
"Model Not Found" Message


Hydrawise manufactures several different controllers. When you add a controller in the software application, you will see the message below if the controller model is not selected. The next step after adding the Controller Name, Serial Number, and the Location is to click **NEXT**. You can **CREATE** the controller after a model is chosen. If for any reason the model is not known, you can choose any of models temporarily.

The model can be edited later in the controller settings using the instructions in article [here](#).

[1]

You can add the serial number at a later time as well if needed using the instructions in this [article](#). [2]

Add New Controller ×

Model not found 

Controller name

Enter the name of the new controller

Serial number

If you know the serial number of the controller enter it here, otherwise leave it blank

Location

Please enter your location

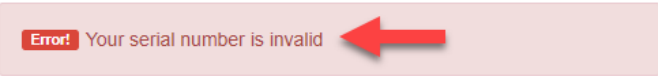
Serial Number Invalid

In the event you see the **ERROR** message, the serial number may be linked to another account.

- It is possible you are trying to register a controller that the contractor installed and put into their own account.
- It is possible the contractor used a different email for you or they got the email wrong. Verify correct email was used with contractor.
- The serial number might be linked to the original homeowner.

If the contractor needs to release the serial number, information can be found [here](#).^[3]

Link to controller ×



Error! Your serial number is invalid

To link your Hunter controller hardware with this account please enter your controller's serial number.

You can find the serial number on the rear of the unit or on the *Controller Status* screen.

Once this account and your controller are linked, your Hunter controller will start watering based on your watering schedules.

Cancel Link to controller