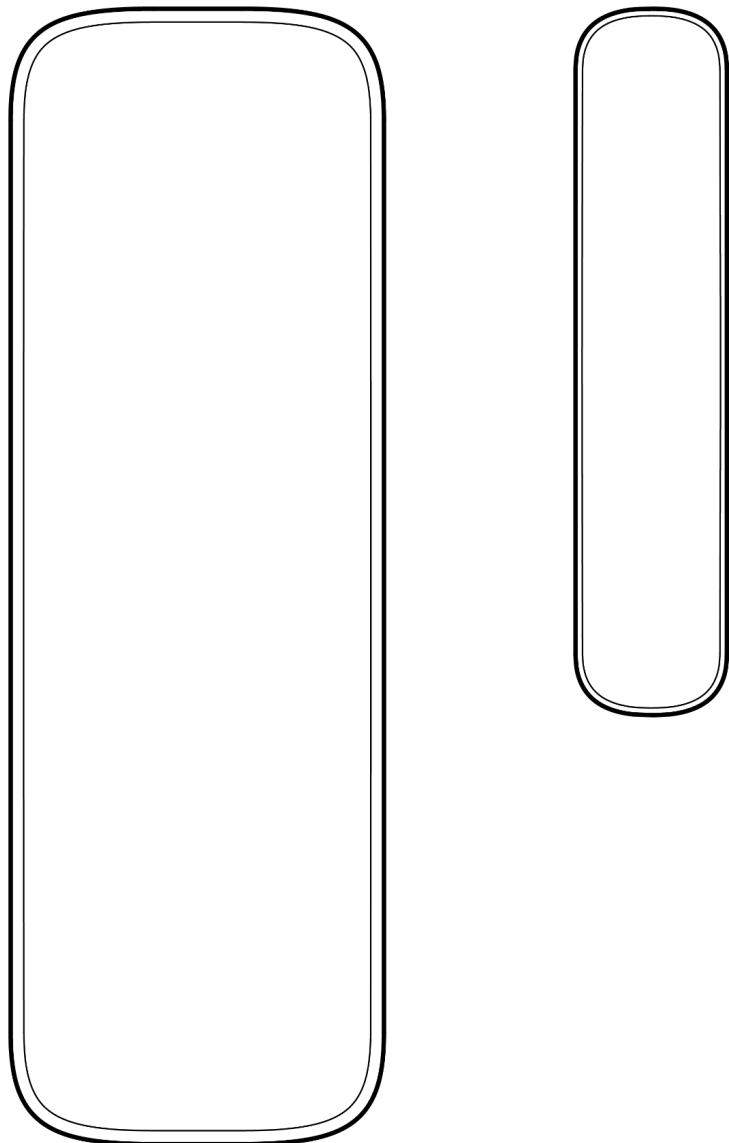


Install Guide

QC11-W Wireless Door & Window Sensor



Document Details

Version

V1.0 20250919

(V1.0 published 20250919)

Firmware

Firmware version can be verified on Verkada

Command command.verkada.com.

Product Models

This install guide pertains to model QC11-W-HW.

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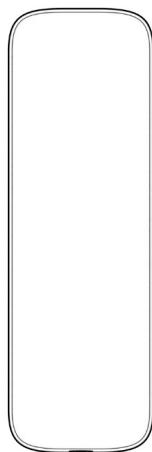
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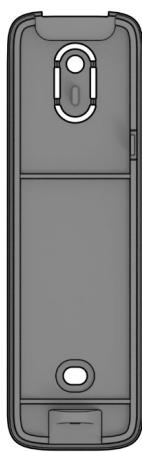
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Introduction

What's in the Box



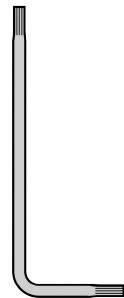
Sensor Module



Sensor Mount Plate
(Attached to device)



Mounting Tape for Sensor Module



T10 Security Torx L-Key



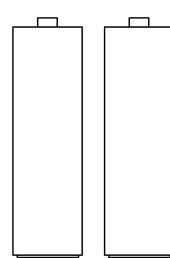
Magnet Module



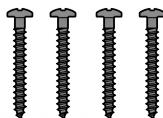
Magnet Mount Plate
(Attached to device)



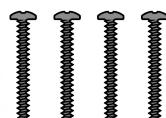
Magnet Spacer



L91 AA Batteries
(2 pcs)



Wood Screws
(4 pcs)



Sheet Metal Screws
(4 pcs)

What you'll need

- Verkada VLink Hub
- A smartphone or laptop
- A working internet connection
- 1/8 inch (3.2mm) drill bit for pilot holes
- #2 Phillips head screwdriver/driver bit
- Two L91 AA Batteries (included)

