



**FertiWiser™**

# Installation and Operations Manual

*Visit website at  
[fertiwiser.com//videos-and-downloads/](http://fertiwiser.com//videos-and-downloads/)  
for Video Instructions*

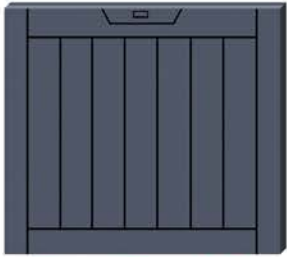
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## PARTS LIST

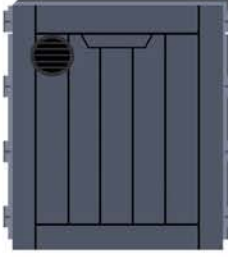
### BOX ASSEMBLY PARTS



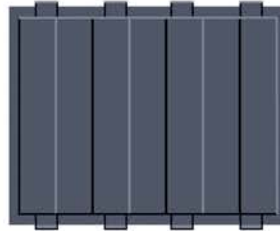
Front Panel A



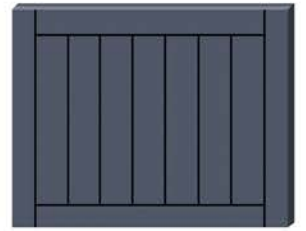
Back Panel B (X1)  
Exterior and Interior



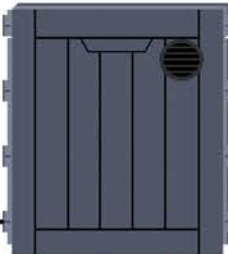
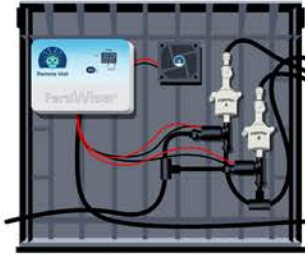
Side Panel C  
2 panels: Right/Left



Bottom Panel D



Top Panel E



### TIMER CONNECTION PARTS



FertiWiser Control Unit



Wiring Harness

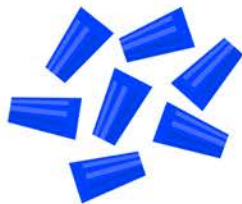
### FERTILIZER INSTALLATION PARTS



Fertilizer Feed Tube/Cap

### START UP / SHUT DOWN PARTS

### WIRING PARTS

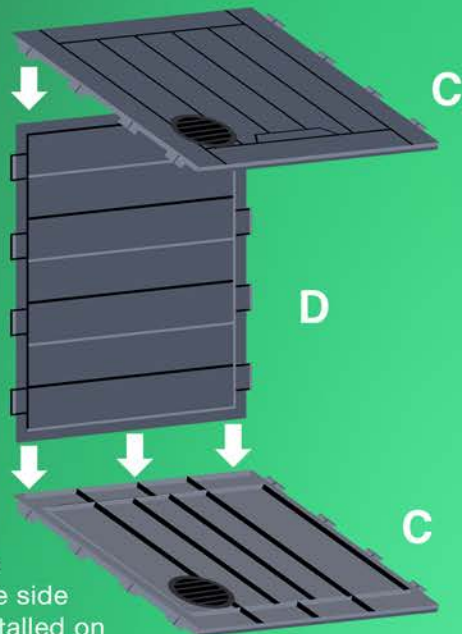


7 Waterproof Wire Nuts



Winterization Kit

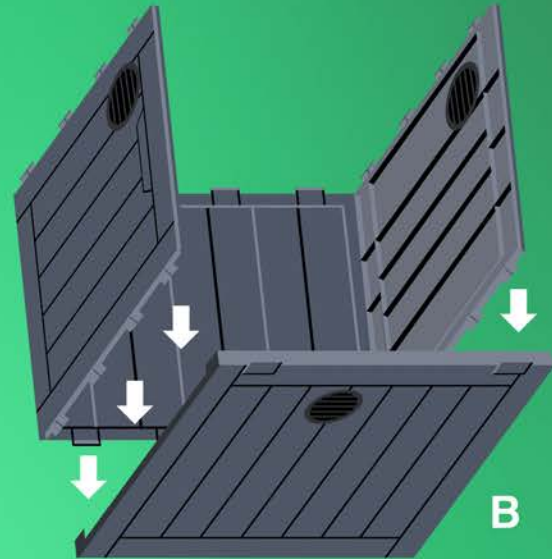
## BOX ASSEMBLY



Make sure the handles on the side panels are installed on the opposite side of the bottom panel.

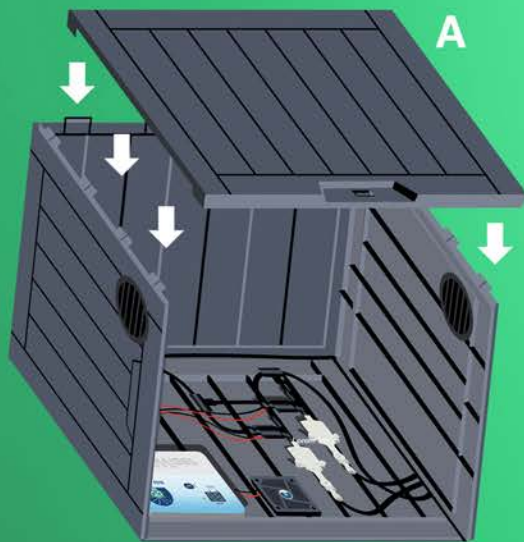
Firmly press the tabs on the shorter side of the bottom panel (D) into the notches on the side panel (C) until it snaps in place.

