

IMPORTANT: IN THE INTEREST OF PRODUCT PERFORMANCE AND SAFETY PLEASE READ THESE INSTALLATION AND WARRANTY INSTRUCTIONS BEFORE INSTALLING THE PRODUCT.



SAL products are designed in accordance with all mandatory International and AS/NZS Standards, which require installation in accordance with AS/NZS3000 by a qualified installer and regular cleaning and maintenance of the equipment. Products are sold in accordance with the following instructions and SAL standard terms and conditions of sale, available via www.sal.net.au.

Due to continued product and information updates, product data sourced from sal.net.au shall not form part of any contract and or technical performance guarantee unless expressly confirmed in writing by SAL at the time of order.

PIXIE SGW3BTAM GATEWAY G3 product electrical and installation specification effective 3/9/2021.

Model No.	Input (V)	Min / Max loads	Colour	Dimension L x W x H (mm)	Wireless
SGW3BTAM	5V DC - 1A	N/A	Dark grey	95 x 95 x 24	Bluetooth Mesh Technology

Nominal frequency (Hz)	N/A	Product installation orientation	Horizontal wall mount or desktop
Operating ambient min/max (°C)	0 to 40	Product application	Interior residential or commercial
Operating humidity	10% to 85% RH, NC	PIXIE connectivity	Yes
Storage ambient limit (°C)	0 to 40	*IP rating	20
Storage humidity	10% to 85% RH, NC	Attachment type	N/A

*IP rating for interior products: The designated IP rating is "from below the ceiling" unless otherwise specified.

*IP rating ALL products: Termination of the product must be made in accordance with the IP rating.

General product application requirements (if applicable) :

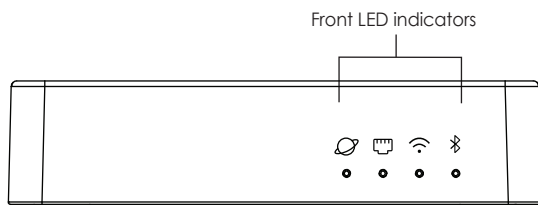
- 1. Recycling** – SAL encourages recycling, please consider the environment when disposing of packaging, batteries & components.
- 2. Product maintenance** – In line with the relevant design standards and to protect your investment, it is important to have in place a routine cleaning program that reflects the installation environment and maintains the product in a clean and functional condition.

IMPORTANT - The supply must be isolated before any product maintenance or cleaning is conducted. In addition, damage to ANY cable or cord supplied with the product must be addressed as follows; For attachment type X having a specially prepared cable, if the external flexible cable is damaged, it must be replaced by an equivalent cable exclusively available from the manufacturer or authorised installer. For attachment type Y, if the external flexible cable is damaged, it must be exclusively replaced by an equivalent cable by the manufacturer or authorised installer. For attachment type Z, if the external flexible cable is damaged, the cable cannot be replaced and the luminaire must be destroyed.

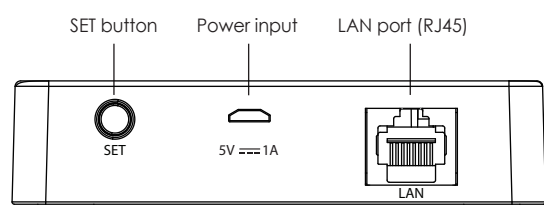
3. Product application

Brief Description:

The PIXIE Gateway G3 is the new generation gateway in SAL PIXIE smart system. It not only manages your PIXIE smart system locally, but also bridges your PIXIE smart system with the internet, enabling you to control PIXIE products in your home from anywhere of the world. It's the key product to integrate PIXIE system with third party platforms like Google Home, Amazon Alexa, Samsung Smartthings, and Apple Siri.



Front view



Back view

Installation Guide:

1. Connect the power supply to the gateway power input port
2. Connect the gateway with router via a LAN cable, plug one end of the LAN cable to the router, and the other end to the LAN port of the gateway
3. Plug the power supply to a power outlet

Configuration Guide:

Please make sure the PIXIE PLUS app is installed on your smartphone and is up to date before the configuration of the gateway.

