

# Reasons Why You Would Receive a Message That a Serial Number Is Already in Use or Not Valid

If you received a message that a controller serial number is already in use or not valid, the serial number is linked to another account.

Here are a few reasons why this might occur:

- You may be trying to register a controller that your contractor installed and added into his or her own personal account. Contact your contractor for details on how to transfer your controller configuration to you. You can find additional details [here](#) <sup>[1]</sup>.
- It is possible the contractor used a different email address for your controller or that the email address is misspelled. Verify with your contractor that the correct email address was used.
- The serial number is already linked to another person.
- You created your account under a different email address.

Contact Existing Homeowner	Contact the Contractor

