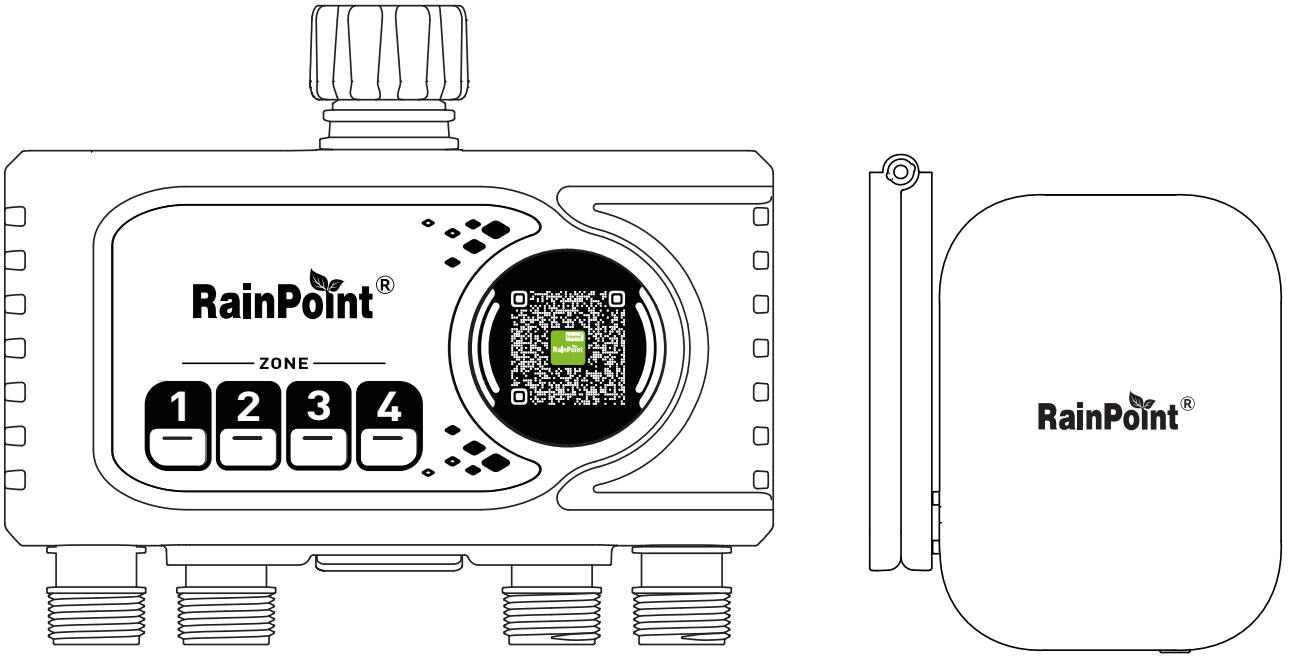
RainPoint®
More Than Water Saving

Save the user manual for future reference.
If you have any questions, please contact us to get support.

4-Zone WiFi Water Timer with Gateway Set

USER MANUAL



Model No. HTV405FRF + HWG023WBRF

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EN ··· 01-52
ES ··· 55-106

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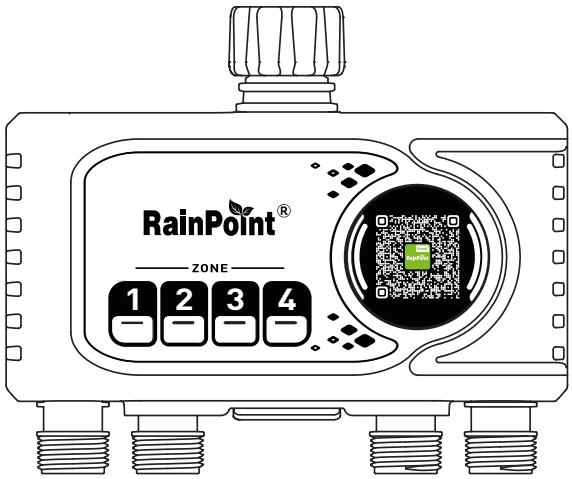
1. INTRODUCTION

1.1 Contents in the Box



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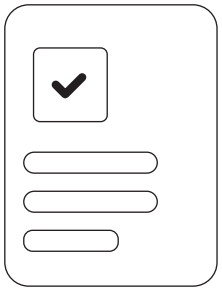

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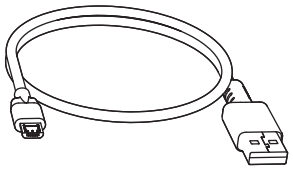

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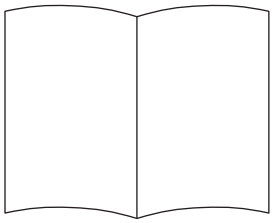
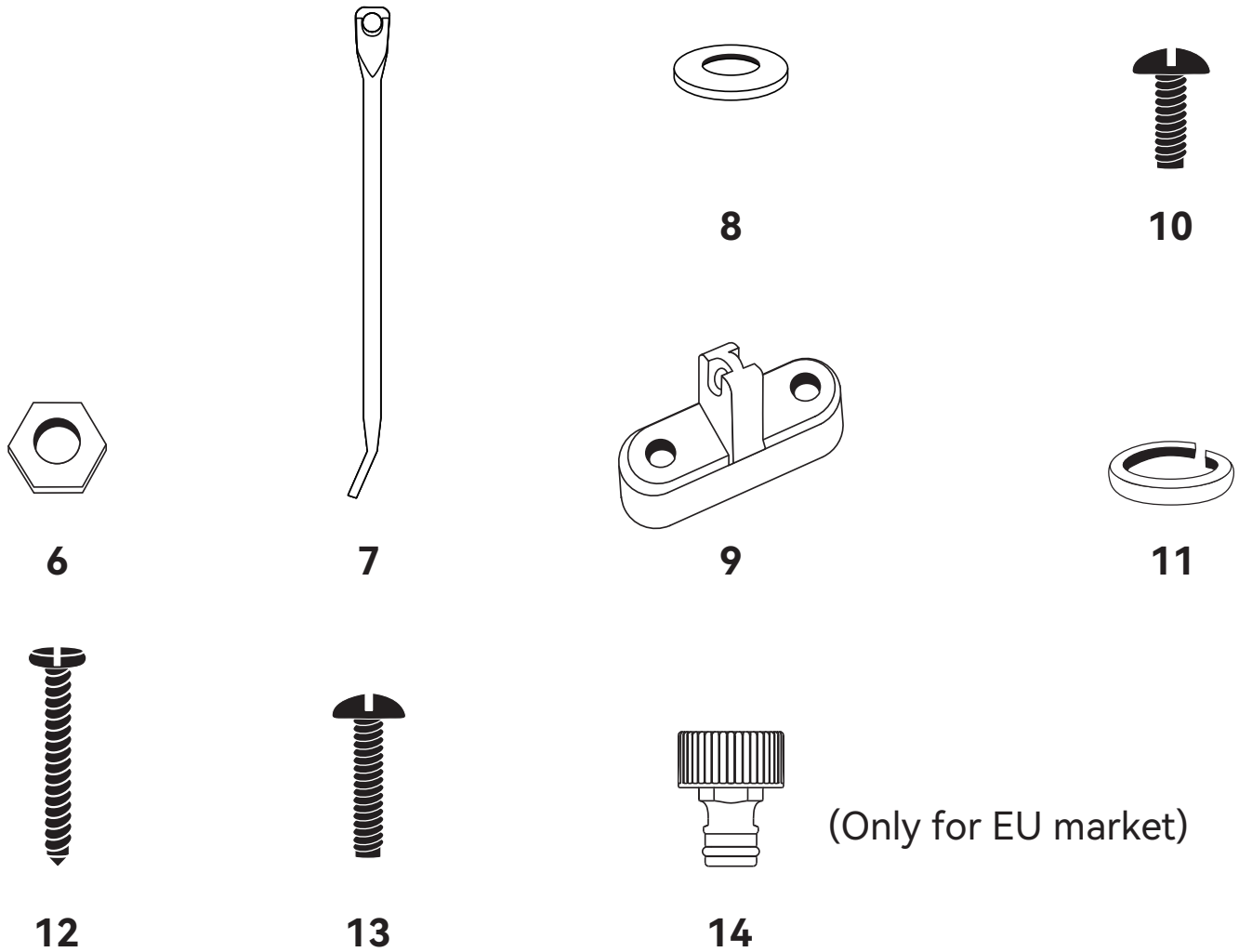


4

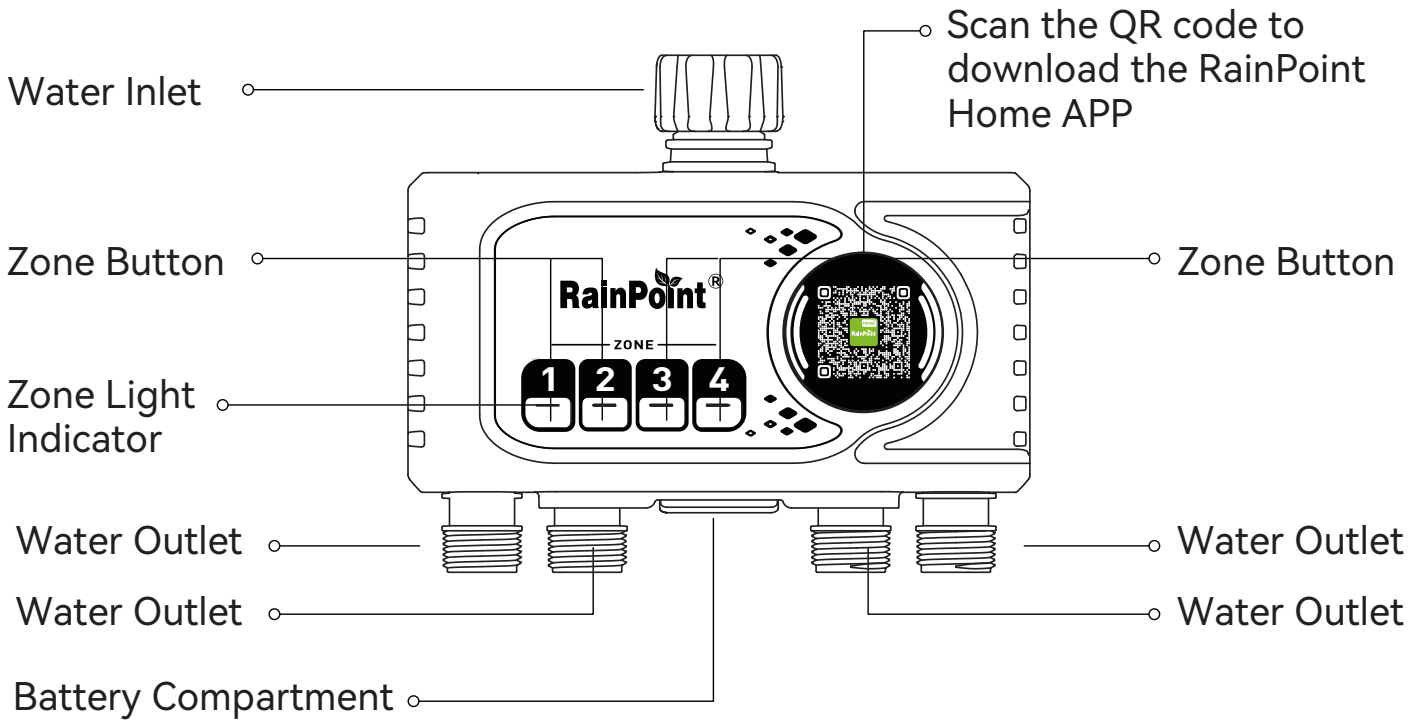
1) 1× HTV405FRF 4-ZONE WiFi WATER TIMER
2) 1× HWG023WBRF WiFi Gateway
3) 1× Quick Guide
4) 1× User Manual
5) 1x Type C USB Cable



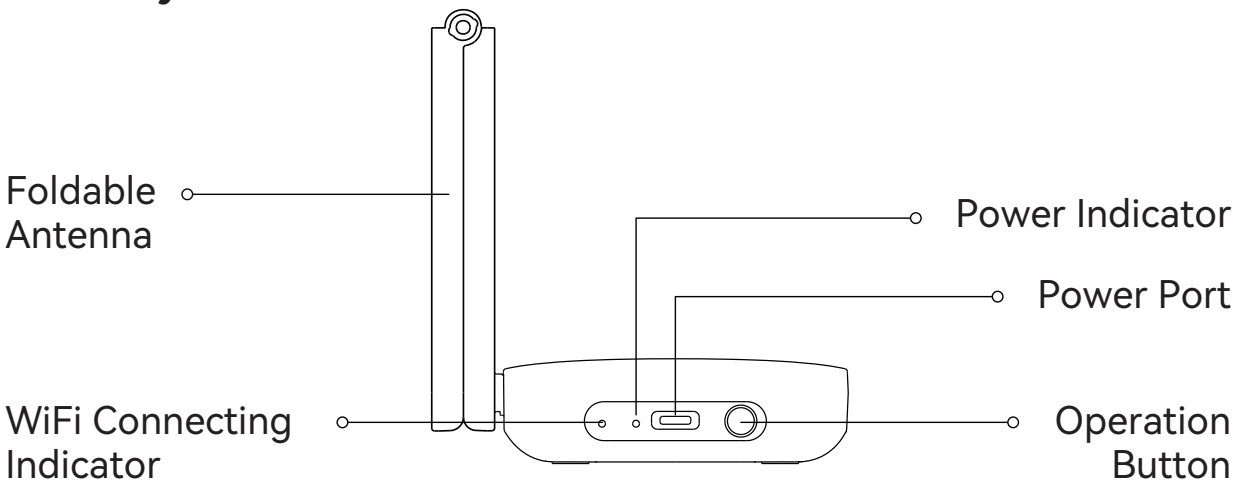
6) 1× Nut
7) 1× Brace
8) 2× Thin shim
9) 1× Bracket accessory
10) 2× Small Screw
11) 1× Thick shim
12) 1× Big Screw
13) 1× Middle Screw
14) 4 x Tap connector(3/4" Faucet End Connector BSP Thread/EU-type Only for EU Market)

1.2 Product Overview

WiFi Timer



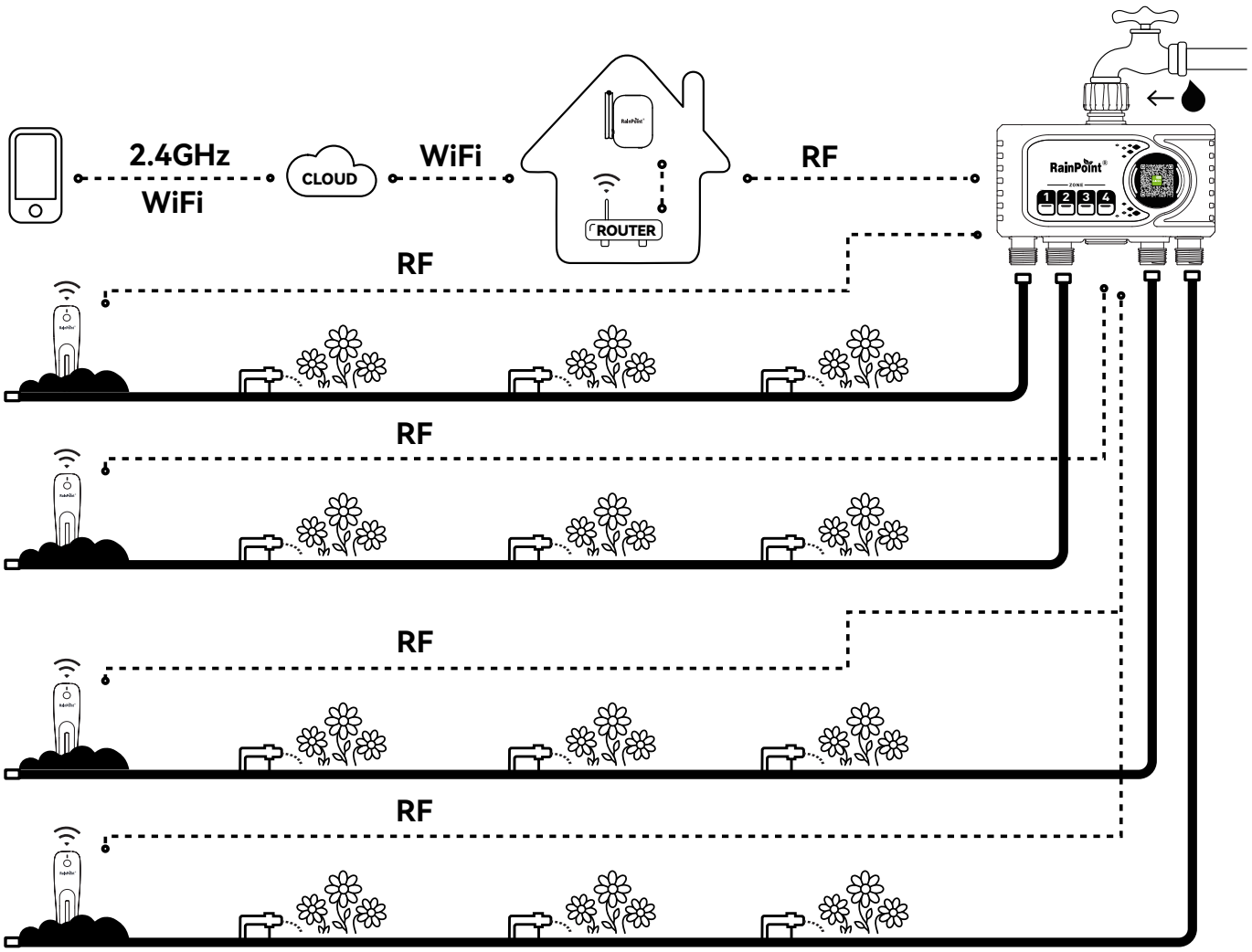
WiFi Gateway



1.3 Specification

WiFi Timer	
ITEM	**SPECIFICATION**
Range Between Gateway And Timer	An open distance up to 150m/492ft
Working Water Pressure	0.5 bar to 8 bar(7.25-116PSI)
Water Flow Rate	5-35 L/Min (1.32-9.25GAL/Min)
Working Temperature Range	3℃-50℃(37.4℉-122℉)
Powered By	4 * AA alkaline batteries (not included)
Waterproof Level	IP 65
Water Inlet	NH (US) for 3/4” faucets BSP (EU) for 3/4” or 1” faucets
Water Outlet	For 3/4” standard garden hose
WiFi Gateway	
ITEM	**SPECIFICATION**
Distance Between Gateway And Router	150m/492ft
Powered By	Type C plug-in power supply
Working Temperature Range	3℃-40℃(37.4℉-104℉)
WIFI Frequency Band	2.4GHz

1.4 Feature Overview



1) **WiFi Remote Control**: Connect with 2.4GHz WiFi, set and check irrigation schedules by APP.
2) **Scheduled Watering**: The timer can set up to 6 separate watering plans for a valve for all three different modes.
3) **Manual Watering**: Manually turn on/off watering and set watering duration for three different modes.