Repeat for opposite/remaining side panel.



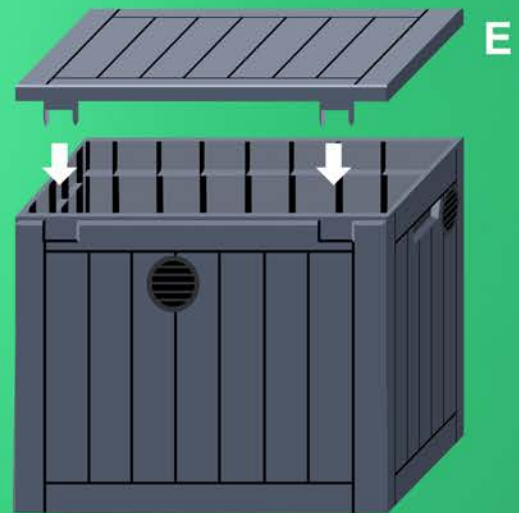
Make sure the groove on the back panel is installed in the same place as the handles in the side panels and the vents are opposite the back panel (as pictured).

Firmly press the assembled components onto the back panel (B) – panel containing FertiWiser mechanics – as shown until it snaps in place.



Make sure the center notch on the front panel is orientated in the same place as the handles in the side panels (as pictured).

Firmly press front panel (A) onto the assembled components as shown until it snaps in place.



Align the hinges on lid (E) with the hinge pockets on the box assembly (as pictured).

Firmly, but carefully, push the hinges into the hinge pockets until it snaps into place.



## BOX INSTALLATION

### LOCATE and PLACE the FertiWiser BOX

- Locate FertiWiser Box in the desired location near/next to the backflow preventer and first valve box. Level the box as much as possible.
- Make sure the wiring provided reaches the nearest valve box and the tubes reach the backflow preventer. In the event that tubing or wires do not reach, there are extension kits available on our website store.



### INSTALL the FertiWiser COUPLING

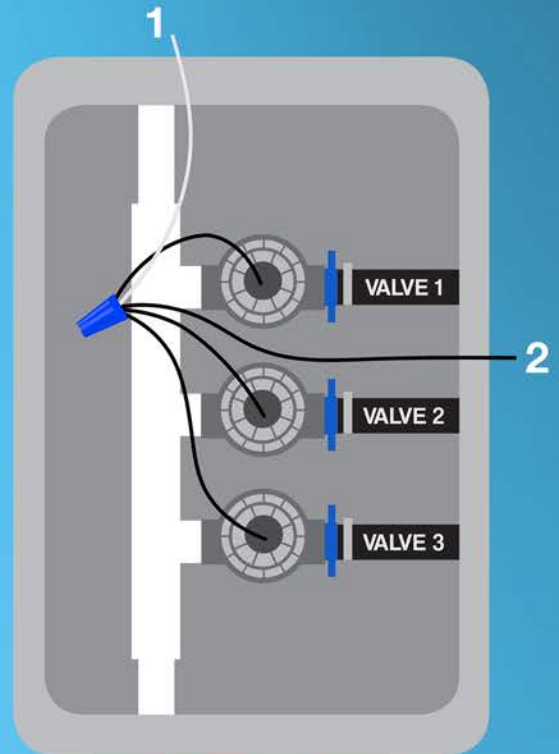
- Place the FertiWiser Coupling next to the pipe downstream of the backflow preventer to get a general location for install.
- Turn one of the ball valves on the backflow preventer to the off position to shut the water off to the sprinkler system and bleed the pressure from the bleed port on the backflow preventer.
- Cut the pipe for the lower FertiWiser Coupling connection. Note: The backflow preventer may spring up from settling stresses.
- Re-level the backflow preventer and make the appropriate second cut on the pipe using the FertiWiser Coupling as a guide.
- Remove any burrs or sharp edges from the cut ends of the pipe.
- Install the coupling per the manufacturer's instructions. The most commonly used coupling is a SharkBite connection. For this connection, carefully manipulate the backflow preventer to allow enough room to install the coupling and push the coupling onto the bottom section of pipe. Then push the top section of pipe onto the top of the coupling. Make sure the pipe is fully seated into each end of the coupling before continuing. NOTE: The insertion depth for SharkBite fittings are — 1-1/8" for 3/4" fittings; 1-5/16" for 1" fittings; 1-7/8" for 1-1/4" fittings. DO NOT install tubes into the FertiWiser Coupling.



