

Hunter®

 **Hydrawise™ Ready**
IRRIGATION CONTROLLERS

Hydrawise Software/App Owner's Manual



hydrawise.com

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Alert - Rain Sensor Has Changed

The alert **RAIN SENSOR HAS CHANGED** allows the user to be notified when the sensor state has changed, such as when it is wet (open circuit) or dry (closed circuit).



Please view the steps to access this action:

1. Click on the **ALERTS** icon  on the upper right-hand side.
2. Click on **ADD NEW ALERT**.
3. Choose **ALERT NAME** (e.g., MiniClik) and **ALERT TYPE - RAIN SENSOR HAS CHANGED**. Then click **NEXT**.
4. Choose from drop down to apply to all **CONTROLLERS/SENSORS** or **SELECTED ONES**. Then click **NEXT**.
5. Under **ACTIONS**, check the boxes that apply to your plan.
 - Add event to the event log: You will see this action in your logs along with other settings changes in the software.
 - Send App Notification: This will show up on your phone banner on the home screen.
 - Send SMS/Text Notification - This will allow the user to receive a text when alert was triggered.

STEP 1 & 2	STEP 3
 Add new alert	<div>Edit Alert ×</div> <div>Alert Name ▶ Applies To ▶ Actions</div> <div>Alert Name <input type="text" value="MiniClik"/></div> <div>Alert Type <input type="text" value="Rain sensor has changed"/></div> <div>The status of the rain sensor has changed</div> <div><input type="button" value="Cancel"/> <input type="button" value="◀ Prev"/> <input type="button" value="Next ▶"/> <input type="button" value="✓ OK"/></div>
STEP 4	STEP 5
<div>Edit Alert ×</div>	<div>Edit Alert ×</div> <div>Alert Name ▶ Applies To ▶ Actions</div> <div><input checked="" type="checkbox"/> Add event to the event log Add this alert to the controller's event log</div> <div><input checked="" type="checkbox"/> Send App notification</div>

Alert Name
Applies To
Actions

Applies To

Applies to all controllers, sensors

Cancel
< Prev
Next >
OK

Brendan - Hunter Technical Support

Send Test

Send a notification to each iOS and Android device

☒ Send SMS/Text notification

Send Test

Send an SMS/Text notification to this number. You must include your country code at the start (eg. +1 for US)

Cancel
< Prev
Next >
OK

Alert - Controller is Not Connected to Internet

In this article, we will cover the description of each of the **Controller is Not Connected to Internet** alert, understanding of the alert, example of the alert and assigning the alert.

Note: This alert works with all Hydrowise controllers.

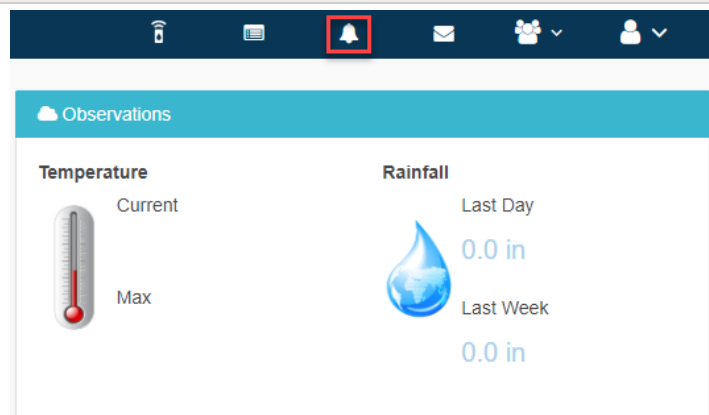
Alert	Controller is not connected to the internet
Purpose	Monitors and alerts you of an internet connection problem. Without the internet, your controller will not be getting updates or be accessible remotely.
How It Works	When your controller goes offline (loses internet connection), you will receive an alert based on the amount of days the controller has been offline that is selected in the alert settings.
Example	The power to you controller or router has stopped and your controller cannot access the internet. Hydrowise detects this and can send you an alert..

