

Bosch Smart Home

Twinguard Starter Set Instruction Manual

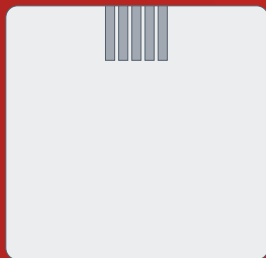


BOSCH

Start making your home smart!



Make sure that you download the Bosch Twinguard App.

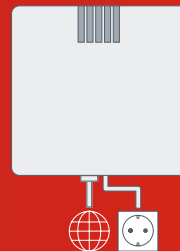


Before you start you need to make sure you have installed the Bosch Twinguard App. You also need to make sure that you have a spare LAN port on your WiFi router.

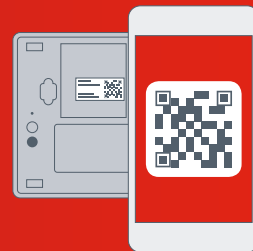
Set up your product in just three steps



► **Start the Bosch Twinguard App**



► **Connect the Gateway to the power supply and WiFi router**



► **Scan the QR code on the back of the Gateway. Add the Twinguard using the QR code.**



You can also watch easy to follow installation videos on our website: www.bosch-smarthome.com/installation



Dear customer,

Congratulations on purchasing your Bosch Smart Home Twinguard Starter Set. It will help you to make your home even safer and smarter. The Twinguard Smoke Alarm can do more than just detect smoke. Its integrated LED lights up the escape route in case of an emergency. An air quality sensor measures not only room temperature, but also relative humidity and volatile organic compounds (VOC) of the air. The Gateway enables you to interconnect multiple Twinguard Smoke Alarms, while the Bosch Twinguard App enables you to conveniently view their status on your mobile. You can therefore reassure yourself that everything is OK at home, no matter where you are.

**We hope you enjoy your new product,
The Bosch Smart Home team**

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1.0 PRODUCT DESCRIPTION

The Twinguard Starter Set contains a Twinguard Smoke Alarm and a Gateway.

The Twinguard Gateway including accessories is a Smoke Alarm manufactured to EN 14604: 2005/AC: 2008 which connects wirelessly to a Gateway. It is equipped with the following functions and components:

- ▶ Audible alarm
- ▶ 360° light strip for visual signals
- ▶ Radio module
- ▶ Alarm LED
- ▶ Emergency lighting
- ▶ Air quality sensor
- ▶ Smoke sensor
- ▶ Large operating button
- ▶ Batteries

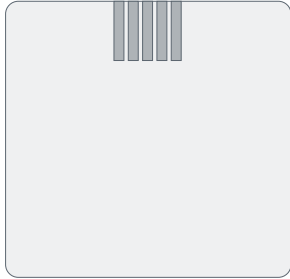
The product reliably warns you of potential fires in your home. If smoke is detected both a visual and audible alarm is triggered.

The Gateway connects your Twinguard to the internet and other Twinguards you might have in your home. The Gateway includes:

- ▶ LED signal lights
- ▶ Activation button on the back of the Gateway
- ▶ Power cable
- ▶ Network cable

The Gateway has the following functions:

- ▶ It triggers alarms on all Twinguard Smoke Alarms connected to the Gateway if a potential fire is detected
- ▶ It forwards alarm notifications to your mobile device through the internet



The Gateway must be set up before the Smoke Alarms!



The forwarding of alarms from alarm to alarm and to mobile devices will only work when the Gateway is switched on.



Up to 40 Twinguard Smoke Alarms can be connected to one Gateway.



Your mobile device must be on and connected to the internet in order for you to receive warnings and information from your Twinguard Smoke Alarm.



You can find more detailed information about your products and how best to use them at:

www.bosch-smarthome.com

1.1 Intended use

The product is intended for indoor use in residential buildings. It should only be used together with original Bosch Smart Home components.

