



# Viewing the Serial Number

The serial number is needed when you add your controller to the cloud. This number is found on the controller or using the controller's touch screen.

To link your controller to your account, please refer to this article[How To Remove or Link Your Serial Number](#)[1]

**IMPORTANT:** The serial number **A8000000** is a generic serial number assigned when the controller has not been registered (never connected to the internet to activate). This serial number will show on the touchscreen temporarily until the controller is connected to the internet. To see the real serial number, either refer to the sticker or add the controller online so it updates to the correct online serial number

To access the serial number on the touch screen, follow these steps:

1. From the **HOME** screen, click **STATUS**.
2. Click **CONNECTION STATUS** (fig.1).

The serial number is shown on this screen and will contain only letters **a through f** and numbers **0 through 9** (fig.1).

□

## Serial Number Sticker

**X2 WAND Controller** - Located on the  
WAND cartridge device. □

**HC Controller** - Sticker located on the back  
of the controller

**PROHC - Controller** - Located inside wiring  
compartment above the 24 VAC terminals

**HPC - Controller** - Sticker located on the  
back of the front panel □

**HCC - Controller** - Sticker located on the  
back of the front panel

To link your controller to your account, please refer to this article[Linking a Controller to My Account](#)[2].