

User's Guide

for E-Series/Eagle® VeriLock®

Integrated Sensors **Limited Publication Release**

(Includes sensor model numbers: 10221, 10222, 10223, 10224, 10225, 10226, 13721, 13722, 13723, 13724, and 13725)

E-SERIES
EAGLE®



INSTALLER: Please leave this guide with the building owner to file for future reference.

Andersen Corporation is proud to offer VeriLock® integrated security sensors, an innovative security option that integrates wireless security sensors into its E-Series/Eagle® window and door products. The sensors, when ordered, are embedded within our windows and doors and can detect when the product is open or closed and locked or unlocked when properly configured and maintained with a professional security system. Additionally, all VeriLock sensors can be monitored even when you're not at home. This is something other security sensors are not able to do. This enables a simplified "check the windows and doors routine" at bedtime or departure.

With integrated sensors, the beauty of E-Series/Eagle products is maintained without unsightly wires, sensors or holes. Plus, the product limited warranty is maintained. Generally, third party security systems can void the manufacturer's warranty with the installation of sensors and wires on windows and doors.

VeriLock integrated security sensors are licensed Honeywell 5800 wireless transmitters. They are designed to work in conjunction with a Honeywell security system that is professionally installed and configured by a reputable security dealer.

When properly integrated into a professionally installed Honeywell security system, VeriLock sensors are designed to:

- Detect whether your E-Series/Eagle window or door is open or closed
- Detect whether your E-Series/Eagle window or door is locked or unlocked
- Communicate changes in Open/Close and Lock/Unlock wirelessly in a format recognized by Honeywell security systems
- Monitor sensor battery level and communicate low battery state in a format recognized by Honeywell security systems
- Provide open air wireless coverage of over 500 feet

To experience the full benefits of VeriLock sensors, an experienced security system dealer is required to:

- Specify a Honeywell security system that accommodates two wireless zones for each E-Series/Eagle window and door in the dwelling
- Program each sensor into the security system as Loop 1 for Open/Close and Loop 2 for Lock/Unlock
- Program the zone descriptors to differentiate between open/close and lock/unlock
- Adjust the system for wireless range deficiencies due to size or layout of home through the use of wireless repeaters and/or additional wireless receivers
- Reference Appendix A for more programming details

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General Safety Warnings

⚠ WARNING / AVERTISSEMENT

Do not leave openings unattended when small children are present. Falling from an opening may result in serious injury or death.

Ne pas laisser les ouvertures sans surveillance en présence de jeunes enfants. Tomber d'une ouverture peut causer des blessures graves, voire la mort.

⚠ WARNING / AVERTISSEMENT

Follow manufacturer's instructions for hand or power tools. Always wear safety glasses. Failure to do so may result in injury and/or product damage.

Respecter les directives du fabricant concernant les outils manuels ou électriques. Toujours porter des lunettes de sécurité. Tout manquement à suivre ces directives peut causer des blessures ou des dommages au produit.

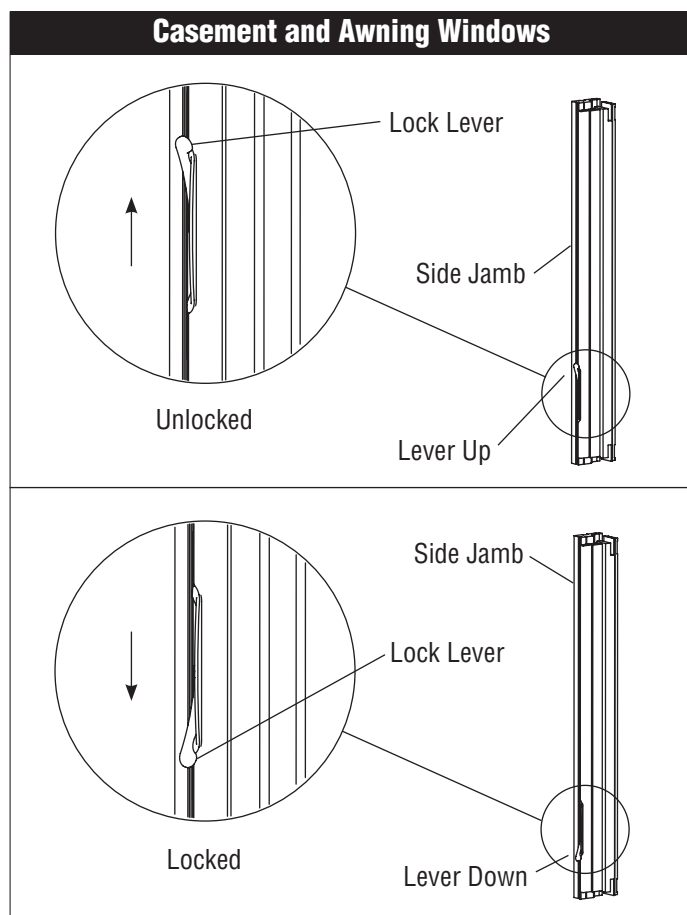
Operating Instructions

How Sensors Work

Sensors are integrated within the locking mechanisms. When properly configured and maintained with a professionally installed Honeywell® security system, a sensor within the lock signals when the window is in the closed position. When the locking mechanism is engaged, a second signal is sent to the control panel indicating that the window or door is locked.

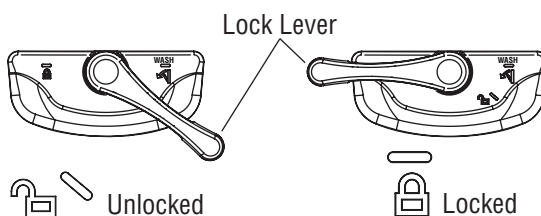
Locking Windows and Doors

Casement and Awning Windows – To lock the window, first close the window sash. Then push the sash lock lever(s) on the side jamb(s) from the upper position to the lower position.



