melnor® RainCloud®
Smart Water Timer

Troubleshooting Guide

Registration

Issue	Possible Cause	Know, Do or Check	Next Step
When trying to register on the website (https://raincloud.melnor.com) or the RainCloud® app, I get a 128 Error Message.	Unit may have been previously registered.		Contact **wifisupport@melnor.com** for assistance.
When trying to register on the website (https://raincloud.melnor.com) or on the RainCloud® app, I get a Code 500 error message.	The webpage or app is not refreshing. **-OR-** The registered postal code is not included in the system.		If using a computer, press **Ctrl + F5** keys simultaneously to refresh the web page. Clear browsing history, cache and cookies on the device you are using to register (computer, tablet, or phone). Try a different postal code that is close to your area, and contact **wifisupport@melnor.com** for assistance.
I have entered a postal code but I do not get my local time or weather.	The postal code may not be included in the system.		Try a different postal code that is close to your area, and contact **wifisupport@melnor.com** for assistance.
The country I live in is not listed, so how can I get my local time and weather?	You may be using your timer in an unsupported country.	Timers are designed to work in specific countries, based on where they are sold.	Contact **wifisupport@melnor.com** for assistance.

Control Unit

Issue	Possible Cause	Know, Do or Check	Next Step
Control Unit (CU) and Valve Unit (VU) indicate offline.	There may be no power going to the CU. **-OR-** The internet connection is disrupted.	Check to see if the LED located on the front of the CU is off, flashing, or steadily on.	If the LED is off, there is no power going to the CU. Make sure there is power where the power adapter is plugged in. If the electrical outlet works but the CU will not turn on, contact **wifisupport@melnor.com**. If the LED is flashing, wait several minutes for the CU to come back online. If the LED flashes but CU still remains offline after several minutes, check that the Ethernet cable is attached correctly and the router is connected to the internet. If the LED is steadily on but the CU is offline, use the yellow tool located at the bottom of CU to press the reset button. If it still does not connect after restarting, contact **wifisupport@melnor.com**. If the problem still persists, contact **wifisupport@melnor.com** for assistance.
I plugged the power supply into the Control Unit (CU) but the light does not come on.	Defective power adapter or control unit.		Contact **wifisupport@melnor.com** for assistance.
After a power outage the Control Unit (CU) won't connect with the Valve Unit (VU).	CU is having trouble reconnecting to the router.	Under most conditions, the VU and CU will come back online on their own. However, with some routers this may not occur every time and requires a manual reset.	To manually reset, use the yellow tool located on the bottom of the CU to push the reset button. Once reset, the CU should reconnect to the router. If it still does not reconnect after being restarted, contact Melnor customer service at **wifisupport@melnor.com** for assistance.

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Valve Unit

Issue	Possible Cause	Know, Do or Check	Next Step
Valve Unit (VU) shows Offline and Control Unit (CU) shows Online.	Batteries in VU are missing or running low. **-OR-** VU is too far from the CU.	Press any of the four buttons on the VU to see if the LED on the front comes on. **NOTE:** The water may come on when the button is pressed.	If LED comes on but is flashing, batteries are fine but VU may be out of range. Make sure the VU is within 100 feet from the CU and there are no major radio barriers* between two devices.
			If LED comes on but is flashing, the VU is within 100 feet of the CU and no major radio barriers* are between the two devices, check the VU registration ID entered on the website or app against the ID label at the bottom of VU to make sure they match.
			If VU still shows offline, reset it by removing all 4 batteries, wait 10 seconds then reinsert batteries. Wait 5 minutes. If it still shows offline, contact **wifisupport@melnor.com** for assistance.
			If the LED does not come on, check and replace the batteries. If the problem still persists with new batteries, contact **wifisupport@melnor.com** for assistance.
Valve Unit (VU) shows online but no water comes on during watering a cycle.	The water supply is off or the valve is stuck.	Check the programmed watering schedule **-and-** make sure the water supply to the VU is on.	Check the program on the app or website to confirm that watering is scheduled and that Rain Delay and/or ECO Mode are not set.
			Ensure the water supply to the faucet is on.
			If water supply is on but still no water runs from the valve, reset VU by removing and reinserting the batteries.
One or more zones comes on at the wrong time.	Clock setting may be incorrect.	Check the clock shown on the RainCloud® website or RainCloud® app for accuracy. It is possible that the registered postal code is not recognized.	Try a different postal code that is close by your area or contact **wifisupport@melnor.com** for assistance.
The coupling is leaking between the rubber grip and the top of the Valve Unit (VU).	Missing filter washer or possible defective VU.	Check if there is a filter washer inside the coupling nut on the VU.	If the filter washer is missing or damaged, replace with a new one. If the filter washer is in place but the VU is still leaking, contact **wifisupport@melnor.com** for assistance.
I have two Valve Units (VUs) connected to one Control Unit (CU) and one VU is using up battery life twice as fast as the other.	The VU is either connected to an external moisture sensor or the unit is defective.	Determine if a moisture sensor is connected to the VU. Use of a moisture sensor will use more power.	If no moisture sensor is connected, contact Melnor customer service at **wifisupport@melnor.com** for assistance.
I have two Valve Units (VUs) running on one Control Unit (CU) and one valve is always online and the other goes offline.	The VU may be too far from the CU or there are radio barriers* between the VU and CU.	Move the VU within 5 feet of the CU without any radio barriers* between them and check if the unit comes back online within a few minutes.	Reset the VU by removing the batteries, wait 15 seconds then put them back. If VU still does not come back online after 5 minutes, contact **wifisupport@melnor.com** for assistance.
I tried to turn a valve on manually by using the button on the Valve Unit (VU). The valve will open but closes after 3-5 minutes.	VU may not be registered correctly.		Check to make sure the VU is correctly registered to the CU on the Manage tab of the website or app.
	The VU cannot communicate with the Control Unit (CU) because the VU is out of range. **-OR-** The CU is offline.	Check to see if the LED located on the front of the CU is steadily lit or flashing. If the light is steadily lit, the CU is online. If it is flashing, the CU is offline.	If LED is steadily lit, confirm the VU is within 100 feet of the CU and no radio barriers* are between the two devices. If the LED on the CU is flashing, check that the Ethernet cable is attached correctly and the router is connected to the internet. If issue persists, contact Melnor customer service at **wifisupport@melnor.com** for assistance.

**Radio barriers can include: walls, appliances, household electronics, and large or metal furniture.*