

User Guide

Leak Sensors



Probe



Rope

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⚠ WARNING



Read this Manual BEFORE using this equipment. Failure to read and follow all safety and use information can result in death, serious personal injury, property damage, or damage to the equipment. Keep this Manual for future reference.



Nexa™ Leak Sensors

Nexa Leak Sensors alert for the presence of water in proximity to the sensor, which gives you information to monitor potential leak situations and take prompt action when notified. Nexa Leak Sensors are ideal for monitoring water presence in any environment. The sensors assess activity to notify you the moment change is detected.

Sensor Features

- Wireless range of 2,000+ feet through 18+ walls*
- Frequency-hopping Spread Spectrum (FHSS)
- Improved interference immunity
- Improved power management for longer battery life** (10 years on AA batteries)
- Encrypt-RF Security (Diffie-Hellman Key Exchange + Advanced Encryption Standard (AES)-128 Cipher Block Chaining (CBC) for sensor data messages)
- Sensor capable of logging 2,000 to 4,000 readings if the gateway connection is lost (non-volatile flash, persists through the power cycle):
 - 10-minute heartbeats = ~22 days
 - 2-hour heartbeats = ~266 days
- Over-the-air updates (future proof)

Applications

- Domestic hot water pipes, risers, and branches
- Cold water lines
- Boiler and chiller supply and return
- Ambient temperature
- Additional applications

* Actual range may vary depending on the environment and gateway.

** Battery life is determined by the sensor reporting frequency and other variables. Other power options are also available.

Installing the Sensor

Tools Required

Use these recommended tool for installations:

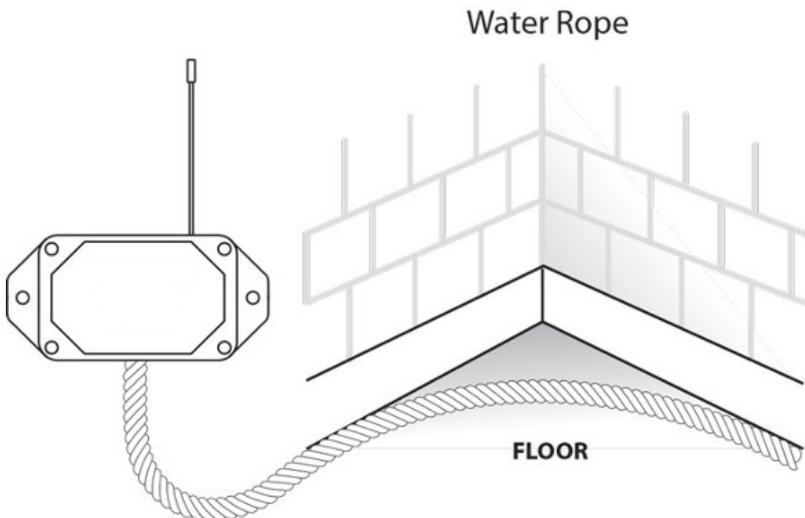
- Small Phillips screwdriver (for battery covers)
- Small Phillips screwdriver (to attach the enclosure to a wall)
- Double-sided Velcro or tape (commercial/industrial strength) to attach enclosures to walls
- Zip ties of varying lengths (Ties must be suitable for high temperature, industrial applications.)
- Other applicable safety equipment

Installing the Leak Sensor - Rope

Important: Take inventory of all sensors (all types) to be installed and record (1) sensor ID, (2) security code, and (3) location. Do this before mounting the black sensor enclosure (IDs may be less visible once installed).

Leak Sensor – Rope detects conductive liquids anywhere along the length of the detection rope by using two wires covered with conducting polymer. When water or conductive liquid contacts the rope, the sensor will immediately turn on the RF radio. Then, the sensor transmits the data to the wireless gateway and Nexa, allowing you to immediately receive an alert by SMS text or email. The sensor rope quickly dries so it can reset. You can expand the detection rope up to 100 feet by simply connecting additional 10-foot sections.

Choose a location that leaves enough room for the conductive rope to cover the desired detection area. Attach the rope to the surface using the provided clips, or another method of your choosing.



Installing the Leak Sensor - Probe

Leak Sensor – Probe identifies when water is present by completing a circuit between the two metal probes. When the detection state of the sensor changes, wireless communication is immediately sent to the gateway. The probes help minimize false alarms when mounted, to compensate for condensation.