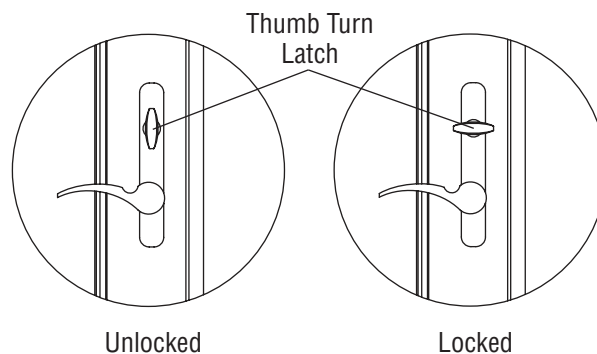
Double-Hung, Single-Hung and Monumental Single-Hung Windows – To lock the window, first make sure that both window sash are in the closed position. Then rotate each lock lever toward its respective side jamb (left sash lock illustrated above right).

Double-Hung, Single-Hung and Monumental Single-Hung Windows



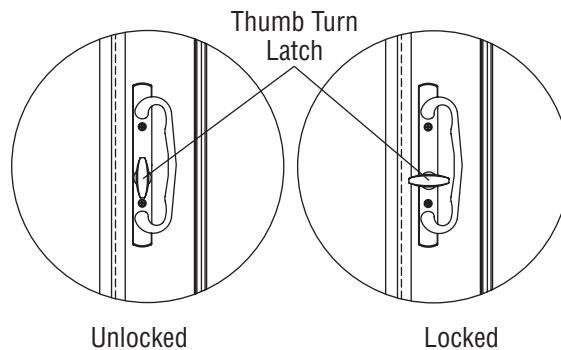
Hinged Doors – To lock the door, first move the door panel to the closed position and allow the multi-point locking mechanism to engage at top, center and bottom. Then turn the thumb turn latch to the horizontal position.

Hinged Patio Doors



Sliding Doors – To lock the door, first slide the door panel to the closed position. Then turn the thumb turn latch to the horizontal position.

Gliding Patio Doors



Keypad and Control Panel

For limited warranty information and details regarding operation and limitations of your Honeywell security system, please refer to the User's Guide included with your compatible security system. Contact your security system dealer for troubleshooting and concerns regarding the keypad and control panel.

Battery Information

Battery Type:

Lithium Coin Cell Battery

Battery Size and Quantity:

For Casement Window: CR-1632 (2 per window)

For Double-Hung Window: CR-2032 (1 per window)

For Single-Hung Window: CR-2032 (1 per window)

For Monumental Single-Hung Window: CR-2032
(1 per window)

For Hinged Patio Door: CR-1632 (2 per door)

For Gliding Patio Door: CR-1632 (2 per door)

Battery Specifications:

Size: CR1632

Classification: Lithium Coin Cell

Chemical System: Lithium/Manganese Dioxide
(Li/MnO₂)

Nominal Voltage: 3.0 Volts

Typical Capacity: 130 mAh (to 2.0 volts)

Size: CR2032

Classification: Lithium Coin Cell

Chemical System: Lithium/Manganese Dioxide
(Li/MnO₂)

Nominal Voltage: 3.0 Volts

Typical Capacity: 240 mAh (to 2.0 volts)

Battery Availability:

3.0 Volt lithium batteries are readily available at most department, hardware or drug stores in a variety of brands.

Battery Life:

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, may all lead to reduction of battery life. Batteries are not included in the coverage

provided by the limited warranty for VeriLock™ integrated security sensors.

⚠ WARNING / AVERTISSEMENT

Batteries carry the risk of fire, explosion and burns. Do not recharge, disassemble, heat above 212 degrees F (100 degrees C) or incinerate. Dispose of used batteries promptly and properly. Keep away from children.

Les piles représentent un risque d'incendie, d'explosion et de brûlures. Ne pas recharger, démonter, chauffer à une température excédant 100 degrés C (212 degrés F) ou incinérer. Éliminer les piles rapidement et de manière appropriée. Garder à l'écart des enfants.

Lithium Coin Cell Batteries



Battery Disposal:

Lithium/Manganese Dioxide batteries are United States Resource Conservation and Recovery Act (RCRA) non-hazardous waste. However, it's always a best practice to dispose of your batteries at your local Home Chemical Collection Center.

California Only: Perchlorate Material – special handling may apply. See www.dtsc.ca.gov/hazardouswaste/perchlorate.

Battery Replacement Instructions

⚠ WARNING / AVERTISSEMENT

Batteries are small parts and, if swallowed, could pose a choking hazard to young children.

Les piles sont des petites pièces qui, si elles sont avalées, pourraient être un risque d'étouffement pour les jeunes enfants.

CAUTION / MISE EN GARDE

When replacing the battery, do not touch any of the circuitry on the sensor. Static from your body could damage the sensor.

Ne pas toucher aux circuits du capteur en changeant les piles. L'électricité statique du corps peut endommager le capteur.

When a low battery is detected in a wireless sensor, a low battery message will display on your keypad when properly configured with your security system. This message is sent 30 days prior to the battery being depleted.

Tools Needed for Battery Replacement:

The tools needed are dependent upon the product in which the batteries are being replaced.