Assigning the Alert

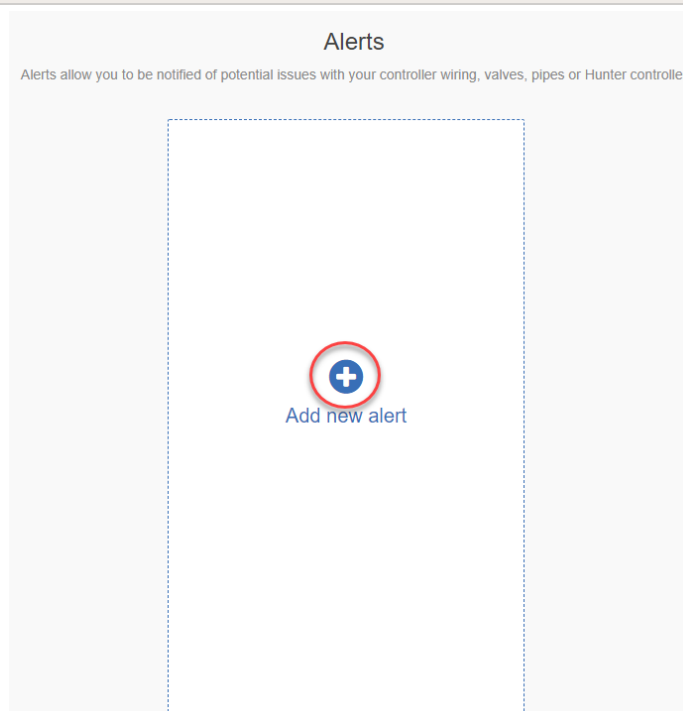
Please view the steps and screenshots to access this feature:

1. Click on the **"Alerts"** icon on the upper right hand side.
2. Add **new alert**.
3. Choose a **alert name**, **alert type** and **days controller has not connected to internet**.
4. Choose which **controller** should be linked to the alert.
5. Finally, choose from the following action options:
 - Option to add the event to the event log for tracking
 - Where to send in-app notifications
 - Assign a phone number for SMS notification (Enthusiast plan Only)

Step 1



Step 2



Step 3

Edit Alert

Alert Name

Applies To

Actions

Alert Name

Lost Internet

Alert Type

Controller is not connected to the internet

Controller has not connected to the internet for this period of time

2

Days

Cancel

Next >

OK

Step 4

Edit Alert

Alert Name

Applies To

Actions

Applies To

Selected controllers or sensors

Choose at least 1 item from the lists below

Controllers

Carloca Court

Diamond Street Controller

8 Dutchess lane

Sensors

Rain Sensor

Flow Sensor

Cancel

< Prev

Next >

OK

Step 5

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

Cancel

< Prev

Next >

OK

Alert - Leak Detection

In this article, we will cover the purpose of each of the **leak detection** alerts, how they work, example of the alerts and assigning each of the alerts.

Note: Using this alert requires a HC Flow meter installed and set up correctly under sensor settings. Remember, this alert is generated after the zone stops watering.

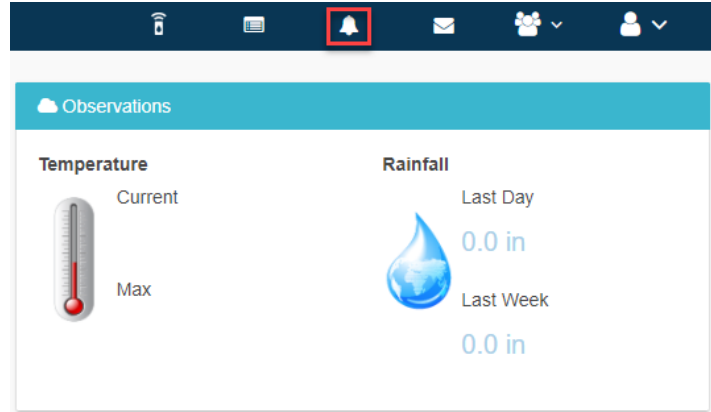
Alert	High Flow Leak - High water usage with no zone running	Slow Leak - Water usage over the last hour with no zones running
Purpose	Monitors and alerts you if we detect water moving in your system, this is generally a leak, as no irrigation is running. We look for a rate of flow. Quickly identifies large leaks.	Monitors and alerts you if we detect water moving in your system, this is generally a leak, as no irrigation is running. We look for a total amount of water movement, within an hour. Ideal for small leaks.
How It Works	This will notify you if water flow is being measured while no zone is active. If you use this alert, make sure you make room for residual water that can pass back and forth through your flow meter, which can give false alerts. We recommend setting this between 5-10 liters.	This measures slow water leaks that occur over a period of one hour, so you can be notified if there has been any leaking "x" amount of water in the last hour.
Example	The controller has not started any valves, but we have a flow of 10 Liters or gallons per minute, this is above our alert and signifies a significant leak, we'll send an alert.	The controller has not started any valves, but in the last hour has noticed that 10 Liters or gallons of water has moved through the system, this is above our alert and signifies a small leak, we'll send an alert.

