Allure™ EC-Smart-Vue Sensor Series

Figure 1: (Left image) Allure EC Smart Vue, Allure EC Smart Vue-H/-C/-CH sensors. (Right image) Models equipped with a motion sensing window in the upper left corner: Allure EC Smart Vue-M/-CM/-HM/-CHM sensors

Product Description

The Allure EC-Smart-Vue Series is designed to interface with Distech Controls' ECLYPSE™ series BACnet/IP and Wi-Fi Controllers, ECB series BACnet® Controllers and ECL series LonWorks® Controllers.

This line of communicating sensors with backlit display consists of eight models that provide precise environmental zone control. Models are available with any combination of the following: temperature, humidity, CO_2, and motion sensor.

General Installation Requirements

For proper installation and subsequent operation of the device, pay special attention to the following recommendations:

- ☐ Upon unpacking, inspect the contents of the carton for shipping damages. **Do not install a damaged device.**
- ☐ Allow for proper clearance around the device's enclosure and wiring terminals to provide easy access for hardware configuration and maintenance.
- ☐ Orient the device with the ventilation slots towards the top to permit proper heat dissipation.
- ☐ Ensure proper ventilation of the device and avoid areas where corroding, deteriorating or explosive vapors, fumes or gases may be present.

Any type of modification to any Distech Controls product will void the product's warranty

Take reasonable precautions to prevent electrostatic discharge to the device when installing, servicing or during operation. Discharge accumulated static electricity by touching one's hand to a well-grounded object before working with the device.

DISTECH CONTROLS™

Device Markings

Certain markings (symbols) can be found on the product and are defined as follows:

Symbol	Description
CE	CE marking: the device conforms to the requirements of applicable EC directives.
UKCA	UKCA marking: the device conforms to the requirements of applicable Great Britain regulations.
c UL us LISTED	UL marking: conforms to the requirements of the UL certification.
FC	FCC marking: This device complies with FCC rules part 15, subpart B, class B.
⚠	Warning Symbol: Significant information required. Refer to the Hardware Installation Guide.

General Wiring Recommendations

⚠ **Risk of Electric Shock:** Turn off power before any kind of servicing to avoid electric shock.

- ☐ All wiring must comply with electrical wiring diagrams as well as national and local electrical codes.
- ☐ Comply with all network and power supply guidelines outlined in the Network Guide.
- ☐ Use the screws, wall anchors, and wire nuts included for wall mounting and wiring.

Maintenance and Cleaning

Gently clean the device with a soft, lint-free cloth slightly moistened with a solution of mild liquid dish soap and warm water or disinfect the device with a soft cloth slightly moistened with a 70% isopropyl alcohol.

Do not directly spray any liquid or disinfecting solution on the device. Do not clean with any other chemicals products.

Mounting Instructions

The Allure EC-Smart-Vue has been specially designed for easy installation. However, certain conditions apply when choosing a suitable location for the device:

- ☐ Install the device in a location of average temperature approximately 5 ft (1.5 m) above the floor
- ☐ The device should not be installed on an exterior wall.
- ☐ The device should not be installed near a heat source.
- ☐ The device should not be installed near an air discharge grill.
- ☐ The device should not be installed in a place where it can be affected by the sun.
- ☐ Install the device in an area that provides proper device ventilation. Nothing must restrain air circulation to the device.

⚠ The Allure EC-Smart-Vue has not been designed for outdoor use.

Mounting hardware with a separate sub-base is provided with the device for installation on dry wall or on an electrical junction box.

Wall Mounting Installation Procedure

The Allure EC-Smart-Vue can be mounted on a dry wall using supplied screws.

1. Remove the security screw from the device (See Device Mounting [pg. 3]).
2. Open the device by pressing in the two (2) tabs on the bottom of the device and pulling the bottom side of the front plate out.
3. Set any jumpers (see Connector and Jumper Location, Identification and Configuration [pg. 4]).
4. Pull all cables 6” (15cm) out of the wall, and insert them through the central hole of the back plate.
5. Align the back plate with the wall and mark the location of the mounting holes on the wall. Make sure to orient the proper side of the back plate facing upwards.
6. Remove the back plate and drill holes in the wall if necessary.
7. Install anchors in the wall if necessary.
8. Make sure that the mounting surface is flat and clean.
9. Screw the back plate onto the wall. Do not over tighten.
10. Plug the wire(s) into the connector(s).Gently push excess wiring back into the wall.
11. Reattach the front plate and make sure it clips tightly into place.

12. Install security screw.

Device Dimensions

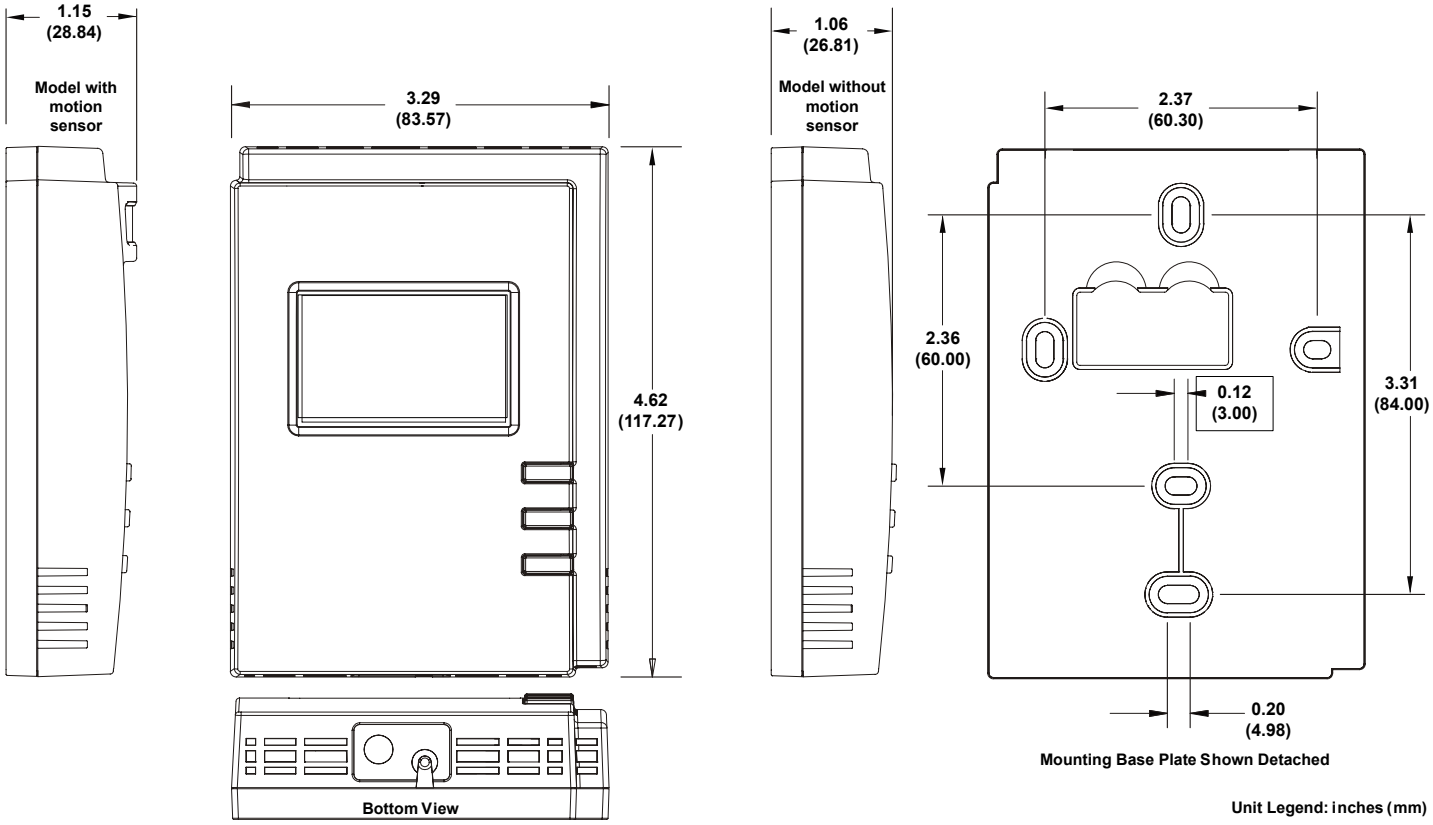


Figure 2: Front view, bottom view, back plate, and side view for models with and without motion sensor.

