

# IC0348 FAQ/Troubleshooting

## **The outdoor sensors were reporting data but they've dropped out, why?**

Dropouts can occur for a number of reasons. The most common is that the outdoor sensors are too far away from the indoor console. The IC0348 has a wireless range of 100m line of sight. This means that with nothing in the way, and no interference, it will communicate 100m. Walls, windows, trees, shrubs and roofs etc will all diminish the wireless signal. As a general rule, for each wall between the outdoor and indoor components, the signal transmission distance is cut in half. i.e. with 1 wall you'd expect a wireless range of 50m, but with 3 walls you'd expect a range of 12.5m.

Further to this, other electronic devices such as TVs, computers, cordless phones, and other wireless devices can have an even greater effect on transmission range. As a general rule try to get your console at least 3m away from any electronic devices.

## **How can I get the outdoor and indoor components to start communicating again?**

To start, move the outdoor and indoor components to within 5m of each other. Then remove the batteries from both the indoor and outdoor parts. Wait 10 minutes. Then reinsert the batteries into the outdoor part and then the indoor console being careful not to touch the screen. Leave until the outdoor readings start to show up on the console. Mount temporarily in proposed new location, and once happy, mount permanently.

## **My rain gauge isn't reporting any rain but it's raining, why?**

The most likely cause is an obstruction caused by either plant matter, or insects/spiders. The rain gauge contains a tipping bucket which needs to be able to freely tip back and forwards to measure rain. Insects or spiders can make homes on and around the tipping bucket which can cause it to stop reading and similarly small twigs can cause it to get jammed. To resolve the issue, remove the rain funnel and check and remove any impediments. You can then test the rain gauge by tipping it back and forth twice. It should register 0.4mm of rain.