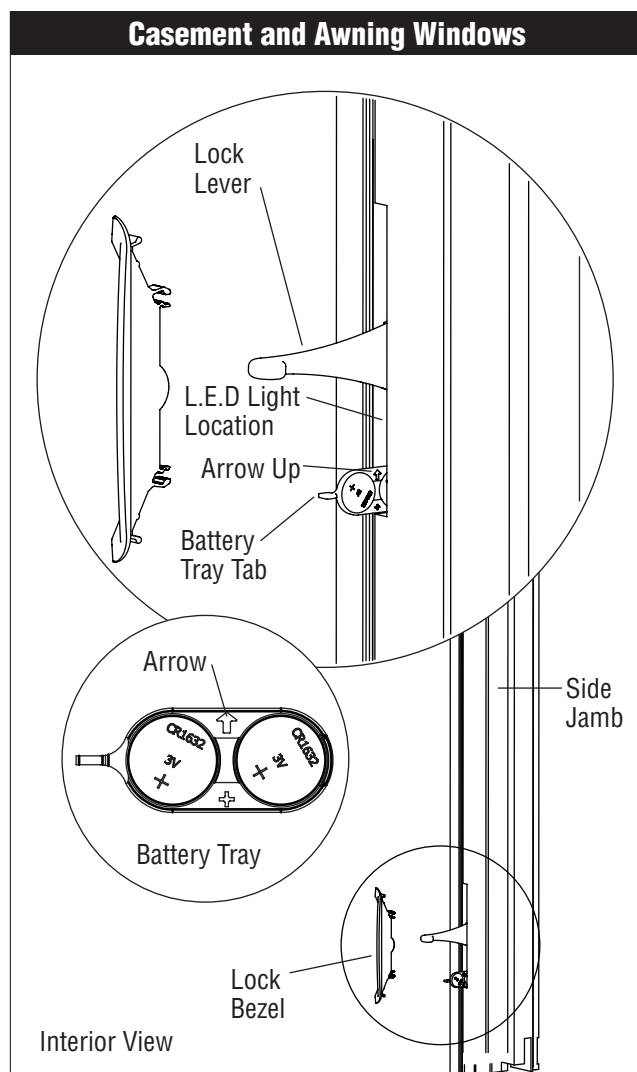
- Safety glasses
- Flashlight
- Small needle nose pliers
- Phillips screwdriver
- Small flat head screwdriver

Casement and Awning Windows

1. Move the window lock lever(s) from the lower locked position to the center position. The sash can be opened or closed.
2. Remove the lock bezel using a small flat head screwdriver, taking care not to scratch the wood or lock bezel (left-hand lock for awning windows - from the interior). Removal of the lock lever is not necessary.
3. Below the lock lever in the lock bezel opening, locate the battery tray tab. Due to the recessed location of this tab, the use of a flashlight may be necessary to illuminate the work area.
4. Using a small needle nose pliers, carefully pull on the tab to remove the battery tray.
5. Remove the discharged batteries (see battery disposal information on page 4).
6. Replace the batteries with (2) two fresh CR-1632 lithium coin cell batteries. Take care to properly position the "+" terminals of both batteries to correspond with the "+" marking on the battery tray for proper battery polarity.
7. Again using a small needle nose pliers, insert the

battery tray making sure the arrow on the face of the battery tray is facing upward. Continue to fully push the battery tray in. The battery tray will encounter several points of light resistance as the batteries contact the sensor.

8. Verify the proper battery polarity by observing the L.E.D. light illumination during the battery insertion. If the L.E.D. does not illuminate, check to make sure Steps 6 and 7 were followed correctly and insert the battery tray in sensor.
9. Replace the lock bezel.
10. Close and lock the window unit.
11. Verify that the sensor is communicating with the security control panel by unlocking the window and checking the keypad for the window unlock message and then opening the window and checking the keypad for the window open message.

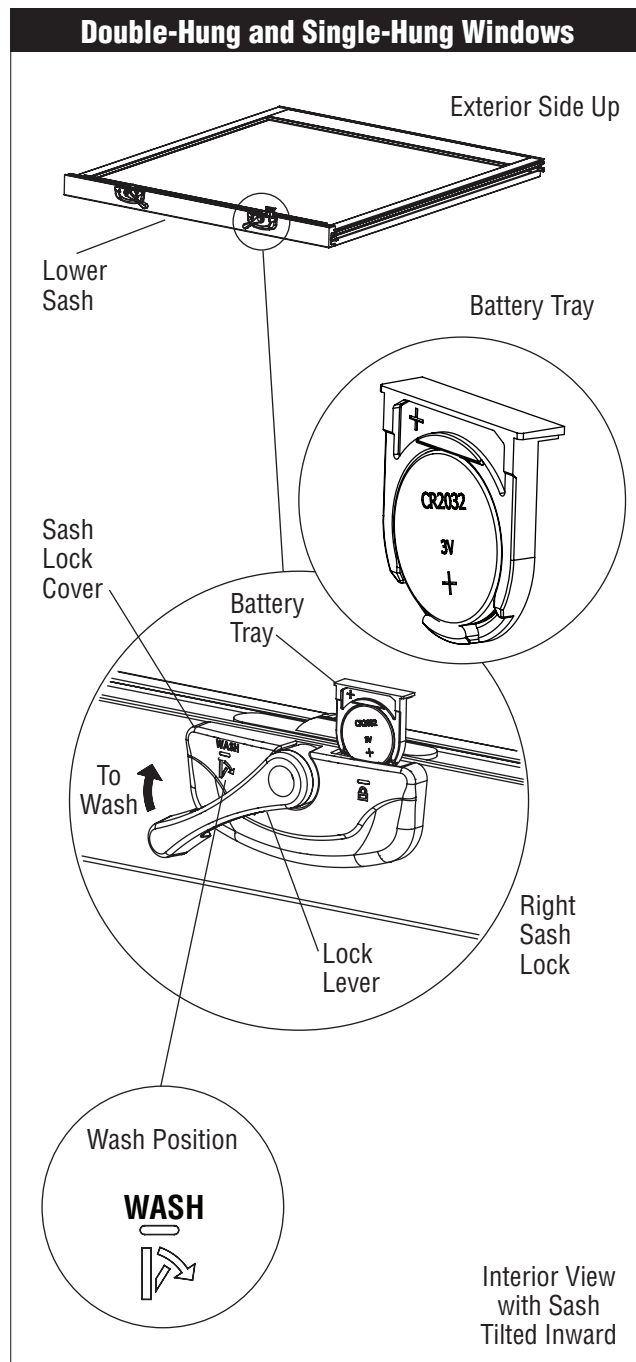


Battery Replacement Instructions - continued

Double-Hung and Single-Hung Windows

Before you begin battery replacement, place a freestanding object, such as a chair, under the window to support the lower sash while tilted.