Device Mounting

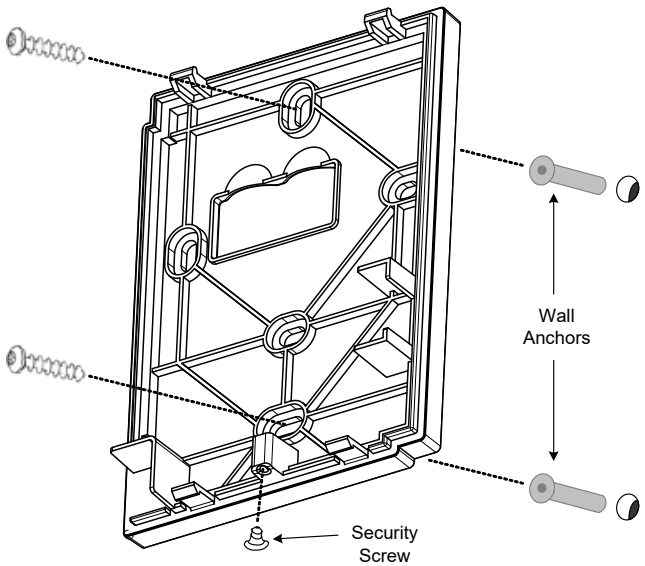


Figure 3: Mounting an Allure EC-Smart-Vue Sensor

Connector and Jumper Location, Identification and Configuration

Allure EC-Smart-Vue sensors have the following onsite configurable jumpers.

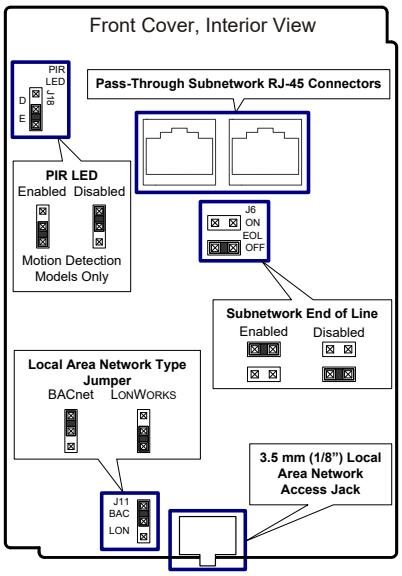


Figure 4: Connector and Jumper Locations

About an Allure EC-Smart-Vue Sensor Equipped with a CO_2 Sensor

The Allure EC-Smart-Vue C/-CM/-CH/-CHM sensors are factory calibrated to accurately read CO_2 concentration levels at sea level. When these Allure EC-Smart-Vue sensors are used in locations where the elevation is greater than 500ft (152m) above sea level, you must set the **Elevation** input of the corresponding **ComSensor** block in EC-*gfx*Program to the current location's elevation to obtain the most accurate readings.

For more information, refer to the **ComSensor** block section in the EC-*gfx*Program User Guide

Under normal conditions, an Allure EC-Smart-Vue sensor with CO_2 sensor will typically reach its operational accuracy after 24 hours of continuous operation on the condition that it was exposed to ambient air reference levels of 400 ppm ±10 ppm CO_2.

The sensor will maintain accuracy specifications using the automatic self-calibration, assuming that it is exposed to the atmospheric CO_2 concentration of 400ppm for at least 15 minutes per 7-day period, which is typically seen during unoccupied periods.

Supported Quantity

The Allure EC-Smart Vue sensor connects to the controller's **Subnet Port**. Other expansion modules may also be connected to this port in a daisy-chained fashion (see the controller's datasheet for compatibility information and supported quantities).

Each controller supports a maximum number of Allure EC-Smart Vue sensors. The Subnet ID of all Allure EC-Smart Vue sensors must be set to be within the shown addressing range.

Series	Maximum Number of Allure EC-Smart-Vue sensors[1]	Permitted Subnet ID Addressing Range
ECB-VAV ECL-VAV ECY-VAV ECY-VAV-PoE ECY-303	Up to 4[2]	1 to 4
ECB-VAV-O ECL-VAV-O ECB-VAVS ECL-VAVS ECB-VVTS ECL-VVTS ECB-VAV-N ECL-VAV-N ECB-PTU Series ECL-PTU Series ECB-103 ECL-103 ECB-203 ECL-203 ECY-TU/PTU	4	1 to 4
ECB-300 ECL-300 ECB-400 Series ECL-400 Series ECB-600 Series ECL-600 Series ECY-S1000 Series ECLYPSE APEX ECY-400 Series ECY-600 Series	12	1 to 12

Table 1: Number of Allure EC-Smart-Vue sensors supported by controller model

1. A controller can support a maximum of two (2) Allure EC-Smart Vue sensor models equipped with a CO_2 sensor. Any remaining connected Allure EC-Smart Vue sensor models must be without a CO_2 sensor.
2. See the room device calculator spreadsheet available for download from our website to know the permitted quantities according to the controller model: VAV Smart Room Control Device Calculator.xlsm.

About the Subnetwork Bus

The ECB-600 and ECL-600 controllers use the Subnetwork bus to support the ECx-400 Series I/O Extension Modules through the controllers **Subnet+** and **Subnet-** terminals with 2-wire shielded cable.

The ECB-600 and ECL-600 controllers also use the Subnetwork bus to support one or more Allure Series(s) using standard structural (Cat 5e) cabling.

Subnetwork Bus Total Length

The total maximum length of all Subnetwork buses, including both the length of the Allure Series Communicating Sensor Subnetwork bus and the ECx-400 Series Subnetwork bus is 300 m (1 000 ft). The maximum length of the Allure Series Communicating Sensor Subnetwork bus is 200 m (650 ft). The maximum length of the ECx-400 Series Subnetwork bus is 300 m (1 000 ft).

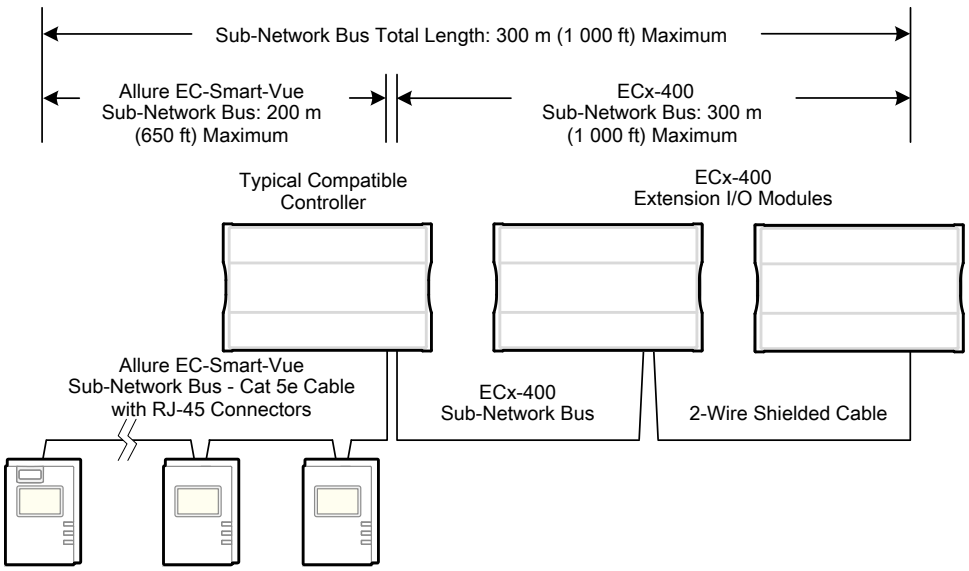


Figure 5: Subnetwork Bus Overview Showing the Allure EC-Smart-Vue Subnetwork Bus and the ECx-400 Series Subnetwork Bus.