Connect

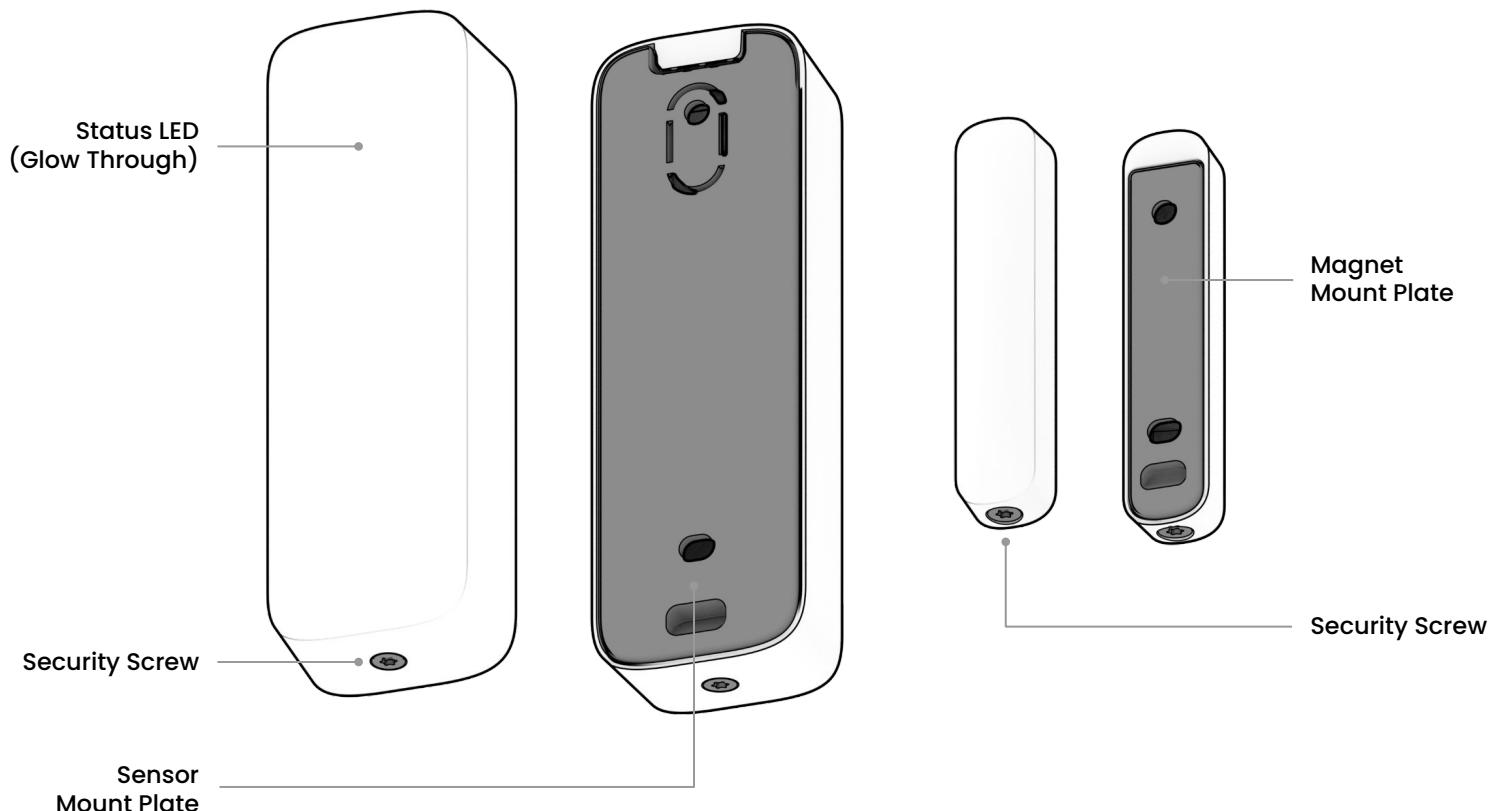
For easy registration and setup, scan the QR code on the product.

If you prefer to manually register your product, please proceed to:

verkada.com/start

Introduction

Overview



LED Behaviors

Install Mode

To enable Install mode, power cycle the device by removing the battery or enable from Command. The LED will remain active for 5 minutes.

- **Solid Green**

Sensor is detecting the magnet has been separated (Door Opened).

- **Blinking Green**

Sensor is searching for a hub to connect to.

- **Blinking Red**

Sensor cannot find a hub to connect to.

