

Hunter®

 **Hydrawise™ Ready**
IRRIGATION CONTROLLERS

Hydrawise Software/App Owner's Manual



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Contractor and Multi-Site Manager Plans Overview

With a contractor plan, you can manage a larger number of controllers, or offer a managed service to your clients using one of the Professional Plans listed below. Start using the **STARTER PLAN** for free and [upgrade](#) ^[1] as your business grows. If you wish to purchase online, please follow the simple steps in our support section. [Learn More](#) ^[2]

Plan	Starter	Contractor	Bronze	Silver	Gold
Description	Manage up to 25 controllers and up to 5 contractor staff users.	Manage up to 75 controllers and up to 5 contractor staff users.	Manage up to 150 controllers and up to 15 contractor staff users.	Manage up to 250 controllers and up to 30 contractor staff users.	Manage up to 400 controllers and up to 45 contractor staff users.
Subscription	Free	1-year	1-year	1-year	1-year
# of Enthusiast Plans	N/A	2	12	20	35
Data Storage (MB)	50	250	500	750	1000
SMS Alerts	0	50 Learn More ^[3]	75 Learn More ^[3]	100 Learn More ^[3]	200 Learn More ^[3]
# of Controllers	25	75	150	250	400
# Users	5	5	15	30	45
How to Obtain?	Automatically applied to each new Contractor account	Purchase through the App ^[2]	Purchase through the App ^[2]	Purchase through the App ^[2]	Purchase through the App ^[2]

Managing Plans

How do they work?

Contractor Plans allow you to provide the ultimate customer experience to your clients. With a Contractor Plan attached to your account, you can directly access any of your customers' controllers from your own account.

This means that you can make changes to your customers' controllers while on the road—you can switch between any controller with just two clicks. Imagine the time you'll save by avoiding an on-site trip and the enhanced customer experience you can offer.

Managing your customers

From your Contractor Plan account, you can create new customers and controllers for those customers. When you create a new customer account, that customer is automatically linked to your account and you can immediately start managing their controller (or creating new configurations). You can also allow your customers to manage their own controllers (if you want to).

Because we don't require you to install a controller before configuring it, you can create controller configurations during downtime. Once on site, all you have to do is connect the controller to wireless and start testing your zones, so this can be a real time-saver.

How is it charged?

Each Contractor Plan account has a maximum number of customer controllers that can be managed. Contractor Plans start at 25 free controllers, but can scale to thousands of controllers under management.

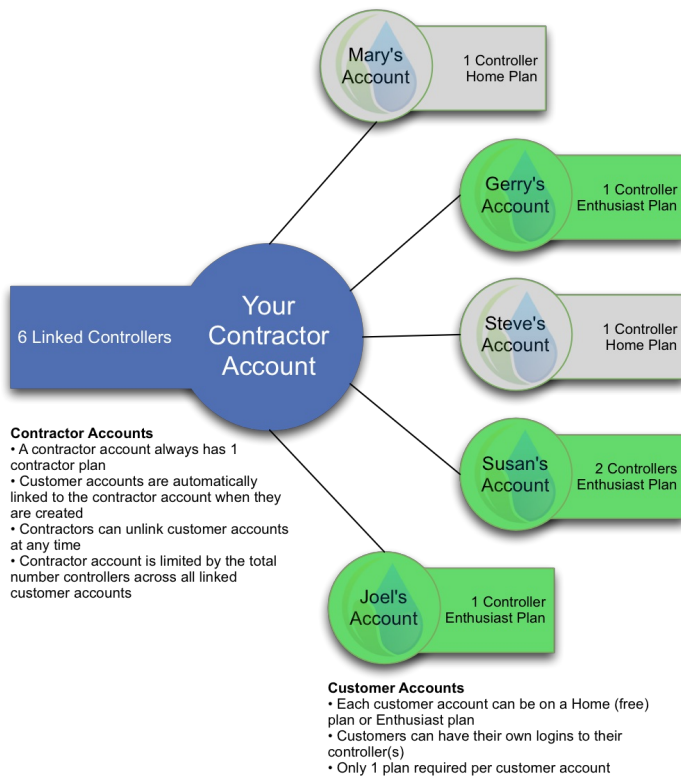
Each customer account that is linked to yours will have controllers that count toward your

contractor plan limit. If you no longer want to manage a customer's controller, you can remove that customer from your account and the number of linked controllers will go down.

Customer plans

Each customer account will be on either the Home Plan or the Enthusiast Plan. If your customer decides that they want the enhanced features in the Enthusiast Plan, you can sell this to your customer and start earning recurring revenue.

An example for a contractor-based account is shown below:






Controller alerts

There are two types of alerts that a Hydrowise controller can send: flow-based alerts, and notifications about when the controller is offline or when a customer plan is set to expire.

With a Contractor Plan, you can choose whether these alerts are sent to your customers or to you.

Renewing a Contractor Plan

RENEWING your Hydrawise contractor plan to a higher level may be required as you obtain more customers. Choose the plan that works best for the needs of your business.

1. Sign in to your [Hydrawise account](#) ^[4].
2. Click on the **MENU** icon () on the upper left-hand side of the app. If accessing from a web browser, click on the () on the upper right-hand side.
3. Under **ACCOUNT**, click **ACCOUNT DETAILS**. From the web browser, click the **MY ACCOUNT** icon on the upper right-hand side.
4. Under **PLAN DETAILS**, click on the () icon.
5. You will now be prompted to select an upgrade. Choose **CONTRACTOR PROFESSIONAL PLANS**. Then click **SELECT THIS PLAN** on your desired plan.
6. You will see options for purchasing a new plan: **UPGRADE USING PAYPAL**. If you want to use a credit card with no PayPal account, click [here](#) ^[5].

How does SMS text messaging work on contractor plan?

Hydrawise allows you to receive alert notifications in a few different ways.

- **In-App Alerts** are free and rely on your web service and the Hydrawise App on your iOS or Android phone. Alerts are displayed in the “Event” log in your App and on your web login.
- **Short Message Service (SMS)** is a text messaging service component of most cell phones. **SMS ALERT** (text message) notifications can be sent to your customer or any user in your contractor account when on the correct plan.

To access the SMS Alert service, you must be on one of the Hydrawise Contractor Plans or an Enthusiast Plan. Refer to the chart listed below.

Plan	SMS Text Alerts
------	-----------------

Home	*requires Enthusiast plan upgrade Learn More ^[5]
Enthusiast	5/Month
Free Contractor Starter Plan	*requires Enthusiast plan upgrade Learn More ^[5]
Contractor Plan	50/Month
Bronze Plan	75/Month
Silver Plan	100/Month
Gold Plan	200/Month

If your Hydrowise account is not assigned to the correct plan, you cannot receive the SMS alerts. When you try to add the mobile number to the SMS alert, you will see the note below asking you to upgrade.

Edit Alert

Alert Name

Applies To

Actions

☒ Add event to the event log
Add this alert to the controller's event log

☐ Send App notification

☒ Send SMS/Text notification
Send an SMS/Text notification to this number. You must include your country code at the start (eg. +1 for US)
[Upgrade plan to enable SMS/Text alerts](#)

☐ Suspend the zone

< Prev

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✓ OK