A controller can support a maximum of two Allure EC-Smart-Vue sensor models equipped with a CO_2 sensor; the remaining connected models must be without a CO_2 sensor. See Table 1 for the quantity of room devices supported by each controller model.

For instance, if the controller model supports a subnetwork with 12 Allure EC-Smart-Vue sensors in total, then 10 sensor models must be without a CO2 sensor and the other two can be equipped with a CO2 sensor. To ensure proper operation, it is recommended to distribute the sensors throughout the length of the subnetwork.

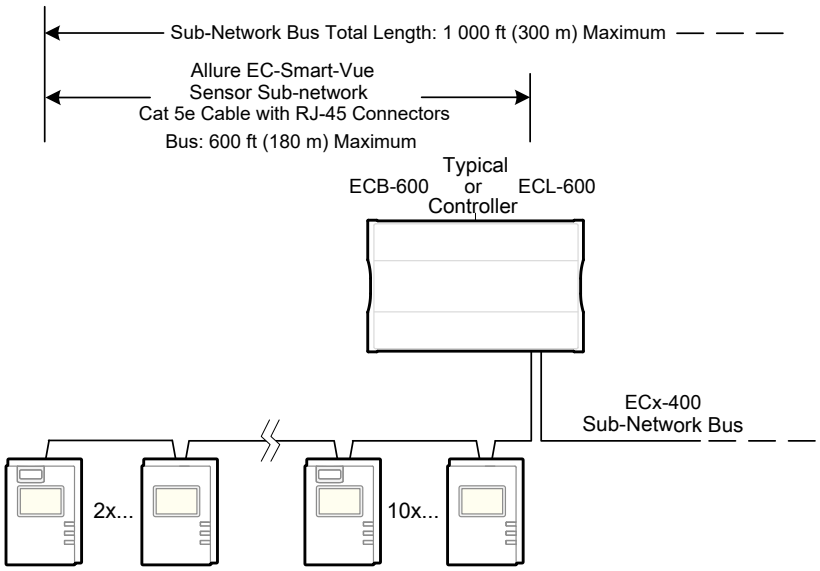


Figure 6: Allure EC-Smart-Vue Sensor Subnetwork Length and Distribution

For ECB/ECL-PTU Series controllers, the maximum length between two consecutive devices on the sub-network bus is 100 feet (30 m).

Subnetwork Bus Topology and EOL Terminations

Only a daisy chain topology is acceptable for the room device subnetwork bus. T connections are not allowed.

Some controller models support the connection of other devices to the **Subnet Port** as part of the Smart Room Control solution (see the controller's datasheet for more information).

For non ECB-600 or ECL-600 Series controllers, only the EOL terminations of the last subnetwork bus device are set to ON. All other subnetwork bus devices must have their EOL terminations set to OFF. The controller must be the first device on the Cat 5e Cable Subnetwork bus as its internal EOL termination is permanently enabled.

See Table 1 for the number of Allure EC-Smart-Vue sensors that a given controller model can support.

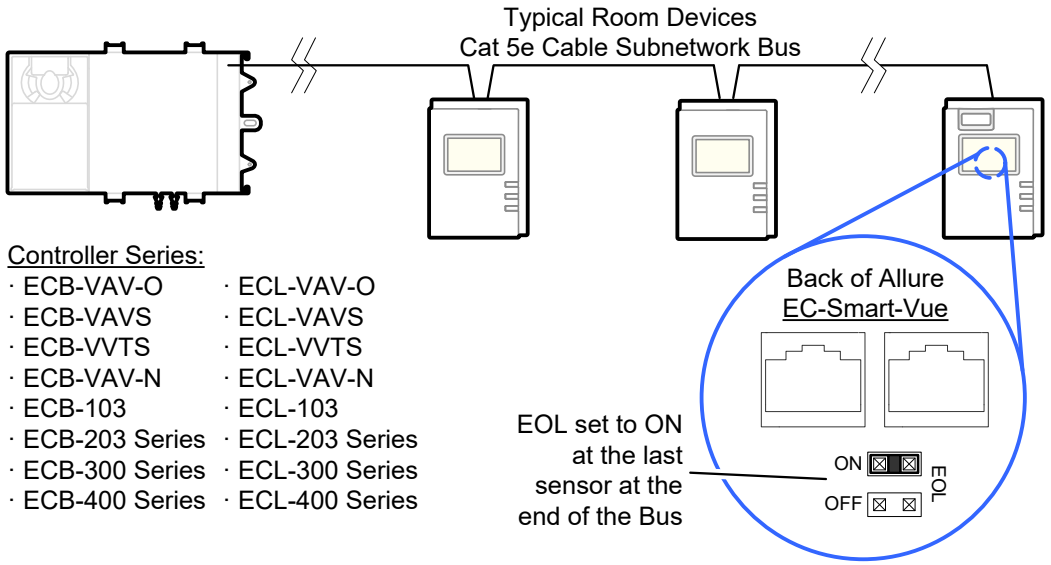


Figure 7: Setting the EOL Terminations on the Allure EC-Smart-Vue Sensor for non ECB-600 or ECL-600 series, non-Smart Room Control controllers

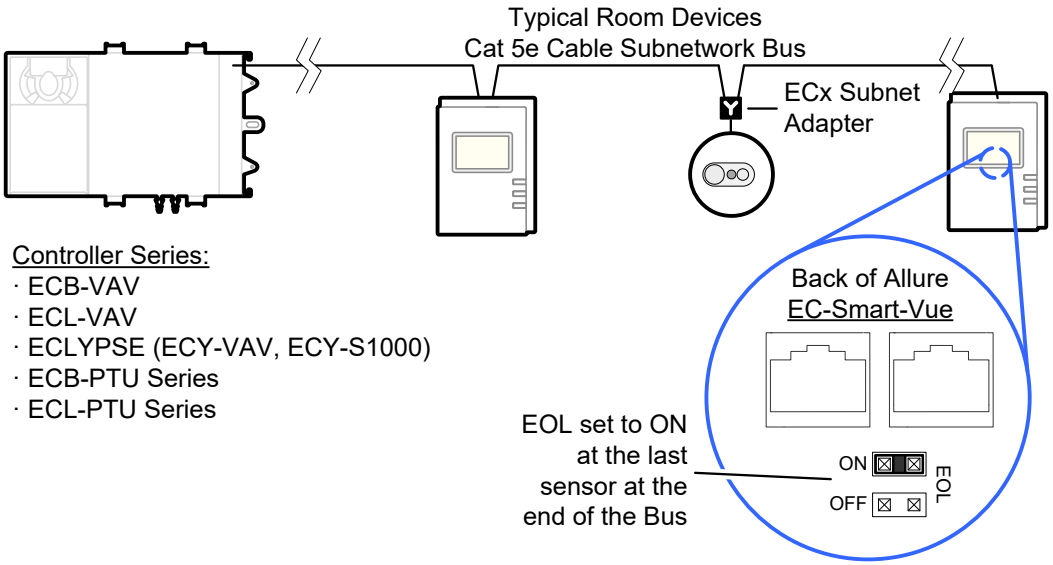


Figure 8: Setting the EOL Terminations on the Allure EC-Smart-Vue Sensor for Smart Room Control-compatible controllers

When one or more Allure EC-Smart-Vue sensors are installed with an ECB-600 or ECL-600 (without an ECx-4xx IO Extension Module), only the EOL terminations on the ECB-600 / ECL-600 and the last Allure EC-Smart-Vue sensor are set to ON. All other Allure EC-Smart-Vue sensors must have their EOL terminations set to OFF.