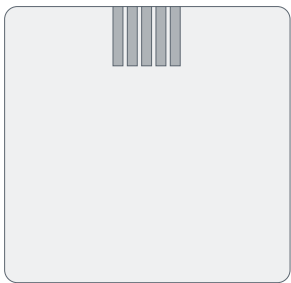
- ▶ Follow the safety instructions and the directions in this manual and the Bosch Twinguard App to ensure that the product is set up correctly
- ▶ Observe the connection conditions, ambient temperatures and humidity limits in the Technical Data section (see p. 55)
- ▶ Avoid installing in areas prone to high amounts of direct sunlight or near to sources of heat or cold



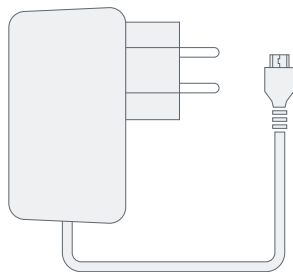
Do not modify the product in any way. Any other use is considered unintended use. We will not assume liability for any resulting damage.

2.0 IN THE BOX

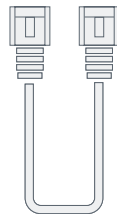
2.1 Gateway



Gateway



Power cable



Network cable



2 screws,
2 plugs



Please check that all products are in the box and are undamaged. Please mount only parts that are in immaculate condition.

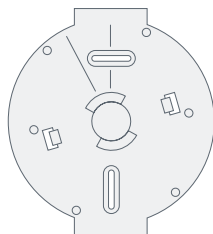


To install the Gateway you will need an internet connection and a standard WiFi router with a free LAN port.

2.2 Twinguard



Twinguard Smoke Alarm



Mounting bracket



2 screws,
2 plugs



Please check that all products are in the box and are undamaged. Please mount only parts that are in immaculate condition.



Batteries (6 x 1,5 V AA Alkaline) are already included and can be replaced as necessary.

3.0 WARNING NOTICES

3.1 Explanation of symbols



Warning.

This alerts you to danger.



Info.

Indicates important information.

3.2 Safety instructions



The Gateway or Twinguard should not be dismantled. In case of fault, please contact our customer service team on 00800 843 762 78. Please observe the intended use.



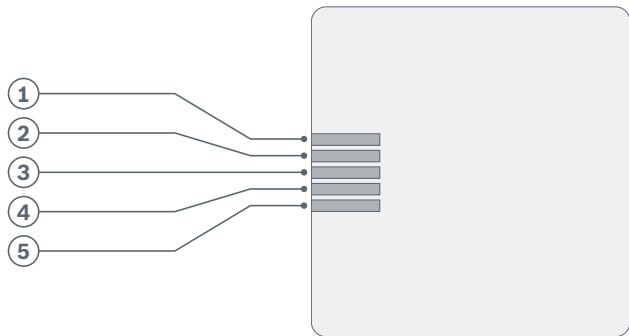
The product should only be mounted using the material recommended in this manual. Do not paint or wallpaper over any of the devices!



Batteries must not be exposed to excessive heat such as sunlight, fire, etc.

