

**meross**

User Manual

## ■ Safety Information

- Do not attempt to disassemble, repair, or modify the device.
- This product should not be exposed to direct sunlight.
- Please contact seller for replacement if there is any damage caused by transportation.

## ■ Package Contents



1 x Smart Sensor  
(Sensor count is subject to actual.)



1 x Conductive Fabric



1 x User Manual



1 x Smart Hub



1 x USB Cable



1 x Power Adapter

Note: Included in MS400H only,  
MS400 doesn't include this hub.

\* If you find any part missing in the package, please contact [https://www.meross.com/support/Email\\_Support](https://www.meross.com/support/Email_Support), we will provide proper solution for you.

## ■ Installation Guide

### 1. Download the Meross app.



### 2. Set up the device.

- (1) Connect your smartphone or tablet to a 2.4 GHz Wi-Fi network.
- (2) Make sure your smart device(hub) is covered by strong Wi-Fi signal.
- (3) The smart device(hub) supports iOS 13/ iPadOS 13 and later. It is recommended that you upgrade your iOS or iPadOS to the latest version before

pairing with the smart device.

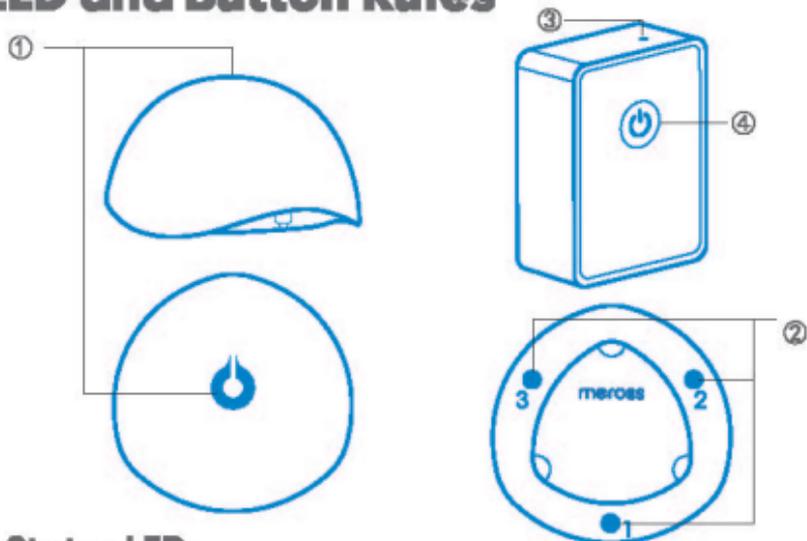
- (4) Launch the Meross app and log in to your account, or if you are a new user, tap Sign up to create a new account.
- (5) Tap the “+” icon to select the type of smart device you want to add, then you can just follow the setup wizard to finish configuration.
- (6) Relocation of the smart device(hub) does not require additional operations provided that it remains on the same network with strong Wi-Fi signal.

#### NOTE:

1. If this is not the first time you've added this smart device, you'll have to reset it before going any further.
2. As long as you finish configuration, you'll be able to manage the device in Apple Home app (Due to Apple Home app design, HomeKit supported hub will not show up in Home app after successful setup. It's not a device fault. You need to pair the Hub with the client device and then the client device will show up in Home app.)

3. If the QR code does not work, please try to add the smart device in Apple Home app.
4. Find more at <https://www.meross.com/support>.

## ■ LED and Button Rules



### ① Status LED

**Flash green once:** Each time when the device is powered on or contact points "1&2" or "1&3" briefly conduct.

**Flash green slowly:** A water leak is detected and flashes for up to 1 minute before going off.

**Flash green rapidly:** Pairing mode.

**Solid green:** Successfully connected. LED will be OFF automatically in 5 seconds.

## ② Humidity Probe

**Enter pairing mode:** Touch the probe "1 & 2" or "1 & 3" three times (within 2 seconds) with the conductive fabric.

**Reset the sensor:** Keep touching the probe "1 & 2" or "1 & 3" without releasing it, and power on the device with battery. Wait about 3 seconds, the LED will stay on for one second and you will hear a short sound.

**Simulate water leakage:** Touch the probe "1 & 2" or "1 & 3" for over 2 seconds.

## ③ Status LED

**Solid amber:** Initiating/Reset/Firmware upgrading.

**Flash amber and green:** Configuration mode.

**Flash green:** Pairing mode/Connecting to Wi-Fi/  
Disconnected from Wi-Fi.

**Solid green:** Connected to Wi-Fi with internet connection.

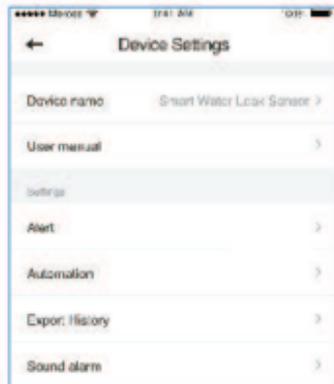
**Solid red:** No internet connection.

## ④ Button

Press and hold (for 5 seconds) until Status LED flashes amber and green to set into configuration mode. Double tap to set into pairing mode.

# ■ How to Use

## 1. General Settings



### **Device name:**

Change device name.

### **User manual:**

Check user manual.

