

# ValveSentry™

## USER'S MANUAL

**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 safely and properly which ultimately means greater security and peace of mind. If you have any questions about the operation of installation of your device, please visit our website: [www.ValveSentry.com](http://www.ValveSentry.com).

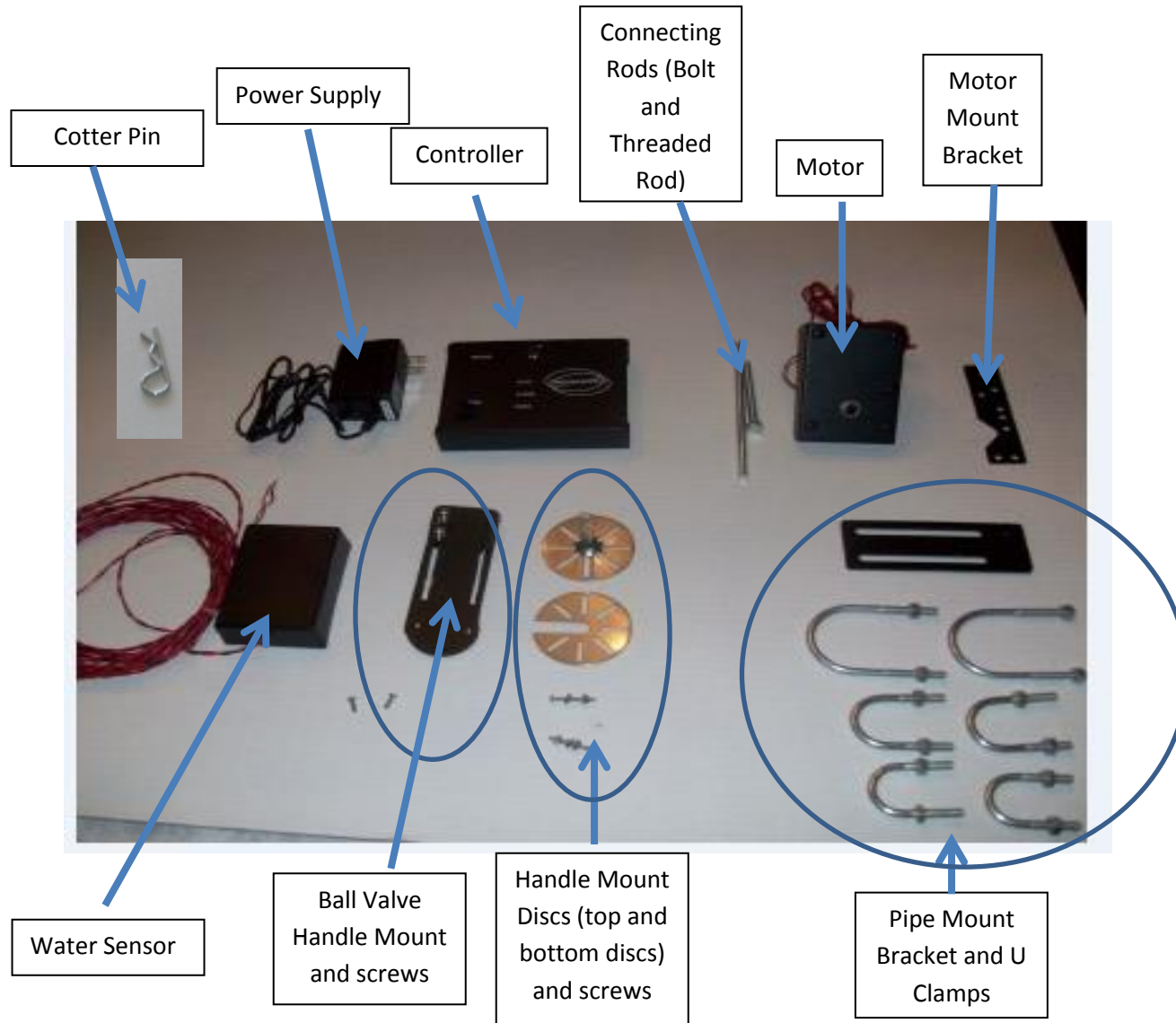
**WARNING:** The ValveSentry™ device is not intended for industrial, medical or other critical applications. Contact CustomControls to discuss solutions for such applications.

