

SentriCore Troubleshooting Guide

Clear Steps for Diagnosing and Resolving Issues

Overview

SentriCore is a modular, wireless safety system designed to provide reliable protection. Key features include:

- 500-meter wireless range with real-time signal strength monitoring
- Built-in diagnostics for detecting faults
- Automatic self-testing, battery status reporting, and power failure detection

Common Issues and Solutions

A. Transmitter Not Working

Symptoms: No alarm signal, no LED indication, and the Control Unit or Wireless Siren does not acknowledge the transmission.

Troubleshooting Steps:

1. **Check for Booster Presence:** Is there a signal booster in your system?
2. **Booster Status:** Make sure the booster is not blocked or turned off.
3. **Receiver Power:** Confirm that all receivers (Control Unit, Wireless Siren, Booster) are powered on.
4. **Transmitter Battery:** Ensure the transmitter batteries have enough power.
 - **Proximity Test:** Take the transmitter close to the control unit and activate it. If the battery is low, this will be reported on the control panel (Points to a low battery issue) if the control panel activates.
5. **Programming Check:** Confirm that the transmitter is correctly programmed into the system (check the Device List).

B. Weak or Dropped Signal

Troubleshooting Steps:

1. **Check Signal Strength:** Enter Site Survey Mode by holding the TEACH and RESET buttons for 5 seconds. Check the signal strength reading.

2. Avoid Obstructions: Make sure there are no large metal objects blocking the signal path.
3. Use Boosters: Install signal boosters if you need to extend the range of the system.

C. Low Battery Alerts

SentriCore will alert you with on-screen notifications if any device's battery is low.

1. Replace low batteries immediately to avoid downtime and ensure system reliability.

Support Resources

- SentriCore Support: <https://sentricore.co.uk/support/>
- Phone: +44 208 138 5332
- Email: info@sentricore.co.uk