Assigning the Alert

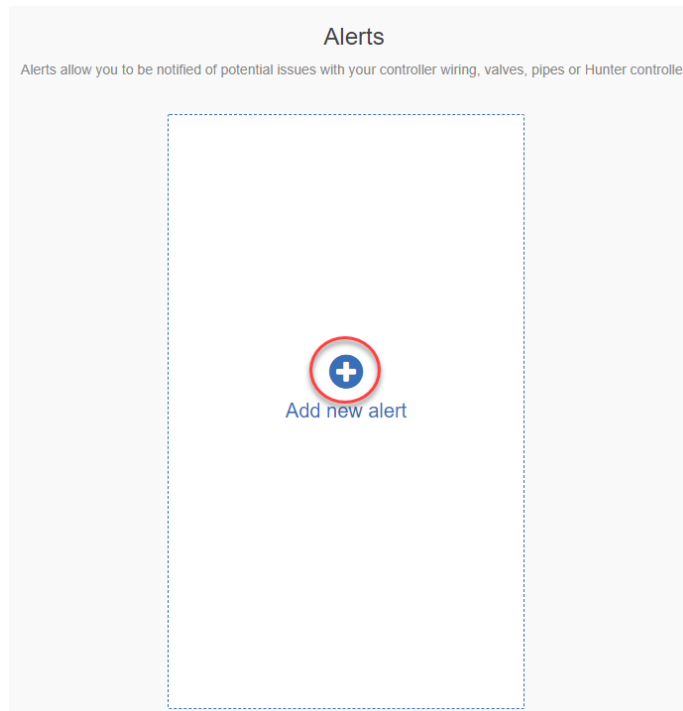
Please view the steps and screenshots to access this feature:

1. Click on the **"Alerts"** icon on the upper right hand side.
2. Add **new alert**.
3. Choose a **alert name**, **alert type** and **gallons detected when no zones active**.
4. Choose which **controller** should be linked to the alert.
5. Finally, choose from the following action options:
 - Option to add the event to the event log for tracking
 - Where to send in-app notifications
 - Assign a phone number for SMS notification (Enthusiast plan Only)

Step 1



Step 2



Step 3

Edit Alert

Alert Name

Applies To

Actions

Alert Name

No Zones Running Alert

Alert Type

High Flow Leak - High water usage with no zone running

High water usage detected when no zones are active

10

Gallons per minute

Cancel

< Prev

Next >

OK

Step 4

Edit Alert

Alert Name

Applies To

Actions

Applies To

Selected controllers or sensors

Choose at least 1 item from the lists below

Controllers

Carloca Court

Diamond Street Controller

8 Dutchess lane

Sensors

Rain Sensor

Flow Sensor

Cancel

< Prev

Next >

OK

Step 5

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

Cancel

< Prev

Next >

OK

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Alert - Solenoid Wiring

In this article, we will cover the purpose of each of the **solenoid wiring** alerts, how they work, example of the alerts and assigning each of the alerts.

Note: This alert is available with HC1200, Pro-HC, Pro-C Hydrawise, HPC-FP & HCC controllers. Remember, this alert is generated after the zone stops watering.

Alert	High Current - Wiring short to your solenoid	Low Current - Broken wire to your solenoid
Purpose	Monitors and alerts you of High solenoid current , which can indicate a damaged solenoid or wire.	Monitors and alerts you of No solenoid current, which can indicate a broken wire, or no solenoid.
How It Works	Hydrawise monitors the solenoid (electric valve) and can detect how many solenoids are used for each zone. Should this change significantly, Hydrawise will alert you.	Hydrawise cannot detect any solenoids and therefore is unable to run this zone.
Example	Your irrigation system is old and some of the solenoids are worn out and stop working or you have a loose wire connection. Hydrawise detects this and can send you an alert.	The gardener added a new garden bed and accidentally broke the irrigation wire, so we are unable to turn on the sprinklers for the grass. Hydrawise will detect this and stop your lawn from dying, by sending an alert.

