Z-Wave sensor 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. This article relates specifically to Z-Wave sensors. For alarm sensors, refer to your service provider for assistance.

Platform	General / Device
Content type	Troubleshooting
Source last updated	2024-03-05

Procedure

If a Z-Wave sensor is in malfunction or offline

1. Verify the Z-Wave sensor has sufficient battery power. Replace the battery if the device has a Low Battery trouble condition or the battery is dead.

Trigger the device to establish communication with the panel or hub. Depending on the sensor type, triggering the sensor may include:

1. Opening and closing a contact sensor

Activating a motion sensor

1. Pressing a side button on the sensor
2. Opening the battery compartment

If the behavior is still not resolved, contact your service provider for assistance.

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original Alarm.com reference: https://answers.alarm.com/Customer/Website_and_App/System_Management/System_Usage/Z-Wave_sensor_is_in_malfunction

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

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