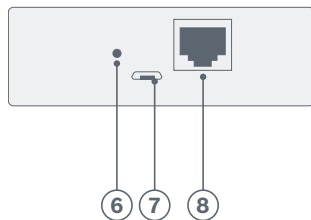
4.0 INDICATORS AND CONTROLS

4.1 Gateway product overview

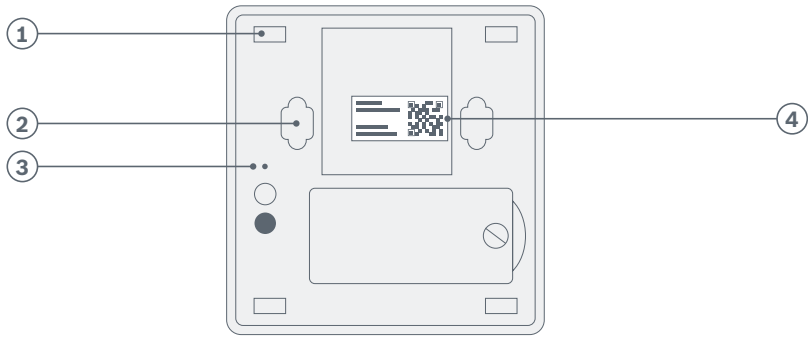


Top view

Rear view



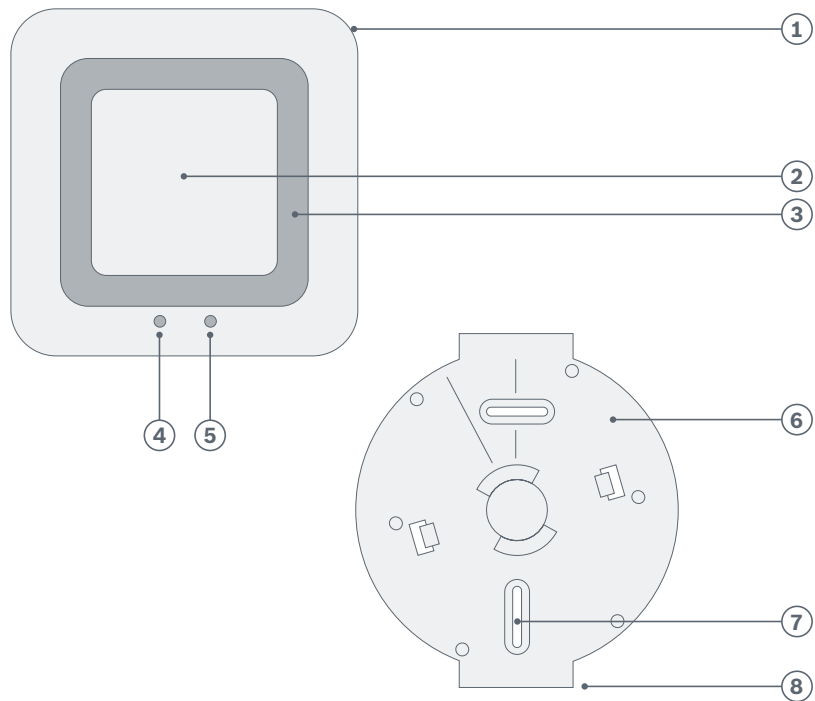
Item	Part	Explanation
1	LED 1	Status indicator for wireless connection
2	LED 2	Status indicator for internet connection
3	LED 3	Activity indicator
4	LED 4	-
5	LED 5	-
6	Activation button	For activating the Gateway during setup
7	Power connection	Port for micro USB power cable
8	LAN port	For connecting to the router



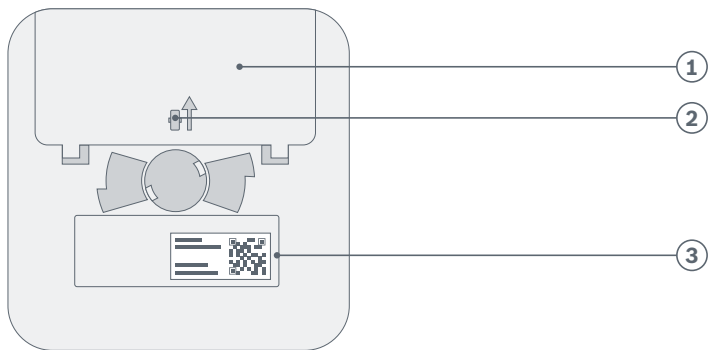
Base

Item	Part	Explanation
1	Rubber pads	For providing grip
2	Mounting holes	For fitting to the wall
3	Reset button	For resetting the Gateway to the factory settings
4	QR code	Scan for device identification

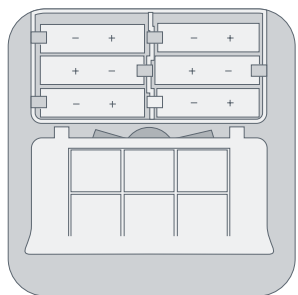
4.2 Twinguard product overview



Item	Part	Explanation
1	360° LED light strip	For indicating the status: red, orange, green, blue
2	Operating button	For accessing and carrying out functions
3	Alarm	Audible signal
4	Alarm LED	Red: alarm or fault
5	Emergency lighting	To ensure safe passage out of the danger zone
6	Mounting bracket	For ceiling installation
7	Screw slot	For accurate alignment of the alarm
8	Straight edge	For aligning the Twinguard with the ceiling level



Item	Part	Explanation
1	Battery compartment	-
2	Red plastic pin	For activating the Twinguard
3	QR code	Scan for device identification



Battery compartment can only be closed when all batteries have been inserted.