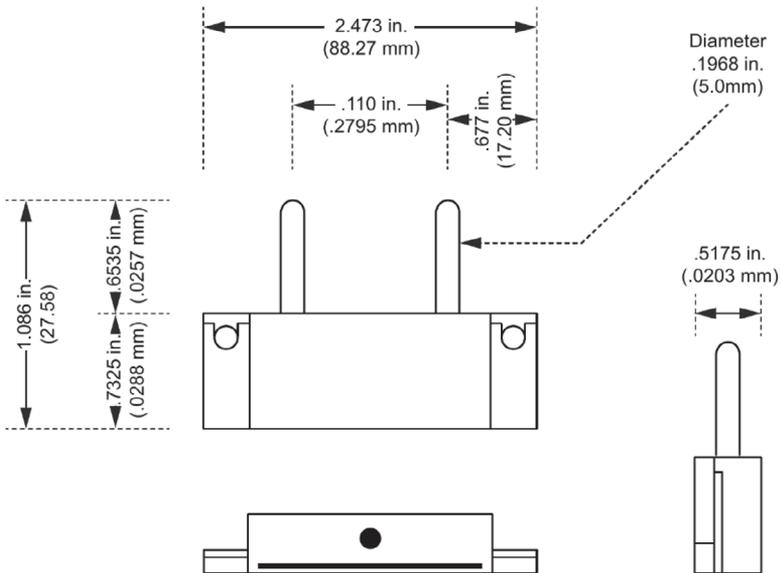
1. Determine the sensor's installation location.

Recommended: Place the sensor in the location making sure it reports to the gateway before final installation.

2. Mount the probe sensor (with screws) just above the floor, at a height where water detection is desirable. Adhesives may be affected by a water leak.

⚠ WARNING

The input of this sensor is passive. Never apply any voltage to the water detection lead. Doing so could result in an electrical hazard risk.



Installing the Enclosure

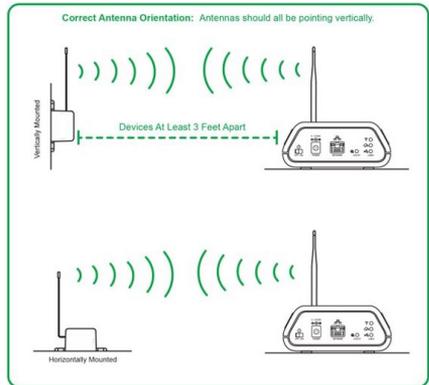
Sensor and Gateway Distance

The strength of the signal between a sensor and a gateway can vary depending on the antenna equipped. Sensors that transmit long distances can sometimes have more difficulty up close. The nearer the sensor to the gateway depending on the strength of the signal, the more garbled the signal can be. An analogy: A person standing next to a loud speaker will be able to hear an announcement but may not be able to understand it. After moving away from the loud speaker, the person will be able to both hear and understand the announcement.

There needs to be at least 3 feet between the sensors and the gateway for effective close transmission. This distance is particularly important during setup when the sensors are trying to connect initially with the gateway. The sensors actively scan to contact the gateway the moment the battery is inserted or the sensor turned on.

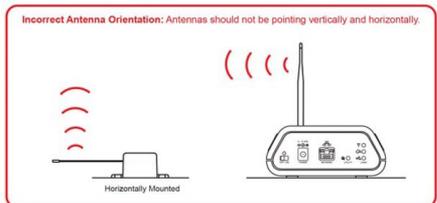
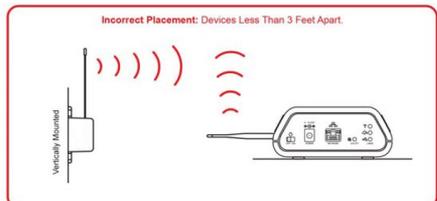
Correct Antenna Orientation

The antennas must all point vertically. Avoid pointing the antennas both vertically and horizontally in a mixed orientation.