NOTE: The low-current alert is generated after the zone stops watering (i.e., we wait for the entire cycle to see if there is any current). The high-current alert stops the zone at the end of the (aborted) cycle. The same is true for water-usage alerts (we check water usage at the end of the cycle against the previous time the zone ran).

Assigning the Alert

Please view the steps and screenshots to access this feature:

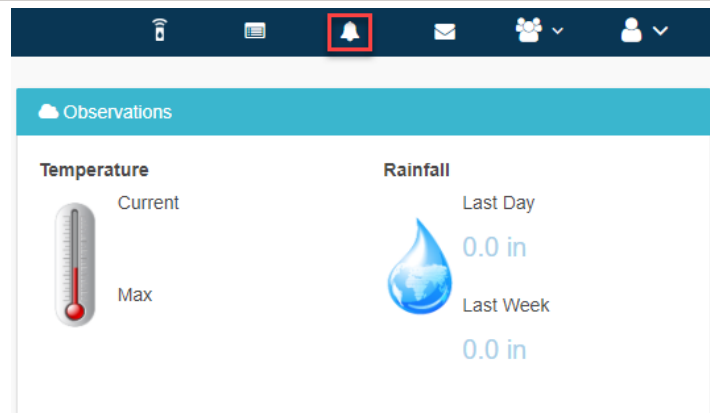
MOBILE APP:

1. Select the **Three Line Icon** in the upper left hand side.
2. Select **"Account."**
3. Select **"Alerts."**
4. Continue with steps below.

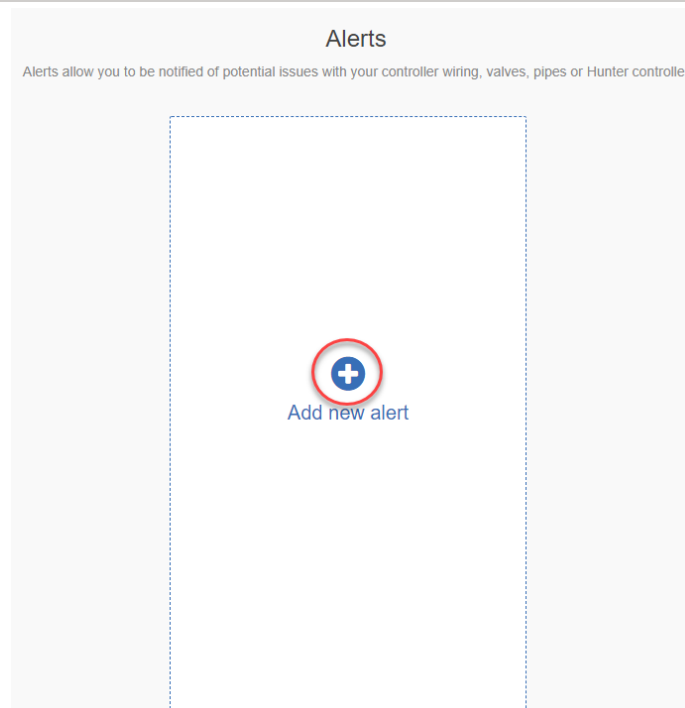
COMPUTER APP:

1. Click on the **"Alerts"** icon on the upper right hand side.
2. Add **"New Alert."**
3. Choose a **"Alert Name"** and **"Alert Type."**
4. Choose which **"controller"** should be linked to the alert.
5. Finally, choose from the following action options:
 - Option to add the event to the event log for tracking
 - Where to send in-app notifications
 - Assign a phone number for SMS notification (Enthusiast plan Only)

Step 1



Step 2



Step 3

Edit Alert

Alert Name

Applies To

Actions

Alert Name

Wiring Short

Alert Type

Wiring short (high current) to your solenoid

High solenoid current caused by faulty wiring or faulty solenoid valve

Cancel

< Prev

Next >

OK

Step 4

Edit Alert

Alert Name

Applies To

Actions

Applies To

Selected controllers or sensors

Choose at least 1 item from the lists below

Controllers

Carioca Court

Diamond Street Controller

8 Dutchess lane

Sensors

Rain Sensor

Flow Sensor

Cancel

< Prev

Next >

OK

Step 5

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

Cancel

< Prev

Next >

OK

Alert - Zone Water Usage

In this article, we will cover the purpose of each of the **water usage** alerts, how they work, example of the alerts and assigning each of the alerts.

Note: Using this alert requires a HC Flow meter installed and set up correctly under sensor settings. Remember, this alert is generated after the zone stops watering.