4) **Automatic Watering**: When the WiFi timer is paired with the WiFi soil sensor(not included), it can automatically irrigate or stop watering according to the soil moisture data; when you locate the home address for the timer, the APP will automatically synchronize the local weather information, and the timer can be automatically executed according to the weather trigger conditions you set.
5) **Rain Delay**: Manual rain delay and automatic rain delay can be set.
6) **Three watering modes**: Normal Irrigation; Interval Irrigation; Cycle & Soak.
7) **Voice Control:** You can connect the timer to Google Assistant or Alexa(please refer to **3.11 Google Assistant/Alexa Voice Control** for connection instructions), allowing you to control the valves with simple voice commands. Just say phrases like "turn on the valve" or "turn off the valve" to manage the timer's valves effortlessly. Be sure to use English commands only.
8) **Stable Connection for Gateway:** The gateway is powered by a USB cable and features a rotatable antenna that can be adjusted 90 degrees and folded back 180 degrees, ensuring a stable network signal for optimal performance.
9) **Comanagement with family**: Home management allows you to add family members and give them premissions to manage the irrigation of your home garden together.
10) **Low Battery, Water Shortage, Valve Failure (leakage) Alarm**: APP will send you alert messages when low battery, water shortage or valve failure.
11) **One WiFi gateway can pair with maximum 4 WiFi water timers.**
12) **Each valve of the WiFi water timer can pair with one WiFi soil sensor.**

2. INSTALLATION AND CONNECTION

HTV405FRF

Setup Video

Customer Support

Tips: Please scan the QR code or search the link for setup video or customer support to install the device quickly.
Setup Video:
www.youtube.com/@rainpoint
Customer Support:
www.rainpointonline.com/pages/support

2.1 Install App On your Phone

1) Download the RainPoint Home App
Search for **"RainPoint Home"** on Google Play or App Store or scan the QR code to download the RainPoint Home APP.
2) Register your RainPoint Home account
Open your RainPoint Home APP, select **Register**. Follow the prompts to register a RainPoint Home account with your email.

Download on the App Store

GET IT ON Google Play

iOS

Android

RainPoint Home

2.2 Connect the Gateway to the WiFi

2.2.1 Preparation for Connection

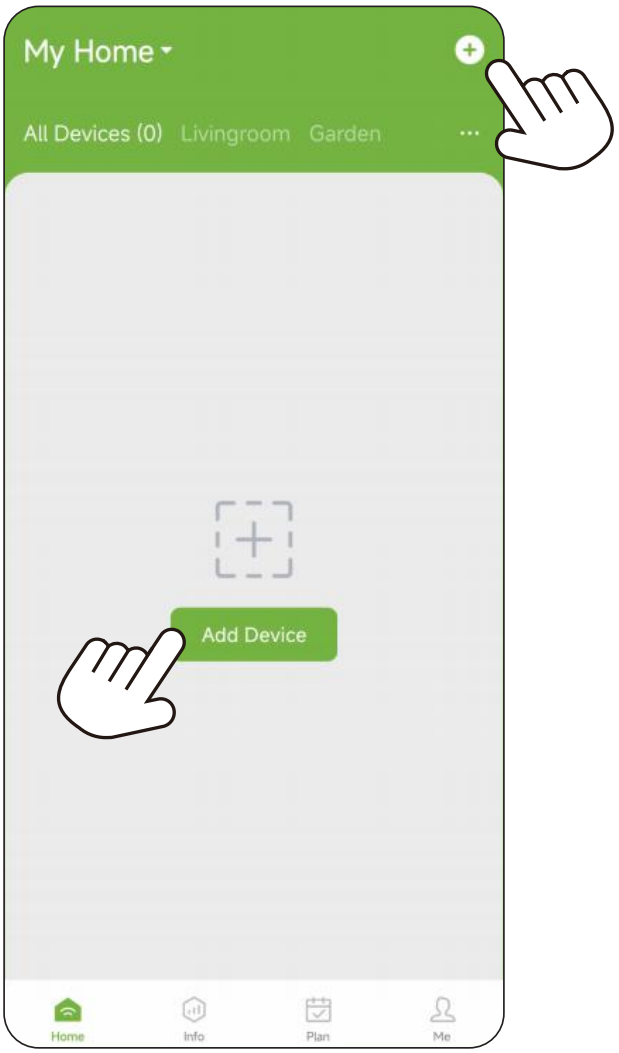
To ensure your gateway connects to your phone, it must meet the following requirements:

- Before using the RainPoint Home app to connect the device, please ensure that your phone is connected to a **2.4GHz WiFi network**, as the gateway must operate on 2.4GHz WiFi.
- **IOS Requirement**: iOS 11.0 (or later) mobile device with cellular data or WiFi service.
- **Android Requirements**: Android OS 6.0 (or later) mobile device with cellular data or WiFi service.
- Do not use public Wi-Fi networks.
- During the pairing process, keep the gateway and your phone within 10 feet (3 meters) of each other.
- If you need to change the connected WiFi network, press and hold the operation button on the gateway to reset it (please refer to 4 RESET THE DEVICE in the manual for instructions)and reconnect.

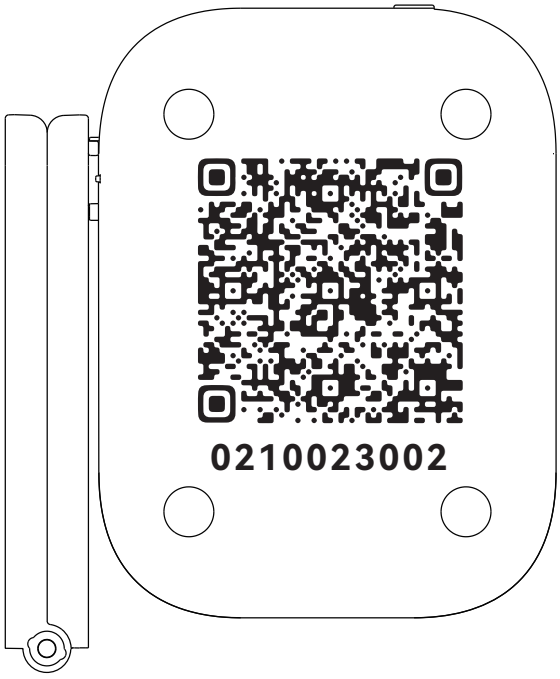
2.2.2 Connection Steps

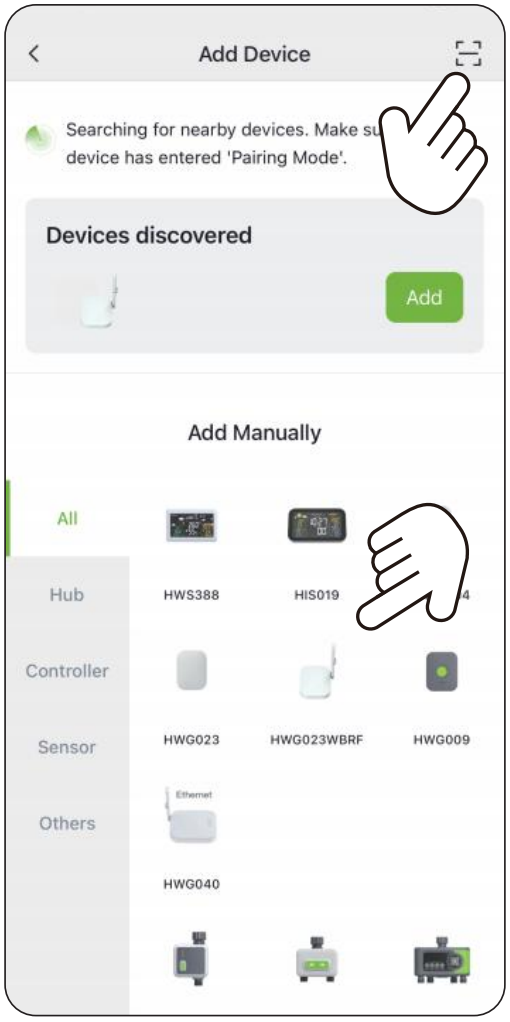
Follow the steps below to complete the device connection, ensuring that the gateway is close to the router during the connection process.

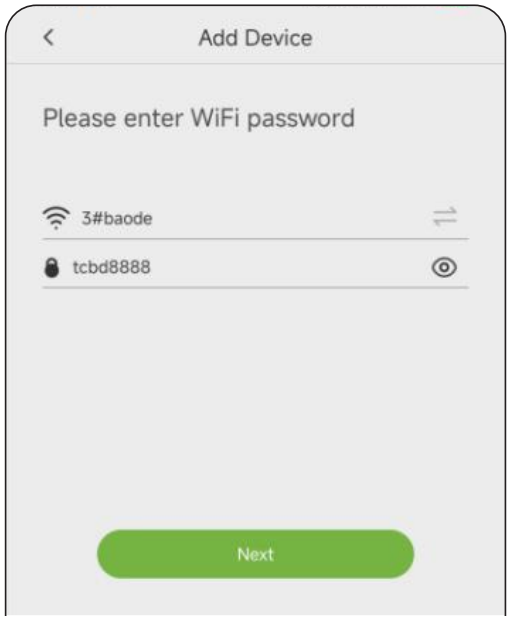
a. Select the **"+"** icon in the top right corner of the app homepage to add a device, or you can click the **"Add Device"** on the app homepage to add a device.



b. Find and select **"HWG023WBRF"** or scan the QR code and then proceed to the next step.





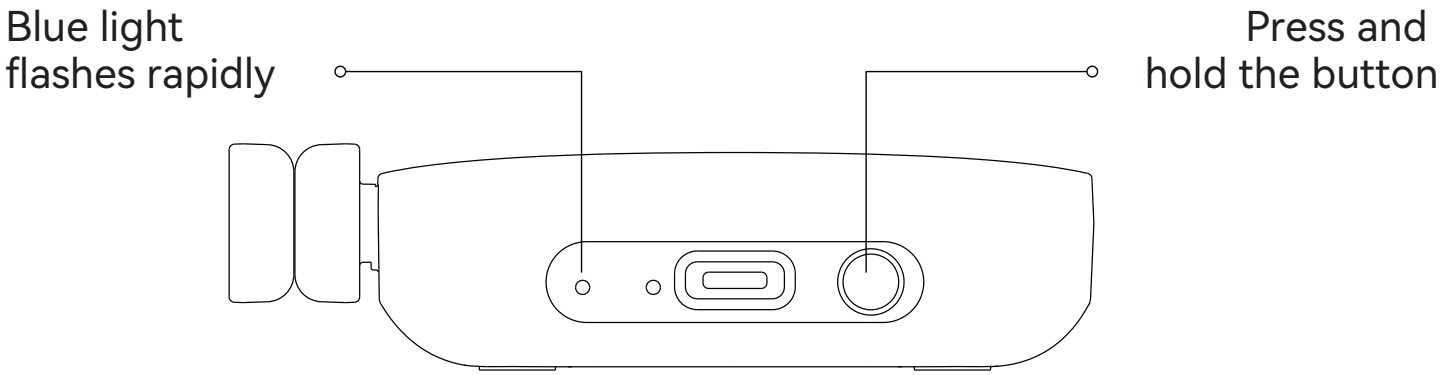


c. Enter the WiFi password and click **"Next".**

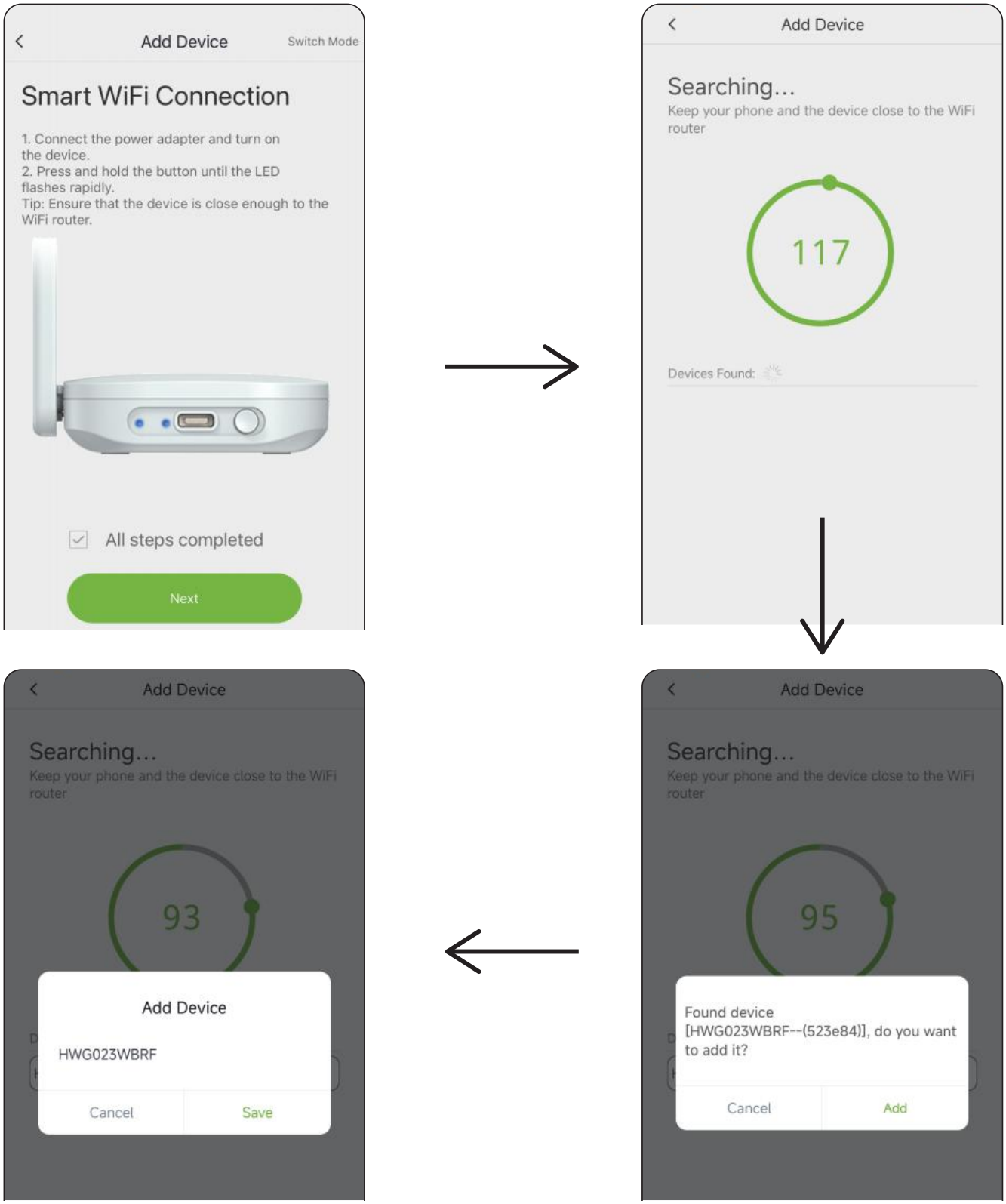
NOTE: Please make sure to connect to your 2.4GHz WiFi for the device pairing.

d. Follow the prompts on the page to complete the connection.

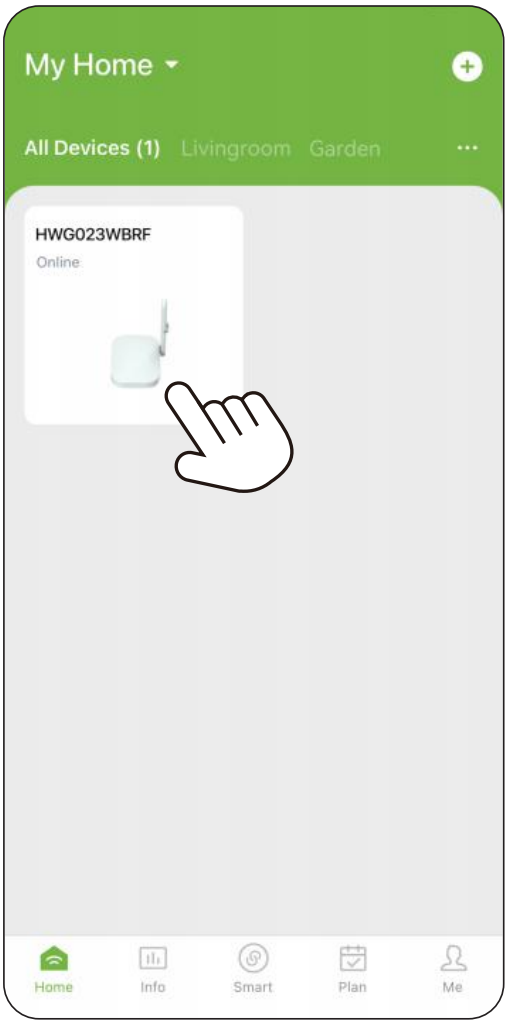
① Power the gateway using the Type C USB cable.
② Press and hold the button until WiFi connecting indicator light on the device flashes blue rapidly, indicating that the device is in pairing mode.