5.0 INSTALLATION AND SET UP THE GATEWAY



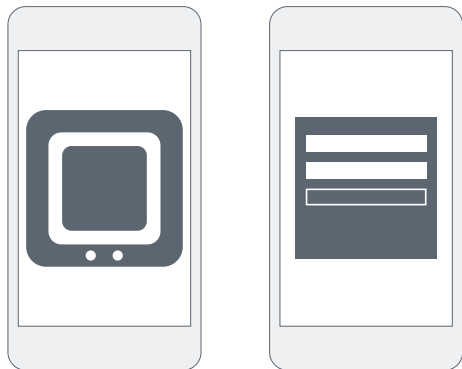
Before you start

Make sure that you download the Bosch Twinguard App. You will need it for the entire installation and configuration.

Für Android-Geräte	Für Apple iOS-Geräte
<ul style="list-style-type: none">▶ Load up Google Play▶ Search for “Bosch Twinguard”▶ Select the “Bosch Twinguard App”▶ Tap “Install”	<ul style="list-style-type: none">▶ Load up the App Store▶ Search for “Bosch Twinguard”▶ Select the “Bosch Twinguard App”▶ Tap “Get”

Connect your Mobile device to the same WiFi network that you are going to connect your Gateway to.

5.1 Starting the Bosch Twinguard App



Now start the Bosch Twinguard App and log in using your username and password under “Login”. If you do not

have a Bosch Account, you can create one using the app.



You can also use your Bosch Account for other Bosch devices you want to interconnect in a network. If you already have a Bosch Account for another service, you can use it to log in directly.



From this point, the app guides you through the installation process. You will find a detailed description in this instruction manual.



There must be a functions Wireless network and internet connection in order for warnings to be sent in the event of a potential fire. Robert Bosch Smart Home GmbH are not able to offer a guarantee on the time it will take for this notification to be transmitted.

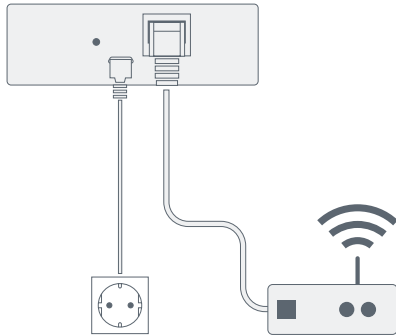


Please note that the emergency services number stored in the App will not be automatically called if the Twinguard Smoke Alarm detects smoke. If necessary, you always have to call the emergency services yourself!



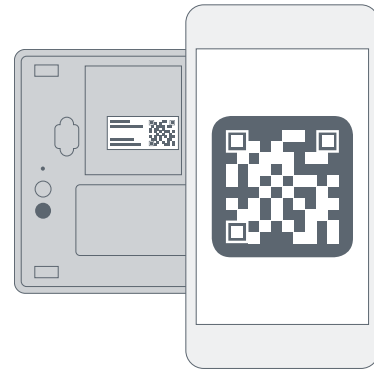
You need to ensure that your mobile device is on and connected to a mobile communications network in order for it to receive warnings and notifications from the Twinguard Smoke Alarm.

5.2 Set up the Gateway



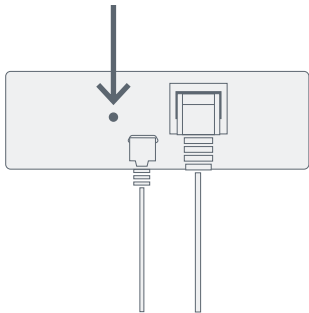
Insert the network cable into the Gateway and into a free LAN port on your router.

Connect the Gateway to the power supply using the USB power cable and follow the instructions in the app.



When prompted to do so by the app, please scan the QR code on the base of the Gateway.

5.3 Activating the Gateway



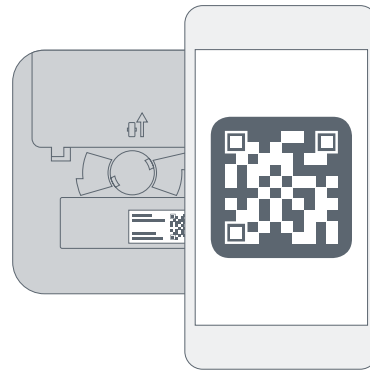
The app will prompt you to activate the Gateway. To do so, please press the activation button directly next

to the cable ports on the back of the Gateway once.