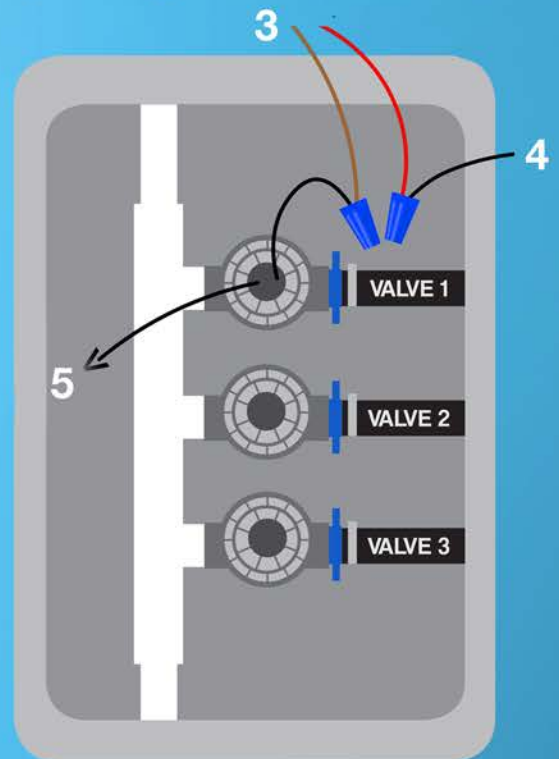
## WIRING

### WIRE the FertiWiser Box

- At the existing sprinkler timer, remove the wire cover and **take a picture of the wiring** so you can see what color wires go to each zone and what the color of the Common Wire is, usually marked 'C' (you will need this picture for the install and should save it for future uses).
- Run the FertiWiser multistrand wire bundle from the FertiWiser Box to the first valve box. Remove the valve box lid. Dig down a few inches by the valve box to expose the side.
- Drill a 3/8" hole from the outside of the valve box into the valve box. Run the FertiWiser Box wire bundle into the valve box.
- Before proceeding, take a picture of the Valve Box(s) containing Zones 1, 2 and 3 Valves referred to as your First Valve Box (you will need this picture for the install and should save it for future uses).
- Locate the wire bundle that contains one wire from each of the first three zone valves and the Common Wire from the sprinkler timer. Connect the **WHITE** wire from the FertiWiser Box to this bundle of wires using the watertight wire nut provided. (see top sketch to the right)
- Determine the Zone 1 wire color from the picture of your sprinkler timer wiring from step (a).
- Locate the Zone 1 color wire from the timer and the corresponding zone valve that it powers. Use tape to mark it with a 1 or simply a single mark on the wire. Mark the valve that this wire is connected to with a 1.
- Remove this wire nut and connect the FertiWiser **RED** wire to the Zone 1 wire coming from the sprinkler timer (the colored wire you just marked) using the watertight wire nut provided.
- Connect the FertiWiser **BROWN** wire to the wire going to the Zone 1 valve using the watertight wire nut provided. (see bottom sketch to the right)



- 1) From FertiWiser Outdoor Box
- 2) Existing Timer Common Wire

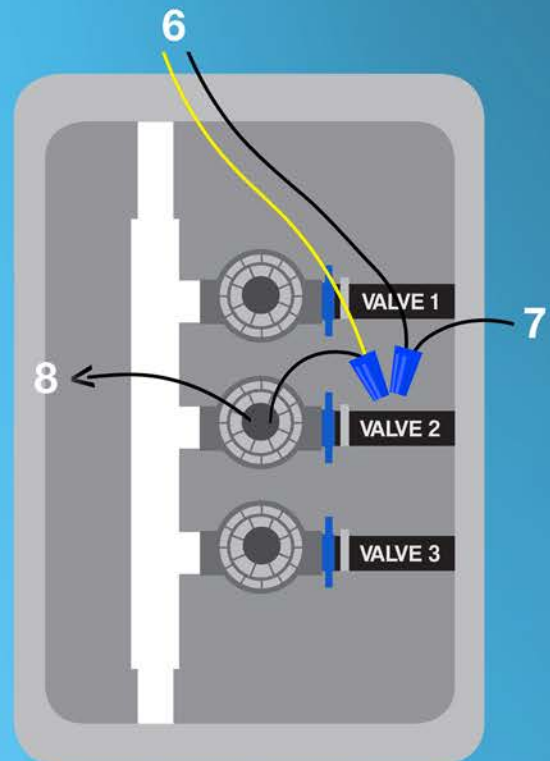


- 3) From FertiWiser Outdoor Box
- 4) Existing Timer Zone 1 Wire
- 5) To Common Wire Bundle