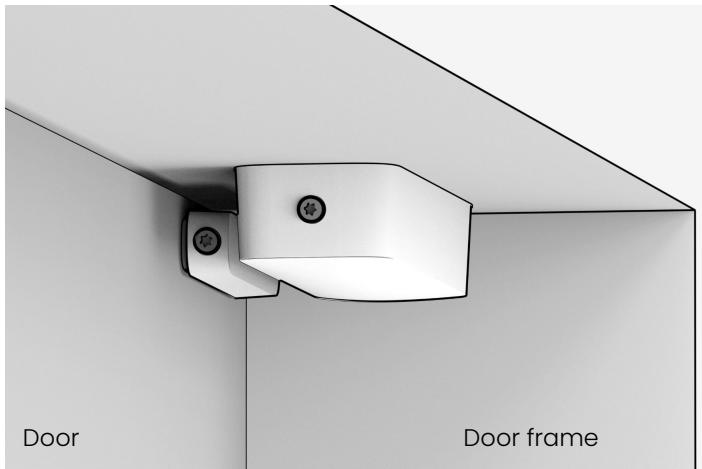
Introduction

Technical Specifications

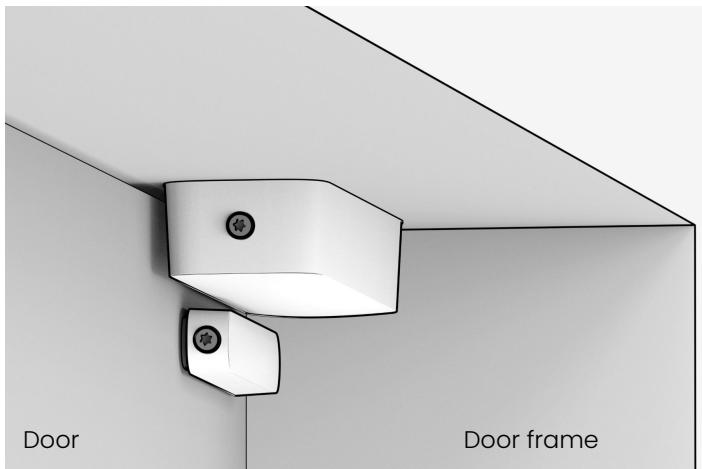
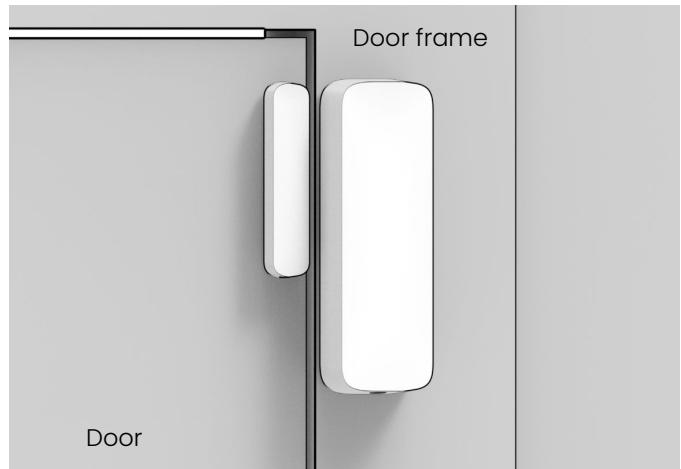
Battery	2x non-rechargeable Energizer Ultimate Lithium L91 AA batteries (included). <i>*5-year typical battery life.</i>
Connectivity	VLink transceiver with internal antenna (863MHz – 928MHz).
RF Range	≥ 2000ft (600m) open field line of sight range when paired with any of Verkada's VLink capable hubs (ex: BP32, BP52, BK22, BE32, WH32, WH52).
Break Range	Non-Ferrous: Up to 2.4in (6.0cm) Ferrous: Up to 1.5in (3.7cm) <i>*Recommended to utilize the magnet spacer to close the gap between the magnet and spacer.</i>
Tamper Detection	Yes, breakaway tab.
Dimensions	Sensor: 4.43in (L) x 1.46in (W) x 0.98in (H) / 112.5mm (L) x 37mm (W) x 25mm (H) Magnet: 2.76in (L) x 0.59in (W) x 0.49in (H) / 70mm (L) x 15mm (W) x 12.5mm (H)
Weight	Sensor: 3.2oz / 90g Magnet: 0.6oz / 18g
Operating Temp. & Humidity	32°F-122°F / 0°C-50°C, 0-90% RH non-condensing

Mounting scenarios

Perpendicular mounting



Side-by-side mounting



Flush door frames require the magnet module to be mounted side-by-side to the sensor module.

The edges of the sensor module and the magnet should nearly be touching.

Around 0.1in (3.0mm) distance is ideal.

Recessed door frames require the magnet module to be mounted perpendicular to the sensor module.

The edges of the sensor module and the magnet should nearly be touching.

