

SCHOOL STAFF - TORO TEMPUS TIMER PROBLEM SOLVING



Things to investigate, in order shown once you know that water is reaching the unit through turning on the black manual control at the unit or trying a manual run from the app main screen (Second option), checking the app is showing as 'on' at the main screen (third option). Contact your facilitator to talk it through:			
ISSUE	Possible cause	Possible remedy	How to check / notes
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the battery indicator shows information from when you last connected to the system, so the info you see will be out of date, until you are connected again.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	
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 sticking	Facilitator check if solenoid is moving freely	Call your facilitator who will visit to work through this one.
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. After making changes, always go back in and double check they did get saved
WATER IN BATTERY COMPARTMENT	Control box leaks Let your facilitator know	Replace battery Check connectors Invert battery Seal control box.	Remove the battery and make sure the connectors are intact. Replace the battery, ensuring the connections are at the top. Give your Facilitator a call if you need a control box siliconed.
NB – YOU CAN NOT DO A TIMED RUN WHEN THE RAIN SYMBOL IS FLASHING IF A SMALL ORANGE CLOCK IS FLASHING ON THE SCREEN, WHEN YOU CONNECT IN , JUST GIVE THE TIMER A FEW MINUTES TO CONNECT TO YOUR PHONE. ENSURE WATER SUPPLY IS BACK ON AND SETTINGS ARE SET TO WATER BEFORE LEAVING SITE			