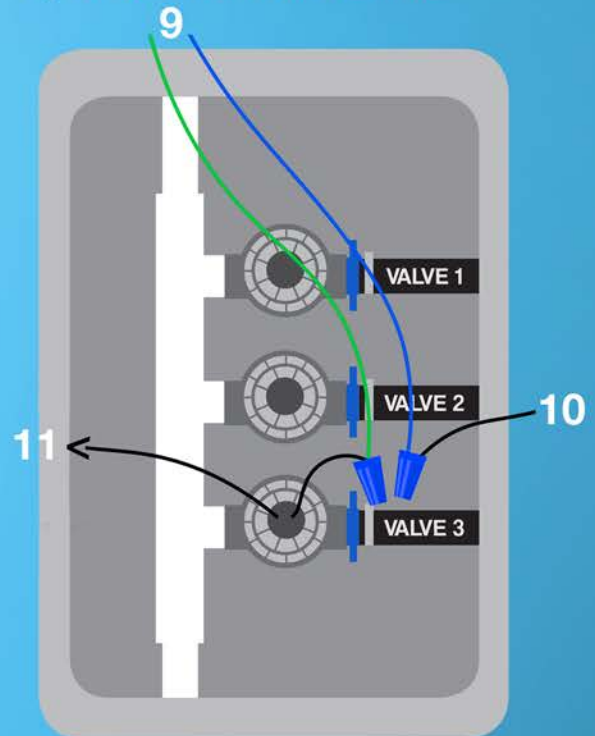
## WIRING 2

- i. Locate the Zone 2 color wire from the timer and the corresponding zone valve that it powers. Use tape to mark it with a 2 or simply mark 2 lines on the wire. Mark the valve that this wire is connected to with a 2.
- j. Remove this wire nut and connect the FertiWiser BLACK wire to the Zone 2 wire coming from the sprinkler timer using the watertight wire nut provided.
- k. Connect the FertiWiser YELLOW wire to the wire going to the Zone 2 valve wire using the watertight wire nut provided. (see top sketch to the right)



- 6) From FertiWiser Outdoor Box
- 7) Existing Timer Zone 2 Wire
- 8) To Common Wire Bundle

- l. Find the Zone 3 color wire from the timer and the corresponding zone valve that it powers. Use tape to mark it with a 3 or simply mark 3 lines on the wire. Mark the valve that this wire is connected to with a 3.
- m. Connect the FertiWiser BLUE wire to the Zone 3 wire coming from the sprinkler timer using the watertight wire nut provided.
- n. Connect the FertiWiser GREEN wire to the wire going to the Zone 3 valve wire using the watertight wire nut provided. (see bottom sketch to the right)

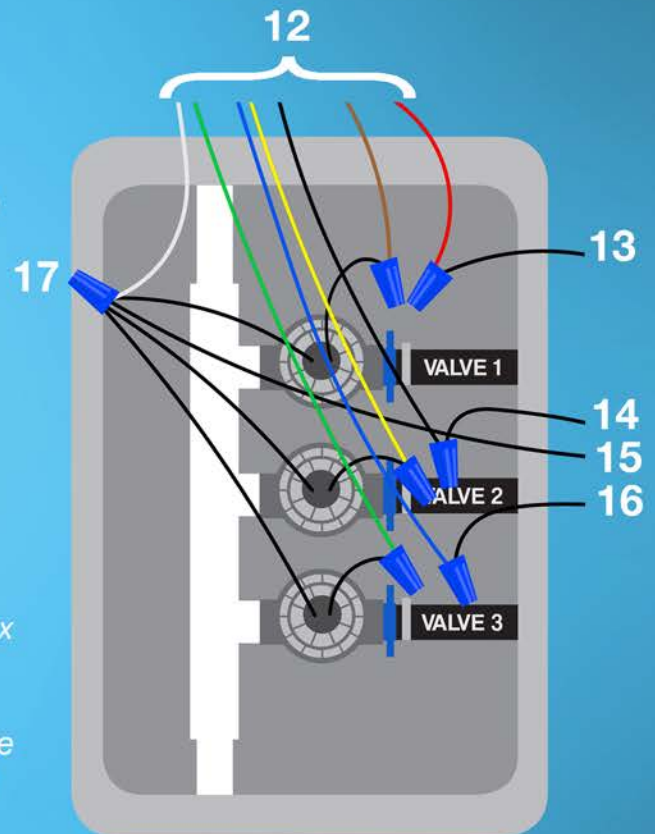


- 9) From FertiWiser Outdoor Box
- 10) Existing Timer Zone 3 Wire
- 11) To Common Wire Bundle



## WIRING 3

- o. The wiring for the FertiWiser Box and first valve box is now done. (see sketch to the right for completed wiring)



- 12) From Fertiwiser Outdoor Box  
13) Existing Timer Zone 1 Wire  
14) Existing timer Zone 2 Wire  
15) Existing Timer Common Wire  
16) Existing Timer Zone 3 Wire  
17) Common Wire Bundle

## INSTALL FERTILIZER

### INSTALL THE FertiWiser FERTILIZERS

- Place both fertilizers in the FertiWiser Box with the lawn fertilizer on the left.
- Connect the two Fertilizer Feed Tubes with cap to injector A and B input nipples.
- Carefully remove the cap from the Lawn fertilizer bag and screw on the Fertilizer Feed Tube Cap from injector A which is on the left.
- Carefully remove the cap from the Plant/Flower fertilizer bag and screw on the Fertilizer Feed Tube Cap from injector B which is on the right.
- You will notice a single tube coming from the upper right side of the FertiWiser Box along with two tubes connected to a splitter. Place the tube with the splitter in an empty container then push down on the Lawn fertilizer bag firmly to remove air from the bag and start the flow of fertilizer up and through the injector until it comes out of the tube at the end of the splitter. Repeat this process for the Plant/Flower fertilizer bag.
- Now push the single tube that comes out of the FertiWiser Box firmly into the top (*upper*) fitting on the FertiWiser Coupling.