Incorrect Antenna Orientation

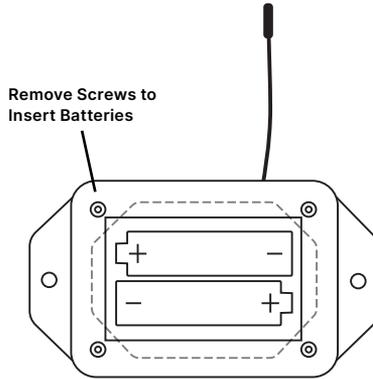
Avoid mounting sensors high and wireless gateways low. The devices need to be at least 3 feet apart but not on completely different planes. Also, avoid positioning sensors or gateways on the floor.



Install the Batteries

Be sure the Nexa Dual Gateway or Ethernet Gateway is set up before you install the included AA batteries into the transceiver box. When the transceiver is powered on, it automatically attempts to pair with the nearest gateway.

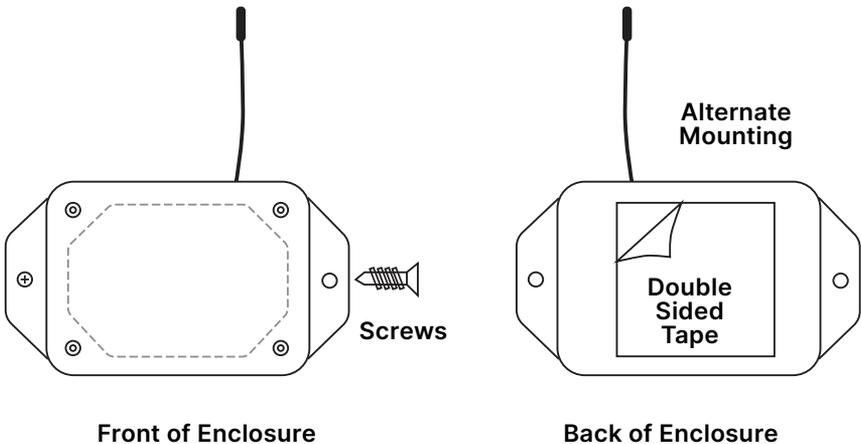
Use a #1 Phillips screwdriver to detach the cover of the transceiver box. Install the AA batteries as marked and reattach the cover. Use replacement screws provided in the kit accessory bag as necessary.



Mount the Enclosure

Nexa sensors feature mounting flanges and can be attached to most surfaces using the included mounting screws or double-sided tape. Observe these recommendations for installation.

- Attach the radio transmitter onto the wall or another flat, stationary surface. Use double-sided tape, screws, or other method of fastening.
- Ensure the cable connecting the probe to the radio transmitter is tucked away and unlikely to be knocked out of place.



Connecting to Nexa

Now that your gateway(s) and sensors have been successfully installed, you need to contact your dedicated Customer Success Manager (CSM) to register you and your team on the Nexa platform. Your CSM connects your system data to the cloud, creates a system map, sets alerts, and assumes responsibility for fully onboarding your team, providing visibility and generating valuable insights.

To complete the registration, your CSM will need some important information. Every gateway and sensor has a unique identification number (ID) and security code (SC) located on the side of the communications enclosure. Record and relay that information along with the precise location and related equipment within the facility. Those location names are how you will be able to identify critical data for each sensor within the Nexa platform.

As shown here, for each sensor registered on the platform, the record includes sensor name, sensor location, sensor type, last sensor reading, last reading time, and manufacturer ID. Tap the 3-dot menu on the right end of a row to edit or delete the sensor record or to copy the ID.



The screenshot shows the "Sensors" management page in the Nexa platform. The page includes a search bar, filters for Location and Sensor Type, and a table of sensor records. A 3-dot menu is open over the "Leak Tank (West)" row, showing options for Edit, Delete, and Copy ID.