1. Unlock the lower sash by rotating the lock levers partially toward the center (to the "unlock" position on each sash lock cover).
2. Lift the sash about 3 inches.
3. Push both lock levers fully toward the center (to the "wash" position marked on each sash lock cover).
4. Once the sash is released, tilt it 90 degrees toward you. Rest the sash on a chair or other object.
5. Locate the battery compartment on the exterior of the right sash lock.
6. Using a small flat head screwdriver, carefully pry the battery tray from the sensor.
7. Remove the discharged battery (see battery disposal information on page 4).
8. Replace the battery with a fresh CR-2032 lithium coin cell battery into the tray, with the positive (+) terminal on top, as indicated by the "+" marking on the battery tray for proper battery polarity.
9. Insert the battery tray into sensor with the "+" marking toward the top of the sash lock. Push in the battery tray so that it is flush with the sash lock cover.
10. Return the sash to the opening. Tilt the lower sash upward into the window frame until it engages with the jamb liner.
11. Lower the sash to the closed position and lock the unit.
12. Verify that the sensor is communicating with the security control panel by unlocking the window and checking the keypad for the window unlock message and then opening the window and checking the keypad for the open message.



Battery Replacement Instructions - continued

Monumental Single-Hung Windows

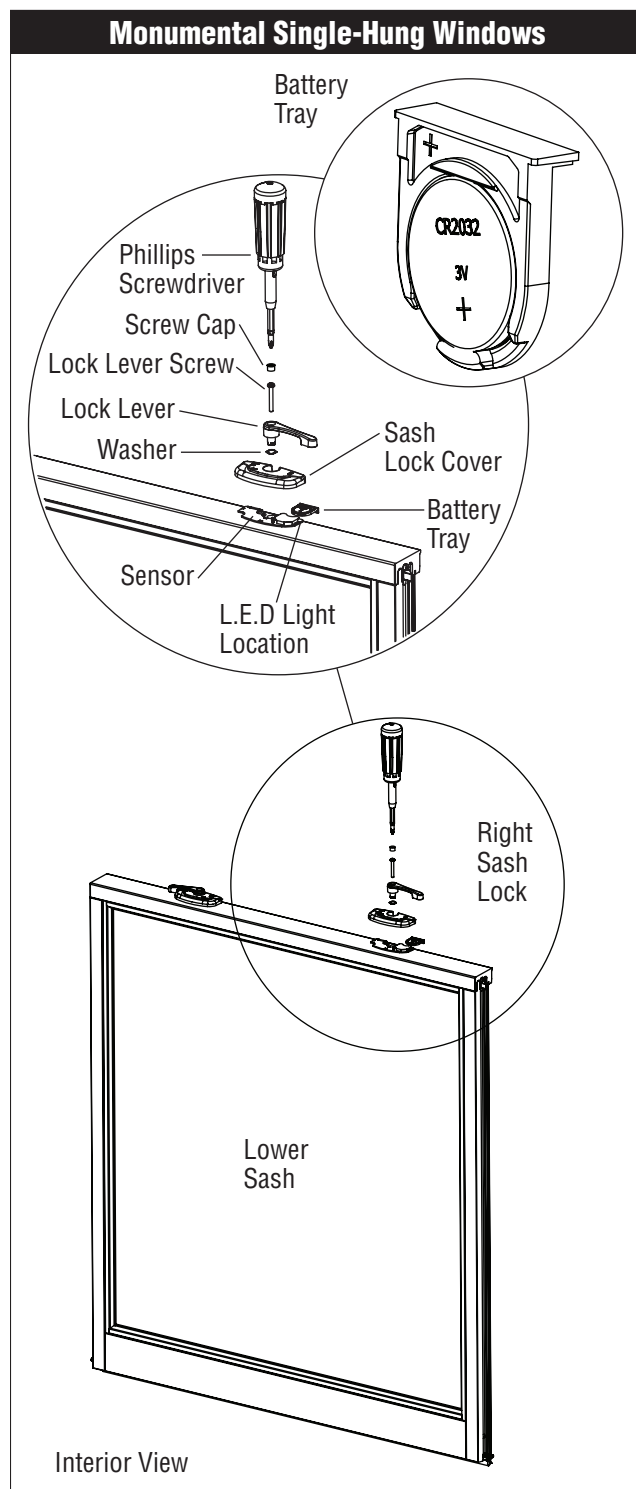
1. Close the unit (upper and lower sash) and lock the left sash lock.
2. Remove the plastic/metal screw cap on the right lock lever using a small flat head screwdriver. Take care not to scratch the finish of the plastic/metal screw cap.
3. Using a Phillips screwdriver, loosen and remove the right lock lever screw.
4. Remove the right lock lever and washer and keep with the lock lever screw for reassembly later.
5. Remove the right sash lock cover to expose the sensor.
6. Carefully remove the battery tray from the sensor. The sensor is tethered to the sash by an antenna wire.

CAUTION / MISE EN GARDE

Significant movement of the sensor could cause damage to the antenna solder joint, resulting in poor sensor operation.

Tout mouvement significatif du capteur peut endommager la soudure de l'antenne et nuire au fonctionnement du capteur.

