

# Serial Number Is Already in Use or Invalid Message

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 your contractor installed and added to his or her account. Contact your contractor for details on transferring your controller configuration to you. You can find additional details [here](#) <sup>[1]</sup>.
- The contractor may have used a different email address for your controller or misspelled the email address. Verify with your contractor that the correct email address was used.
- The serial number is already linked to another person. Contact the original owner of the HydraWise controller to release the serial number. [Learn More](#) <sup>[2]</sup>
- You created your account under a different email address.