## INSTALL FERTIWISER 2

- g. Push the tube with the splitter firmly into the bottom (*lower*) most fitting of the FertiWiser Coupling.
- h. The push-in fittings on the FertiWiser Coupling are designed so the tube can be removed once the tubing is installed if desired. Feel free to cut off excess tubing to tighten up the install but be careful to make sure the tubes are reconnected in the correct configuration. To remove the tube simply push the collar at the top of the fitting down into the fitting as far as it will go. While preventing this collar from moving out with the tubing, pull the tube to remove.
- i. Turn the water on at the backflow and check for leaks. If one of the tubing connections leaks, turn the water back off and simply push the tubing harder into the fitting to make sure it is fully seated into the fitting.
- j. If one of the coupling fittings leaks, turn the water off again at the backflow and push the pipes more firmly into the install coupling. In rare cases, it is possible that the threaded sharkbite connection might also need to be tightened which can be done after installation.
- k. Turn the water back on and check for leaks.

## TIMER CONNECTION

### CONNECT Sprinkler Timer to FetiWiser CONTROL UNIT

- a. Remove the wiring cover on the FertiWiser Control Unit and plug the FertiWiser Control Unit wiring harness into the receiving plug of the FertiWiser Control Unit.
- b. Place the FertiWiser Control Unit next to the sprinkler timer so that the wires of the FertiWiser Control Unit wiring harness will reach to the wiring connections of your sprinkler timer and the multistrand wire(s) going out to the zone valves will reach the FertiWiser Control Unit wiring connection terminal.
- c. Install the appropriate screw or screw anchor into the wall to hang the FertiWiser Control Unit. You may have to adjust the screw in or out to get a good fit into the slide in mounting hole on the back of the FertiWiser Control Unit.
- d. Once properly fitted, install the second mounting screw through the bottom hole to finish the mounting.
- e. Making sure you have taken a **picture of the wiring** on the existing sprinkler timer so you know what color wires go to what zone connections, then remove all of the zone wires and the common wire from the existing sprinkler timer.





## TIMER CONNECTION 2

- f. Now push the Common Wire and the colored zone wires that you just removed from the existing sprinkler timer into the FertiWiser Control Unit being sure that the Zone 1 colored wire goes into the Zone 1 connection on the FertiWiser Control Unit and the same for Zone 2, Zone 3 and so on, as well as the Common Wire. If you have a master valve connection marked (M) or (PS) then install this wire into the M connection on the FertiWiser Control Unit. The connections on the FertiWiser Control Unit are easy push-in connectors. Simply push the stripped wire into the hole and the connector will grab and hold the wire. To remove the wire simply depress the release on the top of the connector and pull the wire back out.

### SPRINKLER UNIT TYPICALLY LOCATED IN GARAGE



- 1) Existing Timer Multistrand Wire
- 2) FertiWiser Wiring Harness

- g. The FertiWiser Control Unit wire harness has multiple wires coming out of it. They are marked C, M, 1, 2, 3 thru 12 and 24VAC. These markings stand for Common, MasterValve, Zone 1, Zone 2, and so on respectively.
- h. Locate the 1 wire and connect it to the existing sprinkler timer's Zone 1 connection. Do the same for 2 and for however many zones you have up to 12. If you have less than 12 zones then simply leave the higher numbered zone wires disconnected.
- i. Locate the C wire and install this wire into the Common Wire connection of the existing sprinkler timer.



## TIMER CONNECTION 3

- j. If you are using a master valve in your system then connect the wire marked M to the M or MV or M/PS connection on the existing sprinkler timer. If you do not have a master valve, simply leave this wire disconnected.
- k. Lastly, locate the 24VAC connections on your sprinkler timer (*there are usually 2 terminals marked 24VAC*). Touch the FertiWiser Control Unit wiring harness wire marked 24VAC to one of the two connections on your sprinkler timer. Once you touch the 24VAC wiring harness wire to one of the 24VAC terminals in your sprinkler timer, check to see if the FertiWiser Control Unit lights up, then you know you have the correct screw terminal and you can attach the 24VAC FertiWiser wiring harness wire to this connection on your timer. If the FertiWiser Control Unit does not light up then try the other 24VAC connection on the sprinkler timer. If this causes the FertiWiser Control Unit to light up then connect the 24VAC FertiWiser wiring harness wire to this connection. **NOTE: Some sprinkler timers have a 24VAC output connection, in this case connect the FertWiser 24VAC to that.**
- l. Replace the wire covers on the FertiWiser Control Unit and the existing sprinkler timer and the install is complete.

## PROGRAMMING

### PROGRAM the FertiWiser

There are 2 ways to program your FertiWiser:

- From the Android phone app (*recommended*)
- From the FertiWiser Control Unit

### Programming using the app

- a. Download the FertiWiser app from the Google play store. Apple app will be released soon.
- b. Open the app on your phone, tablet or other Bluetooth device.
- c. Press the Bluetooth icon  This will display the FertiWiser Control units that are close enough to communicate via Bluetooth. Usually only your FertiWiser will display. Select your FertiWiser.





