

Marvin Lock Status Sensor Q&A

Information for Integrators, Installers, DIY Homeowners, Security Providers, Builders & Architects

Frequently Asked Questions

1. Where can I find information about the Marvin Lock Status Sensor?

- a. Navigate to www.marvin.com/our-products/options/lock-status-sensor to access current technical data and links to other important product information. The Lock Status Sensor [Installation Instructions](#) provide a detailed overview of sensor components, integration and installation by product type.

2. How does the Lock Status Sensor work?

- a. The Lock Status Sensor can indicate whether a window or door is unlocked or closed and locked when integrated into a smart home security system by an Integrator.

3. What Marvin products can be ordered with the Lock Status Sensor?

- a. Clad Ultimate Double Hung – NG 2.0* (IZ included), Clad Ultimate Casement/Awning / Replacement (IZ included), Clad Ultimate Glider* (Excluding XX Glider Configuration), Clad Ultimate Inswing / Outswing / Arch Top (1 ¾” panels), Clad Ultimate Sliding French / Patio, Clad Magnum Inswing / Outswing / Arch Top (2 ¼” panels), Clad Ultimate Multi-Slide Door and Clad Ultimate Bi-Fold Door

**The Lock Status Sensor detects an open or closed status on Clad Ultimate Double Hung – Next Generation 2.0 and Clad Ultimate Glider units. A “locked” status is inferred from the presence of the Auto-Lock feature, which activates the locking mechanism when the operating panel is closed.*

4. What is included with the Marvin Lock Status Sensor Option from the factory?

- a. The Lock Status Sensor option includes the sensors, wire leads and a routed compartment for a radio transmitter (provided by others). This design allows an Integrator to connect to the home security system of their choice.

5. How does the Marvin Lock Status Sensor differ from competitor solutions?

- a. The future-facing and system agnostic design of the Lock Status Sensor makes it easy to adapt to changes in technology so homeowners don’t have to worry about their window or door sensors becoming obsolete. Unlike competitive solutions, Marvin conceals the sensor components behind the cladding and hardware to preserve the beauty of the Marvin Windows and Doors. The Lock Status Sensor components are only visible when the panel or sash is in the open position. An Installer can easily integrate the window or door into an existing or new smart home security system by attaching the two wire leads to a wired low-voltage network or by using a wireless radio transmitter (provided by others).

6. What wireless radio transmitters will function with the Marvin Lock Status Sensor?

- a. The Marvin Lock Status Sensor will function with a wide range of radio transmitters. There are size limitations and access to a terminal block within the transmitter is required for wireless integration. Wireless radio transmitters are provided by the Integrator or security service provider.

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7. What are the dimensions of the radio transmitter compartment in the window frame or door panel?

- a. The space for the radio transmitter varies by product type:

Marvin Product	Factory Prepped Space for Radio Transmitter (L"xW"xD")
Clad Ultimate Double Hung – NG 2.0 (IZ included)	3.5x1.7x1.1
Clad Ultimate Casement/Awning / Replacement (IZ included)	3.6x1.1x1.6
Clad Ultimate Glider (Excluding XX Glider Configuration)	3.6x2.0x1.0
Clad Ultimate Inswing / Outswing / Arch Top (1 ¾" panels)	5.7x1.1x1.6
Clad Ultimate Sliding French / Patio	3.6x1.1x1.6
Clad Magnum Inswing / Outswing / Arch Top (2 ¼" panels)	5.7x1.1x1.6
Clad Ultimate Multi-Slide Door	3.6x1.1x1.6
Clad Ultimate Bi-Fold Door	5.7x1.1x1.6

Please contact your system integrator or installer to explore custom options for your system.

8. Are the sensor components visible after the windows and doors are installed?

- a. No. The Lock Status Sensors are not visible when the window or door is closed. Sensor components are visible on secondary surfaces when a sash or panel is in the open position.

9. Does Marvin provide the radio transmitter required for a wireless integration?

- a. No. The radio transmitter will be provided by the integrator or system installer. Warranty, service and normal maintenance of the radio transmitter is the responsibility of the homeowner and is typically done by the integrator or security service provider.

10. How do I access the Lock Status Sensors and radio transmitter compartment for maintenance purposes?

- a. Accessing the sensor, wire and other sensor components varies by product type. Refer to the Lock Status Sensor [Installation Instructions](#) on Marvin.com for more information.

11. Why would I want the Lock Status sensor on floors other than the main floor?

- a. The Lock Status Sensor is a great solution for security purposes, but there are other benefits as well. For example, knowing the status of windows and doors on the upper floors can have energy consumption benefits, or simply bring peace of mind in the event of an unexpected rain shower.

12. What is the warranty for the Lock Status Sensor?

- a. The Marvin Lock Status Sensor has a 2-year warranty. Please refer to the [Marvin Limited Warranty](#) statement on Marvin.com for more information.

13. Is the Lock Status Sensor replaceable if it fails?

- a. Yes. Replacement sensors can be ordered through your local Marvin [Dealer](#) or by contacting [Marvin Customer Support](#).

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- 14. Can I retrofit my windows if I want Lock Status Sensors and I didn't order the option from the factory?**
 - a. No. The Lock Status Sensor is only available for Marvin products manufactured after December 17, 2017. Products must be ordered with the Lock Status Sensor Option from the factory. There are limited retrofit options available for Marvin doors. Contact your local Marvin dealer for more information.
- 15. Do you offer a wired integration solution for Marvin doors?**
 - a. No. Our wireless option is easy to integrate and eliminates the need to run low-voltage wire through the rough opening and into the door frame.
- 16. Will the Lock Status Sensor interfere with other devices in my home?**
 - a. The sensor that Marvin provides does not emit any radio signals. In a wireless integration scenario, a radio transmitter is used to signal the window or door status to the security system control panel. The radio transmitter is provided by others and therefore Marvin cannot guarantee that the signal will not interfere with other wired or wireless devices in a home.
- 17. Can I modify the Lock Status Sensor or the radio transmitter compartment to work with my security solution?**
 - a. No. Modification of the sensor, sensor housing, sensor wiring and the radio transmitter compartment will void Marvin's Limited Warranty. There are performance and safety concerns associated with the modification of these components and we do not recommend any type of modification.
- 18. Who is responsible for replacing a faulty Lock Status Sensor?**
 - a. A Marvin service professional can perform an onsite continuity test to determine if a sensor is faulty. If a Lock Status Sensor is proven to be faulty, a Marvin Service professional can replace the sensor. It is important to note that the homeowner's primary contact should be the Integrator or Security Service provider so they can troubleshoot the smart home system prior to contacting Marvin. This step will help isolate the issue and eliminate other components within the system that may be impacting the Lock Status Sensor.
- 19. Who is responsible for servicing and installing the radio transmitter?**
 - a. Installation and service of the radio transmitter is the responsibility of the integrator or security service provider.
- 20. Will Marvin establish a connection or reconnect low-voltage wiring to a smart home system?**
 - a. No. The homeowner will need to contact their integrator to connect or reconnect the Lock Status Sensor wire leads to the smart home network. This will ensure proper connectivity and verify the system is functioning properly.
- 21. How will I know if a window or door is equipped with the Lock Status Sensor?**
 - a. There will be a decal applied during production that will identify the units that are equipped with the Lock Status Sensor option.