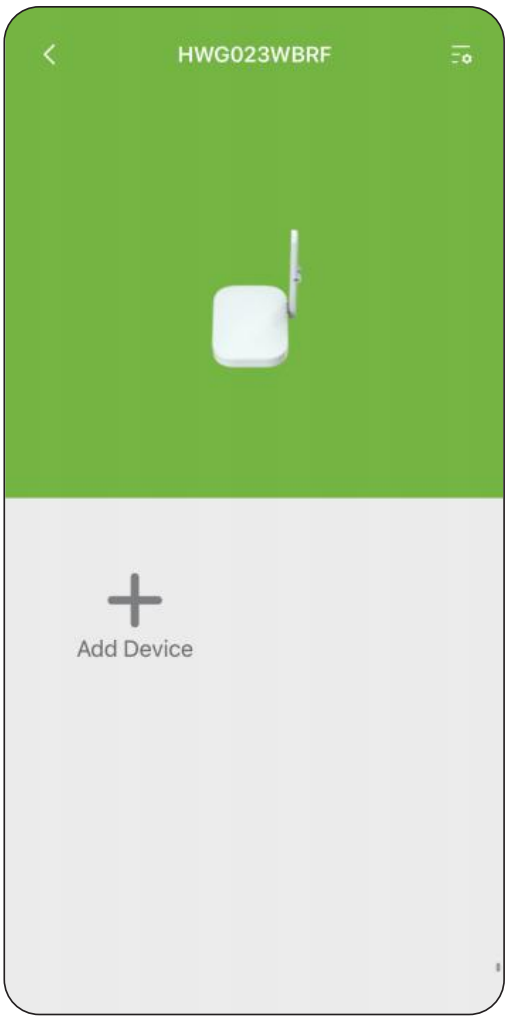


e. Click **"Next"** to enter pairing mode in the app.



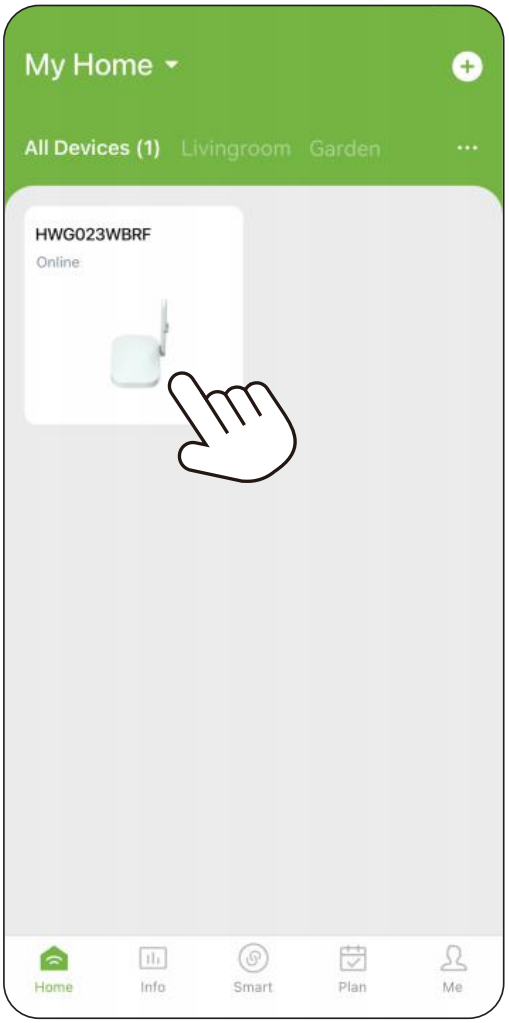
f. Congratulations! The device has been successfully connected, and the gateway icon will display on the app homepage. You can click the gateway icon on the app homepage to enter the gateway homepage for more settings of the device.

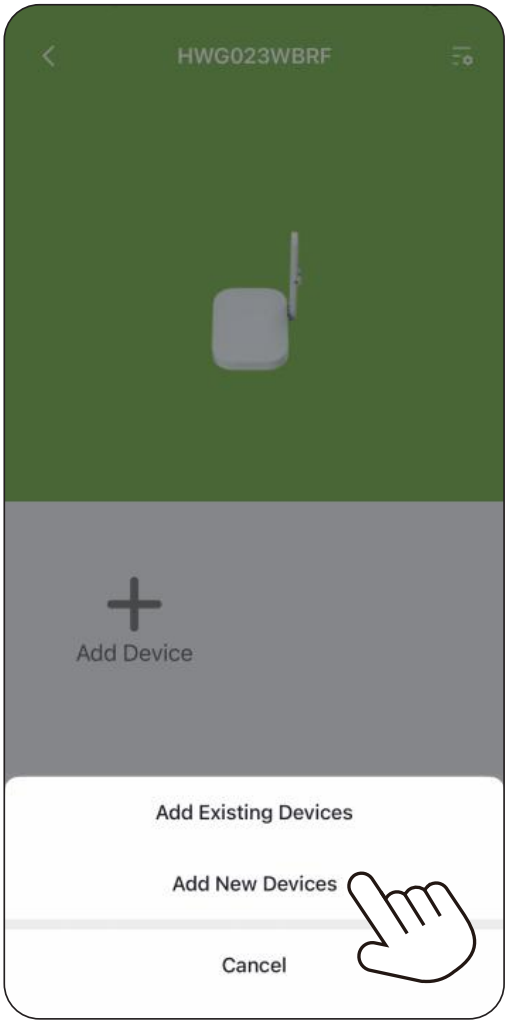




2.3 Connect the Timer to the Gateway

a. After successfully connecting to the gateway, tap the gateway icon on the app homepage to go to the gateway's homepage, tap **“Add Device”** and then tap **"Add New Devices"** to add the timer to the gateway's sub-device.





b. Find and select **" HTV405FRF "** to add it, or click the icon in the top right corner to add a device via QR code scanning or by entering the serial number. And it will enter the device pairing preparation page.

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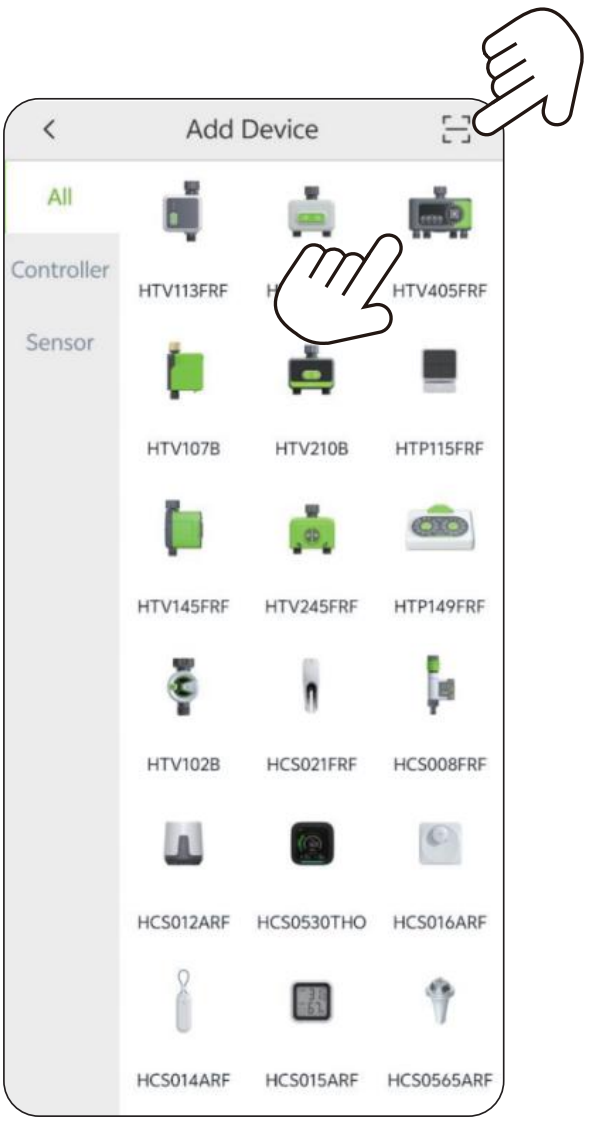
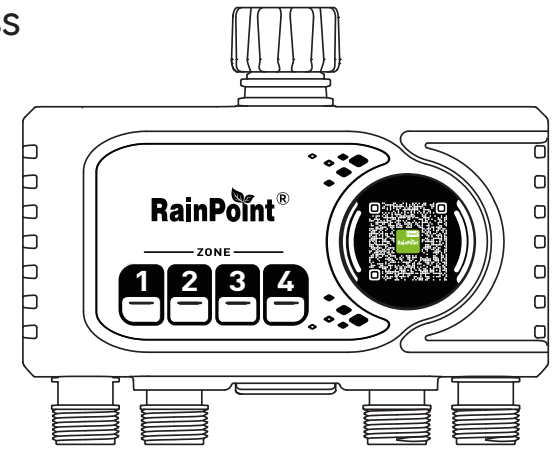
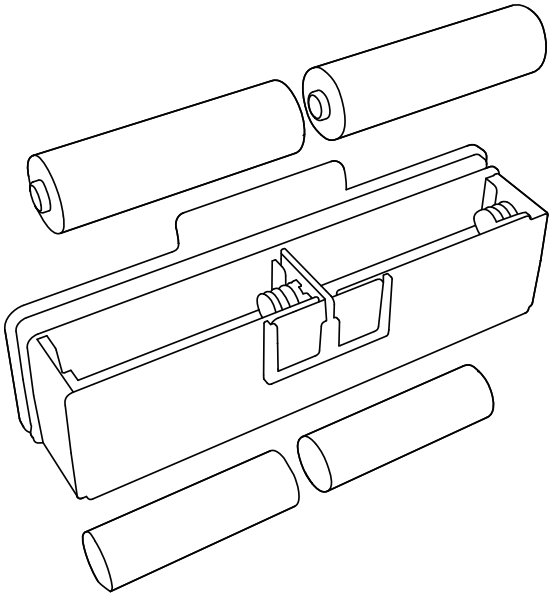


c. Install the batteries in the timer, then press and hold the device button until the **RED** light flashes rapidly, indicating that the device is in pairing mode.





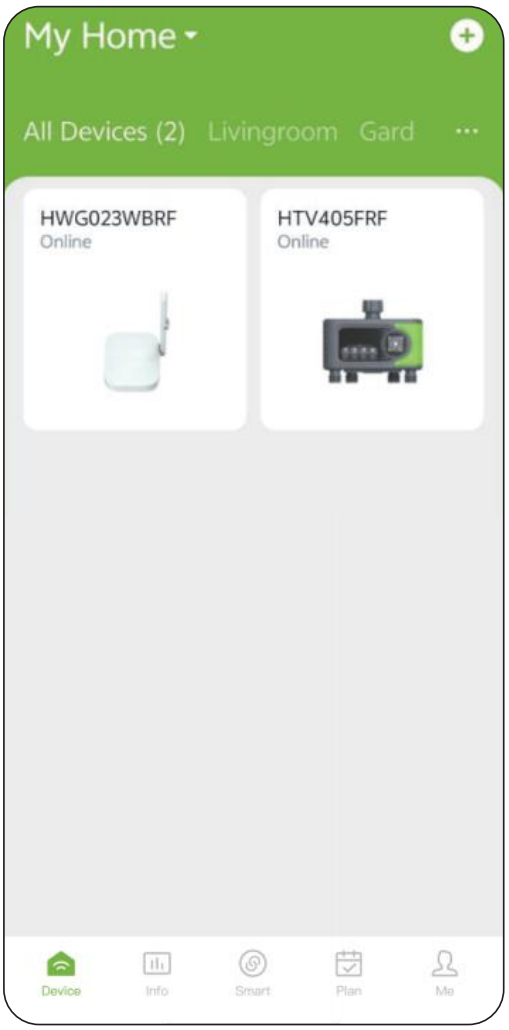
1) Open the battery compartment cover of the timer.
2) Insert 4 new AA (1.5V) alkaline batteries (not included).
3) Close the battery compartment cover and press down firmly to ensure it is fully sealed.

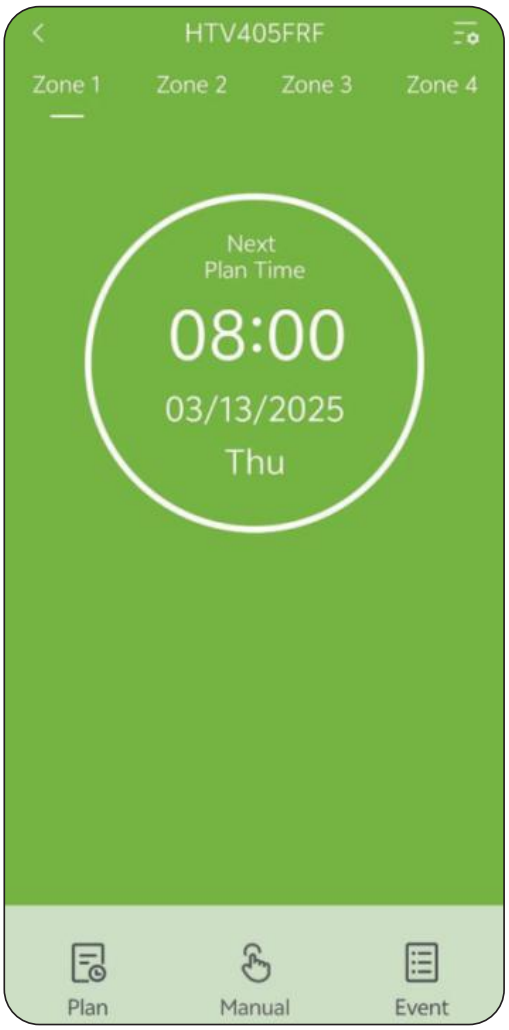
ATTENTION:

- After installing the batteries, securely attach the battery cover to ensure waterproofing.
- If the timer will not be used for an extended period, please remove the batteries and dispose of them properly.
- Replace the batteries when the APP sends the low battery warning.
- Do not throw batteries into fire, as they may explode or leak.
- To ensure longer life, use 4 new AA alkaline batteries (not included).
- Do not mix new and old alkaline batteries, standard batteries (carbon zinc), or rechargeable batteries.

d. Click **"Next"** and it will start pairing the timer automatically.

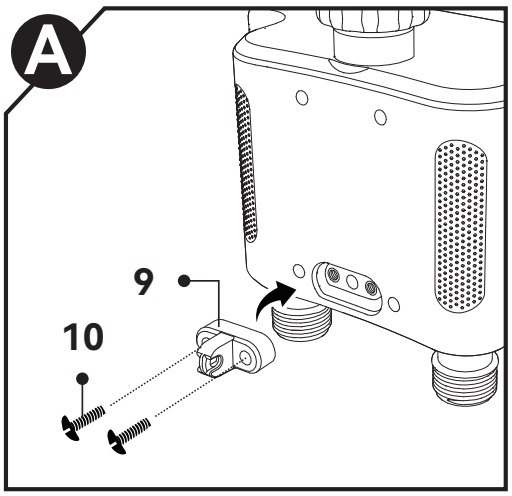
e. After the device is successfully connected in the app, the timer icon will display on the app homepage. You can click the timer icon on the app homepage to enter the timer homepage for more settings of the device.



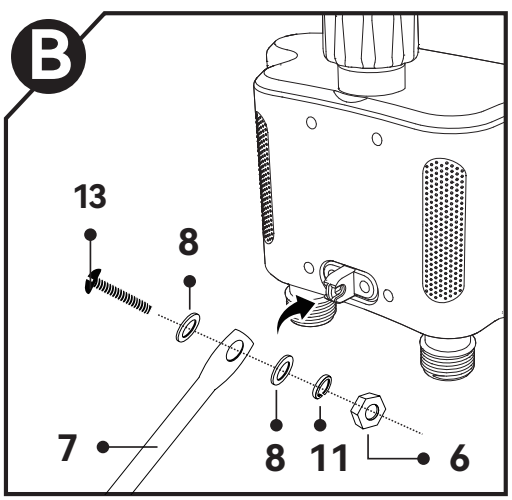


NOTE: Ensure that your gateway and timer remain close during the pairing process. If you need to re-pair or restore factory settings at any time, press and hold the operation button until the red indicator light flashes quickly to manually activate pairing mode.