## PROGRAMMING 2

- d. You will see the current settings for each zone and for each injector. It is possible to inject both injectors at the same time and at the same or different rates but in general injector A will service lawn zones and injector B will service your drip lines. This means if Zone 1 is a lawn zone you will most likely have a number or rate entered in the Injector A field for Zone 1 and a 0 in the injector B field for Zone 1. If Zone 2 is a drip line servicing flowers and shrub etc, there will be a number for rate populated in the Injector B field for Zone 2 and a 0 in the Injector A field for Zone 2, etc.
- e. Populate the desired settings by clicking on the field you wish to change and entering the desired rate setting until all fields are updated.
- f. Click WRITE to save these settings to the FertiWiser Control Unit.

### **Additional features of the app:**

The app will also display the amount of fertilizer remaining in each bag as a percentage. Once you replace an empty fertilizer bag with a new fertilizer bag you can reset this percentage by pressing the 'INJ CLR' button followed by the 'WRITE' button.

You can also monitor the current and max temperature in the outdoor enclosure. This is helpful to make sure the fan is working correctly or that there isn't something obstructing the fan inlet or outlet vents. The outdoor box should never exceed 140 degrees F. If you find excessive heat simply clear the vents, if the fan is damaged and needs replacing, replacement fans are available on the FertiWiser website. Once the situation is rectified, you can reset the max temp by pressing the 'TEMP CLR' button followed by the 'WRITE' button to make sure the changes are working. Note that the fan will automatically turn on when the temperature in the box reaches 110 degrees F. in order to keep the electronics in the outdoor box safe.

### **Programming using the Control Unit:**

- a. Press and hold the Zone/Setup button for approximately 5 seconds until the red SET LED lights up then release.
- b. Select the zone you wish to program by pressing the Zone/Setup button. This will scroll from 1 to 12 and then back to 1.
- c. To program Injector A, press the A+/- button. The Injector A decimal point LED will light to indicate you are programming Injector A. Continue to press the A+/- to scroll the settings from 0 to 10 and then back to 0. Stop at the desired setting.





## PROGRAMMING 3

- d. To program Injector B, press the B+/- button. The Injector B decimal point LED will light to indicate you are programming Injector B. Continue to press the B+/- to scroll the settings from 0 to 10 and then back to 0. Stop at the desired setting.
- e. Move onto the next zone you wish to program by pressing the Zone/Setup button and program the injectors moving through until all desired settings are inputed.
- f. To save and exit, press and hold the Zone/Setup button for approximately 5 seconds or until the red SET LED goes off.

## TESTING

### TESTING

1. From the sprinkler timer, manually start Zone 1
2. Make sure the Zone 1 starts to water. Also walk out to the FertiWiser Box to make sure the injector is injecting (*you will hear a click as it injects fertilizer and you will see the piston in the lower end of the injector go up and down with each click*). **NOTE:** You will notice a small amount of water being ejected from the left lower side of the FertiWiser Box after every injection of fertilizer. This is by design and is a very small amount of water.
3. Repeat for all zones to make sure all zones are working properly and injecting fertilizer.

### RECOMMENDATIONS

1. For injector A, we recommend that for the lawn zones you start out at the rate of 8 for  $\frac{3}{4}$ " main water lines and 9 for 1" main water lines. This will stimulate growth and make your lawn green and healthy. Once you have achieved the desired look you may consider reducing the fertilizer rate or leave as is and reduce the watering time. Never reduce the water rate more than 5% at a time — small increments of change will deliver the best results.
2. If you have uneven water coverage from your sprinkler system, FertiWiser may accentuate this variation causing undesirable results. Consider hiring a professional irrigation contractor to rebalance your watering coverage for maximum efficiency and uniform results.
3. Fertilization is only one component of a healthy lawn and landscape. Proper water and proper cultural practices (*mowing frequency, weed control, aeration etc.*) are also necessary. Fertilizing with the FertiWiser System is the best way to fertilize and while it can overcome some deficiencies in water and cultural practices, it cannot do it all. For more info on proper balanced management of your lawn and landscape visit our website.



## STARTUP / SHUTDOWN

### Startup Procedure:

- a. Make sure that the water to your backflow had been turned to the off position from the previous year's shutdown. In the rare case it has not been turned off, turn one of the ball valves on the backflow preventer to the off position (*to shut the water off to the sprinkler system*) and bleed the pressure.
- b. Install your FertiWiser Fertilizer per the 'INSTALL FERTILIZER' Section of this Manual.
- c. If you are installing a new bag of fertilizer, connect to the FertiWiser phone app and press the 'INJ CLR' button to reset the amount of fertilizer remaining. Note that Injector A is set for a 15L bag and Injector B is set for a 10L bag of fertilizer. Press the 'WRITE' button to save the settings into the FertiWiser Control Unit.
- d. Turn the water valve in the house to the on position (if applicable), then proceed with turning the water back on at the backflow preventer.
- e. Check your FertiWiser's program to be sure it is properly programmed for your needs. If not, see the 'PROGRAMMING' Section of this Manual.
- f. Test your system before operation and adjust sprinkler heads as necessary and repair any leaks or broken components. See 'TESTING' Section of this Manual for further information.

