

WSM Battery Change Procedure

If you have been asked to change the batteries of a WSM, or you noticed Real Time Data (RTD) stopped reporting in the GridPoint Energy Manager (GEM) mobile app or browser, or if the WSM Status Report indicates "Low" battery, follow the steps below.

What is a WSM?

A WSM (Wireless Sensor Module) is a piece of GridPoint equipment about the size of a baseball that is used to wirelessly monitor temperature and humidity. Your company's energy management admin(s) will receive a report showing WSM battery statuses.



Locating WSM

To locate a WSM that needs its battery changed, use the name of the device to help determine its location.

- 1 Refer to the **Assets Monitored** column of the **WSM Status Report** your energy manager(s) received. It will be on the **WSM Detail** tab. Look for a WSM in or near the location described by the name
- 2 Once the WSM is found, find the serial number on top of the WSM, confirm it matches the **WSM ID-Last 8 Digits** column

r	Site ID	Site Name	Commission Date	WSM ID - Last 8 Digits	Assets Monitored	Battery S
BC	ABC0001	Example Site 0001	10/20/2019	41BD1CF0	Reach in Freezer 1	GOOD
BC	ABC0002	Example Site 0002	4/12/2012	41995A21	Reach in Freezer 1	ADEQU
BC	ABC0003	Example Site 0003	11/3/2014	41AD65G2	Beverage Cooler	LOW
BC	ABC0004	Example Site 0004	8/1/2020	4193R7G5	Reach in Cooler 1	UNRESPO
BC	ABC0005	Example Site 0005	2/16/2021	41BD1CF4	Reach in Cooler 1	ADEQU
BC	ABC0006	Example Site 0006	6/9/2017	41BD1CF5	Walk in Cooler 1	GOOD
BC	ABC0007	Example Site 0007	1/21/2016	41BD1CF6	Walk in Freezer 1	GOOD
BC	ABC0008	Example Site 0008	8/1/2018	41BD1CF7	Prep Fridge	UNRESPO
BC	ABC0009	Example Site 0009	11/19/2020	41BD1CF8	Water Heater	GOOD
BC	ABC0010	Example Site 0010	5/22/2018	41BD1CF9	Blast Chiller	LOW



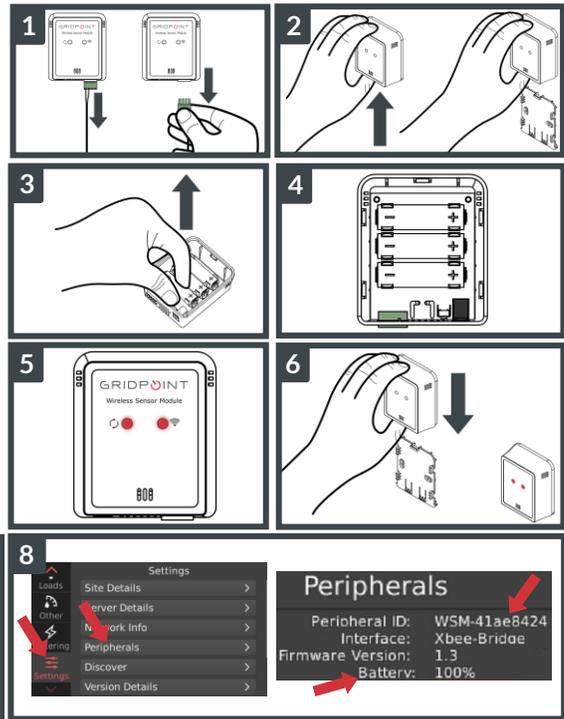
Replacing Batteries

Replacing the 3 AA batteries in the WSM is easy, do the following:

- 1 If a remote temperature sensor is attached, pull down on green plug to disconnect. **Never pull on the wires!**
- 2 Push up firmly on the bottom of the WSM to slide it off its base
- 3 Flip WSM over to back, and pull out used batteries

Note: GridPoint recommends using Lithium AA Batteries. Lithium batteries will yield better battery life and are less likely to corrode compared to Alkaline batteries.

- 4 Verify new battery orientation, push batteries back into holders
- 5 Ensure Activity and Network LED's on front are illuminated
- 6 To re-attach WSM, align with base, and slide the WSM down till it snaps into place
- 7 If you removed a remote temperature sensor earlier, push it back into place, making sure the screw terminals face the wall
- 8 Verify WSM is communicating by going to your GridPoint controller and checking the **Settings>Peripherals** area. Ensure the **WSM-ID Last 8 Digits** column of the Report matches the **Peripheral ID** in the settings. Alternatively, Real Time Data (RTD) is displayed in the GEM portal or mobile app. Ensure the battery percentage is 100% (may be slightly less if installed in cold location)



Troubleshooting

Issue	Solution
I don't see any lights after I installed new batteries, what should I do?	Verify batteries were installed in correct orientation
After changing the batteries, I don't see any Real Time Data (RTD), now what?	Wait 15 minutes and check again. Occasionally it takes longer for data to populate. If still unresponsive, refer to WSM Help Guide (next page).

