


No Communication with Expansion Modules Message

Overview:

If your HCC Controller does not recognize your stations, you will see the facepack message **No Communication with Expansion Modules** on the controller screen. You may need to reset some of the hardware components. You can follow the steps below to make the connection between the facepack and your station modules.

Steps:

1. Open the **Front Panel**.
2. Turn **Off** the power by unplugging the controller.
3. Remove the **Ribbon** from the back of the front panel.
4. Remove all the **Modules** (power module and station module(s)).
5. Reinstall the **Modules**.
6. Reinstall the **Ribbon** cable (wait 2-3 minutes).
7. Turn **On** the power to the controller.
8. Sign in to your [Hydrawise account](#). ⁽¹⁾
9. Select the **Menu** icon () on the upper left-hand side of the app.
10. Select **Controller Settings**.
11. Verify the correct controller station count under **Model** (i.e., HCC 16 Zones).