### Changing Fertilizer Procedure:

- a. Turn one of the ball valves on the backflow preventer to the off position to shut the water off to the sprinkler system and bleed the pressure.
- b. Follow steps b., c., and d. in the Startup Procedure above to complete this procedure.

### Shutdown Procedure:

- a. Turn one of the ball valves on the backflow preventer to the off position to shut the water off to the sprinkler system and bleed the pressure.
- b. Disconnect the fertilizer connection on the FertiWiser Coupling (*tubing with a 'Y' fitting – lower connection on the FertiWiser Coupling*). To remove the tube simply push the collar at the top of the fitting down into the fitting as far as it will go. While preventing this collar from moving out with the tubing, pull to remove the tube. Place this tube in a bucket to collect the flushing fluid.
- c. Take out the Winterization Kit (*approximately 6 ft. section of 1/4" tubing that came with your FertiWiser System*) and insert one end into the lower fitting on the FertiWiser Coupling.
- d. Remove the Fertilizer Feed Tube from the Injector A nipple.
- e. Insert the other end of the Winterizing tube onto the Injector A nipple (*where you just removed the Fertilizer Feed Tube from the Injector A nipple*).



## STARTUP / SHUTDOWN 2

### Shutdown Procedure Continued:

- f. Turn the water back on at the backflow preventer until fertilizer is flushed from the injectors (*water should flow out of the 'Y' fitting tube until it is clear*). Note that it is important to flush the fertilizer out of the injectors – this will extend the life of your FertiWiser System.
- g. Turn the water back off at the backflow preventer and repeat steps d., e., and f. for Injector B and then turn the water back off again at the backflow preventer.
- h. Disconnect the Winterization tube from both ends and store for future shutdowns.
- i. Connect the Fertilizer tube back to the lower fitting on the FertiWiser Coupling (*tube with 'Y' fitting*).
- j. Unscrew the Fertilizer Feed Cap from both of the fertilizer bags and screw the cap that came with the bags of fertilizer back onto the bags. Store these bags of fertilizer in a location that will not freeze or is exposed to ultraviolet light (*sunlight*).
- k. Finally, follow your sprinkler Systems recommended procedure for blowing out your sprinkler system to remove all water from the system (*this will also remove any water from Injector A and Injector B*) to avoid freezing damage.

## WARRANTY

1. Warranty Period:
  - a) 2 years from date of purchase
2. Warranty Coverage:
  - a) All electrical components (*circuit board, solenoid, cooling fan*)
  - b) All mechanical components (*injector*)
3. Warranty Exclusions:
  - a) Consumable parts, standard parts such as tubing, fittings, enclosures, unless product damage has occurred due to a defect in materials or workmanship
  - b) Damage caused by accident, abuse, misuse, fire, freezing, or other external cause
  - c) Injecting products other than FertiWiser manufactured products or FertiWiser approved products through injectors
4. Warranty Claim:
  - a) FertiWiser will repair or replace defective parts during Warranty Period
  - b) Proof of Purchase is required

