

Light device is in malfunction

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

The Malfunction trouble condition indicates a device is unable to properly communicate with the panel. This can occur for a few different reasons, and many of them can be addressed with the following troubleshooting steps. Many different types of devices can be categorized as lights in the Alarm.com interface, including appliance modules, smart light bulbs, and in-wall outlets.

Platform	General / Device
Content type	Troubleshooting
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Procedure

If a Z-Wave light device is in malfunction or offline

1. Verify the device is plugged in and powered on.
2. Verify the device is within range of the Z-Wave network. Try moving the light device closer to the panel, if possible.

3. Power off the device, if possible. Wait a couple of minutes, and then power the device back on.

Trigger the light device by turning it on and off manually.

If the device is still in malfunction or offline, contact your service provider.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Home_Automation/Lights/Light_device_is_in_malfunction

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

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