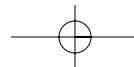


# TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
The LCD display is blank	There is no power getting to the control panel.	1) Make sure you have 120 VAC power being supplied to the transformer. For outdoor models you will want to make sure the circuit breaker that supplies your power hasn't been tripped. If it has, you should reset it. 2) For indoor models with plug-in transformer, make sure the GFI breaker has not been tripped. This is very common in garages. The GFI circuit breaker is built into electrical outlets. It may not be the outlet into which you are plugged, but it may be one nearby. 3) Make sure the ribbon type cable that plugs into the back of the main panel is securely plugged in. 4) If you are confident you have 120 VAC being supplied to your transformer, you should then check to see if there is 24 VAC on the secondary side of the transformer. If you are not qualified to do this you should have an electrician do this for you.
The LCD display is flashing "NO AC"	This means there is no 120 VAC power being supplied to your controller. The reason the display is able to flash is that there is a 9-volt battery supplying power to the circuit board. This is so you can remove the panel and program your controller while walking around your property or the comfort of your home.	Follow the steps above to make sure you get 120 VAC supplied to the transformer of the controller.

Check [www.IrrigationDirect.com/DirectTips](http://www.IrrigationDirect.com/DirectTips) for most up to date Troubleshooting Information.



## TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
The LCD display shows "Err"	This means some form of electrical surge or static has entered your power source to the controller. This is very common in many electrical appliances.	1) If the controller has a remote control unit installed on it and the length of the cables have been extended, they can act like an antenna and allow signals to interrupt your power source. You should have wires installed that are in a shielded cable or a conduit. 2) You can clear this by turning the control dial to the "SYSTEM OFF" position for 5 seconds and then return the dial to the "RUN" position and this should clear the error message. If that doesn't clear it then you should remove the 9-volt battery from the back side of the control panel and turn off the power to the entire controller and wait 30 seconds. When you power the controller back up the error message should have been cleared. 3) If this problem persists on a regular basis, you should have a surge suppressor installed. If you have an indoor model with a plug-in transformer, you can purchase one at any hardware, computer or Radio Shack store. If you have an outdoor model you will need to have a licensed electrical contractor install a suppressor for you.
The LCD display reads "OFF" and "SENSOR"	This means your DMC controller has a rain sensing device connected to it and is currently activated and is not allowing your controller to water.	This is how your controller is designed to work with a rain sensing device. If you would like to override this and have it water anyway, there is a switch on the left side of your main controller panel labeled "RAIN SENSOR." Move this switch to the "BYPASS" position. This will have it ignore the signal it is receiving from the rain sensor.

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## TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
It is raining outside and I have a rain sensor installed and my sprinkler system is watering.	The DMC controller is not getting the signal from the sensor so it knows to stop watering.	1) Make sure the "RAIN SENSOR" located on the left side of the front panel is in the "ACTIVE" position. 2) Check the power supply area terminal strip in the very upper left hand corner of your control cabinet. The terminal strip should have the top two labeled "SEN." Make sure the jumper wire is still not installed (this is a small shiny metal plate that is shaped like a horseshoe), if it is it should be removed. This is there for when you do not have a rain sensor installed. 3) Make sure there is one wire connected to each of the "SEN" terminals. These wires should go to the rain sensing device. 4) If all of the above items are correct, then check the rain sensor itself (follow the wires). Make sure it is a "microswitch" type device. If it is a Rain Bird sensor it will not work with this controller. If it is a microswitch type, which is most common, then most likely the sensor itself is not working. Make sure all wires are connected and the sensor itself is not being blocked from water to access it and that it is free of debris.
The LCD display shows "Err P"	There is a short with the wire connected to the P/MV (pump/Master Valve) terminal on the base module.	1) Check all wire connections to insure there is not corrosion and that they are all properly connected and watertight. 2) If you have a master valve installed and all connections are good, you probably need to replace the solenoid on the master valve. 3) If this circuit is connected to a pump for this system, there is either a problem with the pump start relay or the pump itself. You should have a licensed electrical contractor troubleshoot and repair this short.

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## TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
The LCD display show "Err 1" or some other number after Err	This is indicating that there is a short/fault with the wire that is connected to the station number that is displayed.	1) Check the solenoid on that particular valve and make sure that it has an ohm reading of 25 to 50 ohms, if it does your solenoid coil is okay, if the reading is higher you need to replace the solenoid. 2) If the solenoid coil is okay check the wire connections, make sure that they are not corroded and that they are properly connected. 3) If the connections are good then there is problem with the wire from the controller to the solenoid valve, you need to have this wire troubleshooted by a qualified irrigation contractor or you need to replace the wire.
My sprinklers are not coming on, and I do not have a rain sensor installed.	It is most likely a programming error.	1) Make sure the control dial is in the "RUN" position. 2) For a valve to water you need to have programmed the day(s) you want it to turn on, the time you want it to go on and the amount of time you want it to water. If you are missing some of this information in your program, refer to the programming instructions in your owner's manual, and follow the steps accordingly.
The controller is watering more than once on the same day.	You have more than one start time programmed for that day or you have a particular valve programmed in more than one program.	Check all of your programming in the controller to make sure it is correct. Please refer to the programming instructions in your owner's manual.
I lost my Irrigation Direct pencil that is mounted in my controller door just above the instruction manual holder.	Somebody took it because they are really cool!	Send us an e-mail at: <a href="mailto:service@irrigationdirect.com">service@irrigationdirect.com</a> , and we will send you another one! We don't need a long story, just ask for one.
The problem I am having is not listed on this troubleshooting guide.	We didn't think of it.	Go to <a href="http://www.IrrigationDirect.com">www.IrrigationDirect.com</a> and check our "Direct Tips" section. If you can't find it there please e-mail us at: <a href="mailto:service@irrigationdirect.com">service@irrigationdirect.com</a>