Sensor	Location	Type	Last Reading	Last Reading Time	Manufacturer ID	
CWS_Temp_In West Wing MR	Nexa Headquarters	Temperature Sensor	51.3°F	04/10/24 11:22 EDT	52737	...
Flow Meter 1	West Wing Mechanical Room	Flow Meter	118.0 gpm	04/10/24 11:22 EDT	336601	...
Flow Meter 2	West Wing Mechanical Room	Flow Meter	15.9 gpm	04/10/24 11:22 EDT	336606	...
Flow Meter 3	West Wing Mechanical Room	Flow Meter	25.0 gpm	04/10/24 11:22 EDT	336607	...
Heater Combo_Temp_Out West...	West Wing Mechanical Room	Temperature Sensor	127.7°F	04/10/24 11:22 EDT	52749	...
Leak Tank (West)	West Wing Mechanical Room	Leak Detector	Leak	04/10/24 11:20 EDT	52741	...
Leak_W1 (West)	W1 Plant	Leak Detector		04/10/24 11:20 EDT	52740	...
Mixing Valve Out	Nexa Headquarters	Temperature Sensor	148.0°F	04/10/24 11:01 EDT	52755	...
Pressure 300 PSI	West Wing Mechanical Room	Pressure Sensor	78.1 psi	04/10/24 11:01 EDT	52735	...
Pressure_In_W1.1 West	W1 Plant	Pressure Sensor	106.0 psi	04/10/24 11:00 EDT	52736	...

FAQs/Troubleshooting

Who should I reach out to in case of any issues?

Reach out to your dedicated Nexa Customer Success Manager, who can then directly assist or connect you with the right resource to resolve the issue.

What if my gateway is not all green?

- Ensure that the gateway is in an area with strong cellular signal.
- Perform a reset on the gateway by performing the following steps:
 - Power off the gateway.
 - Press and hold the Utility button for 20 seconds (keep holding while powering on).
 - After the start-up test, in which the LEDs all flash alternating red and green, release the button.
 - Press and hold the Utility button for 15 seconds or so until the LEDs go dark from top to bottom. A restart of the gateway follows.

What if some parts are missing?

Reach out to your dedicated Nexa Customer Success Manager, who can then ship out any missing or replacement parts to you.

What if my sensor won't connect?

- Contact your dedicated Nexa Customer Success Manager for support.
- Sensors may not connect because the distance from gateway is too great (particularly if signal is obstructed by barriers), or because of issues with a specific sensor. Follow the specification for distance and location area. If further assistance is needed, your Nexa Customer Success Manager will work with you to diagnose the root cause and develop a solution.
- If gateway signal is too weak, you may need to deploy an additional gateway closer to the sensor to ensure more consistent signal.
- If a specific sensor has issues, the Nexa team will ship a replacement sensor to you. Depending on the complexity of the installation, the Nexa team can remotely support you to replace the sensor, or schedule a service visit for the Nexa team to replace the sensor.

What if I put a device in the wrong location?

- Contact your Nexa Customer Success Manager, and share the device ID, current location, and intended location.
- With the preceding information, the Customer Success Manager will then update the location on the Nexa platform for you.

What if I want to add more sensors?

Reach out to your dedicated Nexa Customer Success Manager, who will work with you to confirm additional sensor counts, pricing, install logistics, and other aspects of your configuration.

Security Protocols

Data security and integrity are paramount at Nexa. Each layer of the system is secured using encryption and protocols designed to protect customer data and information. The system consists of sensor(s), gateway(s), and Nexa software. One or more sensors communicate with Nexa software through a gateway.

Sensor to Gateway

Sensor and gateway radio modules are purpose-built devices with proprietary unreadable firmware, which means the sensor cannot be physically hacked or re-purposed for malicious purposes. This adds a strong level of inherent security even before considering encryption. Data transmission between the sensor and the gateway are secured using Encrypt-RF Security (Diffie-Hellman Key Exchange + Advanced Encryption Standard (AES)-128 Cipher Block Chaining (CBC) for sensor data messages). Beyond the encryption, data transmissions are also structurally verified and CRC checked before passing up to Nexa or down to the sensor. This ensures the integrity of the data.

Gateway to Nexa

Data transmissions between the gateway and Nexa software are secured using 256-bit, high-level encryption.

Nexa

Access is granted through the Nexa user interface, or an Application Programming Interface (API) safeguarded by 256-bit Transport Layer Security (TLS 1.2) encryption. TLS is a blanket of protection to encrypt all data exchanged between Nexa and you.

Certifications

United States FCC

This equipment has been tested and found to comply with the limits for a Class B digital devices, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING

Changes or modifications not expressly approved by Nexa will void the user's authority to operate the equipment.