7. Remove the discharged battery (see battery disposal information on page 4).
8. Replace the battery with a fresh CR-2032 lithium coin cell battery. Take care to properly position the "+" terminal of the battery to correspond with the "+" marking on the battery tray for proper polarity.
9. Insert the battery tray half way back into the sensor. Look for the L.E.D. light adjacent to the battery opening to illuminate to verify proper battery polarity.
10. If the L.E.D. light does not illuminate, remove the battery tray and verify for proper battery polarity.
11. Upon successful illumination of the L.E.D. light, place the right lock lever and sash lock cover over the sensor and fasten using the lock lever screw. Note: To help protect the lock mechanism, hand tightening is recommended.
12. After attaching cover, carefully seat the battery tray fully into the sensor so that it is flush with the back of the sash lock cover.
13. Prior to replacing the plastic/metal screw cap, verify the sash lock is functioning properly by unlocking both sash locks, opening the window, closing the window and locking both the sash locks.

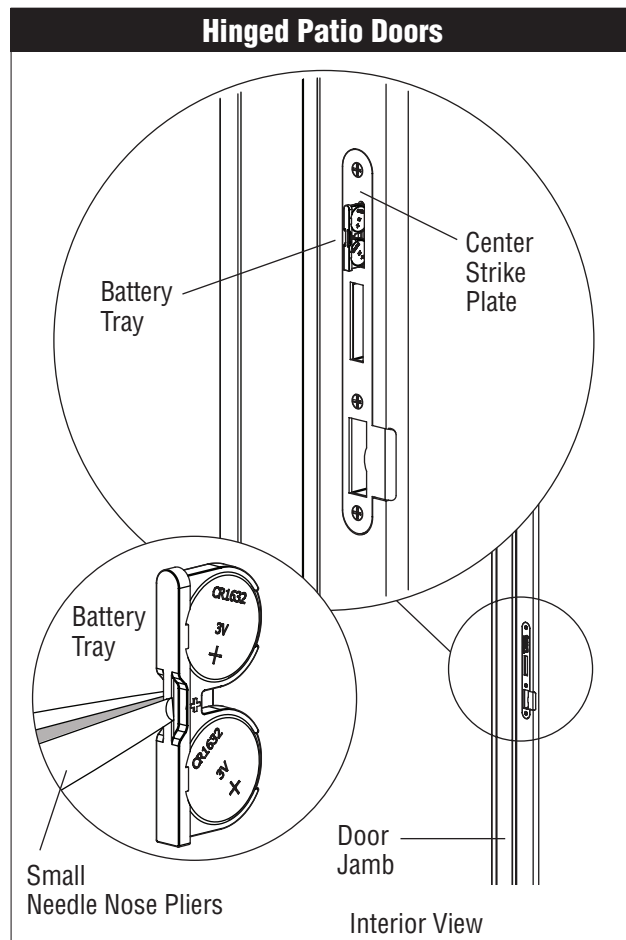


14. Replace the plastic/metal screw cap.
15. Verify that the sensor is communicating with the security control panel by unlocking the window and checking the keypad for the window unlock message and then opening the window and checking the keypad for the window open message.

Battery Replacement Instructions - continued

Hinged Patio Doors

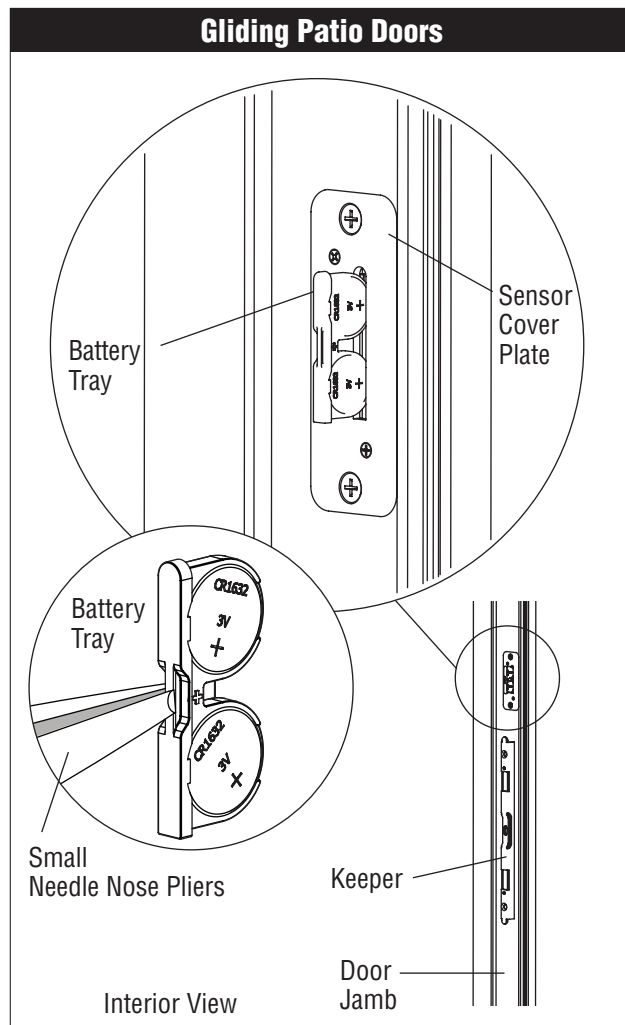
1. Unlock and open the door panel. Secure the door panel in the open position (e.g. chair).
2. Locate the battery tray at the top of the center strike plate in the door jamb.
3. Using a small needle nose pliers, grip the center of the battery tray to remove. Take care to avoid scratching the center strike plate finish.
4. Remove the discharged batteries (see battery disposal information on page 4).
5. Replace the batteries with (2) two fresh CR-1632 lithium coin cell batteries. Take care to properly position the "+" terminals of both batteries to correspond with the "+" marking on the battery tray for proper battery polarity.
6. Insert the battery tray back into the sensor through the opening in the center strike plate. The tray may encounter light resistance during insertion. Continue until the outside edge of the battery tray is flush with center strike plate.
7. Close and lock the door unit.
8. Verify that the sensor is communicating with the security control panel by unlocking the door and checking the keypad for the door unlock message and then opening the door and checking the keypad for the door open message.