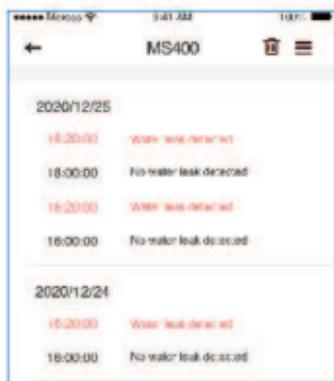
**Alert:** Enable/disable push notifications.

**Automation:** Set the trigger.

**Export History:** Export history records.

**Sound alarm:** Turn on/off the buzzer when alarming.

## 2. History Records



Record the time when water leak is detected and not detected.  
You can also delete the records.

## ■ FAQ

At Meross, we strive to assure your satisfaction. Attached below is a non-exhaustive list of questions that users are mostly concerned about.

**1. What should I do when my Meross app is unable to check the added smart sensor?**

You can troubleshoot the followings:

- Check the Wi-Fi internet connection.
- Make sure the Wi-Fi password hasn't been changed.
- Make sure the device's battery is not used up.
- Make sure the paired Smart Hub is still online. You can check its LED color, if it is not solid green, please power cycle it once, if it still not works, please reset the Smart Hub and configure it with the Smart Sensor once more.

## **2. When the Smart Sensor is flat on the floor, what's the distance between the probe and the floor?**

When the Smart Sensor is flat on the floor, about 1mm above the floor. When the water height exceeds this value (the probe will touch the water at this point), the Smart Sensor will detect the water leak.

## **3. How to fix a HomeKit pairing failure?**

Please visit

<https://www.meross.com/support/FAQ/230.html>  
for solution.

#### 4. Why is my Meross smart device not responding in Apple Home app?

This is an existing issue with Apple Home app. You need to exit and reboot your Home app to fix this problem.

To learn more, you can visit

<https://www.meross.com/support/faqs> to find solutions for more frequently asked questions.

## ■ Specifications

**Battery:**

CR123A, replaceable

**Dimensions (Dia x H):**

Ø2.81 x 1.63 in.

**Weight:**

3.81 oz

**Shell Material:**

PC and ABS

**LED:**

Green

## ■ **Warranty**

Meross products are covered by a 12-month limited warranty from the date of purchase. Please visit <https://www.meross.com/support/warranty> for detailed warranty policy and product registration.

NOTE:

The warranty does NOT cover the batteries supplied.

## ■ **Disclaimer**

1. The function of this smart device is tested under a typical circumstance described in our specifications. Meross does NOT guarantee that the smart device shall perform exactly the same as described under all circumstances.
2. Damages arising from ignorance of the SAFETY INFORMATION shall not be covered by Meross aftersales service, nor does Meross take any legal responsibility therefrom.

Customers acknowledge understanding of these articles clearly by reading this manual.

## ■ **FCC Compliance Information Statement**

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This

equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## ■ **Canadian Compliance Statement**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- 1) L'appareil ne doit pas produire de brouillage;
- 2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance. Le dispositif rencontre l'exemption des limites courantes d'évaluation dans la section 2.5 de RSS 102 et la conformité à l'exposition de RSS-102 rf, utilisateurs peut obtenir l'information canadienne sur l'exposition et la conformité de rf.

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Cet émetteur ne doit pas être Co-placé ou ne fonctionnant en même temps qu'aucune autre antenne ou émetteur. Cet équipement devrait être installé et actionné avec une distance minimum de 20 centimètres entre le radiateur et votre corps.

## ■ Setup Guide



Android users\_Connect  
via Meross app



iOS users\_Connect via  
Apple Home app



iOS users\_Connect via  
Meross app

# SIMPLE DEVICE SIMPLIFY YOUR LIFE

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Email: [support@meross.com](mailto:support@meross.com)

Website: [www.meross.com](http://www.meross.com)

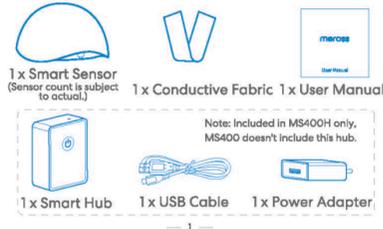
Manufacturer: Chengdu Meross Technology Co., Ltd.  
Address: No. 1312, Building E6-1, Tianfu Software Park,  
Chengdu, China



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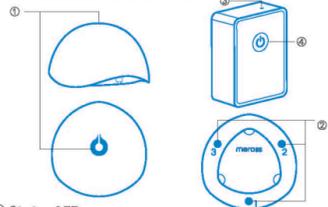
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■ Setup Guide



Android users\_Connect via Meross app | iOS users\_Connect via Apple Home app | iOS users\_Connect via Meross app

MS400HHK(US)

\*本页校对专用, 不做印刷



型号	品名	料号
MS400HHK(US)	QIG	6102000317-220825

版本更新记录:

日期	内容	设计师
20210204	首稿	洪婷
20210304	添加Disclaimer标题	龚爽
20210416	修改质保期改为1年	龚爽
20210421	修改为新版说明书	邓龙
20210624	添加homekit内容	龚爽
20220429	增加内容和配图,修改尺寸	邓龙
20220518	修改部分内容	龚爽
20220804	添加Setup Guide内容	龚爽
20220825	第五页部分文案修改	洪婷

校对: 汪毅奎

批准: 林文龙

日期: 20220825

印刷说明:  
1. 单页尺寸: 70\*70mm  
2. 双面印刷+4色印刷+105g哑粉



折页图示



SIMPLE DEVICE  
SIMPLIFY YOUR LIFE

Email: [support@meross.com](mailto:support@meross.com)  
Website: [www.meross.com](http://www.meross.com)