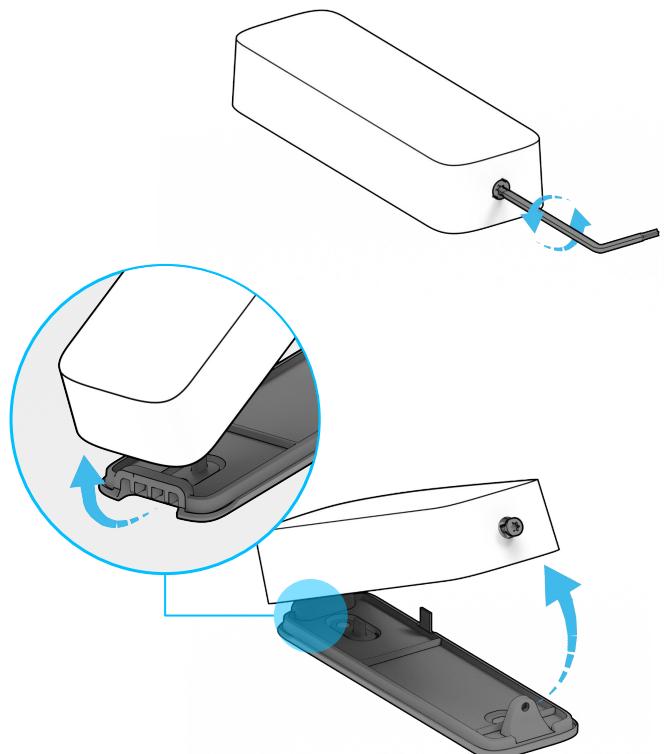
Around 0.1in (3.0mm) distance is ideal.

Note: To achieve the ideal distance, a spacer can be utilized underneath the magnet module.

Installation

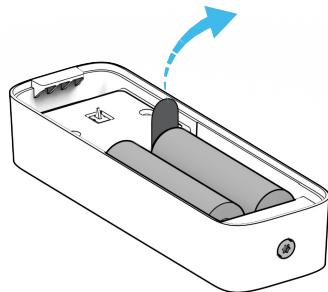
Preparation

Use the provided T10 Security Torx L-key to unscrew the security screw at the bottom of the product.

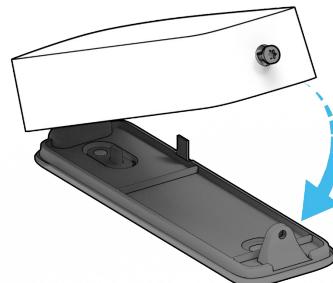


Swing the bottom of the sensor body away from the mount plate and disengage the hook at the top of the sensor mount.

Remove the battery pull tabs.



Engage the hook at the top of the sensor mount and swing the sensor module into place.



Installation

Mounting Option 1: Perpendicular 1/4

Test-mount the sensor module to the top side of the door frame in the corner furthest from the hinges.

Test-mount the magnet to the door itself.

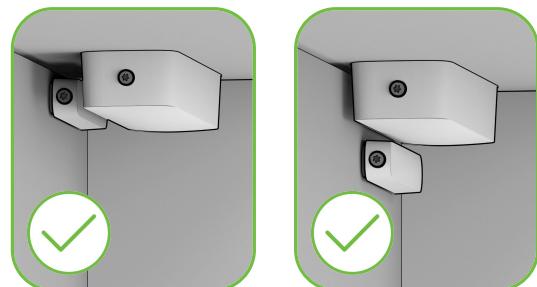
The edges of the sensor module and the magnet should nearly be touching. Around 0.1in (3.0mm) distance is ideal.

To achieve the ideal distance, a spacer can be utilized underneath the magnet module.

While the device is in Install mode, and the modules in the correct positions, see if the door registers as closed (the sensor module LED will turn off when it senses a closed door).

Remove the sensor body from the mount plate, use a drill to make pilot holes, and screw the sensor mount plate into place.

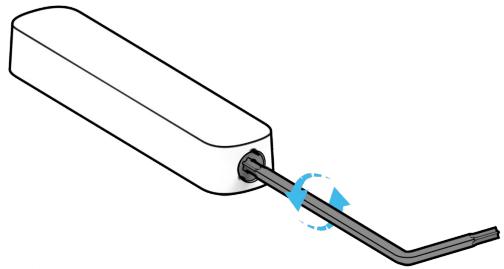
Note: Screw mounting is required for the tamper detection to function. Using only adhesive will prevent tamper detection from triggering properly.