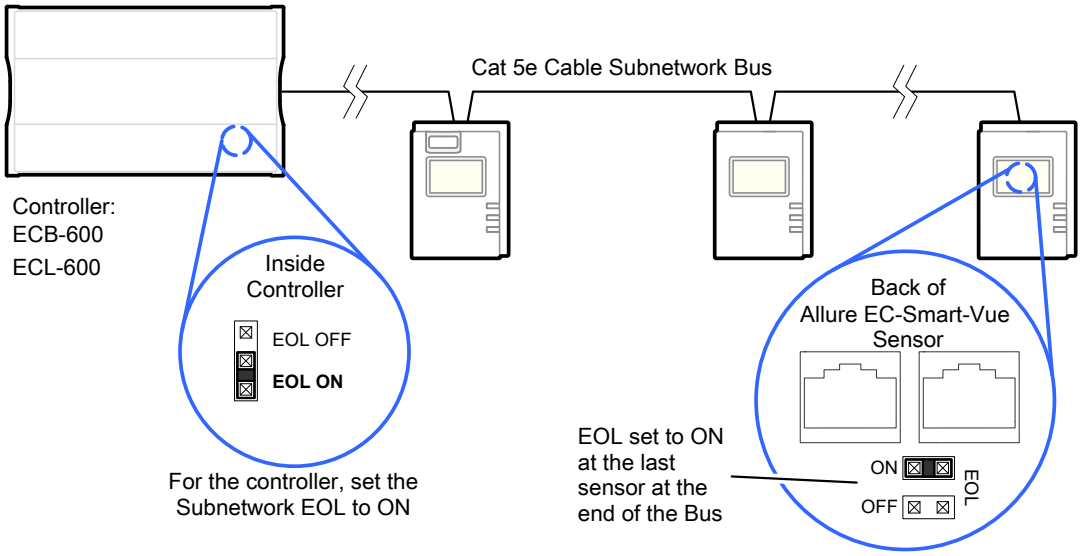


Figure 9: Setting the EOL Terminations on the Allure EC-Smart-Vue Sensor for ECB-600 or ECL-600 Series controllers

When ECx-400 Series I/O Extension Modules are installed with an ECB-600 or ECL-600 Series controller and with Allure Series Communicating Sensors, only the EOL terminations on the last I/O Extension Module and the last Allure Series Communicating Sensor are set to ON. The ECB-600 / ECL-600 and all other I/O Extension Modules and Allure Series Communicating Sensor s must have their EOL terminations set to OFF.

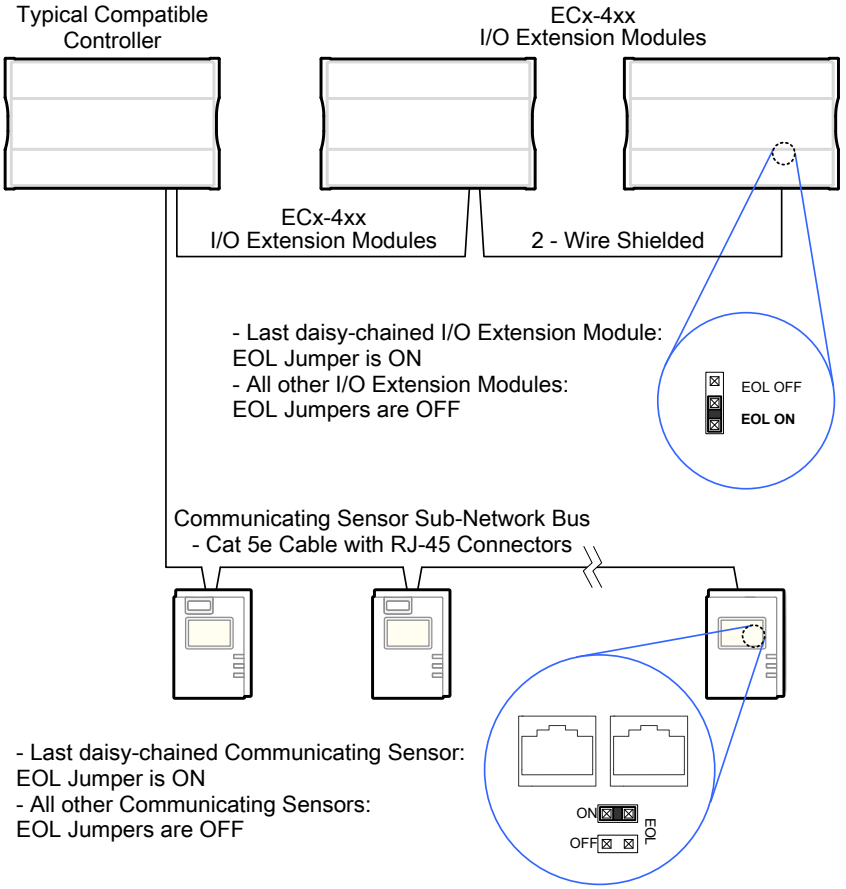


Figure 10: Setting the EOL Terminations on the ECx-400 Series Subnetwork Bus when Allure EC-Smart-Vue Sensors are used

ECx-400 Series devices and Allure EC-Smart-Vue sensors are factory-set with the EOL set to OFF by default.

If inserting multiple wires in the terminals, ensure to properly twist wires together prior to inserting them into the terminal connectors.

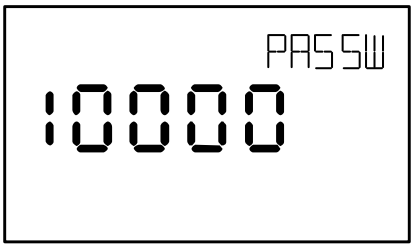
For more information and detailed explanations on network topology and wire length restrictions, refer to the Network Guide, which can be downloaded from our website *www.distech-controls.com*.

Setting the Communicating Sensor Subnet ID

Controllers can be commissioned with an Allure EC-Smart-Vue sensor.

The default Subnet ID for an Allure EC-Smart-Vue Series Communicating Sensor is 1. To commission an ECB Series controller, the sensor's Subnet ID must be set to 1. If the sensor's Subnet ID has been set to another value (for example, the display flashes error code 1 with the Bell icon when the sensor is connected to a controller for commissioning), change the Subnet ID to 1 as follows:

1. Connect an an Allure EC-Smart-Vue Series Communicating Sensor to the controller with a Cat 5e patch cable. Wait for the Bell icon and the number 1 to flash on the display.
2. Press and hold the Menu button for 5 seconds to enter the password menu. 10000 is shown on the display.



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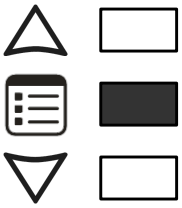
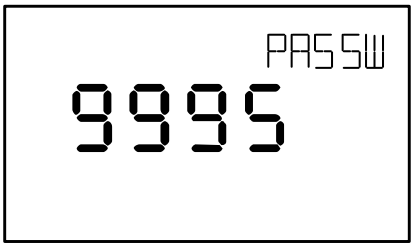


3. Press the down button to set the number to 9995 (this is the default password).



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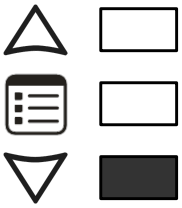
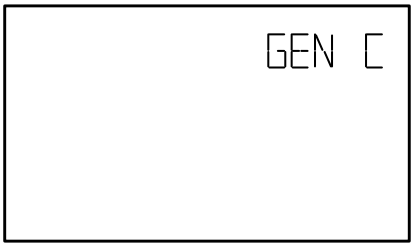


4. Press the Menu button to submit the password. Upon submitting the password, the GEN CFG menu appears on the display.



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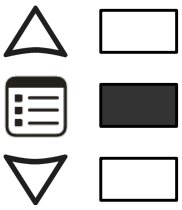
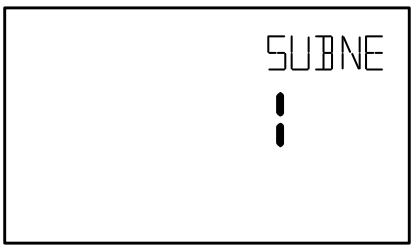


5. Press the down button once to enter the **GEN CFG** submenu.
6. Press the Menu button several times until SUBNET ID appears on the display. The current controller's Subnet ID is shown.