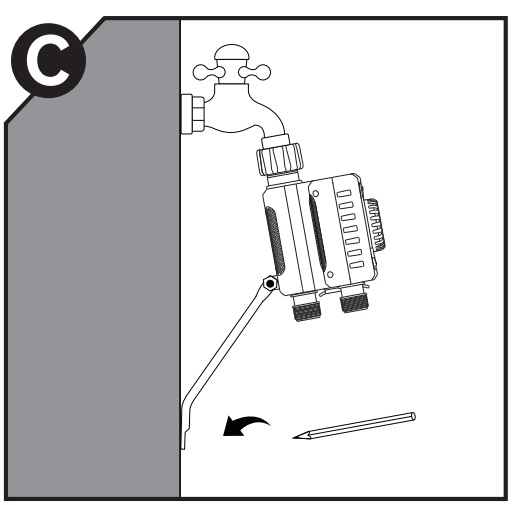
2.4 Install The Timer Bracket



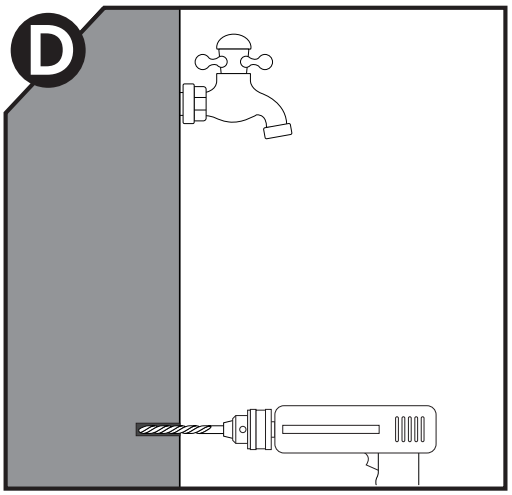
Firstly, before installing timer to faucet, please screw the "bracket accessory" onto the back of the water timer with 2 screws.
Parts used in this step:
9 Bracket accessory x 1, 10 Small screw x 2.



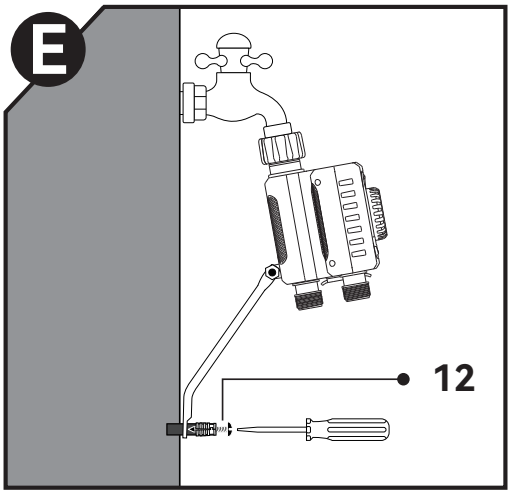
Secondly, use a screw to fix the "brace" onto the "bracket accessory" through the hole.
Parts used in this step:
7 Brace x 1, 8 Thin shim x 2,
11 Thick shim x 1, 6 Nut x 1,
13 Middle screw x 1.



Then installing the timer to the faucet properly. Please turn to page 6 for instruction. After that, please mark a proper position with a pencil before installing the brace onto the wall. Parts used in this step:
Pencil x 1 (not included).

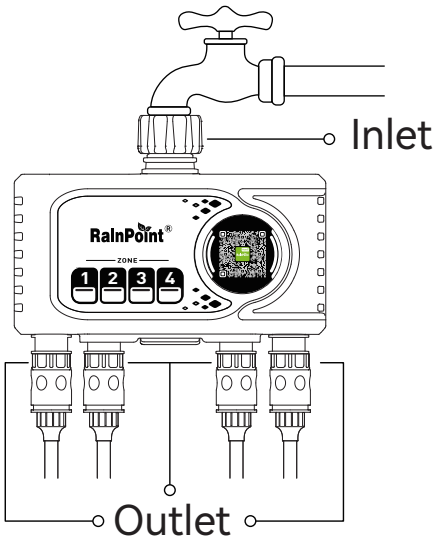


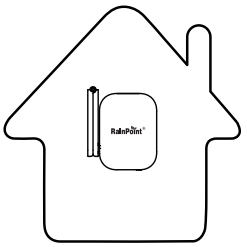
At the marked place, drilling a hole on the wall for screwing.



At last, fix the other end of the brace to the wall.
Parts used in this step:
12 Big screw x 1.

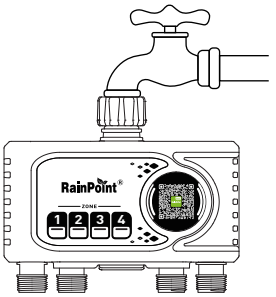
2.5 Install the Timer to the Faucet





Less than 492 feets

(No bushes,
walls blocking)



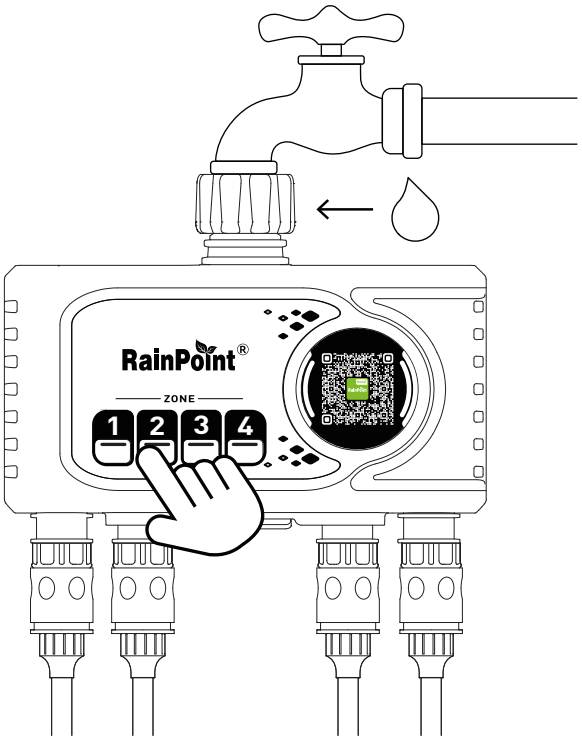
Attach the timer inlet parallel to the outdoor faucet/spigot and hand tighten only. From the timer outlet connect a drip irrigation system or a garden hose.

Warning:

- The WiFi timer can only be used for cold water.
- The WiFi timer uses a 433mHz RF connection to communicate with the WiFi Hub, and must be within a 492ft range, line of sight, of the WiFi Hub. **If there are walls, iron gates or bushes blocking, please shorten the distance between them to better receive the signal.**
- Soil will absorb WiFi and RF signals, the best location of the timer is on the faucet 4 to 8 feet (1.2 to 2.4 meters) above the ground.
- Do not place the WiFi timer in an underground valve box or anywhere your WiFi and RF signal will be obstructed.
- Under freezing weather, the water timer should be removed from the tap and placed properly indoor to avoid any danger of freezing.

2.6 Activate the Timer Valves Before Use

Please active the valves when getting the timer for the first time, or it's been a long time since your last time to use it.



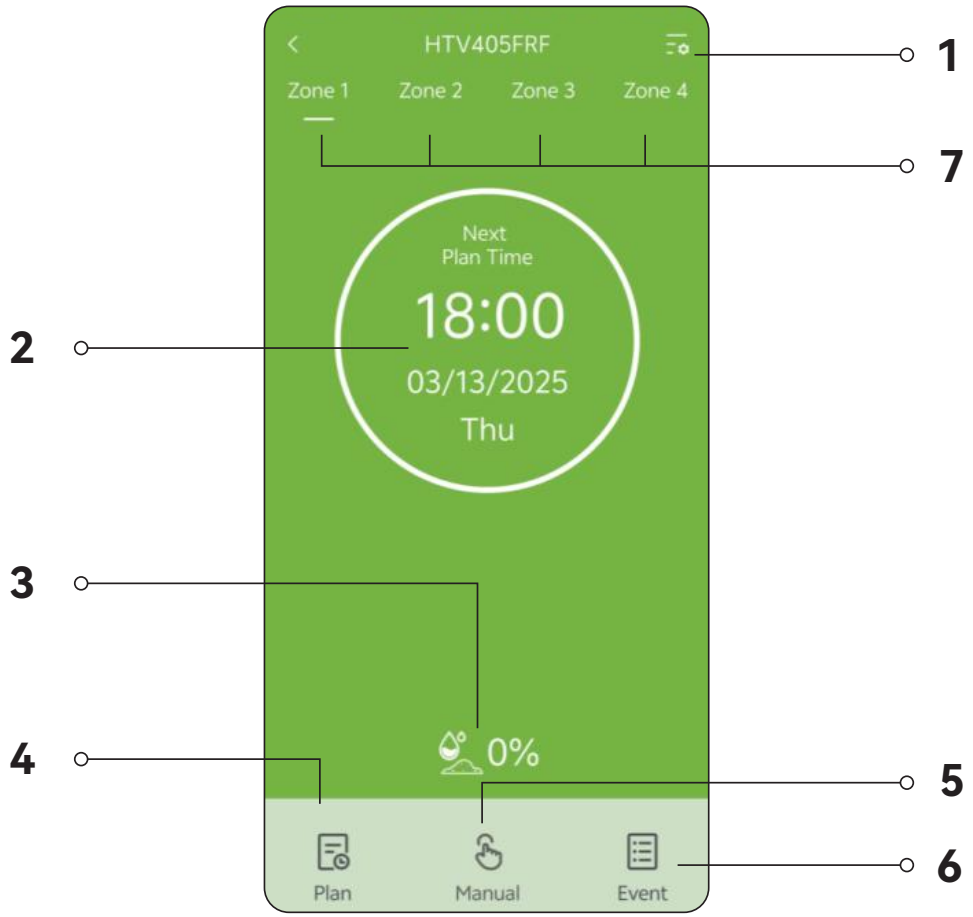
1) Pulling out the battery box and install 4*AA batteries.
2) Keep the faucet closed.
3) Press the zone 1 button and you can hear a click sound indicating that the zone 1 valve is opened for manual watering. After a few seconds, press the zone 1 button again and you will hear a click sound indicating that the zone 1 valve is closed.
4) **Test:** Turn on the faucet a little bit. Press the zone 1 button to check if the water flows out or shuts off as expected.
5) Please activate zone 2/3/4 valves following steps 2-4.

If yes, the timer valves are activated successfully, please use the timer with confidence.
If not, please repeat the step 2~4 for several times, or contact us immediately for support.

NOTE: When testing, please keep away from the water timer outlet to avoid being splashed and wet.

3. APP INTRODUCTION

3.1 Timer Homepage



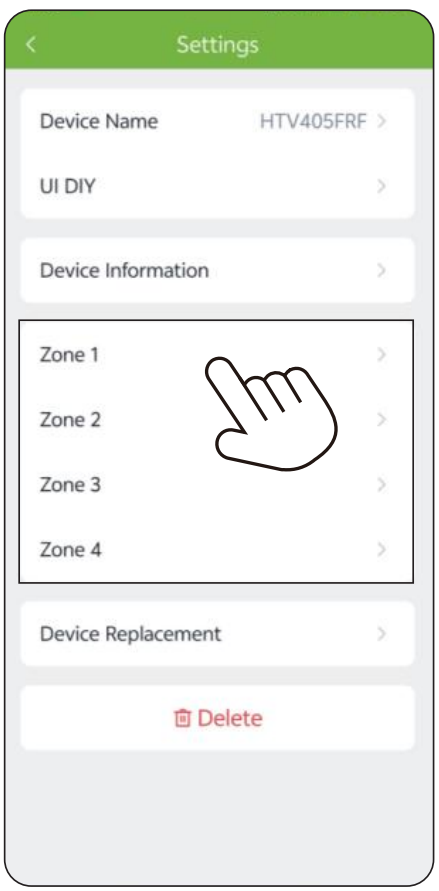
1. **Setting**
   Tap the setting icon on the top right corner, you will enter the page for device setting, pair with soil sensor and customize the device watering.
2. **Next Plan Time**
   If you set up a watering schedule, the next watering time will be displayed here.

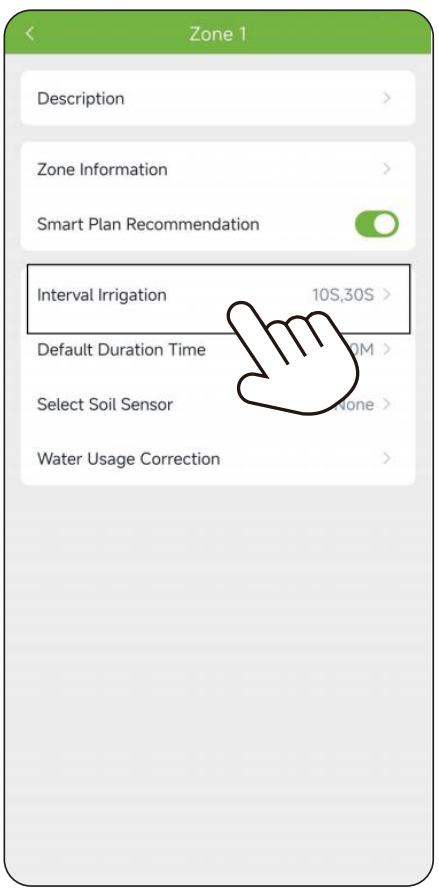
3. **Soil Moisture**
   If you have paired a soil sensor with the timer, it will display the soil moisture here.
4. **Plan**
   Tap **"Plan"** and you will enter the plan set page, up to 6 plans are available for a valve. You can choose from **"Normal Irrigation" "Interval Irrigation" "Cycle & Soak"** to set your irrigation plans according to your irrigation needs. You can also set **"Rain Delay"** for rainy days by 24/48/72H and set seasonal adjustment to adjust the working time according to the moisture difference of different seasons. Tap the calendar icon to check your plans.
5. **Manual**
   Tap **"Manual"** and choose **"Normal Irrigation"** to set the watering time from 1min to 12h for one-time manual watering, and then tap **"Confirm"** to start watering. While the manual watering is running, tap "Manual" and then tap **"Confirm"** to stop watering. You can also choose **"Interval Irrigation"** or **"Cycle & Soak"** to set interval watering to set water time and interval time for 1s to 60mins or 1min to 12h according to your irrigation needs.
6. **Event**
   Tap **"Event"** to check the online/offline status and irrigation records.
7. **Zone 1/2/3/4 Valves**
   Choose to manage plans or manual watering for the 4 zones.

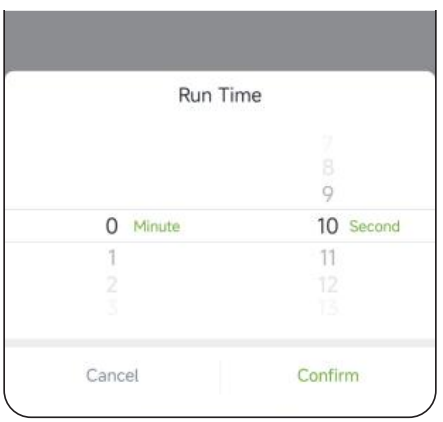
3.2 Basic setting

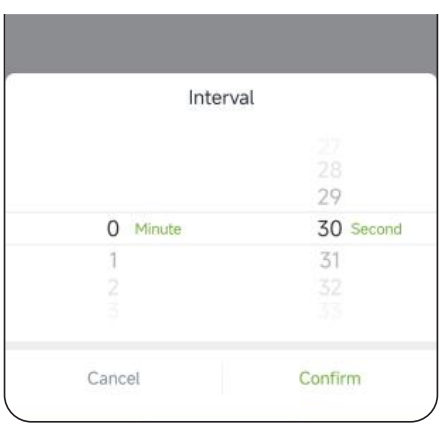
Find the icon in the top right corner of the timer's homepage to access the **"Setting"** page. You can view and manage the timer's basic information, and you can also set some advanced settings for specific functions. For example, for ZONE 1:

Interval Irrigation: You can set for the water time and interval time for the 4 zones from 1s-60mins.

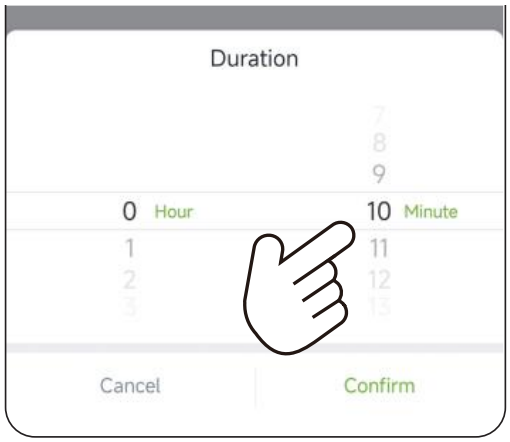


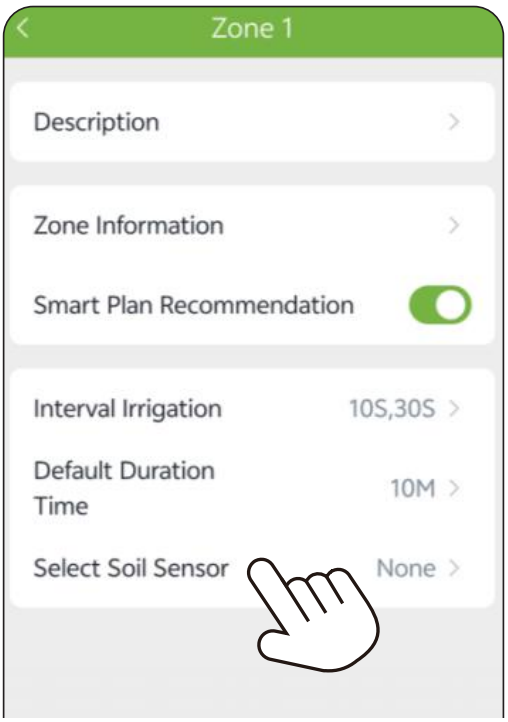






Default Duration Time: You can set the default duration time from 1min-12h.