WARNING

RF Exposure. To satisfy FCC RF exposure requirements for mobile transmitting devices, the antenna used for this transmitter must not be co-located in conjunction with any antenna or transmitter. Additionally, a separation distance of 8.7 in. (22 cm) or more should be maintained between this device and persons during device operation.

Nexa and Nexa Sensors

This equipment complies with the radiation exposure limits prescribed for an uncontrolled environment for fixed and mobile use conditions. This equipment should be installed and operated with a minimum distance of 9 in. (23 cm) between the radiator and the body of the user or nearby persons.

Approved Antennas

All Nexa sensors contain FCC ID: ZTL-G2SC1. The devices have been designed to operate with any one of the approved antennas (listed below), having a maximum gain of 14 dBi. Antennas having a gain greater than 14 dBi are strictly prohibited for use with this device. The required antenna impedance is 50 ohms.

- Xianzi XQZ-900E (5 dBi Dipole Omnidirectional)
- HyperLink HG908U-PRO (8 dBi Fiberglass Omnidirectional)
- HyperLink HG8909P (9 dBd Flat Panel Antenna)
- HyperLink HG914YE-NF (14 dBd Yagi)
- Specialized Manufacturing MC-ANT-20/4.0C (1 dBi 4" whip)

Canada (IC)

English

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

The radio transmitters (IC: 9794A-RFSC1, IC: 9794A-G2SC1, IC: 4160a-CNN0301, IC: 5131A-CE910DUAL, IC: 5131A-HE910NA, IC: 5131A-GE910 and IC: 8595A2AGQN4NNN) have been approved by Industry Canada to operate with the antenna types listed on the previous page with the maximum permissible gain and required antenna impedance for each antenna type indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Français

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la Puissance Isotrope Rayonnée Équivalente (P.I.R.É) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

Le présent émetteurs radio (IC: 9794A-RFSC1, IC: 9794A-G2SC1, IC: 4160a-CNN0301, IC: 5131A-CE910DUAL, IC: 5131A-HE910NA, IC: 5131A-GE910 et IC: 8595A2AGQN4NNN) a été approuvé par Industrie Canada pour fonctionner avec les types d'antenne figurant sur la page précédente et ayant un gain admissible maximal et l'impédance requise pour chaque type d'antenne. Les types d'antenne non inclus dans cette liste, ou dont le gain est supérieur au gain maximal indiqué, sont strictement interdits pour l'exploitation de l'émetteur.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

WARNING

RF Exposure. To satisfy IC RF exposure requirements for mobile transmitting devices, the antenna used for this transmitter must not be co-located in conjunction with any antenna or transmitter. Additionally, a separation distance of 12.6 in. (32.1 cm) or more should be maintained between this device and persons during device operation.

Limited Warranty: Watts Regulator Co. (the “Company”) warrants each product to be free from defects in material and workmanship under normal usage for a period of one year from the date of original shipment. In the event of such defects within the warranty period, the Company will, at its option, replace or recondition the product without charge.

THE WARRANTY SET FORTH HEREIN IS GIVEN EXPRESSLY AND IS THE ONLY WARRANTY GIVEN BY THE COMPANY WITH RESPECT TO THE PRODUCT. THE COMPANY MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED. THE COMPANY HEREBY SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

The remedy described in the first paragraph of this warranty shall constitute the sole and exclusive remedy for breach of warranty, and the Company shall not be responsible for any incidental, special or consequential damages, including without limitation, lost profits or the cost of repairing or replacing other property which is damaged if this product does not work properly, other costs resulting from labor charges, delays, vandalism, negligence, fouling caused by foreign material, damage from adverse water conditions, chemical, or any other circumstances over which the Company has no control. This warranty shall be invalidated by any abuse, misuse, misapplication, improper installation or improper maintenance or alteration of the product.

Some States do not allow limitations on how long an implied warranty lasts, and some States do not allow the exclusion or limitation of incidental or consequential damages. Therefore the above limitations may not apply to you. This Limited Warranty gives you specific legal rights, and you may have other rights that vary from State to State. You should consult applicable state laws to determine your rights. **SSO FAR AS IS CONSISTENT WITH APPLICABLE STATE LAW, ANY IMPLIED WARRANTIES THAT MAY NOT BE DISCLAIMED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO ONE YEAR FROM THE DATE OF ORIGINAL SHIPMENT.**



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