



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

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Tamper (sensor or panel)

A tamper condition is generated when the tamper switch inside the device (sensor or panel) is not engaged (pressed down) when the device's case is closed. (If this condition occurs while the system is armed an alarm is generated.)

Inspect the device visually. Make sure the cover or back plate case is firmly closed. If the sensor's case cannot be firmly closed and remains closed in its correct orientation you may need to replace it

How to resolve: Verify the device's back plate or cover is tightly secured to ensure the tamper switch is closed. Securing the tamper switch varies for each device. Refer to the device's installation guide for specific information about resolving the sensor's tamper locally.

- If the trouble condition does not display on the panel but appears only on Alarm.com, perform either of the following:
 - Create the tamper locally, then restore the device. For more information about how to tamper with the device locally, contact the device manufacturer.
- 2. If the trouble condition is displayed locally on the panel, the module is reporting the information accurately to Alarm.com. For more information about resolving the tamper, contact the device manufacturer.

If the trouble condition persists after troubleshooting you may need to replace the sensor.