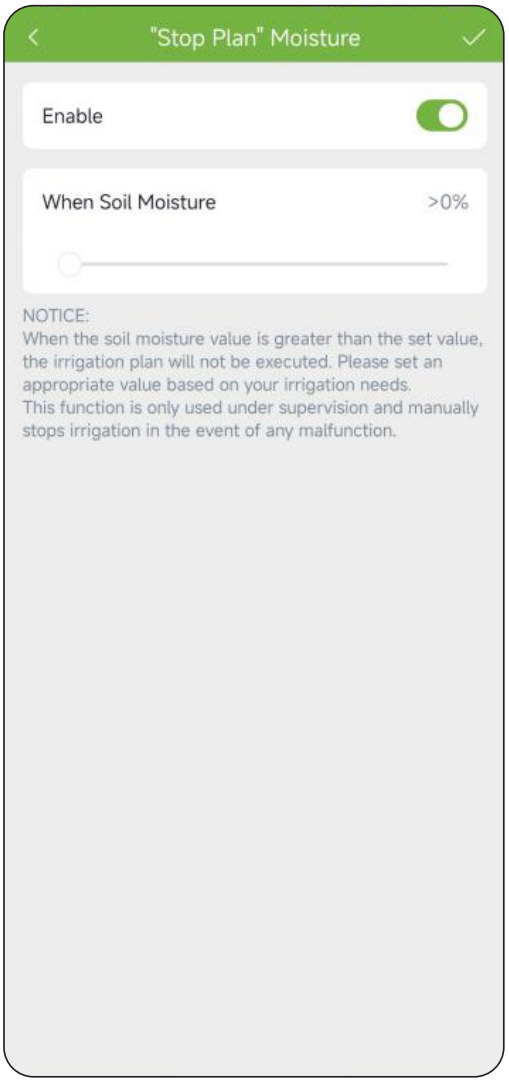


Soil sensor: If you have a WiFi soil sensor, you can pair the soil sensor to the timer here. It will display the soil moisture on the timer's homepage and stop the plan automatically when the moisture reaches to the set value for irrigation delay.

* Each valve of the WiFi water timer can pair with one WiFi soil sensor.

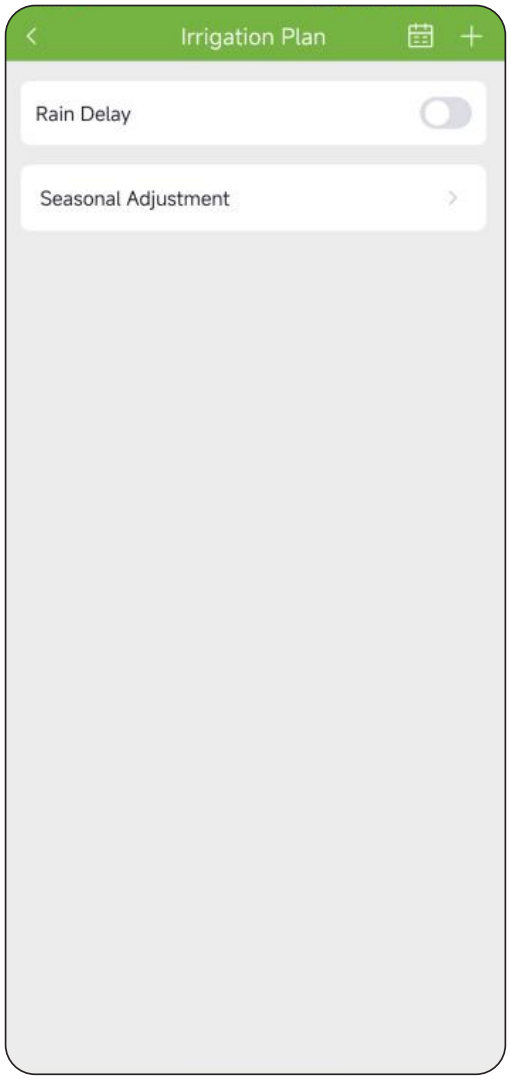
NOTE: The soil sensor is not included, if you need one, please contact us to know more information of the soil sensor that can pair with the timer.
US toll free: +1 833-381-5659(Mon-Fri: 9:30 AM-5:30 PM PST)
DE toll free: +49 800-182-0576(Mon-Fri: 9:00 AM-5:00 PM CET)
UK toll free: +44 800-808-5337(Mon-Fri: 9:00 AM-5:00 PM CET)
Email: service@rainpointonline.com
WhatsApp: +1 626-780-5952

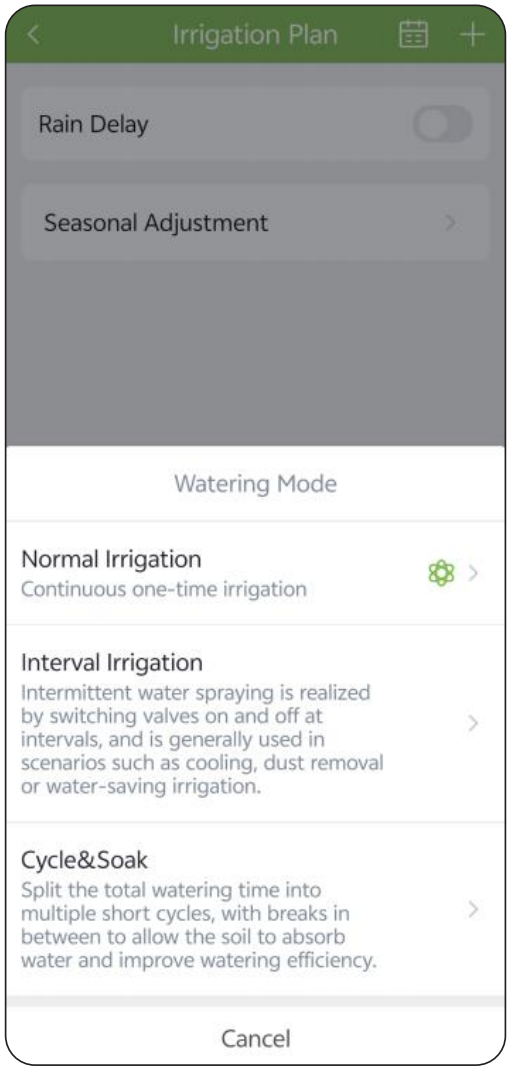
Stop Plan Moisture: After pairing a WiFi soil sensor, you can set the **"Stop Plan" moisture** value for soil moisture to prevent overwatering of plants. Once the soil moisture exceeds this value, all scheduled plans will stop, and they will resume when the moisture drops below this value.



3.3 Plan Setting

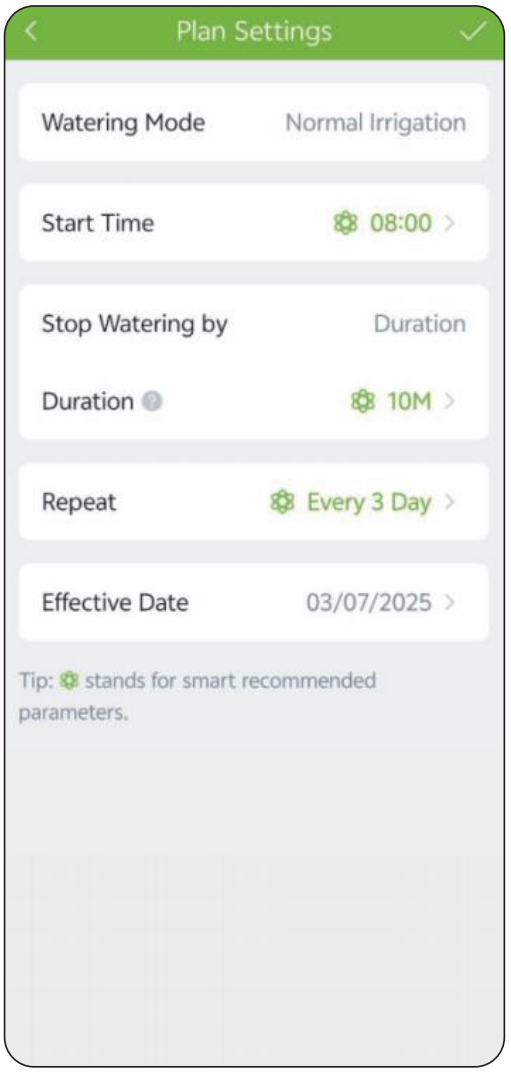
Tap **"Plan"** at the bottom left corner of the timer's homepage to set the irrigation plans. **Up to 6 plans can be set for a valve.**

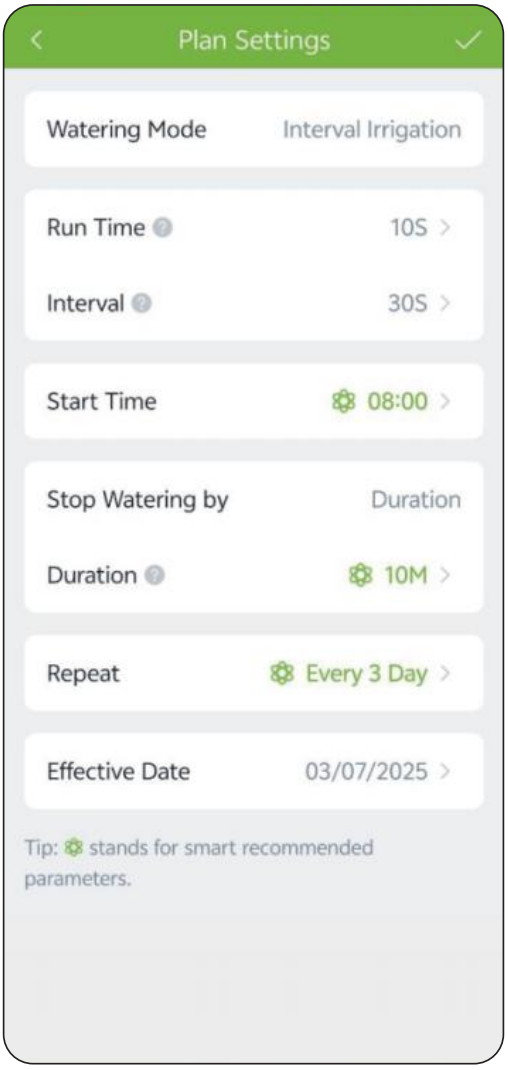




First tap the **"+"** icon on the top right corner of the **"Irrigation Plan"** page to choose your desired irrigation mode from **"Normal Irrigation" "Interval Irrigation" "Cycle & Soak"**.

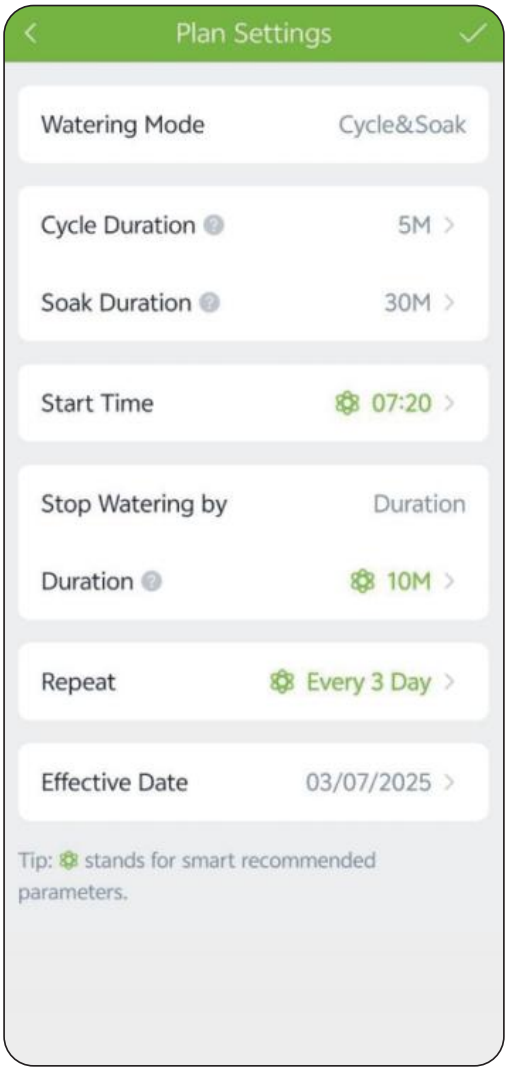
Normal irrigation: Set the start time, duration, frequency, and effective date.



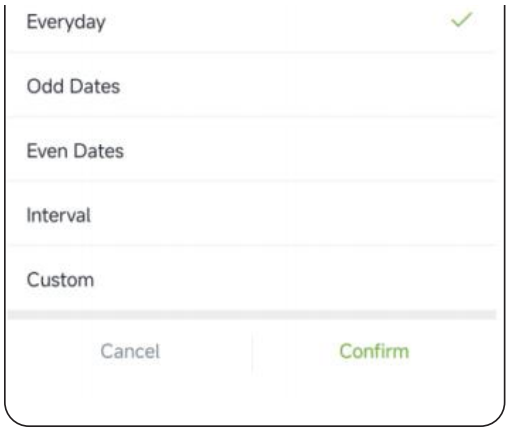


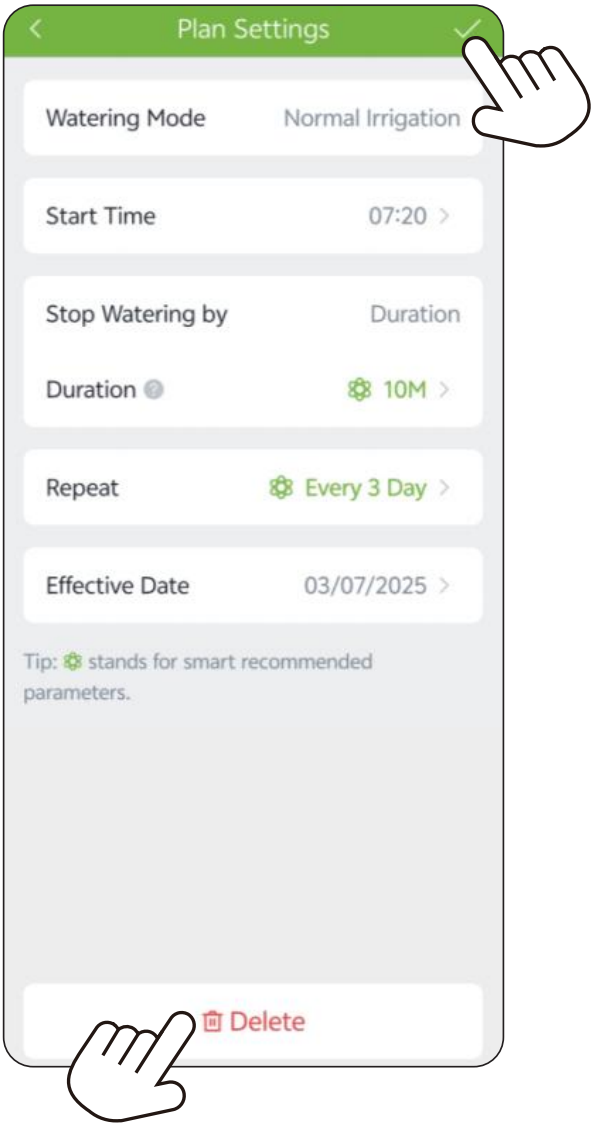
Interval irrigation: Set the run time for watering, interval time, start time, duration, frequency, and effective date. You can set the run time and interval time from 1s-60mins.

Cycle & Soak: Set the water cycle duration, soak duration, start time, duration, frequency, and effective date. You can set the cycle and soak duration from 1min to 12h.



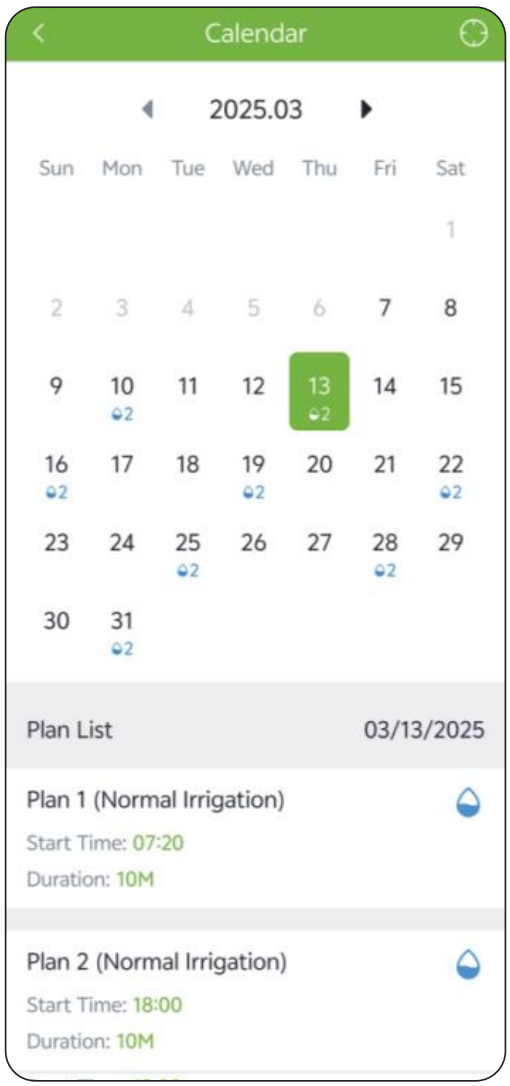
Water Frequency: Set the watering frequency for your schedule with five options: everyday, odd days, even days, interval, and custom.





Save and Delete A Plan: After completing the settings, press the **"√"** in the top right corner to save your plan. You will see a plan overview displayed in the list on the **"Irrigation Plan"** page. If you need to delete a plan, click on the plan to enter the plan details page, then click the delete button to remove it.