Battery Replacement Instructions - continued

Gliding Patio Doors

1. Unlock and open the door panel.
2. Locate the battery tray above the keeper on the door jamb, or on 4-panel doors, the astragal.
3. Using a small needle nose pliers, grip the center of the battery tray to remove from the sensor cover plate.
4. Remove the discharged batteries (see battery disposal information on page 4).
5. Replace the batteries with (2) two fresh CR-1632 lithium coin cell batteries. Take care to properly position the "+" terminals of both batteries to correspond with the "+" marking on the battery tray for proper battery polarity.
6. Insert the battery tray back into the sensor cover plate. The tray may encounter light resistance during insertion. Continue until the outside edge of the battery tray is flush with the plate.
7. Close and lock the door unit.
8. Verify that the sensor is communicating with the security control panel by unlocking the door and checking the keypad for the door unlock message and then opening the door and checking the keypad for the door open message.



Finishing and General Care

Finishing

- Read and follow the care and maintenance instructions for you E-Series/Eagle windows and doors available online at EagleWindow.com.
- Mask the hardware to make sure that no paint and finishing products are allowed to come in contact with the hardware during the finishing processes. If you need to remove the lock bezel and lock lever from casement or awning windows, insert a protective mask over the bezel opening to protect the sensor.

In lieu of removing double-hung hardware during the finishing process, simply mask the sash lock assemblies with painter's tape to protect them and the sensor. Also mask off the locking mechanisms on the outside edge of the sash.

Hinged patio door center strike plates can be easily masked with painter's tape to protect the center strike plate and sensor. Carefully set any removed hardware aside.

The gliding patio door keeper and sensor cover plate is easily masked with painter's tape to protect all components.

CAUTION / MISE EN GARDE

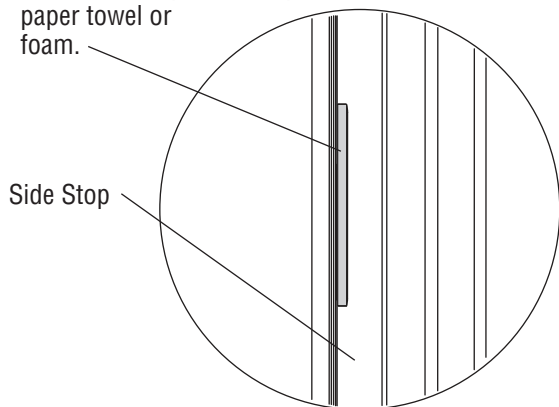
When applying casing on the strike jamb side of doors, make sure fasteners are located above and below the strike or keeper, so as not to damage the security components.

Lors de l'apposition du boîtier sur le montant latéral des portes, s'assurer que les attaches sont bien placées au-dessus de la gâche ou du garde afin d'éviter d'endommager les composants de sécurité.

Finishing and General Care - continued

Masking Casement and Awning Window Sensors

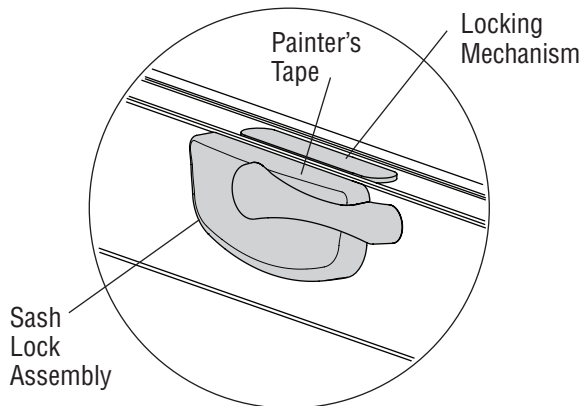
If the lock bezel and lock lever are removed prior to finishing, fill the bezel opening with a protective mask such as painter's tape, paper towel or foam.



Interior View

Masking Double-Hung and Single-Hung Window Locks and Sensors

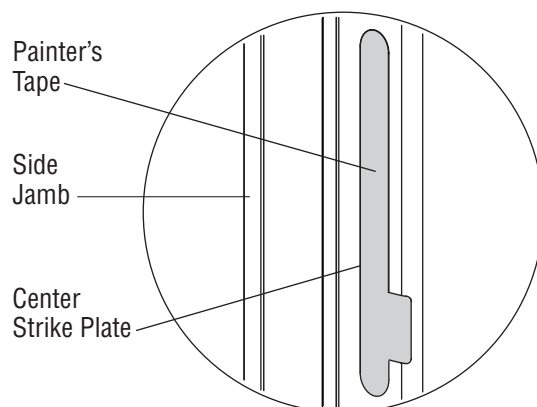
Mask the entire sash lock assembly including the locking mechanism on the outside edge with painter's tape prior to finishing.



Interior View

Masking Hinged Patio Door Strike and Sensor

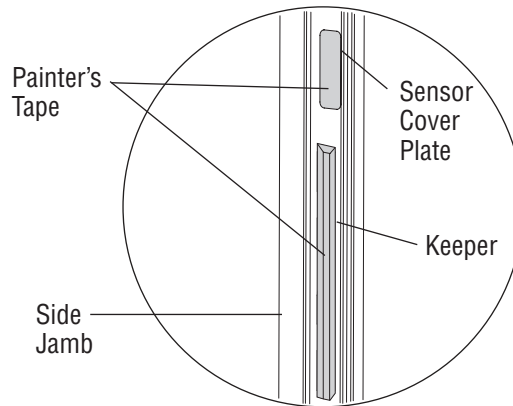
Mask the hinged patio door center strike plate and sensor on the side jamb with painter's tape prior to finishing.



Interior View

Masking Gliding Patio Door Keeper and Sensor Cover Plate

Mask the gliding patio door keeper and sensor plate on the side jamb with painter's tape prior to finishing.