6.0 INSTALLATION AND SET UP THE TWINGUARD



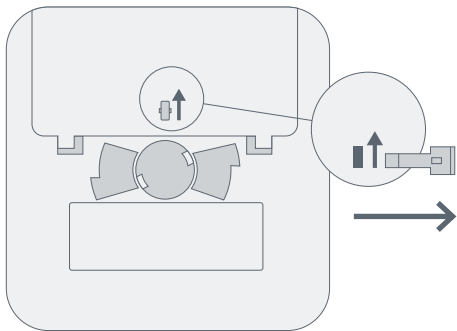
In order to set up the Twinguard, your mobile device must be connected to the WiFi network that your Gateway is already connected to.



Follow the instructions in the Bosch Twinguard App to add more Smoke Alarms.

This will require scanning the QR code found on the back of each Smoke Alarm.

6.1 Activating the Twinguard



When prompted by the app, activate the Twinguard Smoke Alarm by removing the red pin on the back.



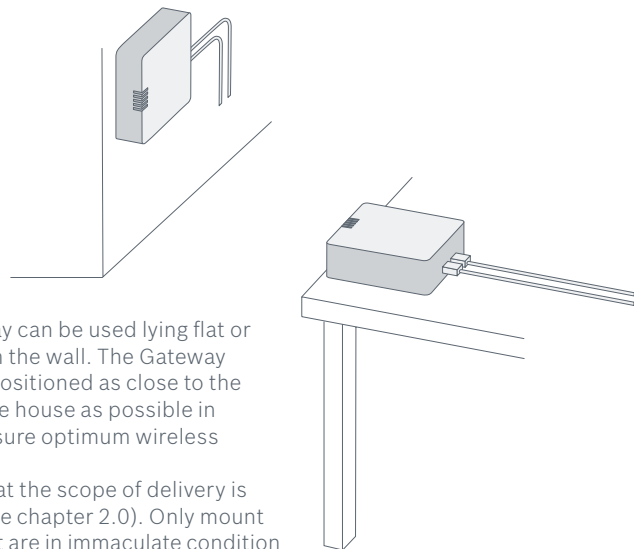
The Twinguard will become operational when the red pin has been removed. Please note that inadvertently pressing the operating button will trigger a test alarm.

7.0 FIXING THE GATEWAY

7.1 Mounting instructions



Ensure the Gateway is installed in a location that provides a good connection between it and the Gateway. If the connection is lost, notifications cannot be sent.



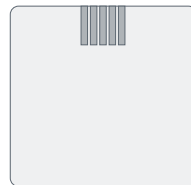
The Gateway can be used lying flat or mounted on the wall. The Gateway should be positioned as close to the center of the house as possible in order to ensure optimum wireless coverage.

- ▶ Check that the scope of delivery is intact (see chapter 2.0). Only mount parts that are in immaculate condition

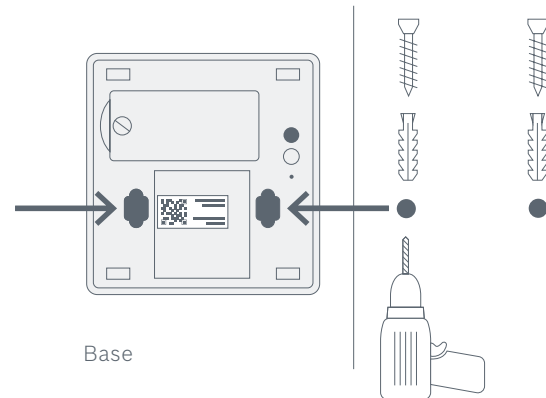
7.2 Wall mounting



When choosing a mounting location and when drilling, pay attention to potential electrical cables and/or supply lines that could be behind the wall.



Top



Base

On the base of the Gateway there are two recesses for the screw heads, which enable the Gateway to be fitted

to the wall. Please use the enclosed plugs and screws to mount it if required.

