


Moving? Remove your Controller Serial Number

It is important to **unlink** your controller if you sell your home or no longer require access to the device. This will prevent the next user from getting the error message **Invalid Serial Number** when trying to add this to their account.

1. Sign in to your [Hydrawise account](#). ^[1]
2. Select the **Menu** icon () on the app, then click **Controller Settings**. For PC, click **Controller Settings** from the **Home Dashboard**.
3. Select **Remove Serial**.
4. Confirm the removal and click **Ok**. This will now be free for any customer to use in their account.
5. If you are replacing the controller under warranty, you will see the option for **Link Serial**. To attach the serial number, please repeat the steps.

Once you've entered the serial number, your controller will automatically download the existing settings (if connected to the internet) and begin watering based on your watering schedules.