# TROUBLE SHOOTING

Problem	Possible Cause	Solution
No power to FertiWiser Control Unit and no power to Sprinkler Timer	Sprinkler Timer is not plugged in	Plug in Sprinkler Timer
	Plug receptacle does not have power	Reset Circuit Breaker or ground fault
	Bad transformer	Replace sprinkler timer transformer
No power to FertiWiser Control Unit but Sprinkler Timer has power	24VAC power wire not connected to correct terminal	Reconnect 24VAC wire and connect to the correct 24VAC terminal on the sprinkler timer
	Wiring Harness not properly seated in FertiWiser Control Unit	Unplug wiring harness and be sure that the plug is aligned and seats properly
E1 Code on FertiWiser Control Unit	Remote Unit communications are not connected	Make sure wiring at first valve box is complete Make sure all wires are connected at Remote Unit
	Wiring error	Check to be sure the wiring at valve box is correct
	Existing sprinkler wire is compromised*	Replace sprinkler wire from timer to first valve box**
No power at Fertiwiser Remote Unit	Red or White wire from Remote Box to first valve box is not connected	Reconnect these wires at first valve box and Remote Unit
	Existing sprinkler wire is compromised*	Replace sprinkler wire from timer to first valve box**
E1 Code on Fertiwiser Remote Unit	Control Unit communications are not connected	Make sure wiring at first valve box is complete Make sure all wires are connected at Remote Unit
	Wiring error	Check to be sure the wiring at valve box is correct
	Existing sprinkler wire is compromised*	Replace sprinkler wire from timer to first valve box**
E2 Code on Fertiwiser Remote Unit	Reversal of communication wires ( <i>Black and Blue wires from Remote Box are reversed</i> )	Connect Black wire to Zone 2 wire from timer/FW and Blue wire to Zone 3 wire from timer/FW
Zone 1, 2 <b>AND</b> 3 not working	The Red, Black or Blue wire in first valve box or at FW Remote Unit is not connected correctly	Reconnect the Red, Black or Blue wire at first valve box or at FW Remote Unit
	Common wire not connected	Reconnect White common wire
	Existing sprinkler wire is compromised*	Replace sprinkler wire from timer to first valve box**
Zone 1, 2 <b>OR</b> 3 not working	The Brown ( <i>Zone 1</i> ) or Yellow ( <i>Zone 2</i> ) or Green ( <i>Zone 3</i> ) wire in first valve box or at FW Remote Unit is not connected correctly	Re-connect Brown, Yellow, or Green wires at First Valve Box or at FertiWiser Remote Unit
	Solenoid at Zone 1,2 or 3 valve has failed	Replace Solenoid on Zone Valve ( <i>Contact Valve Mfr.</i> )
	Common wire not connected	Reconnect White common wire
Solenoid for Injector A or B not working	Solenoid wires at Remote Unit are not connected	Reconnect solenoid wires at FertiWiser Remote Unit
	Common wire not connected	Reconnect White common wire
	Solenoid at Injector has failed	Call FertiWiser to replace Solenoid
Injector A or B is not injecting fertilizer or fertilizer does not flow through injector when changing fertilizer bags	Clogged Injector ( <i>Solenoid is injecting and Injector piston is moving up and down</i> )	Flush injectors with water ( <i>see Shutdown Procedure</i> ) - If not successful, call FertiWiser to replace Injector
	Failed Injector ( <i>Solenoid is injecting but Injector piston is not moving up and down</i> )	Call FertiWiser to replace Injector
	Solenoid has failed (no clicking/injecting sound)	Call FertiWiser to replace Solenoid
	Air is leaking into the fertilizer bag/tube	Tighten cap on bag
		Re-connect or replace fertilizer feed tube/cap assembly Replace fertilizer bag
Fan not working	Fan is unplugged at FertiWiser Remote Unit	Plug fan back into FertiWiser Remote Unit
	Fan has failed	Call FertiWiser to replace fan
Odd behavior/Control Unit***	Existing sprinkler wire is compromised*	Replace sprinkler wire from timer to first valve box **

**Note:** Normal FertiWiser Control Unit Startup Cycle: Power light turns on, both 7-segment displays flash, the software revision scrolls through the 7-segment display (*i.e.* 1.0.2), the fan cycles on then off, Injector A cycles, Injector B cycles, Zone Valve 1 cycles, Zone Valve 2 cycles and finally Zone Valve 3 cycles. As with all wiring, be sure wires are connected with waterproof wire nuts and that the wires are all in contact and none have fallen out of the bundle.

\* Sprinkler wire is compromised when the insulation on the wire is nicked or stripped underground (grounding the wire), two wires are in contact along the wiring run, or a wire is broken. **Note:** Sprinkler systems may still function with compromised wires but since the FertiWiser utilizes these wires for power and communications to the FertiWiser Remote unit (which uncompromised wires are fully rated to do), the degradation of these wires can be accelerated.

\*\* To check, run a temporary wire from timer to first valve box and wire according to instructions, if error code is resolved then the existing sprinkler wire is compromised and needs to be replaced.

\*\*\*Odd behavior includes error codes other than E1 & E2, no power light on FertiWiser Control Unit, but clearly has power, erratic operation of valves, etc.

## Best way to receive Support:

First, read the Troubleshooting Section of this Manual to help determine the cause and potential remedy for the problem you are experiencing.

If you do encounter an issue with the installation that you cannot resolve through the Troubleshooting Section, then do the following:

- 1) Take a picture of your sprinkler timer wiring after installing the FertiWiser Control Unit.
- 2) Take a picture of your FertiWiser Control Unit wiring after installation as well as the 7-Segment display and LED indicating lights.
- 3) Take a picture of your FertiWiser Remote Unit 7-Segment display and LED indicating lights.
- 4) Take a picture of your first valve box wiring (first 3 valves) after installing the FertiWiser Box.

Note that it is important that the pictures clearly show where all the wiring is connected as well as the colors of the wires.

Email the above referenced photos along with a description of the problem you are encountering to: [support@fertiwiser.com](mailto:support@fertiwiser.com). Please include photos of the Sprinkler Timer and First Valve Box pre-installation wiring.

Phone support is also available at **(877) 337-8494**, but please understand that in order for our Support Team to diagnose a problem we will first need to see these photos.

Note that by far, the most common issue we encounter is with incorrect or improper wiring or failure of the existing sprinkler wire.

## Why are these pictures required and why are they important?

There are no standards for sprinkler wire colors and no standard for what colors connect to what connection. In order for our Support Team to troubleshoot a wiring issue, we must first know the colors of the existing wiring. While FertiWiser does standardize its FertiWiser Box multistrand wire, and we do know where these connections go to on our Remote Unit, all the other wiring can be any color and go to any connection and the pictures above allow us to work with this limitation. It is also important that our Support Team see the display of all the LED's on both the Control Unit (*next to your timer*) and the Remote Unit (*in the FertiWiser Box outside*).

There is so much information that can be obtained from a picture from crossed wires, bad connections, missing wires, wires changing color from the timer to the first valve box etc.