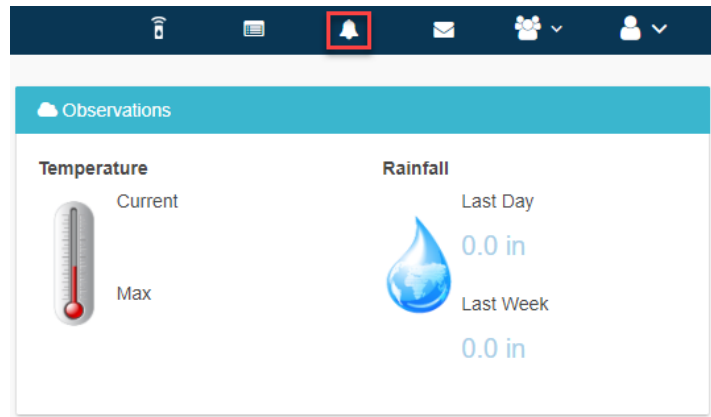
Alert	High Flow - High water usage for zone	Low Flow - Low water usage for zone
Purpose	Monitors and alerts you of a Zone higher water used than the previous time it ran. This could indicate a leak or a damaged sprinkler or pipe work.	Monitors and alerts you of a Zones lower water use than the previous time it ran. This could indicate a blocked sprinkler, drip line, filter or pipe work. It could also indicate a pump problem or lower pressure operation.
How It Works	You set a % variation (30% is reasonable). we continually monitor the system and if on completion the total flow rate has been higher than your % variation Hydrowise will send you an alert.	You set a % variation (30% is reasonable). we continually monitor the system and if on completion the total flow rate has been lower than your % variation Hydrowise will send you an alert.
Example	Zone 1 last time it ran used 100 Liters or gallons in a 20 mins cycle (5 per min). This time it used 200 Liters or gallons in a 24 min cycle (8.3 per min). This is more than 30% so we'll send an alert.	Zone 3 last time it ran used 200 Liters or gallons in a 24 min cycle (8.3 per min). This time it used 100 Liters or gallons in a 20 mins cycle (5 per min) . This is more than 30% so we'll send an alert.

Assigning the Alert

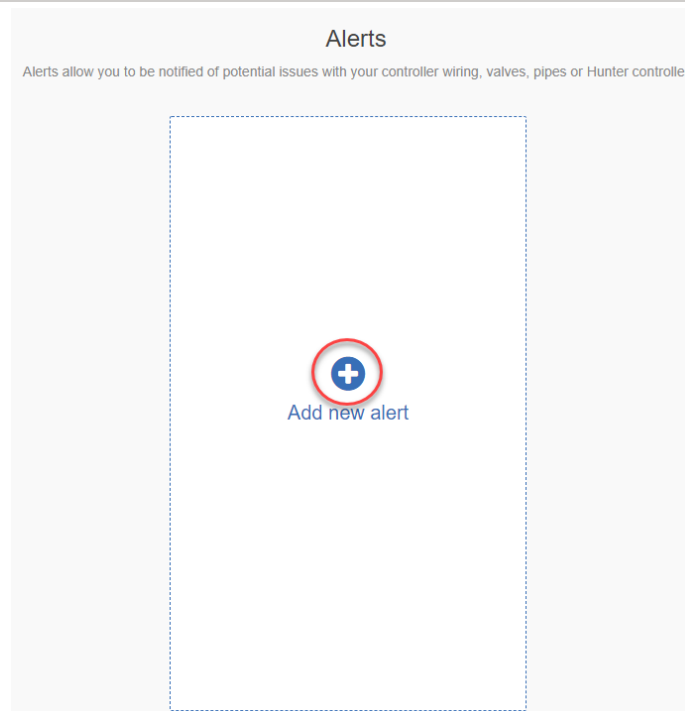
Please view the steps and screenshots to access this feature:

1. Click on the **"Alerts"** icon on the upper right hand side.
2. Add **new alert**.
3. Choose a **alert name**, **alert type**, and **water usage percentage** (flow related only).
4. Choose which **controller** should be linked to the alert.
5. Finally, choose from the following action options:
 - Option to add the event to the event log for tracking
 - Where to send in-app notifications
 - Assign a phone number for SMS notification (Enthusiast plan Only)
 - Suspend a zone for days or weeks until issue repaired