Seasonal Adjustment: You can set the seasonal adjustment value from 10%-200% for different seasons to adjust the actual watering time for the timer according to the different moisture in different seasons.



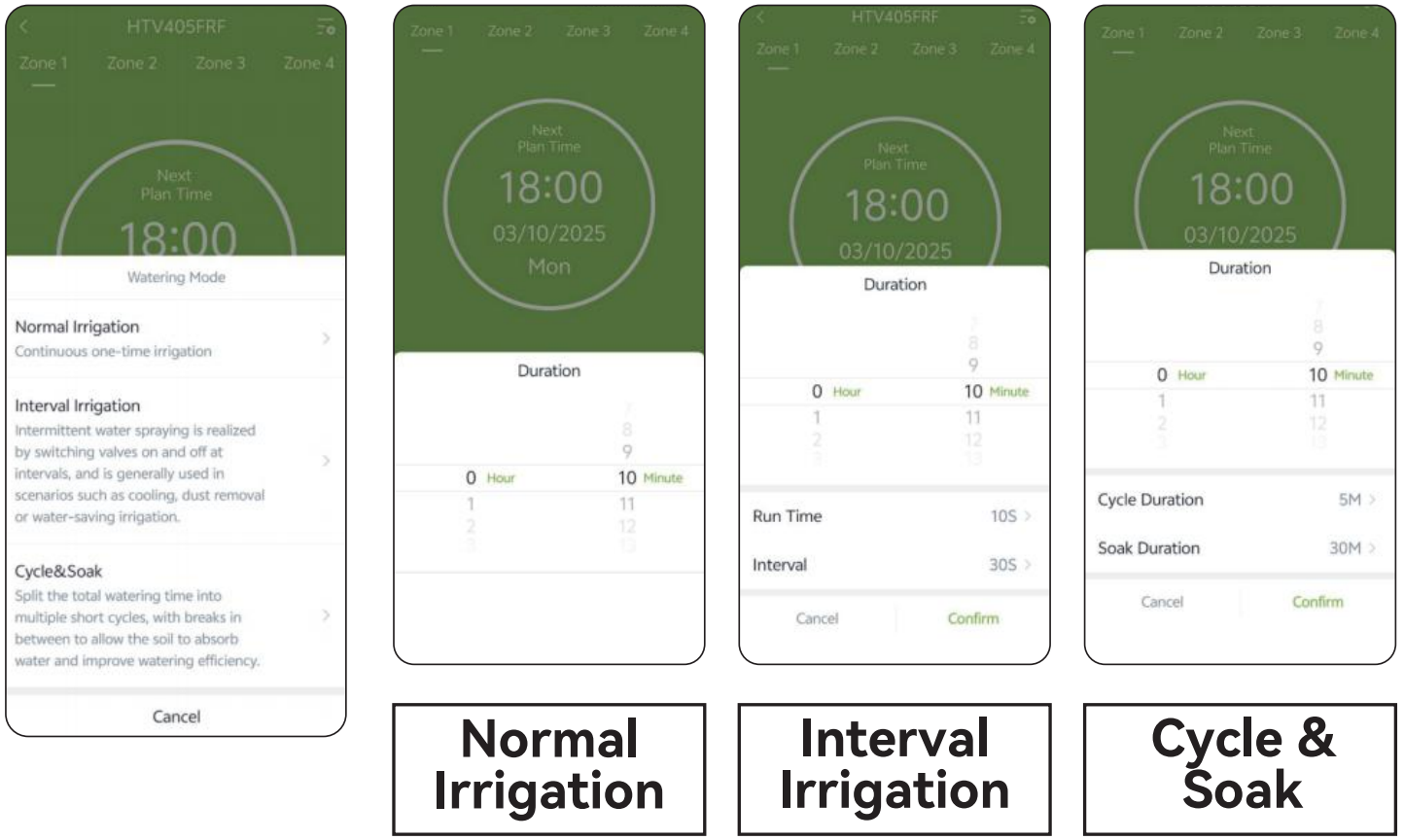
Calendar: Tap the calendar icon on the top right corner on the **"Irrigation Plan"** page, and you can check the overview of all your watering shedules.

3.4 Manual Water Setting

Select **"Manual"** at the bottom of the timer's homepage to choose the type of manual irrigation: **Normal Irrigation; Interval Irrigation; Cycle & Soak**. Default watering is 10mins. You can start the manual watering by 2 methods:

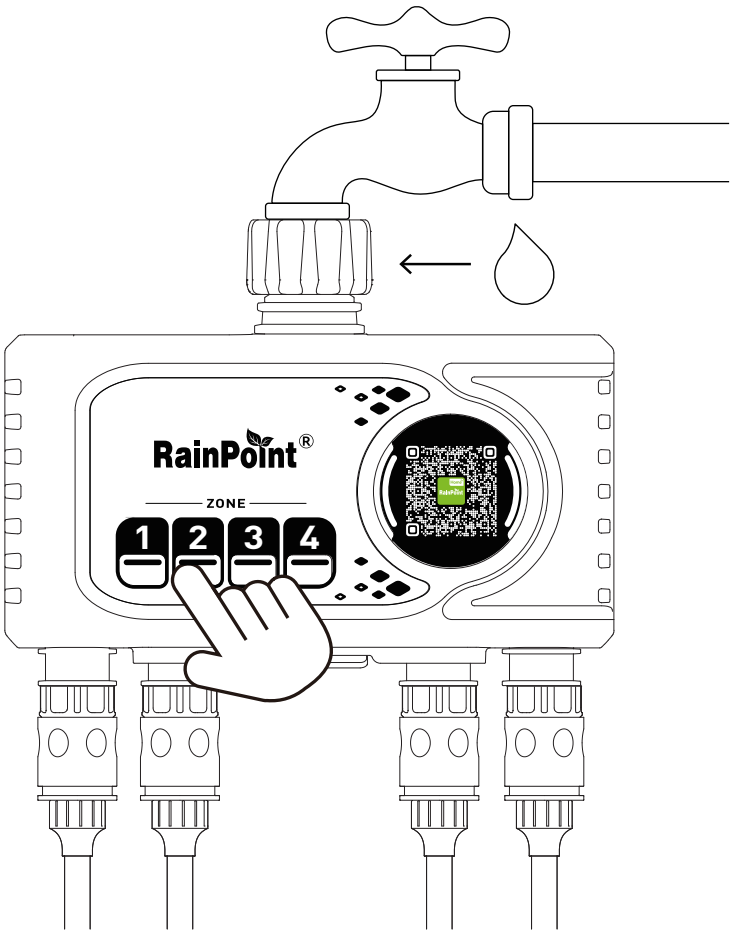
Method 1: Timer Homepage

On the timer's homepage, select the zone you want to set for watering, then click **"Manual"** to select the manual watering mode and set the time to start and stop the manual watering automatically.



Method 2: Timer Button

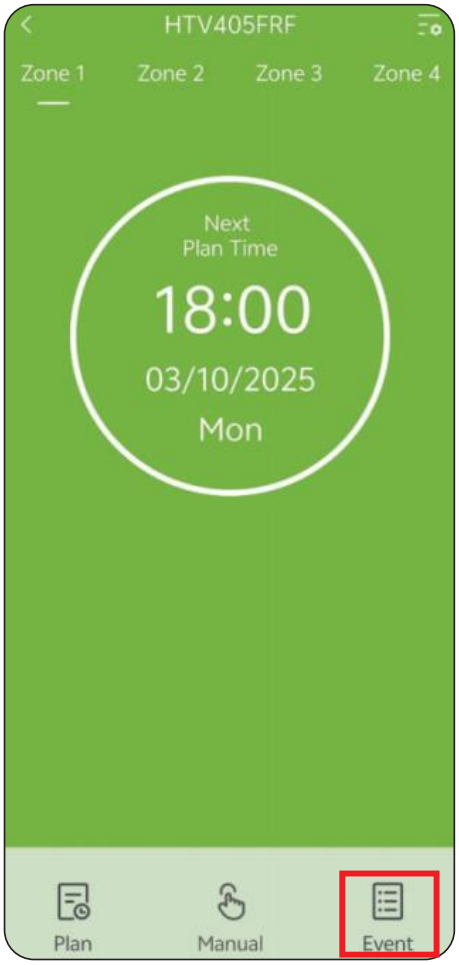
Press the zone button on the timer to open the zone valve for manual watering; press again to close the valve.

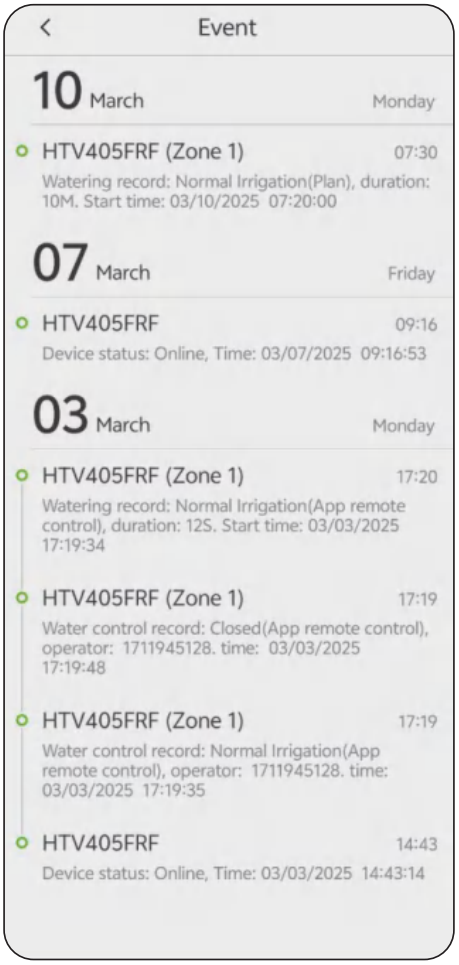


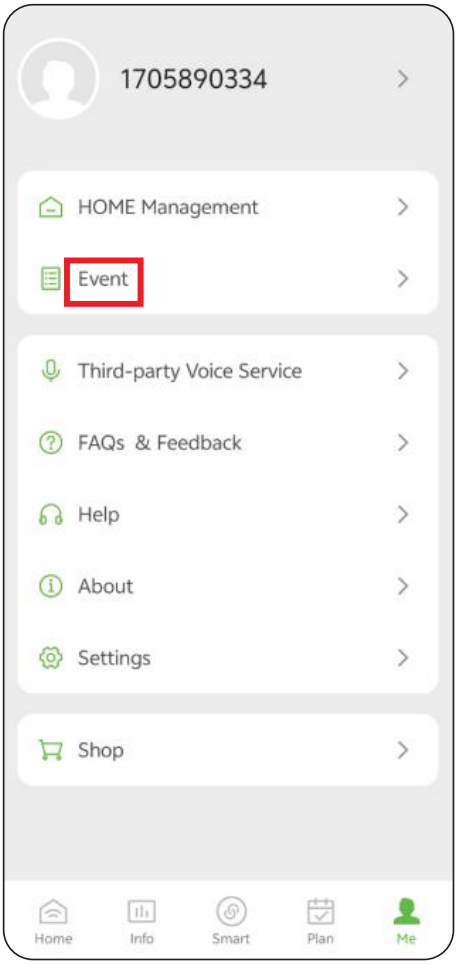
NOTE: When you start manual watering for a zone, if there is an existing schedule currently running or if a schedule is set to start during your manual watering time, that scheduled plan will be skipped.

3.5 Device Status Record & Event

On the timer's homepage, select the zone 1/2/3/4 you want to check first, then tap **"Event"** on the bottom to check the online/offline status and irrigation records of the zone. You can also enter **"Event"** page through the **"Me - Event"** to check all the devices' status record.

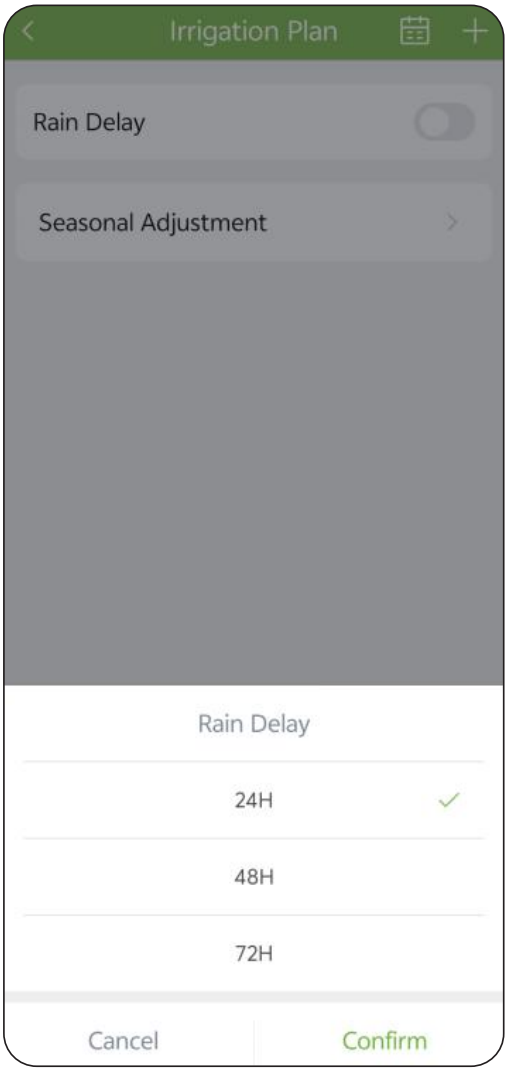


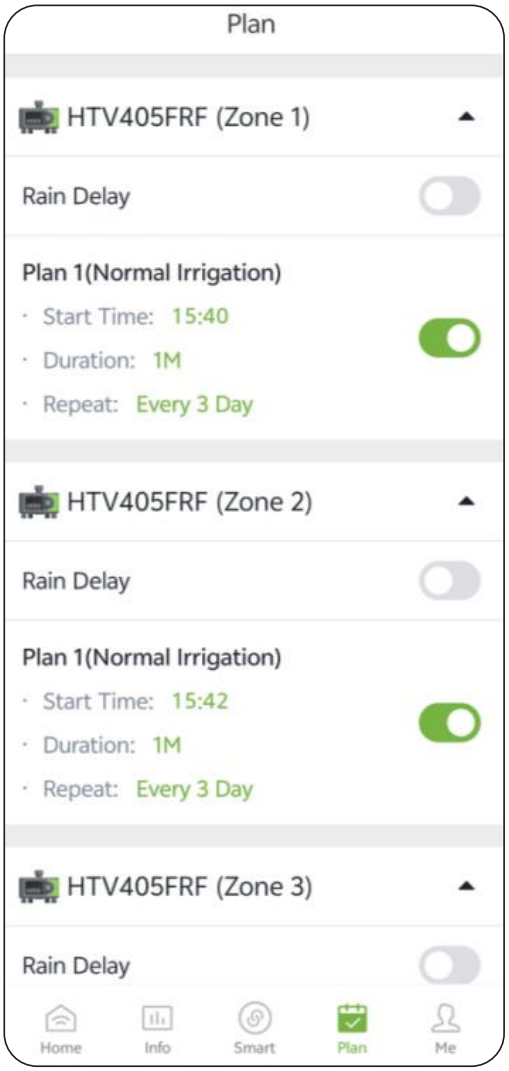




3.6 Rain Delay

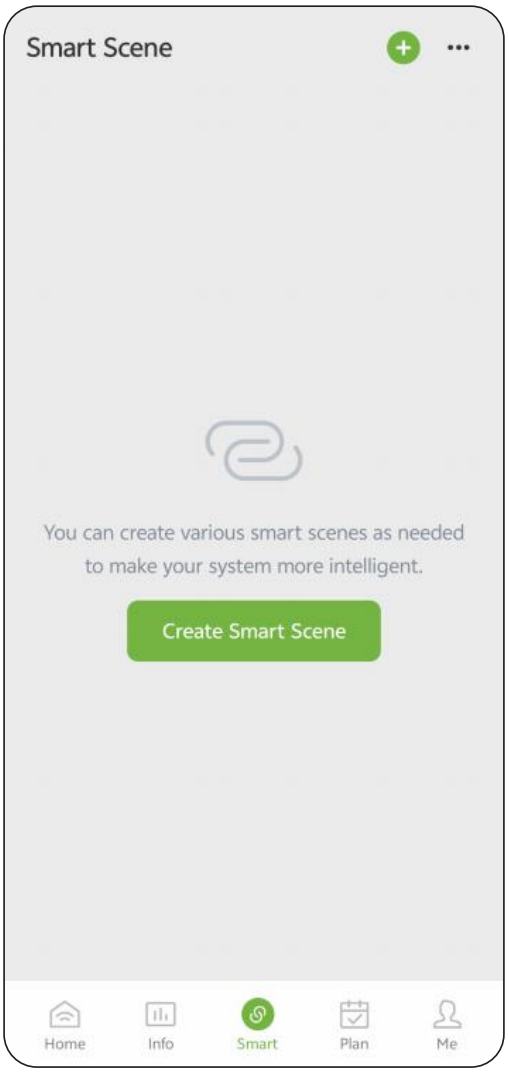
You can set the **"Rain Delay"** time on the **"Irrigation Plan"** page by tapping **"Plan"** on the bottom of the timer's homepage, or you can set it on the **"Plan"** page below. Rain delay is applicable on rainy days or during other weather conditions that cause high soil moisture. During the rain delay, the timer will stop watering. Once the rain delay ends, the timer will proceed according to the next scheduled watering plan. The timer can be set for a rain delay of **24, 48, or 72 hours.**