## 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.
- **Quick Release Feature:** The ValveSentry device has a quick disconnect feature. A cotter pin holds the motor assembly in place and in the unlikely case of a malfunction of the ValveSentry the pin can be easily pulled out allowing you to quickly remove the motor from the motor drive shaft by sliding it forward. With the motor removed you can open and shut the valve by hand.
- **Low Battery Feature:** The ValveSentry makes a chirping noise when the batteries need replacement. To ensure that the device functions properly **replace batteries when chirping occurs.**
- **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 every six months to assure it has fresh batteries and is working properly.**
- **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.
- **WARNING:** The ValveSentry™ device is not intended for industrial, nuclear, aeronautical, medical or other critical applications. Contact CustomControls to discuss possible solutions for such applications.
- **CAUTION:** If your water heater or other appliance malfunctions and activates the ValveSentry™ device, turn off any gas or electric power to the malfunctioning appliance to mitigate the possibility of fire, explosion, electrocution or damage to the appliance and promptly summons a professional repair person to evaluate the situation.

# 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 few screw drivers of various sizes, pliers and a wrench to screw the ¼ inch bolts on the U Clamps.

**NOTE:** The hardware supplied with the ValveSentry™ Device is designed to accommodate most valves and set ups. However, as you can imagine, all valves are custom installed to fit their environment with some using unusual plumbing fixtures and some being fit into cramped spaces. Therefore, it is possible that you may have a unique valve or set up requiring you to obtain supplemental hardware to complete installation. In addition, the ValveSentry™ Device can only be installed if there is sufficient space surrounding the valve to accommodate the hardware.

In addition to these instructions, please refer to our installation video that can be found on our website: [www.ValveSentry.com](http://www.ValveSentry.com).

## How to mount the ValveSentry™ Device to a Gate Valve



Gate Valve



Figure A: What it should look when properly installed

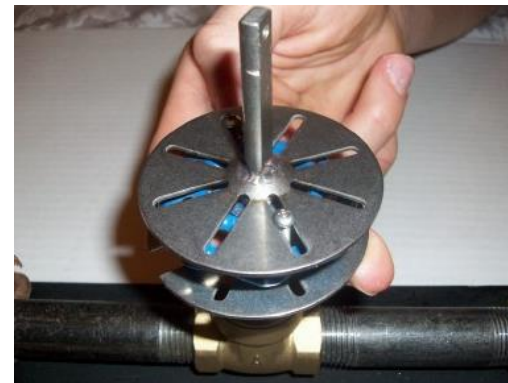
**Step 1:** Place bottom Handle Mount Disc under gate valve handle



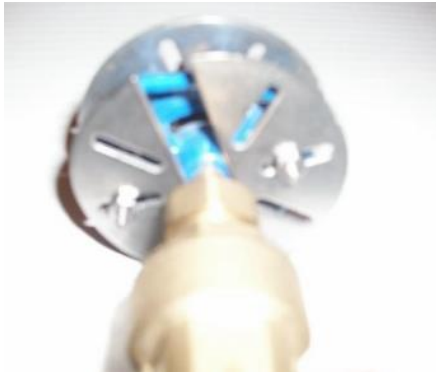
**Step 2:** Place top Handle Mount Disc on top of gate valve handle centering the shaft over the center of the handle and lining up at least two slots to slip #4 screws through.



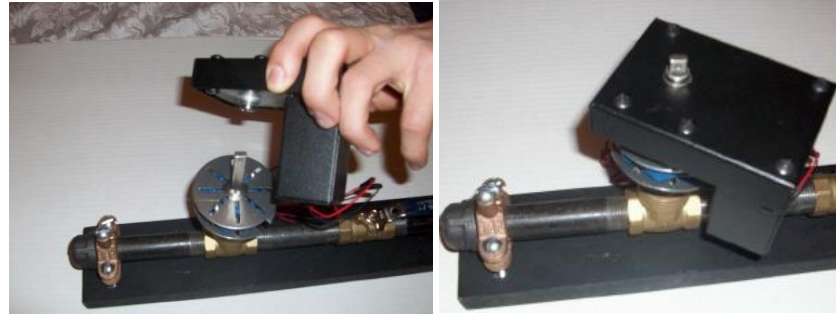
**Step 3:** Place two or three stainless steel screws through slots on upper and lower Handle Mount Disc with gate valve handle sandwiched in between.