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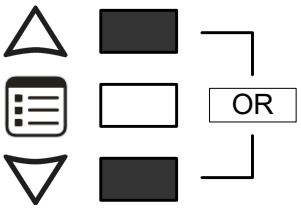


7. Use the up and down buttons to set the controller's Subnet ID to **1**. *Tip*: Hold down either the up or down button to fast-advance the display value.
8. Press the Menu button once.
9. Press and hold the Menu button for 5 seconds to exit the configuration menu.

The an Allure EC-Smart-Vue Series Communicating Sensor can now be used to go from one ECB series controller to the next for commissioning purposes.

Commissioning Controllers

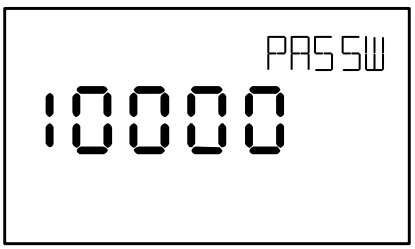
For ECB series controllers: to commission a controller with a MAC Address DIP switch located on the faceplate or under the cover in the case of an ECB-VAV Series controller, first set the DIP switch to 0 (all off). When using an Allure EC-Smart-Vue sensor for commissioning a controller (before code is downloaded to the controller from EC-*gfx*Program), connect an Allure EC-Smart-Vue sensor to the controller with its Subnet ID set to 1. (see Setting the Allure EC-Smart-Vue Sensor Subnet ID).

For controllers embedding a pre-loaded application, commissioning can be used to perform application selection if needed. Pre-loaded applications are factory-loaded programs that enable the controller to control a typical equipment. See the Pre-Loaded Application User Guide for more information.

For ECB Series controllers only, during commissioning, the Allure EC-Smart-Vue sensor is used to set the controller's BACnet® MAC Address. Set the connected ECB Series controller's MAC Address as follows:

Set the connected controller's MAC Address as follows:

1. Connect an Allure EC-Smart-Vue Series Communicating Sensor to the controller with a Cat 5e patch cable. Wait for the display to show the room temperature.
2. Press and hold the Menu button for 5 seconds to enter the password menu. 10000 is shown on the display.



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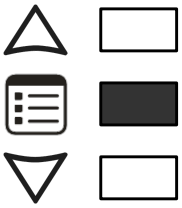
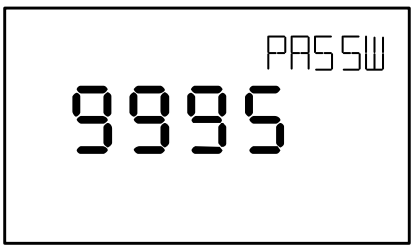


3. Use the down button to set the number to 9995 (this is the default password).



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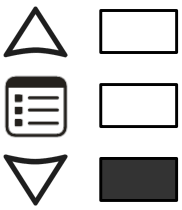
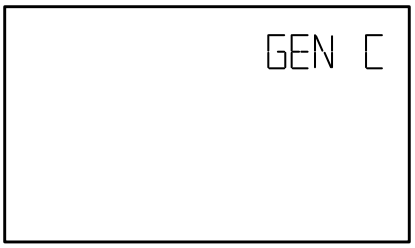


4. Press the **Menu** button to submit the password. Upon submitting the password, the **GEN CFG** menu appears on the display.



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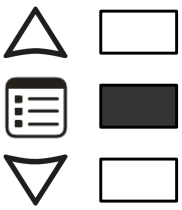
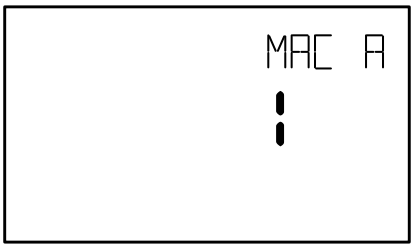


5. Press the down button once to enter the **GEN CFG** submenu. The **MAC ADDRESS** menu is shown with the current controller's BACnet MAC Address.



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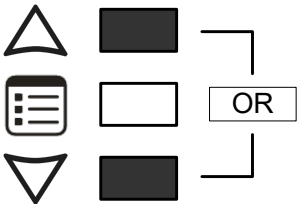


6. Use the up and down buttons to set the controller's MAC Address. Only addresses from 1 to 127 are recommended to be used.
7. Press the Menu button once to apply the value.
8. Press and hold the Menu button for 5 seconds to exit the configuration menu.

Once the controller's network is operational, the controller can be programmed with EC-*gfx*Program. For each Allure EC-Smart-Vue Series Communicating Sensor, set its Subnet ID number to the block number of its associated ComSensor block in EC-*gfx*Program. This is done in the sensor's **GEN CFG** menu under **SUBNET ID**.

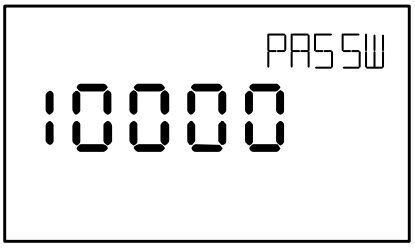
Setting the BAUD Rate (optional – ECB series controllers only)

By default, the BAUD rate for the controller is set to automatically detect the current communication BAUD rate of the connected BACnet MS/TP network (AUTO). This is the preferred setting for a controller. However, at least one controller on the BACnet MS/TP network data bus must have its BAUD rate set. The preference is to set the building controller's BAUD rate (if present). Otherwise, set the BAUD rate on one controller that will set the BAUD rate for all other controllers (to act as the master for setting the BAUD rate).

When the BAUD rate is set to AUTO, the controller cannot initiate any communication until it has detected the baud rate of the BACnet MS/TP network. If all controllers on the BACnet MS/TP network are set to AUTO, then all controllers will not communicate.

Set the connected controller's BAUD rate as follows:

1. Connect an Allure EC-Smart-Vue Series Communicating Sensor sensor to the controller with a Cat 5e patch cable. Wait for the display to show the room temperature.
2. Press and hold the Menu button for 5 seconds to enter the password menu. 10000 is shown on the display.



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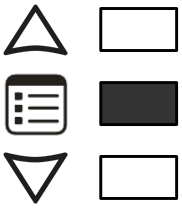
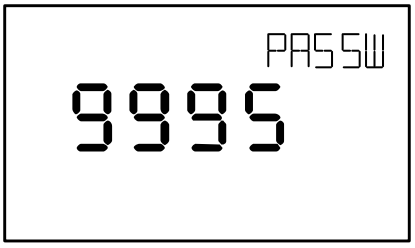


3. Use the down button to set the number to 9995 (this is the default password).



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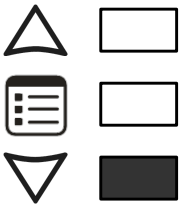
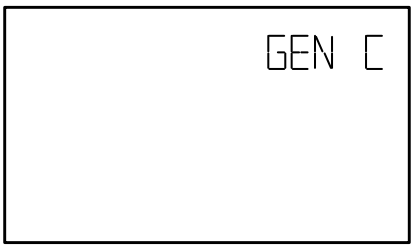
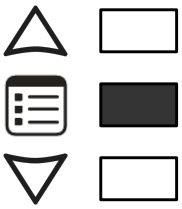


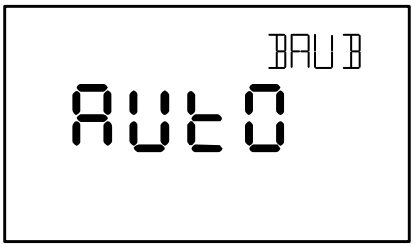
4. Press the **Menu** button to submit the password. Upon submitting the password, the **GEN CFG** menu appears on the display.



