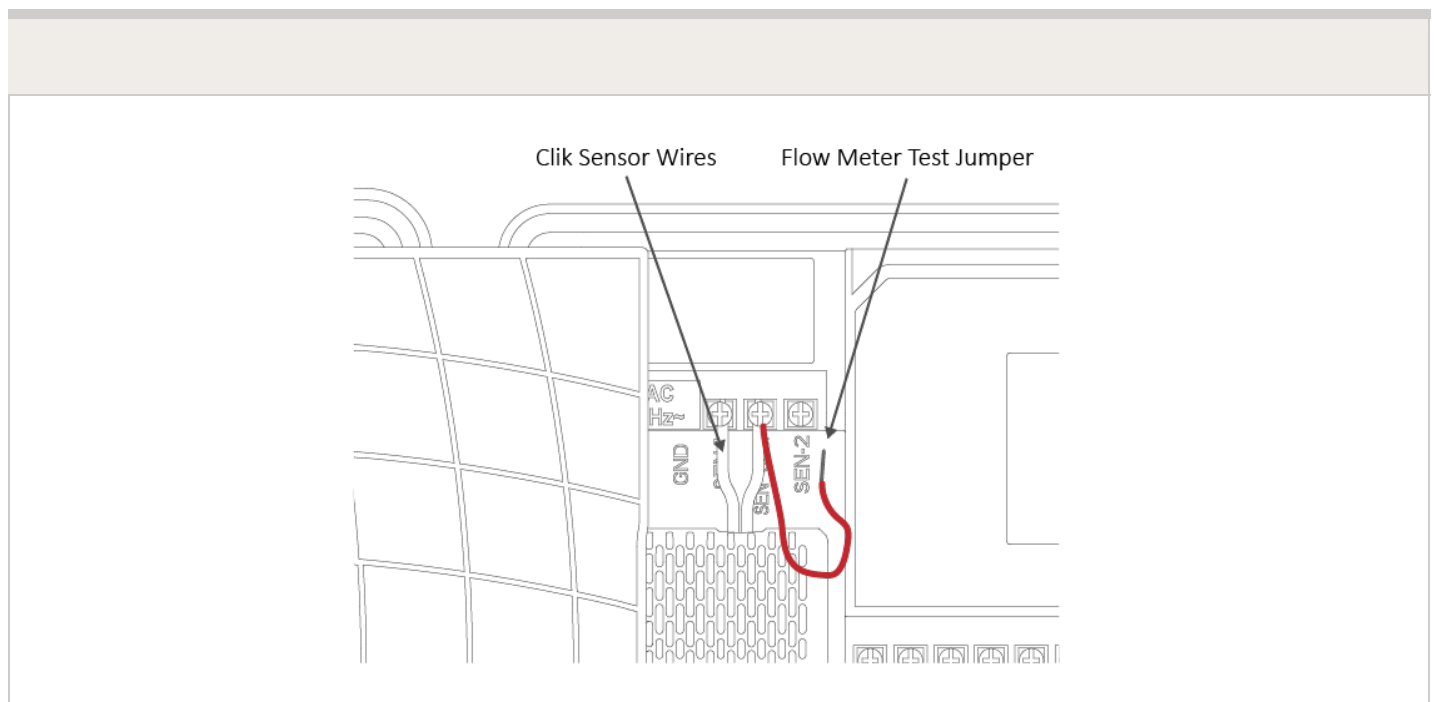


# Flow Meter - Testing Meter

If your flow meter is working but is not recording data in your **Dashboard** or events, follow the steps here:

1. Make sure sensor is configured <sup>[1]</sup> in the software.
2. Make sure controller is online. If not, please use link <sup>[2]</sup> for Wi-Fi troubleshooting steps.
3. Remove the wire splices at the flow meter connection in the field. Tap the two wires together that run to the controller 10 times, as each contact will record a pulse. Refresh the app to see if the flow usage was registered.
4. If app registered flow usage, your wiring and system are set up correctly. Reconnect to the flow meter and run a large flow (lots of sprinklers) zone. Did you get a flow on your app? If **YES**, all is OK. If **NO**, contact [support@hydrawise.com](mailto:support@hydrawise.com) <sup>[3]</sup>.
5. If app did not register flow usage, test the sensor inputs on the controller. You can use the same method with a paper clip or wire to make contact between sensor 1 or 2 and the common terminal. Do this 10 times and then check for flow data usage at the home screen. If **YES**, there is a problem with the wire running to the flow meter. If **NO**, contact [support@hydrawise.com](mailto:support@hydrawise.com) <sup>[3]</sup>.



**IMPORTANT:** Our controller is not polarity sensitive. There is no risk of electric shock when performing these tests. However, if you feel uncomfortable, please contact a qualified technician or irrigation specialist for further assistance.

**NOTE:** If it works at the controller end but not the flow-meter end, there is a wiring fault.

If it doesn't work at the controller end, contact [support@hydrawise.com](mailto:support@hydrawise.com) <sup>[3]</sup>.

If it works at both ends, but still does not register flow on the app, contact [support@hydrawise.com](mailto:support@hydrawise.com) <sup>[3]</sup>.