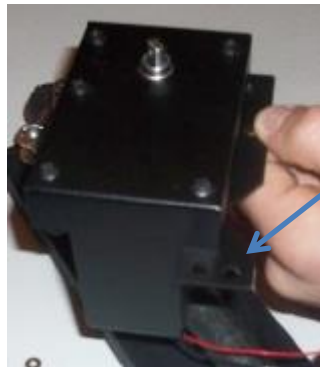
**Step 4:** Twist on and tighten #4 lock nuts to # 4 screws on bottom Handle Mount Disc.



**Step 5:** Place Motor over top Handle Mount disc such that Motor drive lines up with the shaft on the top Handle Mount Disc.



**Step 6:** Position Motor Bracket such that it will be able to line up with Pipe Mount Bracket after the Pipe Mount Bracket is installed. Refer to “What it should look like” picture above (Figure A).

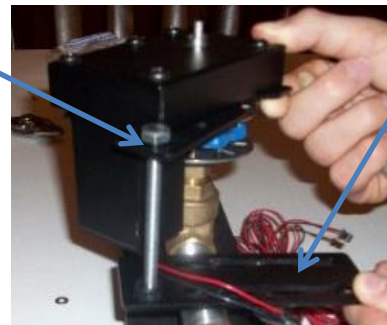


Motor Mount Bracket



**Step 7:** Screw ¼ in Bolt or Threaded Rod (depending upon model) through top center hole on Motor Bracket.

Pipe Mount Bracket

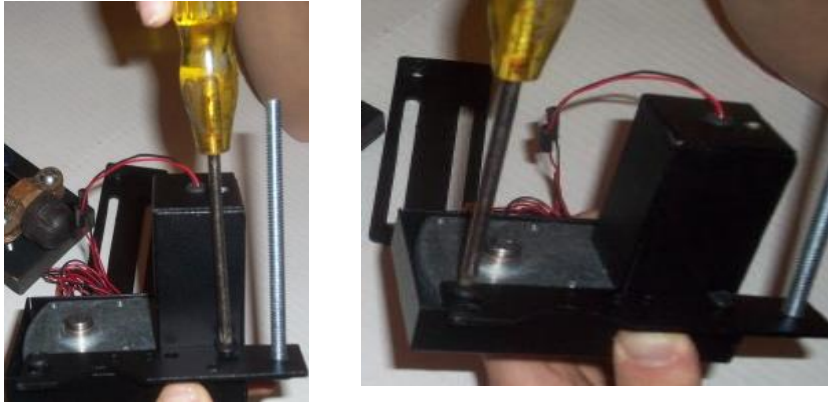


**Step 8:** Hold Pipe Mount Bracket and Motor Bracket in desired positions so that the Bolt or Threaded Rod will easily pass through the hole in Pipe Mount Bracket. Then insert plastic grommet.

The Motor Bracket contains a number of holes and is shaped so that it can be mounted to the right side, left side or front of Motor. It can be mounted on the top or bottom of Motor. Choose the position that works best.



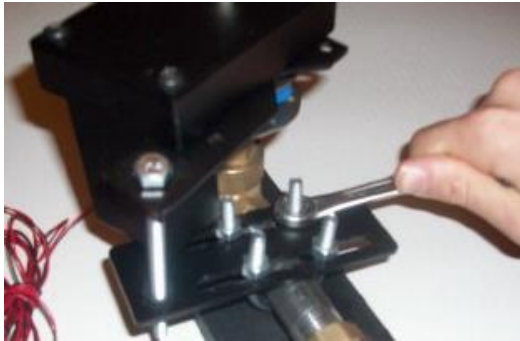
**Step 9:** Screw Motor Bracket into correct position by removing proper motor screws, placing Motor Bracket in desired position and rethreading screws. Reposition Motor over top Handle Mount disc as shown in Step 5.



**Step 10:** Hold Pipe Mount Bracket in desired location such that Connecting Rod passes through the hole in the Pipe Mount Bracket.



**Step 11:** Install proper size U Clamps around pipe and through the slots on the Pipe Mount Bracket. Use smallest U Clamps that will fit around the pipe. Fasten Pipe Mount Bracket to pipe by screwing down four ¼ inch nuts to the U Clamps. DO NOT OVERTIGHTEN NUTS.



**Step 12:** Slip Cotter Pin through hole on top of Connecting Rod to secure Motor to valve handle.



## How to mount the ValveSentry™ device to a ball valve



Figure B: What it should look like when properly installed

**Step 1:** Hold top Handle Mount disc over top center of Ball Valve Handle Mount.



**Step 2:** Screw top Handle Mount Disc in place using short #4 screws. Assemble valve handle brackets as shown.



**Step 3:** Slide Ball Valve Handle Mount with top Handle Mount Disc mounted over ball valve handle such that the ball valve handle passes between Ball Valve Handle Mount bracket and Ball Valve Handle Mount bracket fasteners.