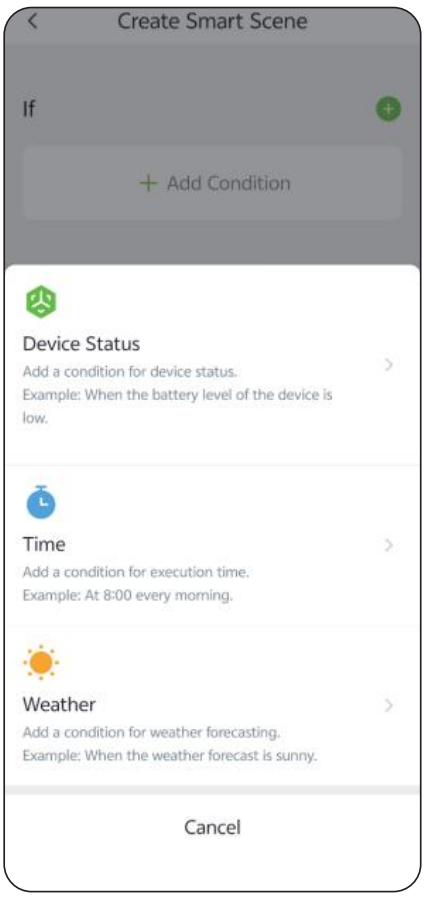
3.7 Smart Scene

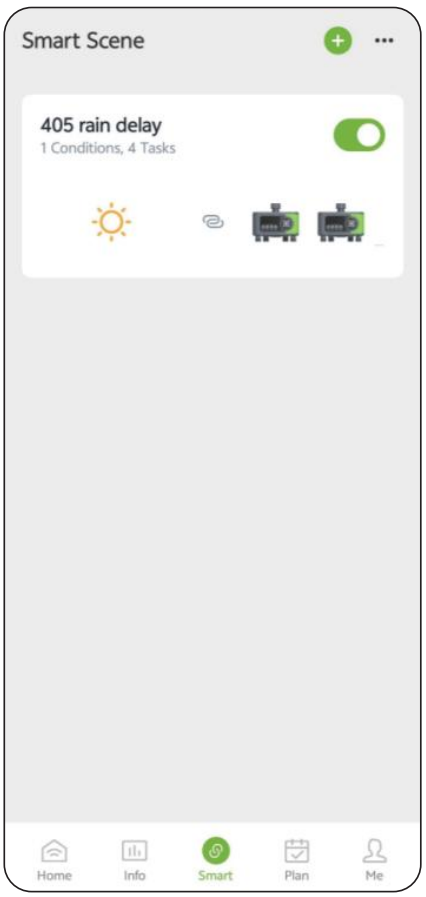
The Smart Scene function allows you to set schedules for the devices execute automatically according to the set conditions such as device status, time and weather. For example, RAINPOINT HOME APP can obtain weather forecast information of your home location. When you set the condition for immediately delaying the watering plan when it rains, the timer will automatically execute the watering delay when it rains in your local area. You don't need to worry about overwatering your plants if it rains at home when you're out traveling.



Steps to Set Smart Scene

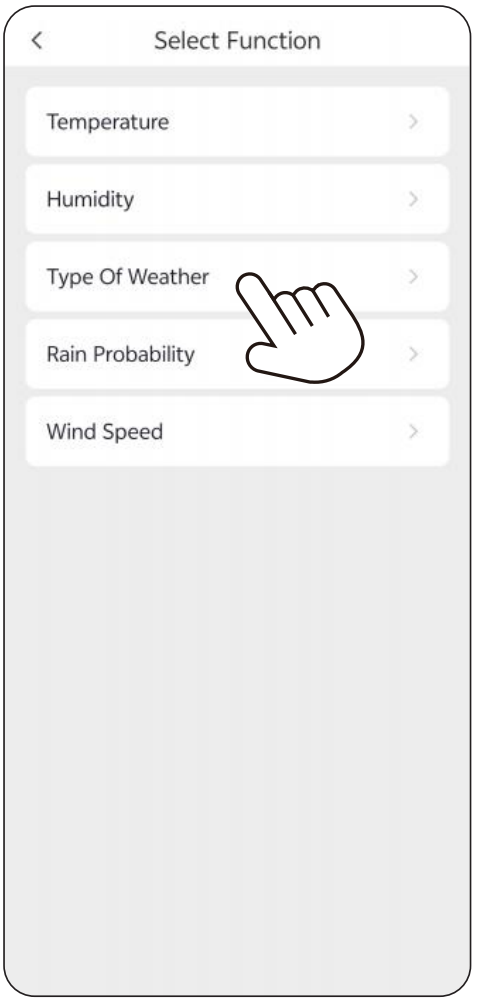
1) **Create Smart Scene:** Go to the **"Smart"** page, tap **"Create Smart Scene"** or the **"+"** icon on the top right corner to add an automation task.
2) **Add Condition:** Set the conditions that the device needs to perform when the conditions are met.
3) **Add Task:** Set the tasks for the device to perform when the set conditions are met.
4) **Effective Period:** Customize the time for the device to perform the smart schedule.
5) **Execution Frequency:** Set the frequency for the device to run the smart schedule cyclically daily.
6) **Save the Smart Scene Schedule:** Click **"Create"** and enter the name for the schedule and then click **"Confirm"** to save the setting for the smart scene. The device will automatically execute the smart schedule according to what you set. You can check the smart scenes you set on the **"Smart"** page.

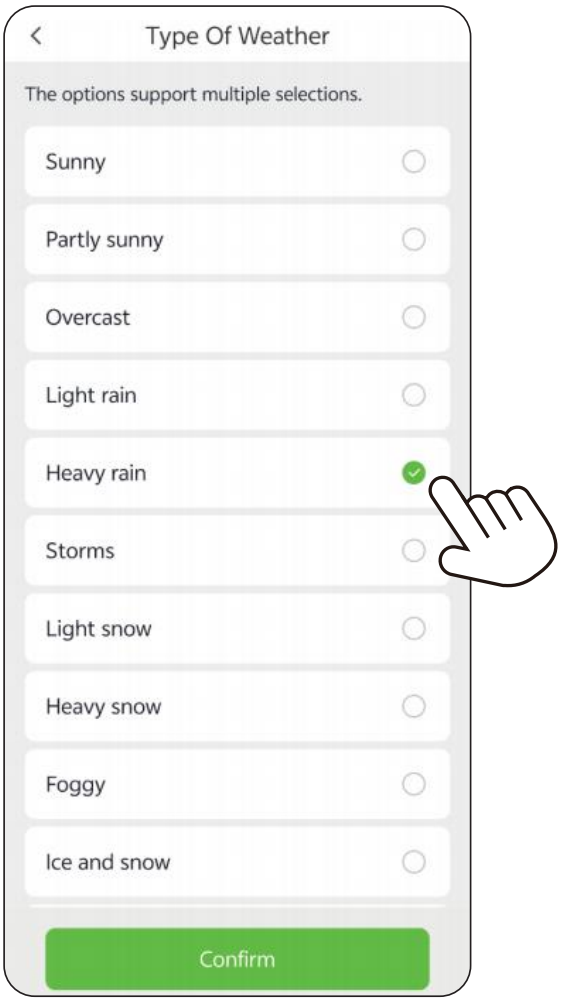




How to set automatic rain delay?

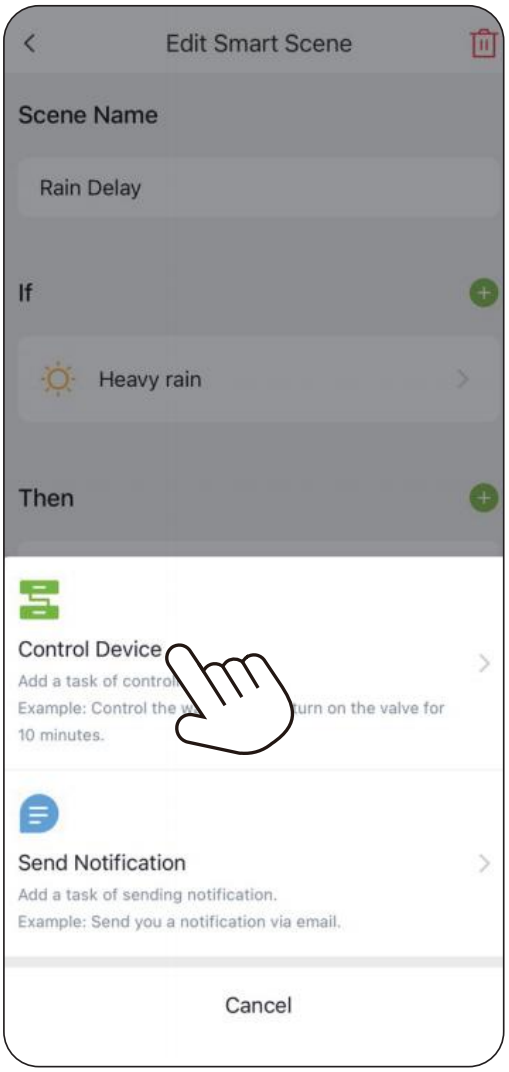
1) Tap **"Smart"** at the bottom of the APP home screen.
2) Tap **"Create Smart Scene"** or the **"+"** icon on the top right corner to add an automation task.
3) Tap **"Add Condition"**, then select **"Weather"** ; locate the city, select **"Type Of Weather"** and then select **"Heavy rain"**; tap **"Confirm"** to continue.

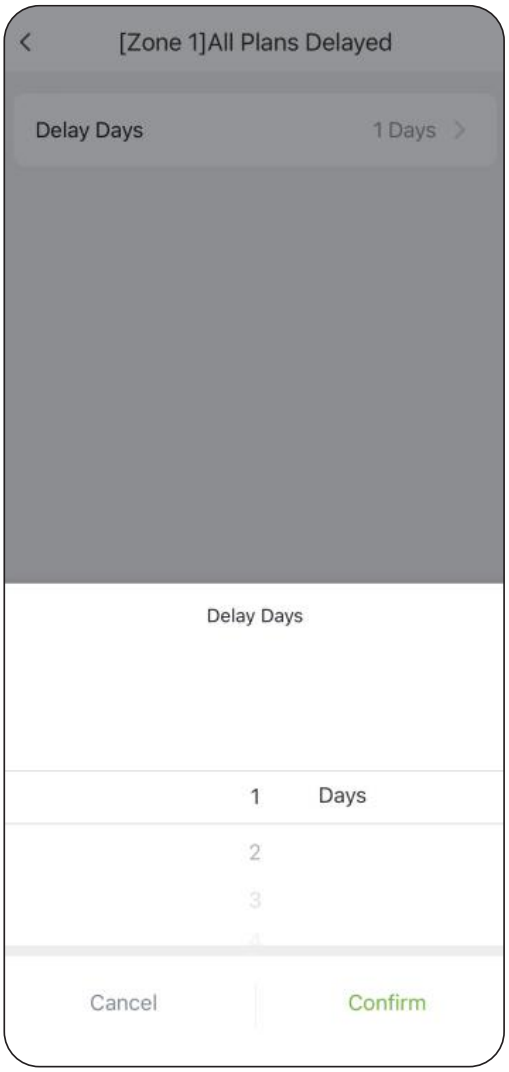




Note: Please accurately locate the city where your home is located. The APP will automatically obtain weather forecast data based on the city you locate. When the weather forecast turns to heavy rain, the conditions for execution will be triggered.

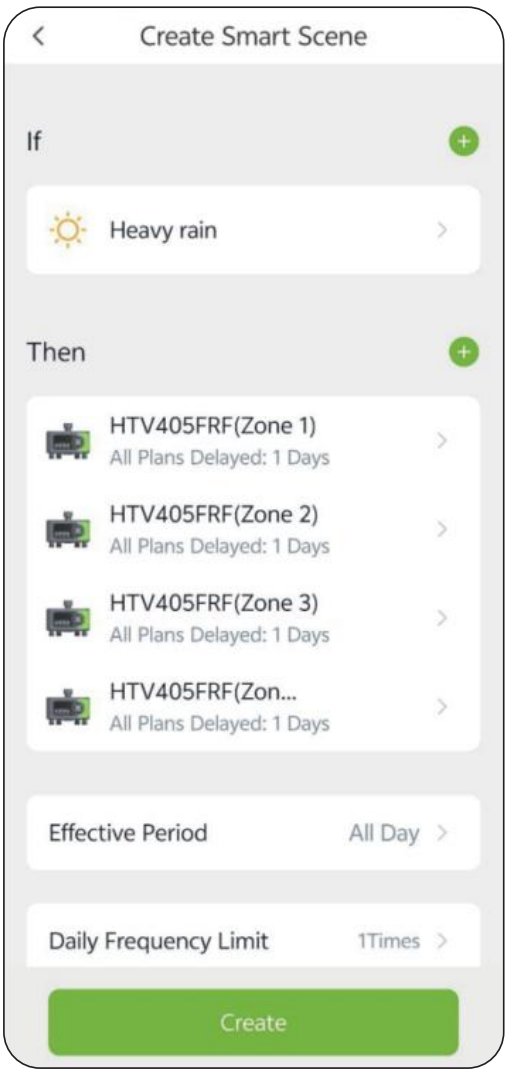
4) Tap **"Add Task"**, select **"Control Device"** to set up a task about the device operation.
5) Select **"HTV405FRF"**.
6) Tap **"All Plans Delayed"** of Zone 1 to set the delay days and tap **"Confirm"**; then tap the **"+"** icon on the right of **"Then"** to set the **"All Plans Delayed"** for the other zones.





Note: For the task performed by the device, select **"Control Device".**

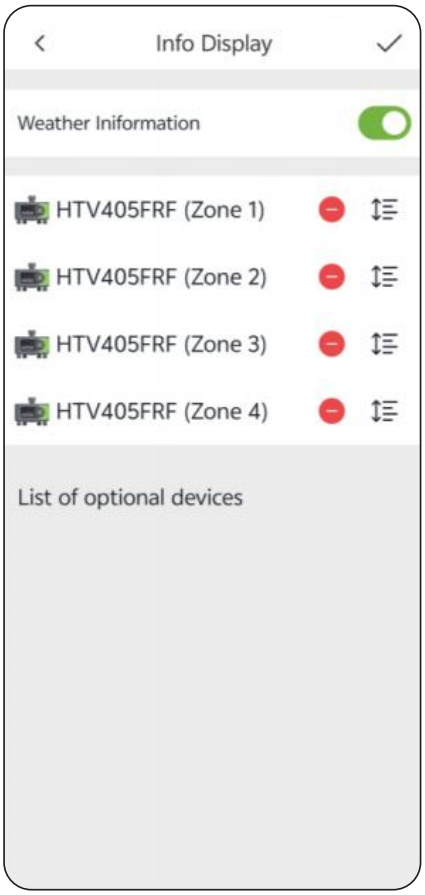
7) Check your execution conditions and tasks.
8) Tap **"Create"** and enter the name for the smart schedule to save your setting.



For example: The picture on the left shows that when the weather in New York is heavy rain, the 4 valves of the HTV405FRF WiFi irrigation timer will be automatically closed, and watering will be delayed for one day.

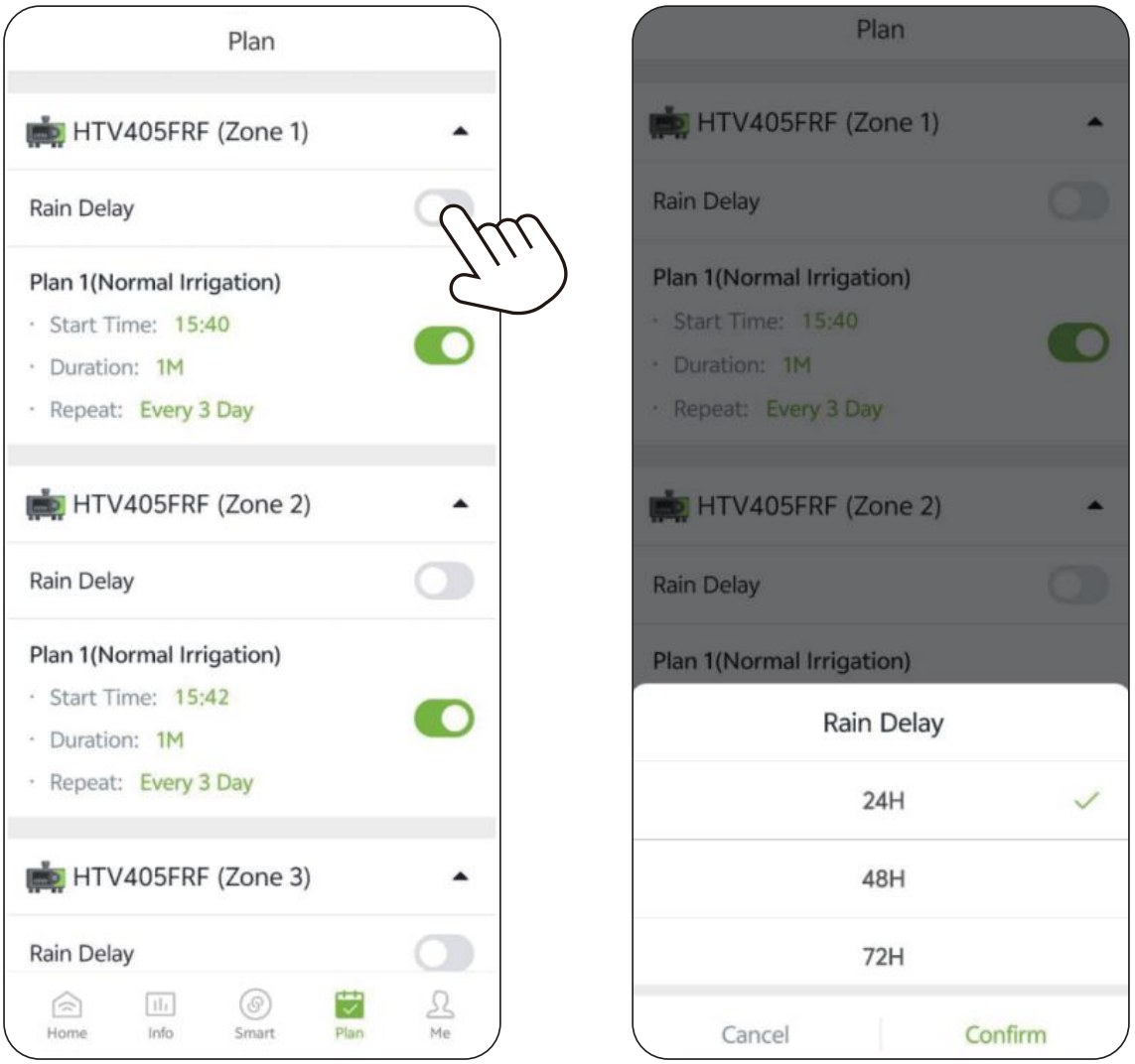
3.8 Weather Conditions & Devices' Next Plan Time

In the **Info** screen, you can check for the weather conditions, and next watering time of each valve of the timer. For the first time, you need to tap **"Get Location"** and then tap **"Save"** to save your location information, and the **Info** screen will display the weather conditions of the day, including temperature, humidity, rain forecast, wind direction and wind speed, as well as the next 7-days' weather conditions. You can also correct your location information as follows: **Me - HOME Management - My Home - Location - Get Location - Save.** The weather information can help you with decisions of whether to adjust your watering schedules according to the weather. Tap the icon on the top right corner of **Info** screen to turn on/off weather display, or add/delete valves' next plan time display of the devices.