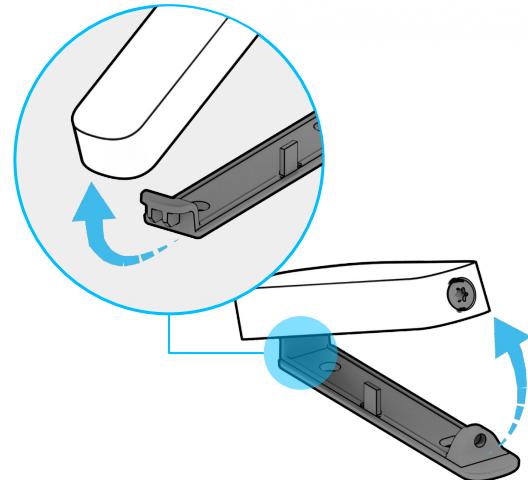
Installation

Mounting Option 1: Perpendicular 2/4

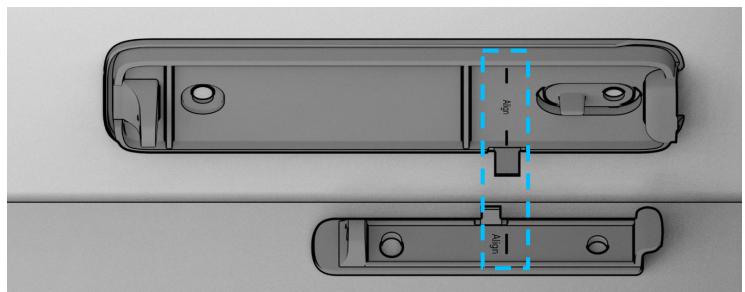
Use the provided T10 Security Torx L-key to unscrew the security screw at the bottom of the magnet.



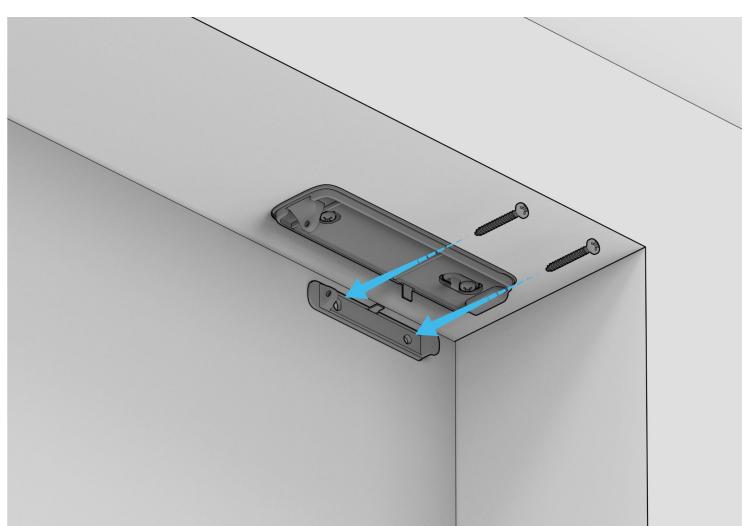
Swing the bottom of the magnet body away from the mount plate and disengage the hook at the top of the magnet mount.



Use the "Align" marks to guide placement. Drill pilot holes.



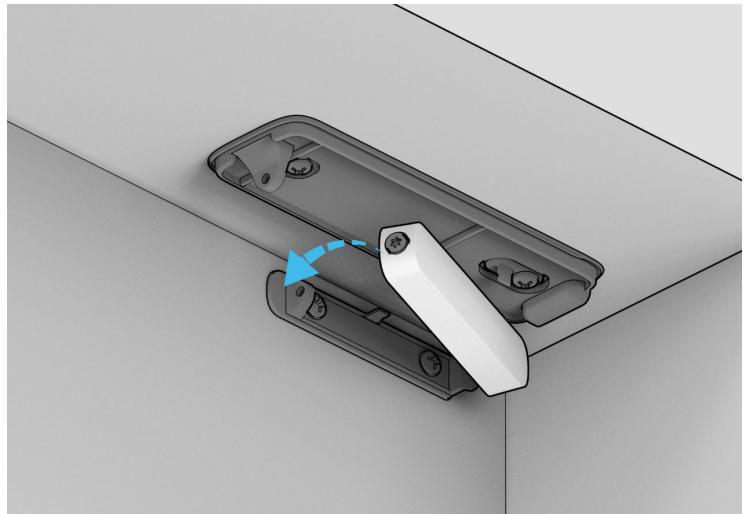
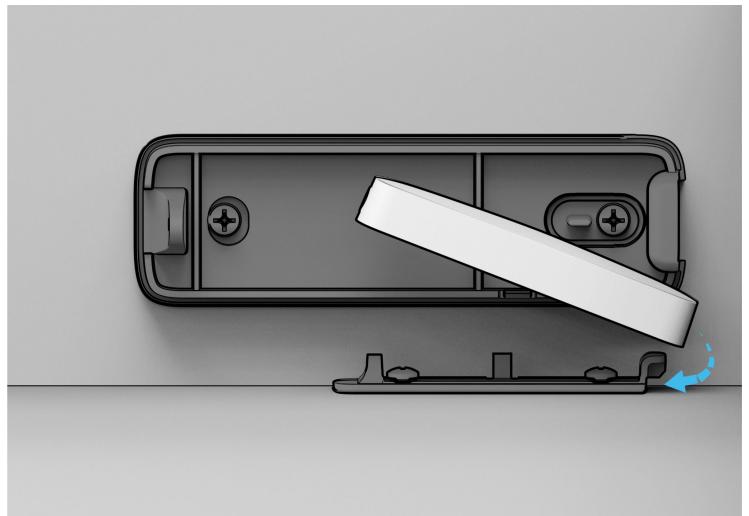
Screw the magnet mount plate to the desired surface.