**Step 4:** Tighten #4 screws on Ball Valve Handle Mount securely to hold Ball Valve Handle Mount to ball valve handle.



**Step 5:** Follow the Gate Valve mount steps 6 -11 (above). Slip Cotter Pin through hole on top of Connecting Rod to secure Motor to valve handle to complete installation. The completed installation should resemble the picture below.



# Place Water Sensor in location to be monitored

## Multiple water sensors can be used

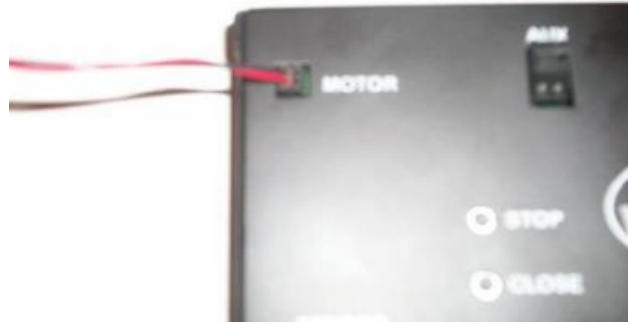


Route wires to Controller being careful not to short or break them.



# Connecting Controller

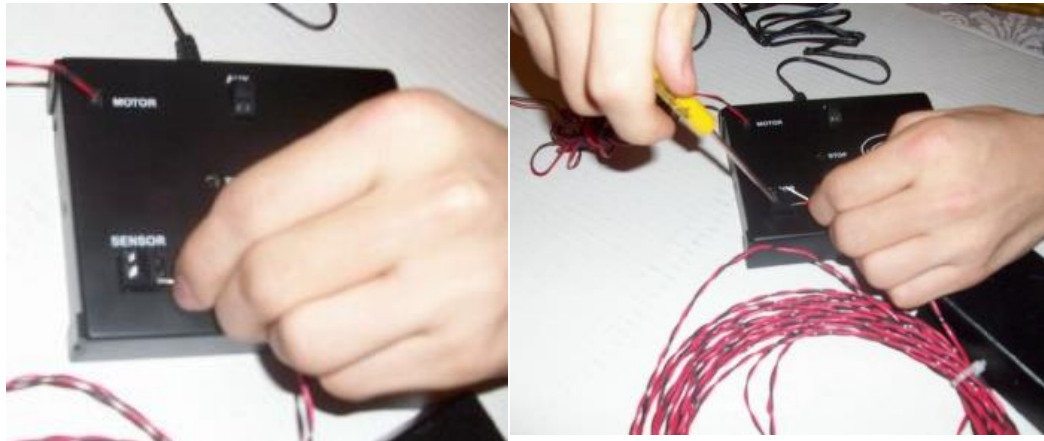
**Step 1:** Depending upon your model, connect Motor to Controller by plugging in the plug from Motor to receptacle on Controller or hooking motor wires to controller terminal block.



**Step 2:** Plug Power Supply into connector on Controller.



**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 parallel.



## **Battery Installation:**

**The ValveSentry Device is operational with the batteries installed. THEREFORE, FOR YOUR SAFETY, INSTALL BATTERIES AS YOUR LAST STEP AFTER THE DEVICE HAS BEEN INSTALLED ON THE VALVE TO BE CONTROLLED.**

- **Mounted Device: Install 7 AAA batteries in the mounted device's battery compartment.**

**Low Battery Feature:** The ValveSentry device makes a chirping noise when the batteries need replacement. **This indicates that the device will not properly operate.** To ensure that the device functions properly **replace batteries when chirping occurs.**

**Battery Replacement:** Batteries should be replaced every year to assure it functions properly. This should be done even if the device makes no chirping noise warning you to replace the batteries.

**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. In addition, pick one of these dates as the annual time to replace your batteries.

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. Push the close button on the controller. The valve sentry should close the valve. If the Valve Sentry tries to open the valve, reverse the motor wires that connect to the controller. (This is not an issue if the motor wire includes a connector to connect to the controller.)
2. Push the open button to make sure the Valve Sentry opens the valve.
3. Test the water sensor: Touch the water sensor with a wet sponge or paper towel. This should close the valve that the ValveSentry mounted device is attached to. Use the Open button on the Controller to open the valve again. Repeat with each water sensor if you have more than one.