Interior View

⚠ WARNING / AVERTISSEMENT

Sanding, staining, painting, varnishing and other finishing procedures should always be done in well-ventilated areas. Follow all manufacturer's instructions. Failure to do so may result in injury or illness.

S'assurer d'effectuer les opérations de sablage, de teinture, de peinture, de vernissage et autres procédures de finition dans des endroits bien aérés. Respecter toutes les directives du fabricant. Tout manquement à cet effet peut causer des blessures ou des maladies.

CAUTION / MISE EN GARDE

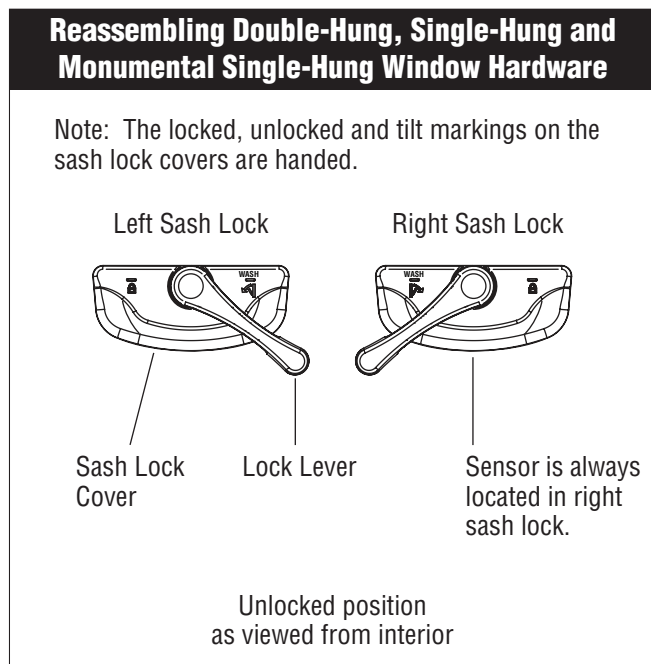
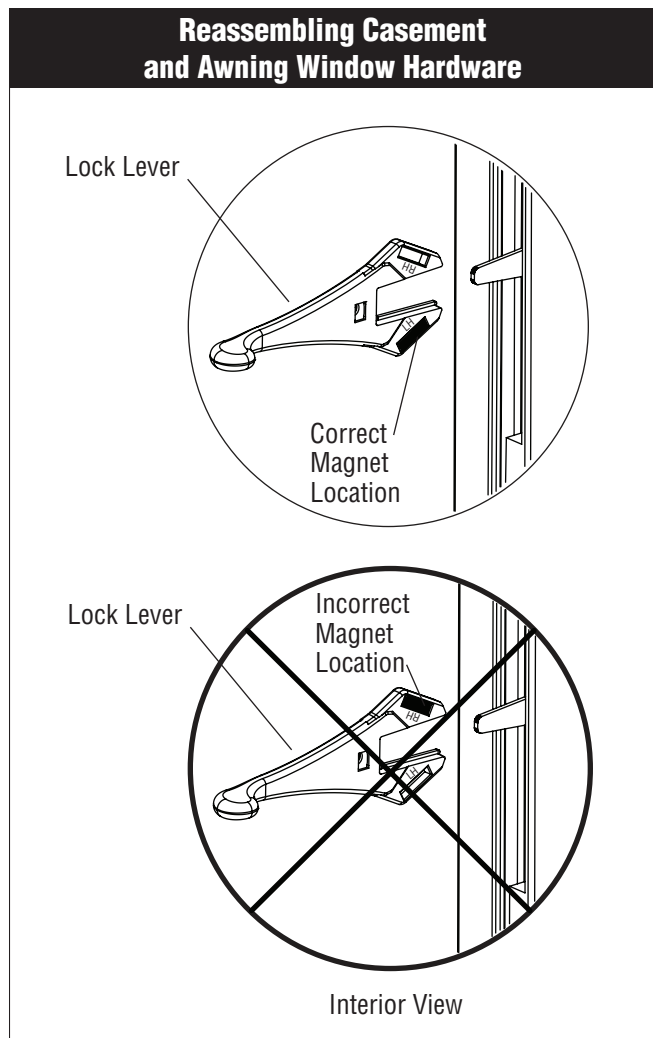
Finish wood surfaces immediately after installation. Unfinished wood will deteriorate, discolor, and/or may bow and split. Do not stain or paint hardware or its components. Product damage may occur.

Finir les surfaces de bois immédiatement après leur installation. Le bois non fini peut rapidement se détériorer, se décolorer, se déformer et fendre. Ne pas teindre ou peindre la quincaillerie ou ses composants. Cela pourrait endommager le produit.

Finishing and General Care - continued

- When reassembling the hardware, note that casement and awning lock levers are handed and the magnets should always be located to the bottom of the lock lever (see illustration below).

In the instance the sash locks were removed on double-hung or single-hung windows, make sure they get installed back to the correct location. The double-hung and single-hung sash lock covers are handed (see illustration below). The sensor is always located in the right sash lock (as viewed from interior).



Cleaning Hardware and Sensors

CAUTION / MISE EN GARDE

Do not spray water or any other cleaning fluids on the sensors or batteries. Product damage may occur.

Ne pas vaporiser de l'eau ni autres liquides de nettoyage sur les capteurs ou les piles. Cela pourrait endommager le produit.

- Treat the components of your system as you would any other electrical equipment. Do not slam sensor-protected doors or windows.
- Maintain the operating hardware on windows and doors. Keep operating devices, locks, keepers, sensors and other parts free of dirt and debris. Use a small, soft bristled brush or soft, clean, dry cloth for cleaning.
- After cleaning, lubrication of moving hardware parts can be done with a dry silicone spray. Do not use heavy oil lubricants that may collect corrosive particles.