3.9 Plan Overview & Setting

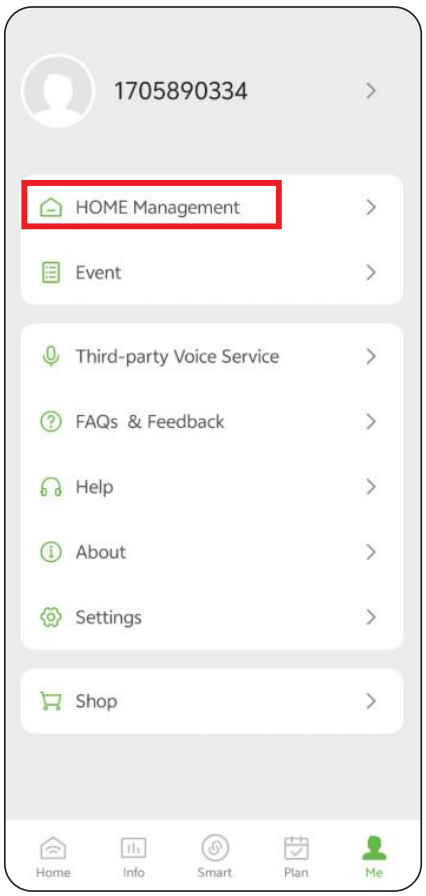
In the **Plan** screen, you can check the plan you set of all your connected devices and adjust each plan here conveniently. You can also set the **Rain Delay** by **24/48/72H** easily or turn off the **Rain Delay** schedule on this page.

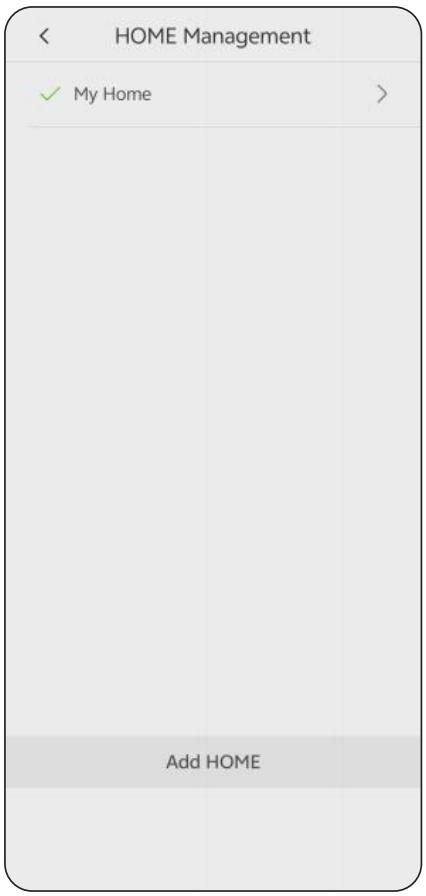


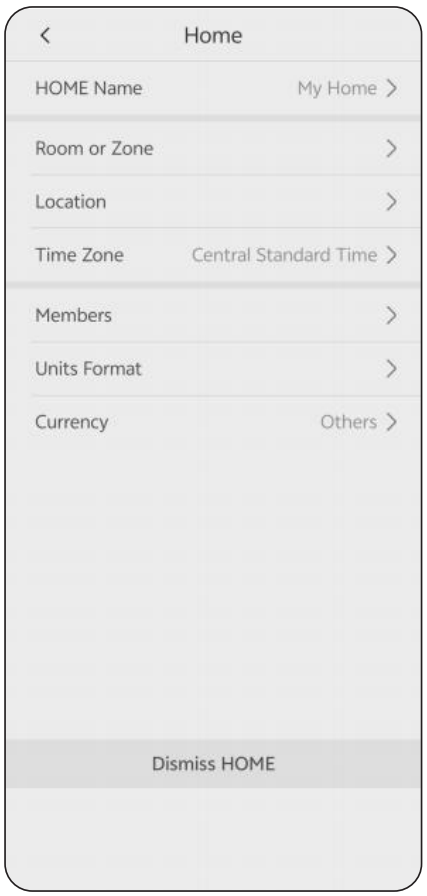
3.10 Home Management

Rainpoint supports adding family members and sharing your home device to achieve co-manage the home irrigation system with your family.

1) Tap **Me** at the bottom of the APP home screen.
2) Select **HOME Management.** You can set the current home or create a new home.
3) Set your **HOME Name, Room or Zone, Location, Time Zone, Members, Units Format** and **Currency.**



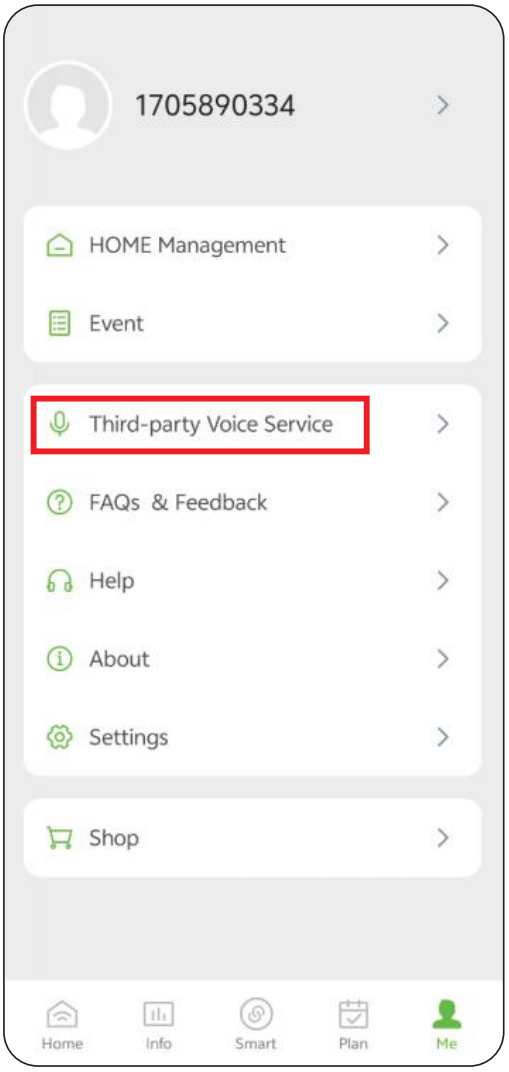


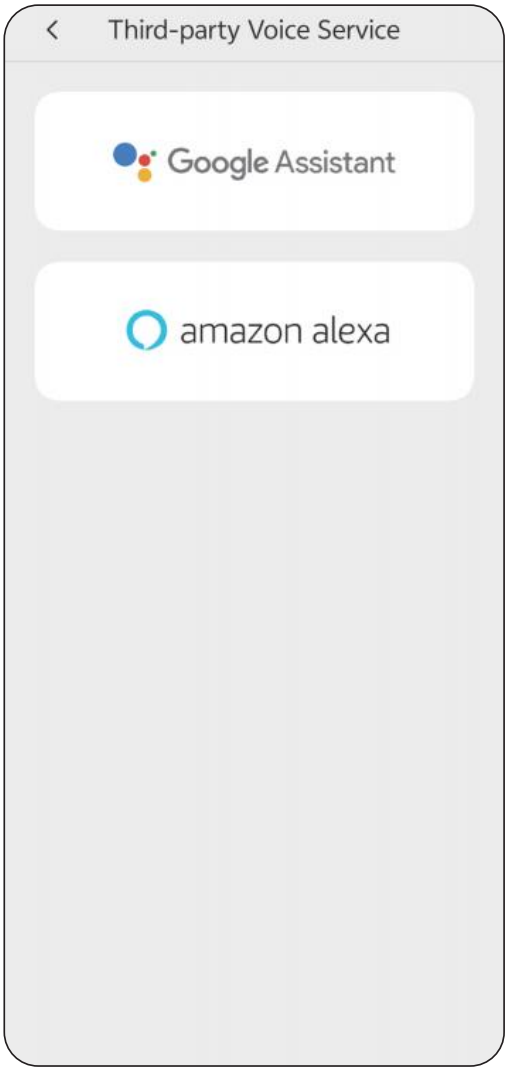


3.11 Google Assistant/Alexa Voice Control

How to get third-party control / voice control?

If you have a **Google Assistant** or **Amazon Alexa**, please tap "**Third-party Voice Service"** in **"Me"** page, and then tap **"Google Assistant"** or **"Amazon Alexa"** to check the operation guide to connect your WiFi water timer to the voice control device. After successfully connecting, you can control the WiFi water timer by voice.





HTV405FRF

* Please scan the QR code to check the video of how to connect your WiFi water timer to the voice control device.

NOTE: The WiFi water timer can only perform simple voice commands, such as **"turn on"** or **"turn off "** and the commands should be **English only**. If you have any questions or suggestions about this feature, please feel free to contact us.

4. RESET THE DEVICE

How to reset the WiFi Gateway?

Power on the gateway with the type C USB cable. Press and hold the button for 5 seconds until the BLUE LED light flashes quickly.

How to reset the WiFi timer?

Long press any zone button on the timer for about 5 seconds to enter pairing mode; red LED stays on for 2 seconds, then both white and red LEDs light up simultaneously for 2 seconds, followed by the red LED flashing quickly, indicating that it's reset successfully and ready for pairing.

5. THE MEANING OF LED LIGHT

The Meaning of the LED Light of the WiFi Gateway

1) **Power on:** Power indicator light is always on, WiFi connecting indicator light flashes once.
2) **Smart network pairing:** Power indicator light is always on, WiFi connecting indicator light blinks quickly.
3) **Network pairing successful:** Power indicator light is always on, WiFi connecting indicator light is always on.
4) **Network pairing failed (timeout in pairing mode):** Power indicator light is always on, WiFi connecting indicator light is off.
5) **Gateway disconnection (disconnected after successful pairing):** Power indicator light is always on, WiFi connecting light flashes slowly (attempting to connect to the network).

The Meaning of the LED Light of the WiFi Timer

1) **Power-on self-test indication:** White and red LEDs light up for 2 seconds each.
2) **Network connection indication:** Red LED flashes quickly (on for 0.2 seconds, off for 0.2 seconds in a loop); **successful pairing:** white light on for 2 seconds; **failed pairing:** red light on for 2 seconds.
3) **Enter pairing mode:** Long press any zone button on the timer for about 5 seconds to enter pairing mode; red LED stays on for 2 seconds, then both white and red LEDs light up simultaneously for 2 seconds, followed by the red LED flashing quickly to enter pairing mode.
4) **Normal irrigation mode:** White LED flashes once every 4 seconds.
5) **Interval irrigation mode:** White LED flashes twice every 4 seconds.
6) **Cycle & Soak mode:** When the valve is opened, the white LED flashes twice every 4 seconds; when the valve is closed (i.e., soaking), the white LED flashes once every 10 seconds.

7) **Low battery indication:** When in a low battery state, the red LED flashes once every 3 seconds, staying on for 0.1 seconds.

6. TROUBLESHOOTING

Troubleshooting Of the WiFi Gateway

ISSUE	POSSIBLE CAUSE	SOLUTION
The gateway cannot connect.	• Not using 2.4GHz WIFI. • Incorrect WIFI password entered. • The distance between the gateway and router is too far.	• Connect your phone to the 2.4GHz WiFi. • Confirm that the WiFi password has been entered correctly. • Move the gateway closer to the router when connecting.
Gateway is discon-nected or offline.	• The router is not functioning properly. • The router signal is unstable. • The gateway did not reconnect properly after a power outage.	• Please check if the router is functioning properly. • Check if the WiFi signal is unstable. If the distance between the gateway and router is too far, move the gateway closer to ensure a more stable connection. • If there was a power outage and then restored, ensure the router is operational; then follow the connection section of this manual to reconnect the gateway.
The gateway button is unrespon-sive.		Please contact our customer service department for assistance.

Troubleshooting Of the WiFi Timer

ISSUE	POSSIBLE CAUSE	SOLUTION
Unable to open the valve.	• Low battery. • Debris in the inlet. • Unstable network or response delay.	• Replace with new batteries. • Regularly clean the debris in the filter to avoid interference with use. • Wait a moment and try opening the valve again.
Timer cannot connect.	• WiFi network is unstable. • Too far from the gateway. • Timer is not in pairing mode.	• Please check whether the WiFi network environment is functioning properly. • When connecting to the irrigation timer, stay close to the gateway and router. • Re-pair the timer: press and hold the timer button until the red light flashes quickly, indicating pairing (or remove the device from the homepage and reconnect).
Not executing as scheduled.	• Impurities in the water have entered the filter. • Rain delay has been set. • In low power mode, the timer enters low power protection mode and does not execute the schedule.	• Impurities in the inlet need to be regularly cleared to prevent them from clogging and interfering with the irrigation program. • Check if the rain delay has been set. • Replace with new batteries.

7. STORAGE

The WiFi water timer should be stored indoors in a warm, dry place during the winter months when temperatures consistently drop near or below freezing.

1) Turn off the water faucet.
2) Disconnect hoses from timer outlets and disconnect timer from the faucet.
3) Press the zone buttons to open the valves to drain residual water from inside the timer. Gently blow into top inlet to clear additional remaining water, until no more water drains out.
4) Press the zone buttons again to close the valves.
5) Remove the batteries and recycle or discard them. (For next watering season, fresh batteries must be used.)
6) Loosely cover the inlet with a plastic plug, and outlets with plastic caps (available at hardware and garden stores), and/or place timer in a sealable plastic bag, to prevent bugs and other debris from entering the timer during storage.

8. LIMITED WARRANTY

We provide a 12-month limited warranty period for the original purchaser/user, which starts from the date of original purchase. The warranty covers any defect in material or workmanship. During the warranty period, we will fulfill its warranty obligations by repairing or replacing the parts or the entire unit covered by the warranty free of charge according to the actual situation.

However, the warranty does not apply to problems caused by: Normal wear and tear; Failure to follow the accompanying operating instructions; Products malfunction resulting from negligence, accident, improper use, maintenance or storage; Products that have been modified or repaired without authorization (including, but not limited to, modifications through the use of unauthorized parts or accessories).

If you contact us to register the warranty, we'll extend the warranty to 5 YEARS free of charge. To activate and extend the warranty to 5 years, please contact us for warranty registration upon receipt of the package.

9. CUSTOMER SERVICE

If you still have trouble with setup, please search for **"RainPoint"** on YouTube for installation videos!
If the user manual doesn't have what you're looking for or you need assistance, please contact us for help before returning the product to the store.

Our local professional customer service team guarantees hassle-free solutions within 24 hours on working days. If you have any problems with this product or during use, please do not hesitate to contact us, we will try our best to solve it and offer you satisfactory service including replacement or refund.

In order to serve you better, please remember to provide us with your order number, LOT NO. of your device and fault description of the product and contact us by:
US toll free: +1 833-381-5659 (Mon-Fri: 9:30 AM-5:30 PM PST)
DE toll free: +49 800-182-0576 (Mon-Fri: 9:00 AM-5:00 PM CET)
UK toll free: +44 800-808-5337 (Mon-Fri: 9:00 AM-5:00 PM CET)
Email: service@rainpointonline.com
WhatsApp: +1 626-780-5952

NOTE: Please note that the app may be updated or modified, which could result in changes to certain pages or names. For the most accurate information, please refer to the actual pages within the app. If you need assistance, please feel free to contact us.

FCC STATEMENT

(FCC ID: 2AWDBHTV145FRF+2AWDBHWG023)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1) This device may not cause harmful interference.
2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Warning: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

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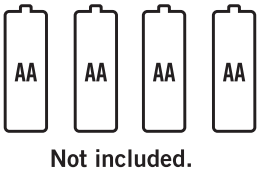
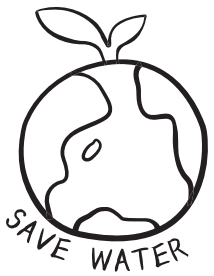


Scan the QR code to
get fast support

Need Help?

Please contact us

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