- ▶ Mark two hole positions 4.8 cm apart at the desired position on your wall
- ▶ Drill the holes and insert the plugs

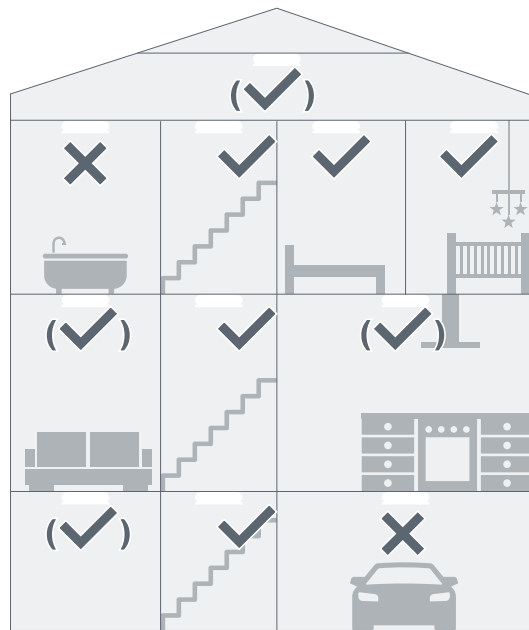
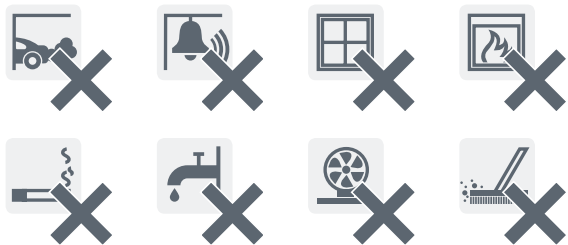
- ▶ Drive the screws into the plugs
- ▶ Position the Gateway over the screws and slide down until it locks into place

8.0 MOUNTING THE TWINGUARD

8.1 Mounting instructions



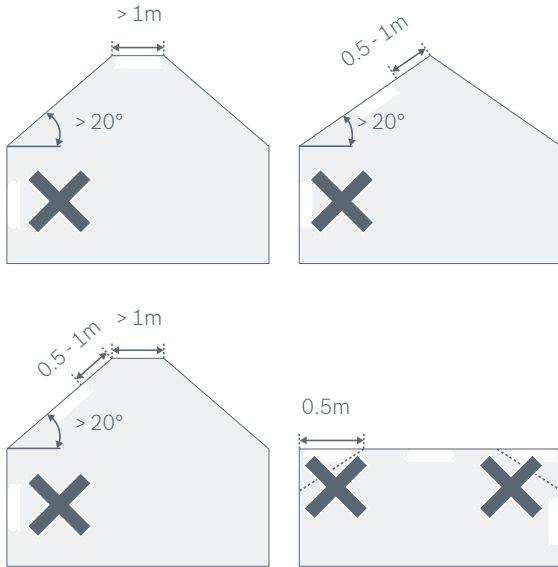
It is best practice to install several smoke alarms in your home to be fully protected. As a minimum we recommend that they are installed in every Bedroom, Kids room and in all hallways that serve as an escape route. For the maximum effectiveness we recommend that additional smoke alarms should be installed in living areas, attics and basements.



(✓)
Optimum protection

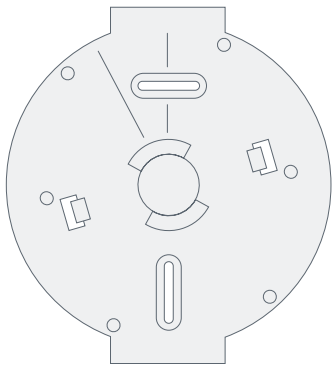
✓
Yes

(X)
No



The Smoke Alarm should be mounted on the ceiling, its important to note certain factors when choosing the best position.

- ▶ Mount the device in the center of the ceiling. The maximum monitoring area of an alarm is 60 m². In large rooms, an extra alarm should be fitted for every 60 m². The maximum height a smoke alarm should be installed is 6 m
- ▶ If being installed in Hallways (maximum 3 m wide), a smoke alarm must be installed at least every 15 m along the length of the hallway. There should be no more that 7.5 m from a smoke alarm and the end of the hallway. We recommend that a smoke alarm is installed at all hallway junctions and corners
- ▶ In rooms that are divided into multiple floors, it is recommended that a smoke detector is installed on each level where the ceiling area is greater than 16 m², and the length and width is over 2 m.
- ▶ If your ceiling is split by beams or joints that protrude greater that 0.2 m, we recommend that multiple Smoke Alarms are fitted if the ceiling area created by the beams is greater than 36 m²



Align the straight edge of the mounting bracket parallel to the ceiling edge of the desired room so the Smoke Alarm is parallel to the edge of the room.