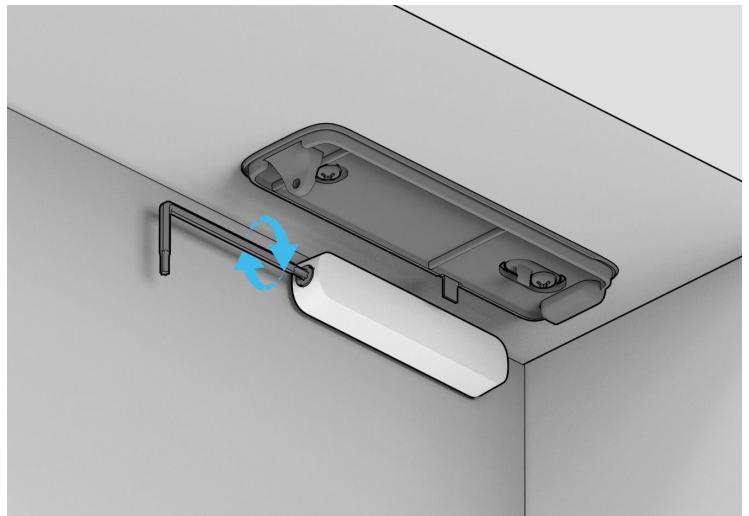
Installation

Mounting Option 1: Perpendicular 3/4

Engage the hook at the top of the magnet cover and swing the magnet cover into place.



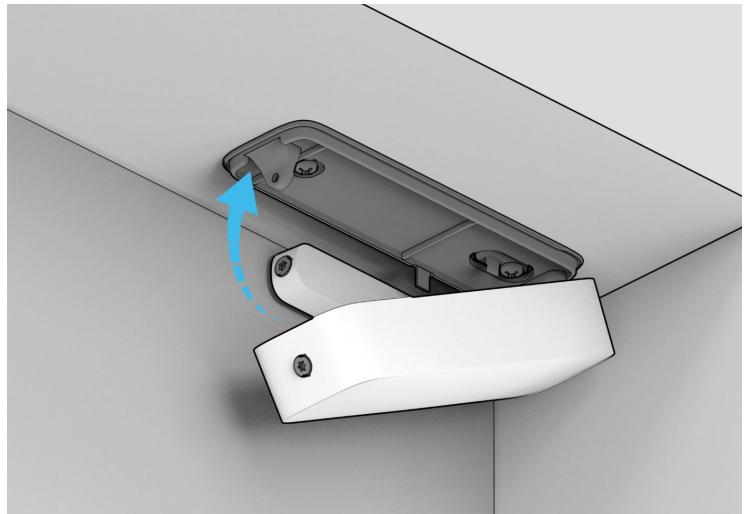
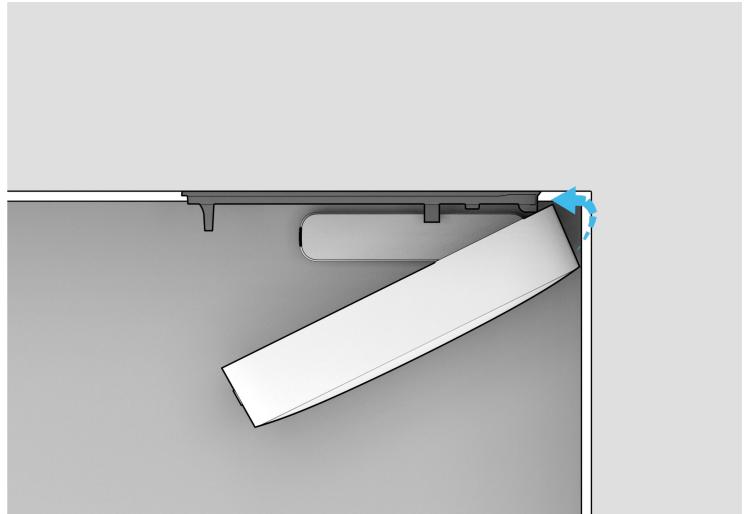
Use the provided T10 Security Torx L-key to secure the security screw in place.