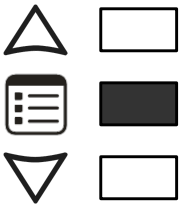
Screen Timeout: 30 seconds



5. Press the down button once to enter the **GEN CFG** submenu.
6. Use the Menu button several times until **BAUD RATE appears on the display**. The current controller's BAUD rate is shown.



Screen Timeout: 30 seconds



7. Use the up and down buttons to set the controller's Baud rate. The **AUTO** setting detects and uses the current baud rate being used by the BACnet MS/TP network.
8. Press the Menu button once to apply the value.
9. Press and hold the Menu button for 5 seconds to exit the configuration menu.

Set the LAN Type

Set the BAC/LON jumper for the type LAN in use: BAC for a BACnet network, LON for a LonWorks network.

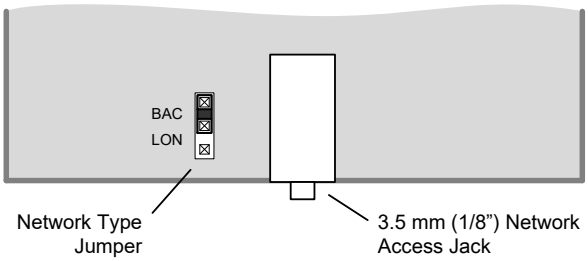


Figure 11: BAC/LON Jumper Set to the BAC (BACnet) Position when used with ECBSeries Controllers

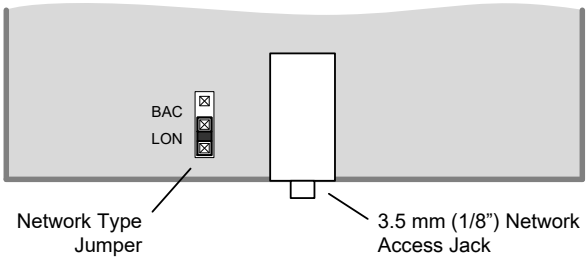
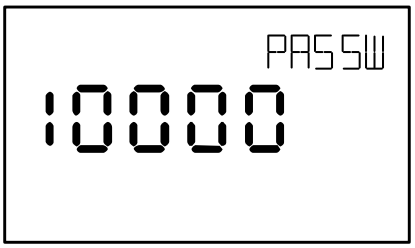


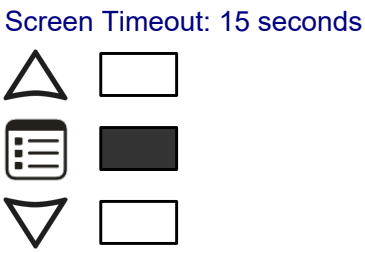
Figure 12: BAC/LON Jumper: Set to the LON (LonWorks) Position when used with ECL Series Controllers

Setting Up an Allure EC-Smart-Vue Sensor Equipped with a Motion Sensor

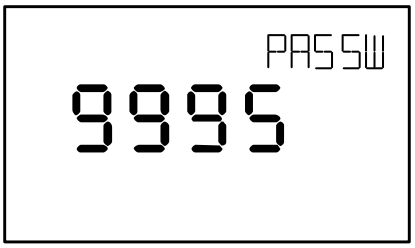
The following procedure describes how to commission and test an Allure EC-Smart-Vue sensor equipped with a motion sensor as well as adjust the motion sensitivity (Allure EC-Smart-Vue M/-CM/-HM/-CHM sensors).

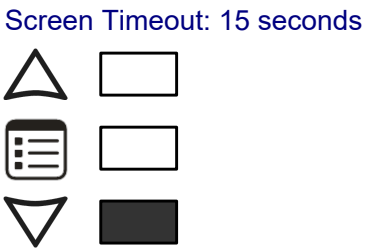
1. Connect an Allure EC-Smart-Vue sensor equipped with a motion sensor to the controller with a Cat 5e patch cable.
2. After a 30-second warm-up period, if movement is detected, the motion sensor light will turn on.
3. To test the sensor functionality, aim the sensor in the direction you want to detect motion and walk at a normal pace across the typical detection zone and verify that the sensor light turns on. The light will turn on and after 2 seconds of non-movement, the motion sensor light will turn off.
4. Now to set the motion sensitivity, on the Allure EC-Smart-Vue sensor, press and hold the **Menu** button for 5 seconds to enter the password menu. 10000 is shown on the display.





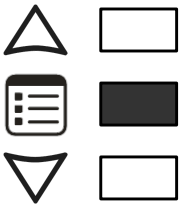
5. Press the down button to set the number to 9995 (this is the default password).



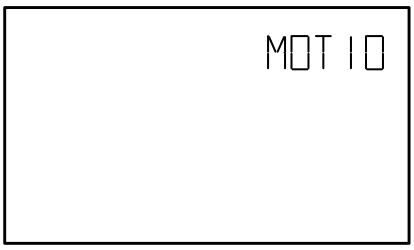


6. Press the **Menu** button to submit the password. Upon submitting the password, the **GEN CFG** menu appears on the display.

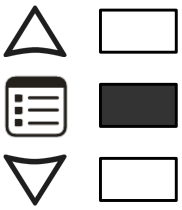
Screen Timeout: 30 seconds



7. To enter the **GEN CFG** submenu, press the down button ▽ once.
8. Press the **Menu** button ☰ several times until **MOTION SENSITIVITY** appears on the display. The current motion sensitivity level is shown.



Screen Timeout: 30 seconds



9. Use the up and down buttons △ ▽ to set the motion sensitivity level to 0 (low), 1 (medium - typical default setting), or 2 (high). The default and recommended level of sensitivity is medium (1) and should typically work with all installations. This setting should not be changed unless for some reason you are experiencing false detections, then a low sensitivity (0) setting may be used, or if working with larger room installations a high sensitivity (2) setting can be used.
10. Press the Menu button ☰ once to apply the value.
11. Press and hold the Menu button ☰ for 5 seconds to exit the configuration menu.

⚠ The motion indicator LED provides a visual confirmation of motion detection. By default, the indicator (PIR LED jumper) is enabled. If you wish to disable it, set jumper J18 to Disabled. See Connector and Jumper Location, Identification and Configuration [pg. 4].

BACnet Network Access from the Sensor

To temporarily access the BACnet MS/TP LAN for commissioning and maintenance purposes (not available with either the ECB-PTU series controllers, the ECLYPSE series controllers, or the ECB-VAVS), connect a BACnet MS/TP Adaptor to the audio plug port located on the lower edge of the Allure EC Smart Vue sensor. Wire a standard ⅛" (3.5 mm) three-conductor stereo jack as shown below.

The BACnet MS/TP Adaptor must have an electrically-isolated RS-485 port. Otherwise a ground path from the BACnet network will be made through the computer that will disrupt BACnet network communications.