In order to prevent injury, the mounting instructions in this instruction manual must be followed and the general safety regulations observed.

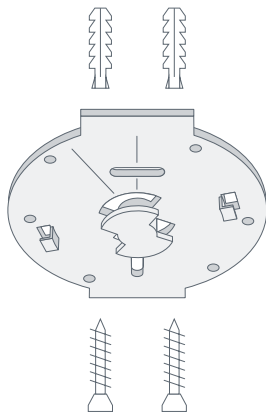


When choosing a mounting location and when drilling, pay attention to potential electrical cables and/or supply lines that could be behind the wall.



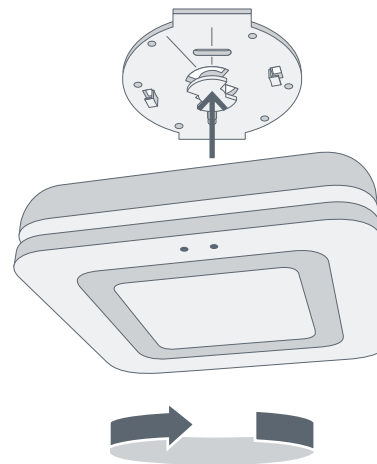
The kit includes two 3.5 x 30 mm countersunk cross-head screws and two 5 mm universal wall plugs, which are suitable for fitting to concrete ceilings.

8.2 Fixing with screws



- ▶ Hold the mounting bracket in the desired position
- ▶ Mark the drill holes

- ▶ Drill the holes and insert the plugs
- ▶ Position the mounting bracket and screw it on



“Click”

- ▶ Now fit the Smoke Alarm to the mounting bracket, align and rotate in the direction of the arrows

- ▶ When you hear a “Click” your Twinguard is mounted correctly

9.0 MAINTENANCE INSTRUCTIONS

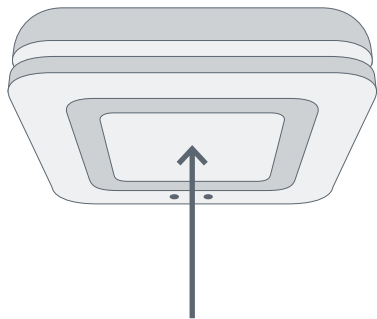


We recommend you inspect and test your Twinguard on a monthly basis.

9.1 Visual inspection

- ▶ The smoke inlet openings along the 360° light strip and the sound outlets are not clogged (e.g. by dust, dirt or paint)
- ▶ If necessary, clean the Smoke Alarm carefully with a damp cloth
- ▶ Check for any damage and that the bracket is still firmly fixed in place.
- ▶ Ensure that there is a clear space of 0.5 m around your Twinguard so smoke detection is not hindered

9.2 Twinguard functional test



► To do this, briefly press the operating button. The alarm will sound three times at a reduced volume, the alarm LED and the LED light strip will flash red and the emergency lighting will turn on

► If the functional test was successful, the 360° LED light strip will light up blue for one second



We recommend that you test your Twinguard immediately following installation and every month following that. It should also be checked following every battery change and software update.



If the signals described do not appear, the Smoke Alarm is faulty: Please replace the product in this case.



Always press the Smoke Alarm's operating button in the center at the height of the Bosch logo.

By initiating a test or muting an alarm using the operating button fire detection is deactivated for the next 10

minutes. It initiated or muted using the APP, detection remains active.

10.0 ALARM AND TROUBLESHOOTING

10.1 Gateway faults

Visual signal	Cause	Measure
No LED is lit up	USB power cable not connected / power cable faulty / Gateway faulty	Check the power supply to the power cable; replace the power cable or Gateway if necessary
LED 2 is lit up orange	Internet connection not available; Cloud not available	Call the hotline
LED 2 is lit up red	Internet connection not available; Cloud not available	Check the connection between the Gateway and the DSL router or check the internet connection of the DSL router



In normal operation, LED 1 and LED 2 of the Gateway are continuously lit up green. LEDs 3, 4 and 5 are inactive in this case.