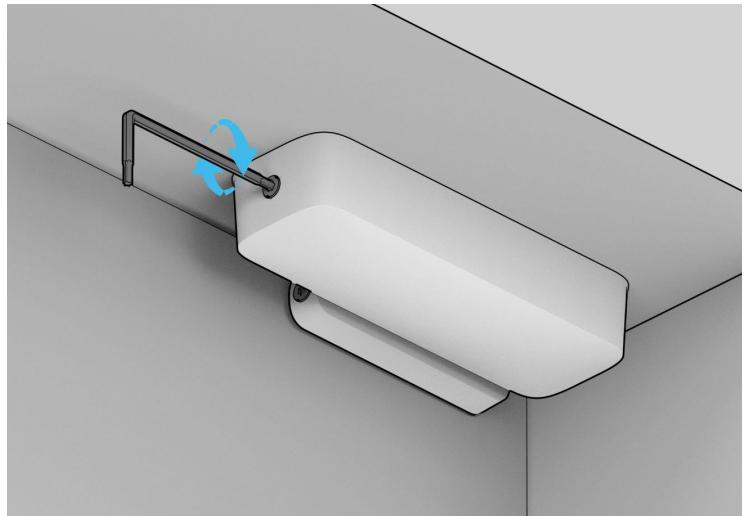
Installation

Mounting Option 1: Perpendicular 4/4

Engage the hook at the top of the sensor mount and swing the sensor module into place.



Use the provided T10 Security Torx L-key to secure the security screw in place.



Installation

Mounting Option 2: Side-by-side 1/4

Test-mount the sensor module to the side of the flush door frame furthest from the hinges.

Test-mount the magnet to the door itself.

The edges of the sensor module and the magnet should nearly be touching. Around 0.1in (3.0mm) distance is ideal.



While the device is in Install mode, and the modules in the correct positions, see if the door registers as closed (the sensor module LED will turn off when it senses a closed door).



Remove the sensor body from the mount plate, use a drill to make pilot holes, and screw the sensor mount plate into place.

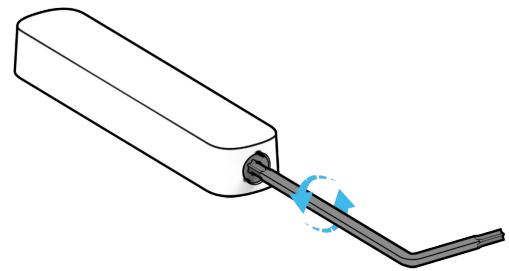
Note: Screw mounting is required for the tamper detection to function. Using only adhesive will prevent tamper detection from triggering properly.