Step 1



Step 2



Step 3

Edit Alert

Alert Name

Applies To

Actions

Alert Name

High Flow

Alert Type

High water usage for a zone

Zone's water usage rate is higher than the previous time this zone ran

15

%

Cancel

Next >

OK

Step 4

Edit Alert

Alert Name

Applies To

Actions

Applies To

Selected controllers or sensors

Choose at least 1 item from the lists below

Controllers

Carioca Court

Diamond Street Controller

8 Dutches lane

Sensors

Rain Sensor

Flow Sensor

Cancel

< Prev

Next >

OK

Step 5

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

Bernie

Send Test

Send a notification to each iOS and Android device

☒ Send SMS/Text notification

Send Test

Send an SMS/Text notification to this number. You must include your country code at the start (eg. +1 for US)

☒ Suspend the zone

5

Days

Cancel

< Prev

Next >

OK

Alert - Global Alerts (Contractors Only)

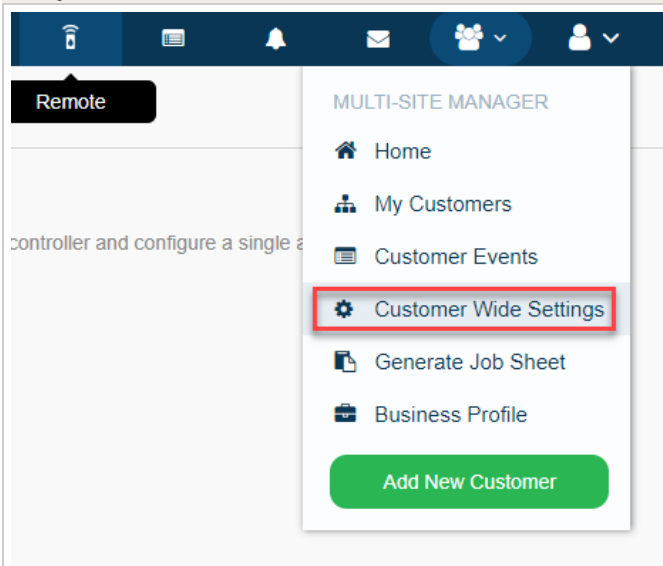
Contractors now have an option to set global alerts for new customers in the customer wide settings.

When a new controller is created (Contractor Portal only), the controller will automatically get the contractor's global alerts. If you want to have different settings for a specific controller, then they can be changed in the normal way in the alert section.

Please view the steps to access this feature:

1. Click on the **"Manager"** icon on the upper right hand side.
2. Scroll down to the **"Customer Wide Settings"** section.
3. Click on the **"Global Alerts"** then **"Add New Alert."**
4. Next, assign **"Alert Name."**

Steps 1-2



Steps 3-4

A screenshot of a web application form titled 'Edit Alert'. The form has a blue header bar with three tabs: 'Alert Name', 'Applies To', and 'Actions'. The 'Alert Name' tab is active. Below the header, there is a text input field for 'Alert Name' containing the text 'Wiring Short'. Below that is a dropdown menu for 'Alert Type' with the selected option 'Wiring short (high current) to your solenoid'. Below the dropdown, there is a descriptive text: 'High solenoid current caused by faulty wiring or faulty solenoid valve'. At the bottom of the form, there are three buttons: 'Cancel', '< Prev', and 'Next > OK'.

On the next screen, select “**Applies to all customers**” to apply this alert to all your customers and their controllers. If you add new customers, or if existing customers add controllers in the future, this alert will automatically be applied to them. Alternatively, click on the customers and controllers in the “available” box to apply the alert only to those customers or controllers.

Applies To:

Add Alert ×

Alert Name ▶ Applies To ▶ Actions

Applies to

Applies to all customers, controllers ▼

Cancel

< Back

Next >

✓ OK

On the next screen, select the **Action** you want to take when the alert occurs. You can choose to create an event, receive an in-app notification or receive an SMS. For these customer-wide alerts, actions can only be sent to you, not to your customers.

Action:

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

Cancel

< Prev

Next >

✓ OK

Your customers will also see these alerts on their own account, but they won't be able to edit or delete as this is only a feature you can access.

NOTE: The contractor and end-user alerts now include the name of the controller to make identifying problem sites easier.