10.2 Twinguard faults

Audible signal	Visual signal	Cause	Measure
Quiet signal, every 43 s	Yellow LED flashes 3 times every 43 s	Alarm faulty	Replace the Alarm
Quiet signal, every 300 s	Yellow LED flashes once every 300 s	Batteries nearly empty	Replace the batteries
Quiet signal, sounds every hour	-	Alarm OK, but batteries in one of the other alarms in the network are nearly empty	Look for a alarm whose 360° circumferential LED light strip is flashing yellow (once every 300 s) and replace its batteries



Flash and fault codes, information about how to reset the Twinguard to its factory settings plus much more can be found in the online FAQs at www.bosch-smarthome.com/faq

10.3 Switching off the Smoke Alarm

If the alarm is triggered, please press the operating button in the center of the Smoke Alarm to mute it.

Alternatively you can silence the alarm using the Twinguard App.



If the operating button is used to initiate the functional test or switch off an alarm, both fire detection and the alarm is deactivated for 10 minutes.

11.0 PRODUCT DETAILS

11.1 Technical data

Model name of Gateway	FRS-Gateway
Rated voltage	5VDC
Current consumption from USB power cable	max. 500 mA at 5V
Connections	USB power cable, LAN (Ethernet, RJ45)
Type of protection	IP20
Ambient temperature	5°C to 40°C
Storage temperature	-20°C to 70°C
Maximum humidity	15% to 85%
Radio frequency	2,4 GHZ ISM-Band
Max. transmission power	8 dBm
Radio range in free-field conditions	≥ 100 m
Casing dimensions (W × H × D)	88 mm x 90 mm x 29 mm
Weight	110 g

Model name of Twinguard	FRS-5000-OW-EN
Rated voltage	6 x 1.5V AA alkaline batteries (replaceable)
Battery manufacturer type	Duracell / Panasonic
Battery life	2 years (typical)
Type of protection	IP20
Ambient temperature	5°C to 30°C
Storage temperature	-5°C to 30°C
Maximum humidity	93% non-condensing
Radio frequency	2,4 GHz ISM band
Max. transmission power	8 dBm
Radio range in free-field conditions	≥ 100 m
Maximum number of connections to one Gateway	40
Volume at a distance of 3 m	> 85 dB(A)
Casing dimensions (W × H × D)	138 mm x 138 mm x 41 mm
Weight	440 g

11.2 Declaration of conformity

Robert Bosch Smart Home GmbH hereby declares that the Bosch Smart Home Twinguard Smoke Alarm and Bosch Smart Home Gateway radio communication unit complies with Directive 1999/5/EC and is designed for use in all countries of the European Union.

The declaration of conformity and declaration of performance can be downloaded from **www.bosch-smarthome.com**



11.3 Faults in radio operation

Faults in radio operation (e.g. due to electric motors or defective electrical devices) cannot be ruled out. The radio range inside buildings may differ greatly from the radio range in free-field conditions. Apart from the

transmission power and the receiver characteristics, environmental influences such as humidity and structural characteristics may also influence radio operation.

11.4 Open-Source-Software

This Bosch Smart Home product uses open-source software. Below you will find the license information for the components used.

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11.5 Environmental protection and disposal

Electrical and electronic equipment that is no longer usable or is defective, or used batteries must be separated from other waste and recycled in an environmentally friendly manner (European Directive on Waste Electrical and Electronic Equipment). To dispose of old electrical and electronic equipment or batteries, use your country-specific return and collection systems.

Batteries must not be disposed of with household waste. Used batteries must be disposed of in the local collection systems.



12.0 FURTHER INFORMATION

You can find more detailed information on operating and maintaining the Smoke Alarms in the online FAQs at www.bosch-smarthome.com/faq

You will also find all contact details on the rear side of this document.



Sale and transfer

Before you transfer or sell your device, delete your personal information. To do this, reset the device to its factory settings (see online FAQs).



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