



SCHOOL TORO TEMPUS TIMER PROBLEM SOLVING V4

**SCHOOL STAFF, IF YOU SUSPECT SOMETHING IS WRONG PLEASE CONTACT YOUR FACILITATOR WITHOUT DELAY!
WE ARE FAMILIAR WITH THESE TIMERS AND ARE HERE TO SUPPORT AND GUIDE YOU.**

ISSUE	Possible cause	Possible remedy	How to check / notes
WATER NOT REACHING UNIT	Tap turned off	Turn on again Install tap key TfS has own tap	Add DO NOT TURN TAP OFF sign. A tap key will prevent others turning it off. Set shade house up so no one else needs to use this tap. Explain to whoever turned it off the importance of leaving it as they find it.
	Water supply issue	Waterline off	Has it been turned off by plumber or builder NB Warn contractors it must stay on (especially in holidays)
		Leak in waterline	Has the supply pipe been damaged elsewhere
	Water not reaching timer	Test if water is reaching timer, without app	
Test if water is reaching timer with app			In the first screen, select manual. In the manual page, click the triangle symbol to run watering. It will run for the minutes shown.
TIMER SHOWS AS DISCONNECTED	Battery changed	Select ON again	May need this
	Dud battery	Change battery	Battery should show full green AND app show as connected Remember, the battery indicator shows information from when you last connected to the system, so the info you see will be out of date, until you are connected again. Ensure new 9V battery is fresh and a reliable brand
	Issue with that phone	Try another phone	Works fine with another phone The teacher's phone may be already talking to another Bluetooth device such as a Fitbit or smart watch
		Temporarily disconnect link to other Bluetooth device	May work once other Bluetooth device is disconnected NB the system is blue tooth not Wi-Fi so connects directly to your phone.
Issue with timer controller	Delete then reinstall controller	Just delete that school's controller, not the entire app	
PLANTS ARE DRY BUT SETTINGS SEEM RIGHT	Percentage has been moved	Slide the blue dot back to 100%	In the programming screen, slide the blue dot along the continuum, and watch the percentage and minutes change. It may have been bumped and changed to 0% by mistake, so no watering can happen despite the settings being correct.
WATER CONTINUALLY RUNNING	Programming error	Set for minutes not hours!	Easy mistake to make! It can happen
	Black knob is in ON position	Turn back to OFF position	May have been tampered with. This is the black cap with the red and black wires running to the controller. Swing this black knob 180 degrees to turn the valve hard off.
	Solenoid issue	Call your facilitator	Do not dismantle the timer
	Constantly dripping jets	Debris inside timer	Call facilitator. Do not dismantle timer.
CONTROLLER DISCONNECTS DURING USE	Two phones at once	Show teacher on their phone	If facilitator and teacher are both trying to use the app at the same time it can get confused
	Battery issue	Change battery	
	Issue with controller connection to phone	Delete then reinstall controller	Just delete the school's controller, not the entire app Remember, as long as you have successfully transmitted to the controller, disconnecting will not alter the settings or program.
NEW SETTINGS NOT SAVED	Forgetting to transmit your changes	Ensure changes are transmitted	Select the TRANSMIT button to save the changes you made. (On some phones this is just a triangle at the bottom right of screen or a blue plus sign)

SCHOOL TORO TEMPUS TIMER PROBLEM SOLVING V4



			After making changes, always go back in and double check they did get saved
WATER IN BATTERY COMPARTMENT	Control box leaks	Replace battery Check connectors Invert battery	Remove the battery and make sure the connectors are intact. Replace the battery, ensuring the connections are at the top. Let your facilitator know.
CLOCK SYMBOL FLASHING	Phone still connecting	Wait then try again	Give it a few minutes after installing or reconnecting to sort itself out
RAIN CLOUD SYMBOL FLASHING	It has rained	That's okay	It is telling you it will skip the next watering because it has sensed that it has rained
ENSURE WATER SUPPLY IS BACK ON AND SETTINGS ARE SET TO WATER BEFORE LEAVING SITE			