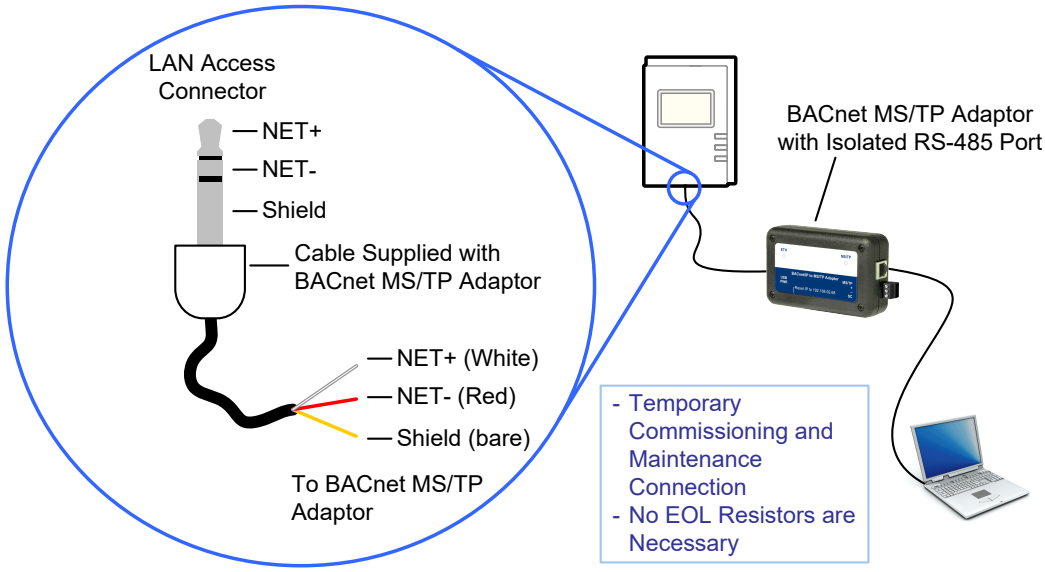


Figure 13: ⅛" (3.5 mm) Stereo Jack Connection for a Portable Router

LonWorks Network Access from the Sensor

For commissioning and maintenance purposes, the LonWorks network is optionally available from the Allure EC-Smart-Vue sensor audio plug port (not available with ECL-PTU series controllers, or the ECL-VAVS).

Setting the two (2) Net to Subnet Port Settings jumpers inside the ECL Series controller to Enable will connect the main LonWorks network to the Allure EC-Smart-Vue sensor subnetwork Cat 5e cable.

Recommendation: Only a limited number of controllers on a LonWorks network segment should have their **Net to Subnet Port Settings** jumpers enabled. Enabling too many Allure EC-Smart-Vue sensors with network access may cause network communication issues. If there are any network communication problems, see the *Troubleshooting* section in this document.

The Cat 5e cable length is restricted by the maximum allowable subnetwork bus length (see Subnetwork Bus Total Length [pg. 6]). The standard **Net to Subnet Port Settings** jumper setting is **Disable**.

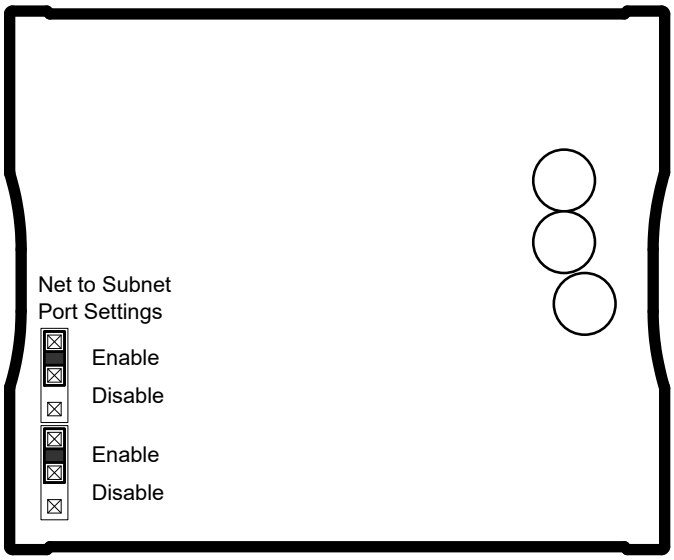


Figure 14: ECL Series controller: Net to Subnet Port Settings Jumpers

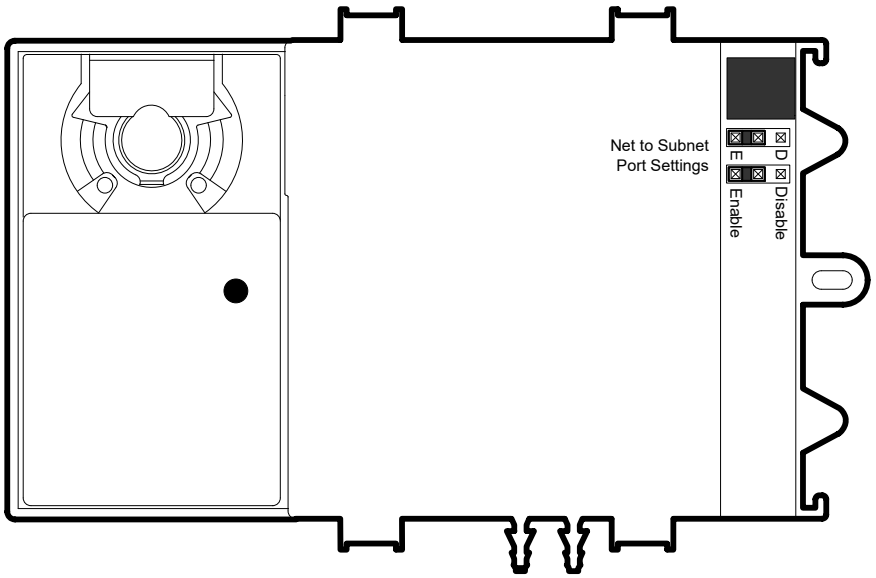


Figure 15: ECL-VAV Series controller: Net to Subnet Port Settings Jumpers

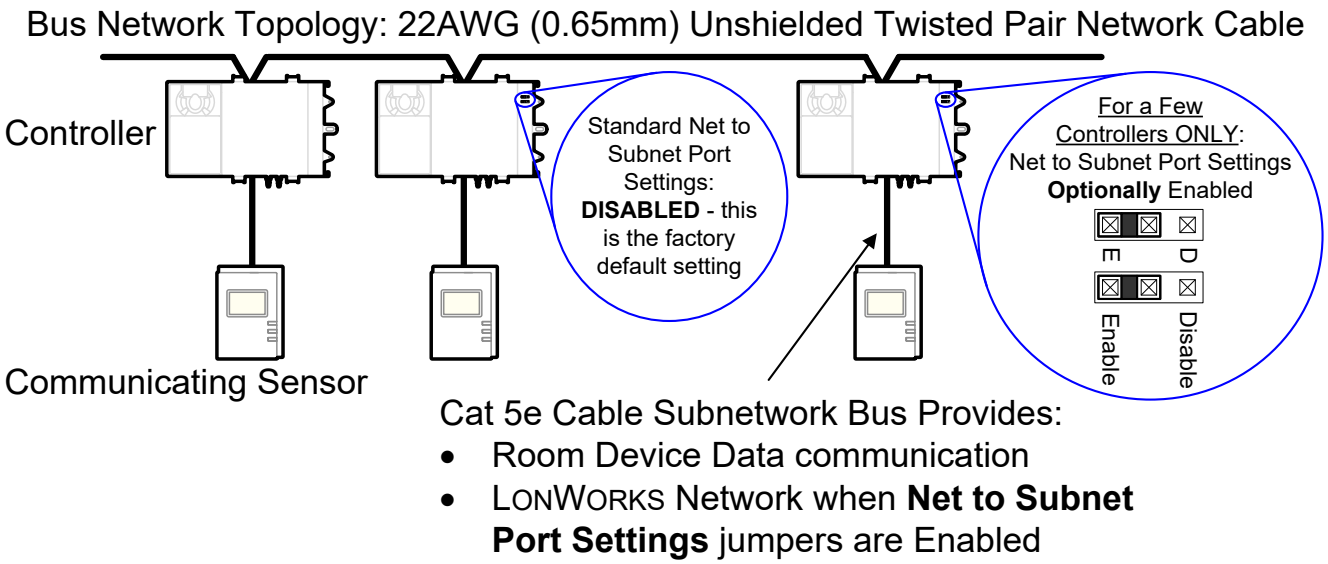


Figure 16: LONWORKS Network: Bus Topology

To temporarily access the LONWORKS LAN for commissioning and maintenance purposes, connect a LONWORKS USB network interface to the audio plug port located on the lower edge of the Allure EC-Smart-Vue sensor. Wire a standard ⅛" (3.5 mm) three-conductor (stereo jack) or two-conductor (mono jack) as shown below.