When creating a new HOME - for new users

1. Launch the PIXIE PLUS App
2. Follow the App to register an account, and log in
3. Tap **Create a new HOME**
4. Search for the gateway in the App
5. When the gateway is found and identified in the App, select the gateway, tap **Next**
6. Then follow the guides in the app to finalize the configuration





To replace gateway for an existing HOME - for existing PIXIE PLUS users

1. Launch the PIXIE PLUS App
2. Tap the gear icon ⚙️ in the top-right corner of home page
3. Select **Home Management** in the **Setting** list
4. Select the HOME that is required to replace gateway
5. On seeing the **Home Settings** list, tap the **Gateway Info**
6. On the **Gateway Info** page, tap the top-right three dots ⋮, then tap **Remove**, when seeing the pop-up window asking for a confirmation, tap **OK** to confirm
7. Then, text will appear in the centre of the page, indicating the need to add a PIXIE gateway
8. Tap the large **+** icon in the middle to start the process of adding a new gateway for this HOME
9. Then follow the step-by-step guides in the app to finalize the process



LED Indicator Introduction:

Status explanation for the four front LED indicators

Status \ Indicator	 Internet	 LAN (RJ45 port)	 Wi-Fi	 Bluetooth
Blink in red (once per 1 second)	This internet connection is waiting to be configured	This LAN (RJ45 port) connection is waiting to be configured	This Wi-Fi connection is waiting to be configured	This gateway is waiting to be configured
Solid red	Internet connection fail	Fail to connect to the local area network (router) via RJ45 port	Wi-Fi connection to the local area network (router)	Bluetooth connection fail
Blink in blue (once per 1 second)	The internet connection is configuring	The LAN (RJ45 port) connection is configuring	The Wi-Fi connection is configuring	The Bluetooth connection is configuring
Blink slowly in blue (once per 10 seconds)	The gateway is currently working under offline mode (does not require internet connection to work)	The gateway is currently NOT using RJ45 port to connect to the local area network (router)	The gateway is currently NOT using Wi-Fi to connect to the local area network (router)	—
Solid blue	The internet connection is successful	The gateway is using RJ45 port to connect to the local area network (router), and the connection is successful	The gateway is using WIFI to connect to the local area network (router) and the connection is successful	The Bluetooth connection is successful

Status explanation for the LED indicator on the RJ45 port

Solid orange	The RJ45 LAN port does not have a LAN cable connected
Solid green	The RJ45 LAN port is connected to a LAN cable but no data transmission is being received (not connected to a router)
Blink in green	The RJ45 LAN port is connected to a LAN cable and data transmission is being received (connected to a router)

SET button operation

Operation	Function Description	LED Indicator	Remark
Long press for 5 seconds	Reboot the gateway	The four LED indicators will turn off, and turn on together	Long press until the four LED indicators turn off, then release
9 clicks	Reset the gateway to factory default	The four LED indicators flash in blue and red, then turn off, and light up again	This operation will clear all the settings and data

Scan QR code or go to App store (IOS) or Google Play (Android) to download the free PIXIE app to your smart phone. IOS: Requires IOS 6.0 or later. Compatible with iPhone, iPad and iPad touch Android: Requires Android 4.4 or above, devices must support Bluetooth 4.0
Specifications above are for reference only and may vary without prior notice



Warranty – In accordance with SAL’s standard terms and conditions of sale, SAL warrant this product to be free from defects in materials and or workmanship for a period as stated below for goods not subject to incorrect installation, maintenance, operation, mishandling, environmental, unauthorised modifications or electrical operating conditions outside the nominated product specification as detailed in these installation instructions. The benefits to you given by this warranty are in addition to other rights and remedies you have under law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty term – Residential usage (24) months, Commercial usage (12) months and batteries where supplied (12) months from date of purchase. For New Zealand, please refer to www.sal.co.nz for warranty conditions and service.

How to make a claim?

Step # 1 – Within 30 days of the fault discovery, please contact the original place of the SAL product purchase during standard (local) business hours, with the following information **(a)** proof of purchase **(b)** description and quantity of the claimed fault **(c)** address of installation. **(d)** operating hours of the product.

Step # 2 – It is then the responsibility of the original place of product purchase to report the matter to SAL aftersales;

NSW ACT	- SAL National Pty Ltd, 40 Biloela Street Villawood NSW 2163	P # 02 9723 3099
QLD	- SAL National Pty Ltd, 36 Whitelaw Place Richlands QLD 4077	P # 07 3879 5999
VICT TAS	- SAL National Pty Ltd, 46-48 Keys Road Moorabbin Victoria 3189	P # 03 9532 3168
SA NT	- SAL National Pty Ltd, Unit 1, 9 Alfred Avenue, Beverley SA 5009	P # 08 7084 1958
WA	- SAL National Pty Ltd, 29 Beringarra Av Malaga WA 6090	P # 08 9248 7458
NZ	- Hamer, 130 Bush Road, Albany, Auckland, 0632	P # 0800 239 239

Step # 3 – Upon review of your claim and if the product is required to be returned to SAL for technical evaluation, then at the owners expense the product must be returned to SAL as per the above nominated locations.

Step # 4 – Pending the evaluation, the claim will be validated resulting in the product being repaired or replaced with the same or best equivalent product at the discretion of SAL, or rejected if the product fault was found to be caused by conditions beyond the responsibility of SAL warranty obligations. Consideration of installation, product removal, return freight and or testing fees are not the responsibility of SAL.