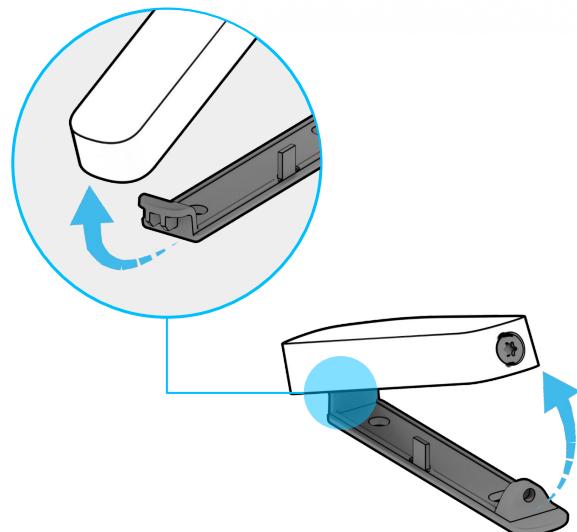
Installation

Mounting Option 2: Side-by-side 2/4

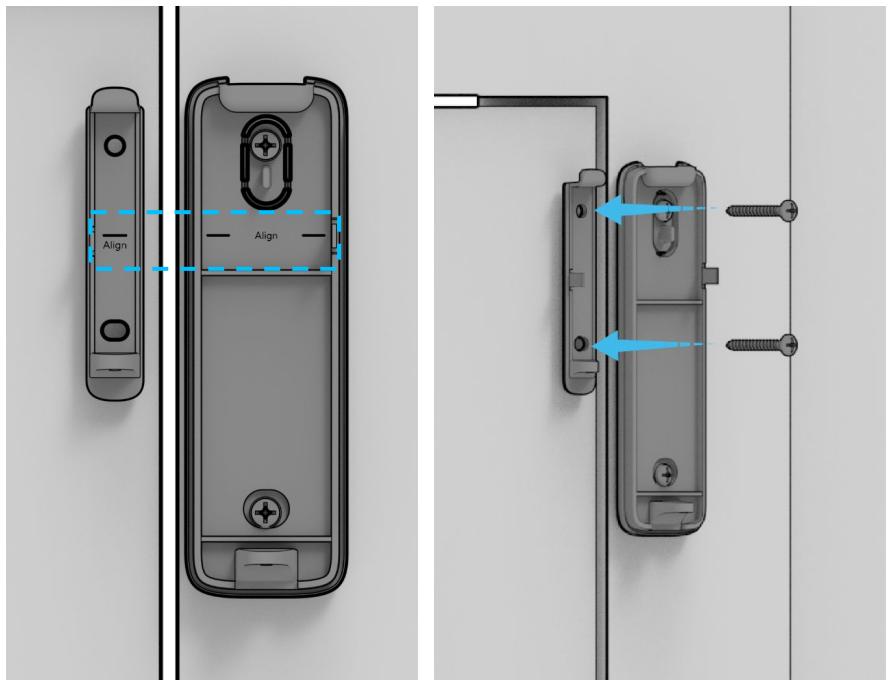
Use the provided T10 Security Torx L-key to unscrew the security screw at the bottom of the magnet.



Swing the bottom of the magnet body away from the mount plate and disengage the hook at the top of the magnet mount.



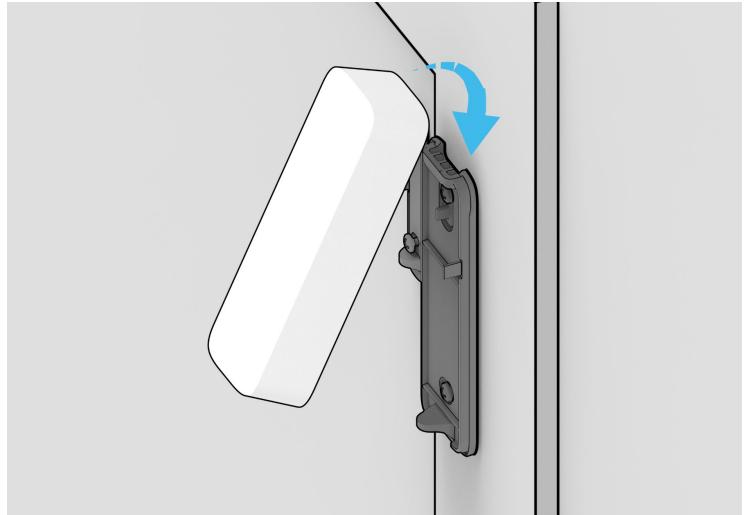
Use the “Align” mark to guide placement. Drill pilot holes, and screw the magnet mount plate to the desired surface.



Installation

Mounting Option 2: Side-by-side 3/4

Engage the hook at the top of the sensor mount and swing the sensor module into place.



Use the provided T10 Security Torx L-key to secure the security screw in place.



Installation

Mounting Option 2: Side-by-side 4/4

Engage the hook at the top of the magnet cover and swing the magnet cover into place.



Use the provided T10 Security Torx L-key to secure the security screw in place.



Appendix Compliance

FCC Compliance

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 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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

FCC Radiation Exposure Statement :

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 40cm between the radiator & your body. Any changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

Professional Installation:

This device must be professionally installed. The intended use is generally not for the general public. It is generally for industrial and commercial use. Installers must be provided with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance and other FCC rules.

Appendix

Compliance

ISED Compliance

This device complies with ISED's licence-exempt RSSs. 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.

Le présent appareil est conforme aux CNR d' ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

IC Radiation Exposure Statement:

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Déclaration d'exposition aux rayonnements d'IC : Cet équipement est conforme aux limites d'exposition aux rayonnements IC RSS-102 définies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec une distance minimale de 20cm entre le radiateur et votre corps.

Supported Antennas:

This radio transmitter 2627I-60B5601 has been approved by Innovation, Science and Economic Development Canada to operate with the antenna types listed below, with the maximum permissible gain indicated. Antenna types not included in this list that have a gain greater than the maximum gain indicated for any type listed are strictly prohibited for use with this device.

Le présent émetteur radio 2627I-60B5601 a été approuvé par Innovation, Sciences et Développement économique Canada pour fonctionner avec les types d'antenne énumérés ci-dessous et ayant un gain admissible maximal. Les types d'antenne non inclus dans cette liste, et dont le gain est supérieur au gain maximal indiqué pour tout type figurant sur la liste, sont strictement interdits pour l'exploitation de l'émetteur.

Appendix

Support

Thank you for purchasing this Verkada product. If for any reason you're experiencing issues or need assistance, please contact our 24/7 Technical Support Team immediately.

Sincerely,
The Verkada Team
verkada.com/support