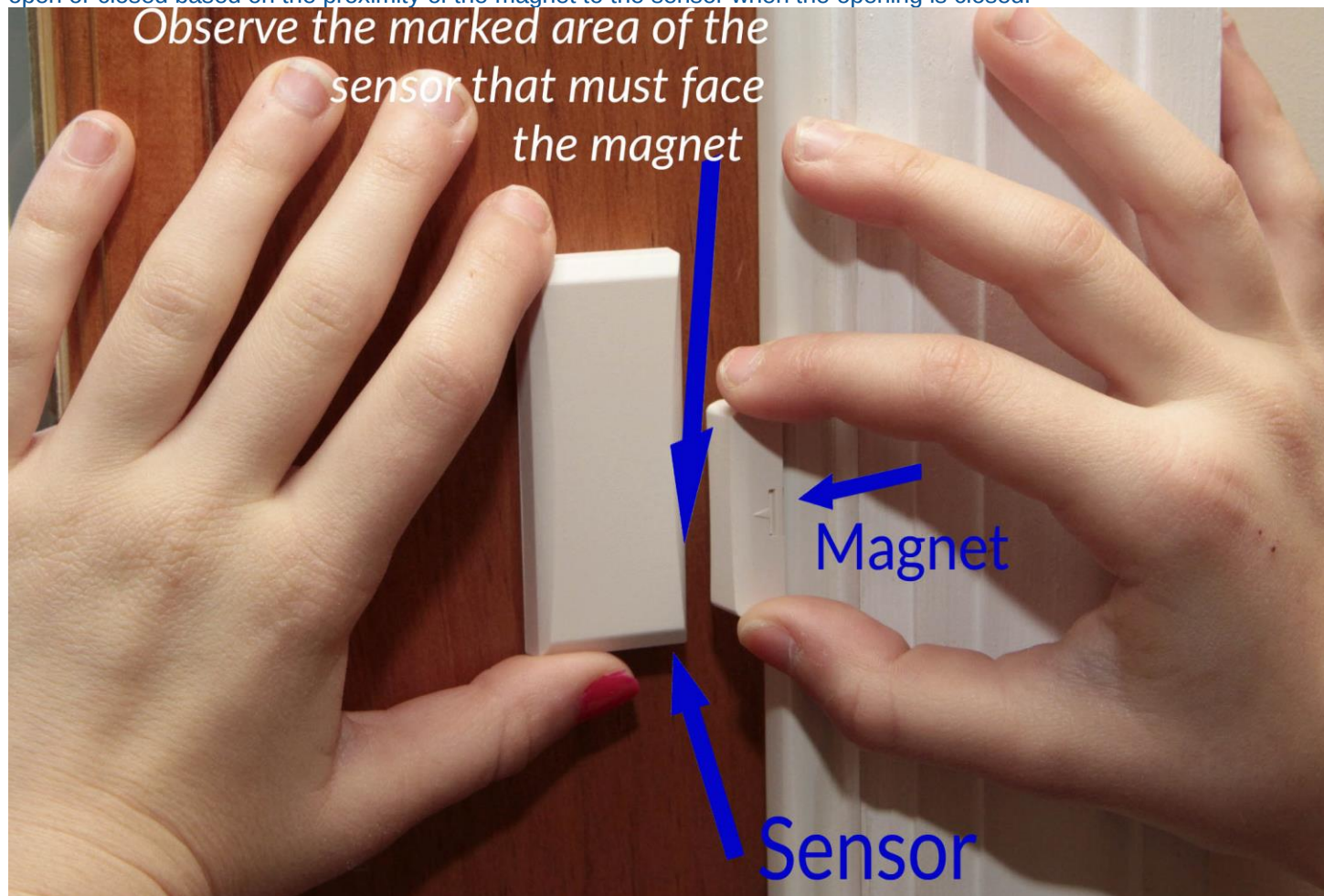


24^{IN}Control
www.24inControl.com

346 Rheem Blvd. #108A Moraga, CA 94556

Door/window sensor is showing Open when it is closed

Magnetic sensors (door & window), also called reed switched, report to the alarm panel whether they are open or closed based on the proximity of the magnet to the sensor when the opening is closed.



When properly positioned on the door or window they can operate for decades.

While there are many types and versions of these sensors, virtually all of them have marks on the area of the sensor that must face and be close to the magnet when the door or window are closed.

If the magnet is facing - and is close to the specific area of the sensor when the opening is closed, and the sensor still reports that it is open, then you need to replace it. When a sensor reports "open" when it is closed, it is almost always a matter of positioning the sensor and magnet correctly.

If you prefer to delete the sensor from the system you can do so on the alarm panel, or request from us, in an email to delete it remotely.

