

# Troubleshooting Guide

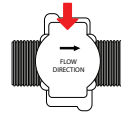


## 1. METER INSTALLATION

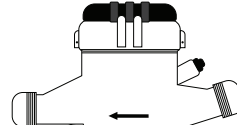
A. Check that meters are installed in the correct orientation to the water flow.

B. If meters are installed vertically, confirm that a Non-Return-Valve (NRV) is installed after the submeter

A.



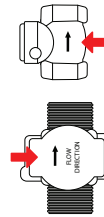
TSN1



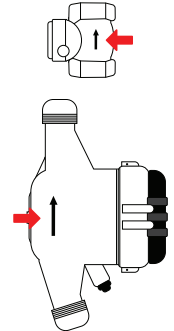
TSBR

Arrows indicate water flow direction.

B.



TSN1

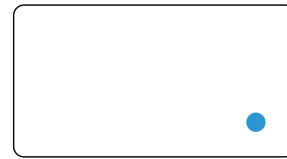


TSBR

## 2. METER POWER

Check that there is power to the meter. When plugged in, the bulb on top of the enclosure should flash a blue light one time.

Unplug and plug in the meter to check for the blue light. It is okay if the flash is dull, meter is still functional.

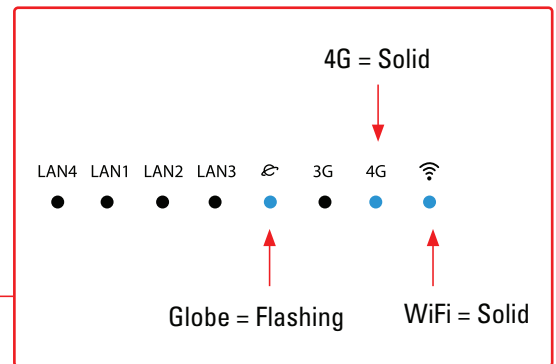
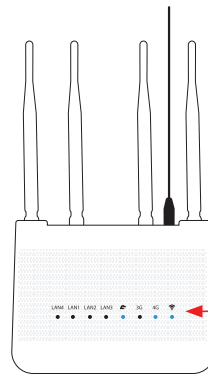


Blue light flashes when plugged in.

## 3. ROUTER POWER & WIFI

Check that the router is plugged in and showing the correct lights. WiFi light and 4G light should be solid. The globe light should be flashing.

To confirm that router was not reset to factory settings, please confirm on a mobile device that "TrueSubmeter" shows up as a WiFi option.



**STILL HAVING PROBLEMS? PLEASE CONTACT OUR SUPPORT TEAM AT [SUPPORT@TRUESUBMETER.COM](mailto:SUPPORT@TRUESUBMETER.COM) OR CALL 612-433-2239.**

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