Troubleshooting

Frequently Asked Questions

Questions	Answers
<p>1. Who do I call for help?</p>	<p>1. For questions regarding your security system or monitoring services, contact your security system dealer.</p> <p>For questions regarding your E-Series/Eagle® windows and doors, contact your E-Series/Eagle window and door dealer. For the dealer nearest you, visit “Where to Buy” at EagleWindow.com.</p>
<p>2. What if the VeriLock™ sensors do not work?</p>	<p>2. Pull out the battery tray and make sure the battery is positioned correctly with the positive (+) terminal on top.</p> <p>See battery replacement instructions on pages 5 - 8.</p> <p>If the problem still exists, contact your local security dealer.</p>
<p>3. What if the low battery message does not clear after the battery has been replaced?</p> <p>Note: A low battery message will be transmitted when voltage reaches 2.10V for casement and double-hung units or 2.35V for door units.</p>	<p>3. Operate your window locks to verify your sensors are working.</p> <p>If message still remains, follow the disarming process two (2) times in a row on your keypad to clear the message.</p> <p>If the problem still exists, contact your local security dealer.</p>

Glossary

Awning window: Hinged at the top, this window has a single sash that opens outward from the bottom.

Battery tray: A small plastic enclosure that holds the battery for each sensor.

Casement window: A window with side hinges that opens outward from either the right or left.

Casement operator: A hardware device used to operate a casement window to any open position.

CHECK: Message indicating an inoperative sensor.

Check rail: On a double-hung window, the bottom rail of the upper sash and the upper rail of the lower sash, where the lock is mounted.

Control panel: The central security system monitoring device in which the sensors communicate.

Crank handle: A handle that attaches to an awning or casement operator, used to open the venting window.

DISARMED: Message indicating that the security system has been deactivated.

Double-hung window: A window with two vertically moving sashes, each closing a different part of the window.

FAULT: Message indicating an event a sensor is monitoring is detected such as the opening or unlocking of a window.

Frame: An enclosure or combination of parts that surround a window sash or door panel.

Gliding patio doors: Operating panel(s) glide, eliminating the need for the additional room space that a hinged door requires. Available with narrow or wide panel members.

Head jamb (also head): All of the horizontal members that make up the top of the window or door frame.

Hinged patio doors: Patio door(s) that have hinged panels. Available as inswing or outswing.

Integrated security: Security sensor technology embedded in E-Series/Eagle windows and doors that communicates when the window or door is open/closed and locked/unlocked.

Keypad: A security system monitoring device which displays transmitted information and allows the user to control all system functions of the security system.

Lithium coin cell battery: A small low-voltage battery designed for use in watches, calculators and similar compact portable electronics products.

L.E.D.: Light-emitting diode - An electronic light source emitting low-intensity light.

LO BAT: Message referring to a low battery detected in a sensor.

Lock bezel: The trim component of casement sash lock hardware.

Lock lever: The operating lever component of casement and/or double-hung sash lock hardware.

Meeting rail (also lock rail): One of the two horizontal members of a double-hung sash that come together. A check rail.

Panel: Framework of stiles and rails in which the glass of a gliding or hinged door is set.

READY TO ARM: Message indicating that the security system is ready to be activated.

RF transmit power levels: The power levels in which radio frequencies are transmitted and regulated by the Federal Communications Commission (FCC).

Sash: Framework of stiles and rails in which the glass of a window is set.

Sash lock: A lock applied to the window to pull the sash tightly against the frame (casement) or to pull the check rails together (double-hung) in order to seal the sash from weather and for security.

Sash lock cover: The trim component of double-hung hardware that covers the sensor.

Sensors: A security device embedded within windows and doors to monitor events, and when detected, report the events back to the security system control panel.

Side jamb (also jamb): The vertical members at the side of the window or door frame.

Side stop: A wood side trim member attached to a window frame to hold, position or separate window parts.

Single-hung window: Window similar to double-hung window, except the top sash is stationary.

Strike plate: The protective metal plate installed in the door jamb that receives the latch or dead bolt lock when the door is closed.

Transmitter: An electronic device, which usually with the aid of an antenna, propagates an electromagnetic signal.

Zone descriptors: The description programmed into the security system control panel that identifies (1) sensor location (e.g., kitchen), (2) sensor type (e.g., window) and (3) sensor status (e.g., open).

Appendix A:

The following is a general guideline for enrolling the Verilock sensors to the control panel. Please consult the control panel manufacturer for specific panel model detailed instructions.

1. Access the “Tools” or “Programming” section of the control key pad.
2. Enter the installer code to access the programming menu (this information may be manufacturer and panel model specific).
3. Select the program mode.
4. Program the zone.
 - a. Select the “zones” option.
 - b. Select the next available zone.
 - c. Access edit mode and enter the serial number ID found on the Verilock sensor battery slip strip.
5. Program the loop.
 - a. “1” for Open/Close
 - b. “2” for Lock/Unlock
 - Note: You cannot program the same serial number ID & Loop combination twice.
 - c. Select the “Zone Descriptor 1” field and type in a description and select “Save”.
 - If the zone is Loop 1 (Open/Close), recommend using “Open” or “Opening” for Zone Descriptor 1.
 - If the zone is Loop 2 (Lock/Unlock), recommend using “Unlocked” or “Lock” for Zone Descriptor 2.
 - d. Select the “Zone Descriptor 2” field, type in a description and select “Save”.
 - This field should be used to describe the window or door: “Left Casement” or “Kitchen 1”. Most key pads display 8-10 characters.
6. Program the zone type and chime.
 - a. Select the “Zone Type” field and change to either “Window” or “Door”, as appropriate.
 - b. Select the “Chime” field and change to “Yes”. (Optional).
7. Select “Save” to complete the programming for a zone.

Note: The above steps will need to be repeated twice for each window or door sensor to enroll both open/close and lock/unlock detecting.