WSM Help Guide

Use the following guide to troubleshoot a WSM. Follow the steps in order.

1 Find WSM location and **check Network LED**

Note: WSM lights are inactive during sleep period. The default sleep period is 5 minutes but can be between 1-60 minutes.

2 If **neither LEDs turn on** after 5 minutes, change batteries (refer to the WSM Battery Change Procedure). Re-check connection after 15 minutes

3 If **Network LED is solid** when awake:

- If a remote temperature sensor is attached, **pull down on green plug** to disconnect. **Never pull on the wires!**
- Remove WSM** from the wall by pushing up firmly from the bottom
- Place WSM **within 10 ft** of the controller and wait 15 minutes. If it regains connection then there is poor signal strength at the installed location. Call Support

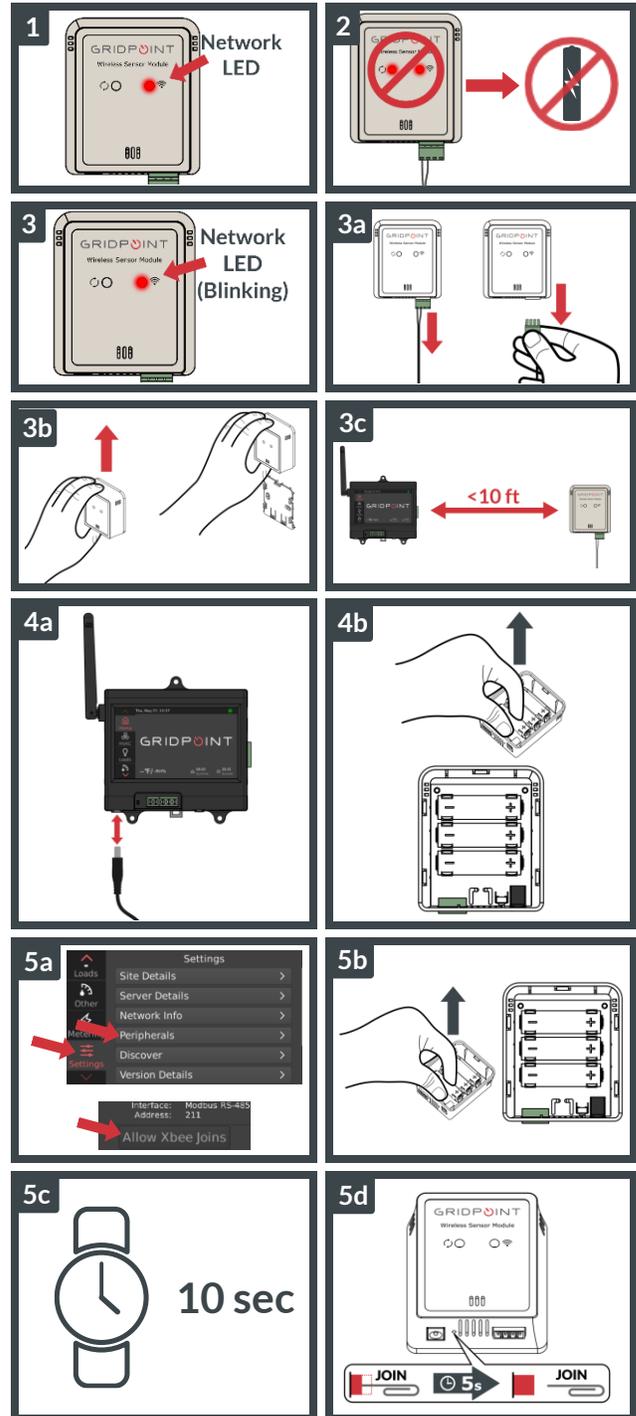
4 **Restart both controller and WSM**

- To restart an EC-2000 controller, unplug the power cord from the bottom wait 10 seconds, and plug it back in
- Remove all batteries from the WSM and put them back. Ensure proper battery orientation

5 (Advanced) If **none of the above worked**, attempt to **re-join** the WSM to the network by grabbing a paper clip and doing the following:

- On the controller** navigate to **Settings>Peripherals** and press the **AllowXbeeJoins** button
- Keeping the **WSM within 10 ft** of the controller, **power cycle** the WSM by removing all batteries and then putting them back in
- Wait 10 seconds** after installing batteries
- Push and hold the Join Button till the Activity LED blinks (about 5 seconds) then release the Join Button
- Wait 5 minutes and check connectivity

6 If **Network LED blinks** when awake and there is no RTD or the controller indicates no connection, wait 5 minutes and recheck. Otherwise call Support



Support Phone: (866) 800-8906
Support Email: support@gridpoint.com