#### 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. Make sure the valve the device is attached to opens and closes using normal force. A rusted or jammed valve cannot be operated by the ValveSentry™ device.
3. Test the mounted device: Push the Close button on the Controller. The device should close the valve that it is attached to.
  - a. If this does not work, then we know the problem is with the mounted device. 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 Water 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 Water Sensor that needs to be replaced.

4. Be sure the ValveSentry™ Device and Water Sensor is clean and dust-free.
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.**

## 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 and Water Sensor 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 30 seconds (the low battery warning).

The low battery warning should last for 30 days, but you should replace the battery immediately to continue your protection.

- Test the valve that 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 alkaline AAA batteries. These replacement batteries are commonly available at local retail stores.

**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.

## Warranty Information

### 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, improper installation, use contrary to the operating instructions, disassembly, modification, 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.

EXCEPT AS SET FORTH IN WRITING IN THIS USER MANUAL, CUSTOMCONTRLS LLC MAKES NO PERFORMANCE REPRESENTATIONS, WARRANTIES, OR GUARANTEES, EITHER EXPRESS OR IMPLIED, ORAL OR WRITTEN, WITH RESPECT TO THE ValveSentry™ DEVICE, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY (A) OF MERCHANTABILITY, (B) OF FITNESS FOR A PARTICULAR PURPOSE, OR (C) ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE.

IN NO CASE SHALL CUSTOMCONTROLS LLC BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, EXEMPLARY, SPECIAL OR PUNITIVE DAMAGES, INDLUDING BUSINESS INTERRUPTION, LOSS OF USE, REVENUE OR PROFIT, ANY DAMAGES FOR FOULING CAUSED BY FOREIGN MATERIAL, DAMAGE FROM ADVERSE WATER CONDITIONS, CHEMICALS, WEATHER OR ANY OTHER CIRCUMSTANCES OVER WHICH

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CustomControls does not represent that the product; will prevent any property loss by sudden or accidental discharge of water from plumbing systems into living area of a residential dwelling; may not be compromised or circumvented; or that the product will in all cases provide adequate warning or protection. Buyer understands that a properly installed and maintained automatic water shut-off system may only reduce the risk of a sudden and accidental water loss event resulting in significant water damage and is not insurance or a guarantee that such will not occur or that there will be no personal injury or property loss as a result. Buyer also understands that the Valve Sentry will not prevent the discharge of stored water such as the water stored in a hot water tank. When installed to the valve feeding such a storage tank and operating properly, the ValveSentry<sup>™</sup> will shut off the water flow to the tank and thus minimize damage. CONSEQUENTLY, CUSTOMCONTROLS SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE OR OTHER LOSS BASED ON A CLAIM THE PRODUCT FAILED TO TURN OFF WATER SUPPLY OR GIVE WARNING OF A POTENTIAL WATER LOSS EVENT. HOWEVER, IF CUSTOMCONTROLS IS HELD LIABLE, WHETHER DIRECTLY OR INDIRECTLY, FOR ANY LOSS OR DAMAGE ARISING UNDER THIS LIMITED WARRANTY OR OTHERWISE, REGARDLESS OF CAUSE OR ORIGIN, CUSTOMCONTROLS'S MAXIMUM LIABILITY SHALL NOT IN ANY CASE EXCEED THE ORIGINAL PURCHASE PRICE OF THE PRODUCT, WHICH SHALL BE THE COMPLETE AND EXCLUSIVE REMEDY AGAINST CUSTOMCONTROLS. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

CustomControls reserves the right to change or improve the design of any CustomControls manufactured product without assuming any obligations to modify product previously manufactured or sold.

### **How to Obtain Warranty Service**

If service is required, do not return the product to your retailer. **In order to obtain warranty service, contact us through our website [www.ValveSentry.com](http://www.ValveSentry.com).** To assist in serving you, please have the model number and date of purchase available when calling.

**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 the batteries used with the device.

### **For your records, please record:**

**Date Purchased:** \_\_\_\_\_ **Where Purchased:** \_\_\_\_\_

**Date Installed:** \_\_\_\_\_ / \_\_\_\_\_ **Month/Year**

*QUESTIONS OR FOR MORE INFORMATION*

Visit

[www.ValveSentry.com](http://www.ValveSentry.com)