TOP 3 ALERTS

- Wed 5th September @ 11:19am
HC Controller123agh (CEC Building - Hunter)
Low current detected for Zone Pool. This could indicate faulty wiring or a faulty solenoid.
- Wed 5th September @ 11:15am
HC Controller123agh (CEC Building - Hunter)
Low current detected for Zone Side Garden. This could indicate faulty wiring or a faulty solenoid.
- Wed 5th September @ 6:33am
HC Controller123agh (CEC Building - Hunter)
Low current detected for Zone Beds. This could indicate faulty wiring or a faulty solenoid.

Alert - Auto suspend for high flow

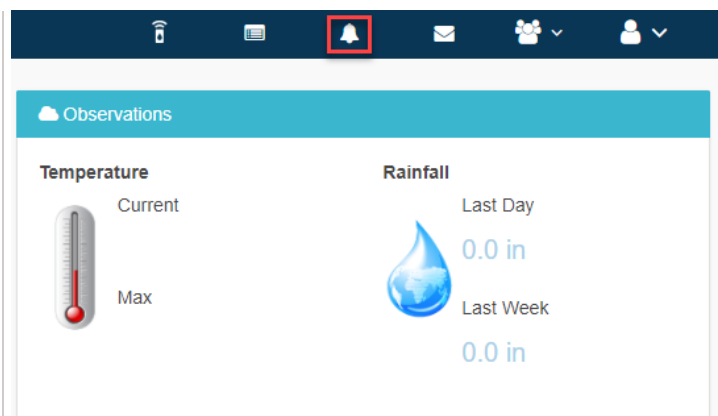
This action for the alert "**High water usage for a zone**" allows the user to automatically suspend the zone a number of days/weeks when high flow is detected. This will allow the time in the field to make all repairs necessary. To learn more about alerts, click [here](#) ^[1].

Please view the steps to access this action:

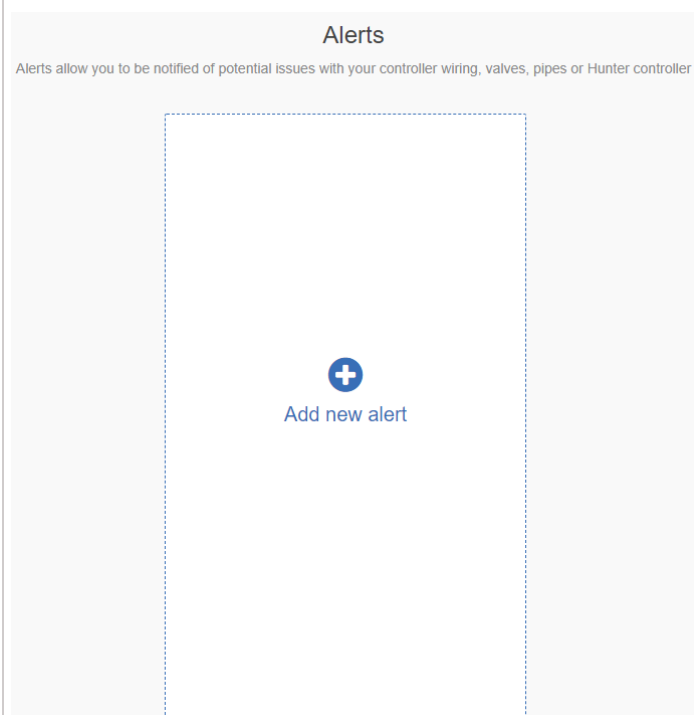
1. Click on "**Alerts**" icon on the upper right hand side.
2. Click on " **Add New Alert.**"
3. Choose "**Alert Name, Type and percentage**" then click "**next.**"
4. Choose from drop down to apply to all "**controllers/sensors**" or only "**selected ones.**"
5. Under actions, select "**suspend the zone,**" and number of "**days**" to be suspended, then click "**ok.**"

NOTE: Max suspension is unlimited for days and weeks.

Step 1



Step 2



Step 3

Edit Alert

Alert Name

Applies To

Actions

Alert Name

High Flow Alert - Suspend

Alert Type

High water usage for a zone

Zone's water usage rate is higher than the previous time this zone ran

15

%

Cancel

< Prev

Next >

✓ OK

Step 4

Edit Alert

Alert Name

Applies To

Actions

Applies To

Applies to all controllers, sensors

Cancel

< Prev

Next >

✓ OK

Step 5

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

☒ Suspend the zone

5

Days

Cancel

< Prev

Next >

✓ OK