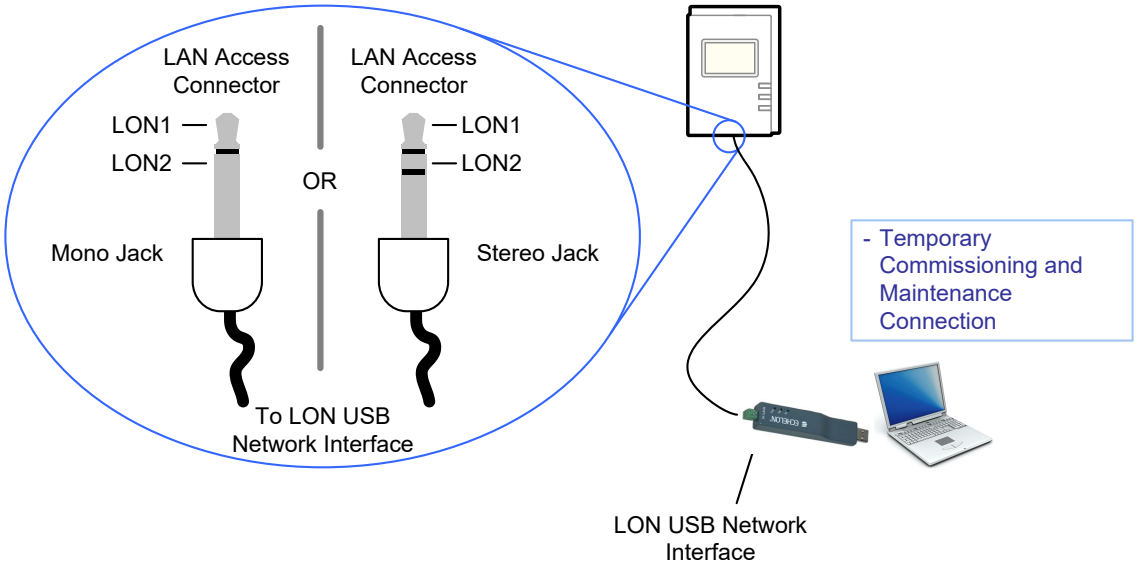


Figure 17: ⅛" (3.5 mm) Stereo or Mono Jack Connection for a LONWORKS Network Interface

Troubleshooting

Allure EC-Smart-Vue sensor's screen is blank & back light is on for about 30 to 45 seconds – Normal Operation		
Firmware upgrade in progress	Wait for the upgrade to complete. Do not disconnect the sensor from the controller as the upgrade will restart once it is reconnected.	
Allure EC-Smart-Vue sensor's screen is blank & back light is off.		
Is the Allure EC-Smart-Vue sensor connected to the controller?	Verify that the Allure EC-Smart-Vue sensor is connected to the controller and that the patch cables are plugged into the connectors. Refer to Wall Mounting Installation Procedure for more information.	
Is power being supplied to the controller?	There may be no power being supplied from the controller. Check if the controller has power or if the controller's internal fuses have blown or tripped.	
Is the cable connected to the controller and Allure EC-Smart-Vue sensor?	Verify wiring.	
Was the patch cable made onsite?	Verify that the RJ-45 crimp connectors were installed on the cable correctly.	
Device not communicating with controller		
Is the address correctly set to a unique address?	Each Allure EC-Smart-Vue sensor must be set to a unique address for each controller. See Setting the Communicating Sensor Subnet ID [pg. 9].	
Is the device too far from controller?	Verify the distance between the device and the controller. See Subnetwork Bus Total Length [pg. 6].	
Is there a configuration problem?	With EC-*gfx*Program, check the configuration of the sensor; for example, is it enabled? Refer to the EC-*gfx*Program User Guide for more information.	
Have the subnetwork EOL settings been correctly set?	Only the last Allure EC-Smart-Vue sensor must have its EOL termination set to ON. See Figure 10 and Figure 12. When one or more ECx-400 Series IO Extension modules are connected to the controller, only the last ECx-400 must have its EOL termination set to ON. See Figure 13.	
Controller cannot communicate on the LonWorks network		
Too many Allure EC-Smart-Vue sensors are providing network access	Disable the **Net to Subnet Port Settings** jumpers on all controllers (for jumper location, see Connector and Jumper Location, Identification and Configuration [pg. 4]). If communications are re-established, re-enable only a few Allure EC-Smart-Vue sensors to have network access.	
Allure EC-Smart-Vue sensor's motion detector window indicator is always ON and the Motion output of the associated ComSensor block always reads NULL in EC-*gfx*Program		
Does the connected controller have Allure EC-Smart-Vue sensor firmware that supports the motion sensor?	When the Allure EC-Smart-Vue sensor is connected to a controller, its firmware is loaded from the controller. In this case, the controller has an earlier version of Allure EC-Smart-Vue sensor firmware that does not support the motion sensor. To upgrade to the latest Allure EC-Smart-Vue sensor firmware, download the firmware from Software Center and refer to the firmware upgrade procedure in the EC-*gfx*Program User Guide.	
The CO_2 output of the associated ComSensor block always reads NULL in EC-*gfx*Program		
Does the connected controller have Allure EC-Smart-Vue sensor firmware that supports the CO_2 sensor?	When the Allure EC-Smart-Vue sensor is connected to a controller, its firmware is loaded from the controller. In this case, the controller has an earlier version of Allure EC-Smart-Vue sensor firmware that does not support the CO_2 sensor. To upgrade to the latest Allure EC-Smart-Vue sensor firmware, download the firmware from Software Center and refer to the firmware upgrade procedure in the EC-*gfx*Program User Guide.	
The CO_2 sensor readings are too high, too low, or inconsistent between sensors		
Immediately after installing the Allure EC-Smart-Vue sensor with CO_2 sensors, are the CO_2 sensor readings incoherent?	If the CO_2 sensor readings seem unusual or show inconsistencies between sensors in the same building right after installation, the following reasons should be taken into consideration: ☐ Concentration levels in each space may be different ☐ The installer may have unintentionally blown into the sensor while installing it. ☐ The sensor may have been dropped or mishandled during shipment causing a minor shift in the original factory calibration. Allow up to 14 days of operation (without power interruptions) for the sensor to calibrate itself according to its new environment.	
Error Code Interpretation		
Clock icon flashing for 15 seconds	Cannot communicate with controller.	Wait for the communication link to the controller to be established.
After 15 seconds: Flashing error code 1 with Bell icon		Verify wiring
		Verify that all Allure EC-Smart-Vue sensor's Subnet IDs are unique for this controller. See Setting the Communicating Sensor Subnet ID [pg. 9].
Flashing error code 2 with Bell icon	Invalid configuration.	In EC-*gfx*Program, resynchronize the code with the controller. Contact Distech Controls Customer Support.

Flashing error code 3 with Bell icon	Allure EC-Smart-Vue sensor is not properly configured in the controller	With EC-*gfx*Program, check the configuration of the sensor, for example, is the ComSensor block enabled? Refer to the EC-*gfx*Program User Guide for more information.

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