

Considering the Rachio Smart Hose Timer? These FAQs will help answer any pre-purchase questions you may have.

Please note: This presale product is expected to ship in mid-April 2023.

Hardware & Installation FAQ

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Calendar, Events, and Weather FAQ

Hardware & Installation FAQ

How do I install this device?

There are two components that need to be installed:

1. WiFi Hub: Plug into an outlet within range of your WiFi access point.
2. Valve: Connects to an outdoor spigot $\frac{3}{4}$ " MHT (Male Hose Thread) and then connects to a hose with a $\frac{3}{4}$ " FHT (Female Hose Thread).

How big is the Smart Hose Timer valve?

The valve measures 3" D x 1 $\frac{7}{8}$ " W x 6 $\frac{1}{2}$ " H.

How much clearance does it need?

We recommend having at least 8 inches of clearance around your outdoor faucet to accommodate both the valve and a hose. Keep in mind that each faucet and hose will be different, so taking some measurements prior to purchase is encouraged. See above for specific valve dimensions.

Does it leak?

The valve connectors are designed to protect against leaks through the combination of threading and gaskets. We recommend testing your spigot with another watering device to determine if there are existing issues before installing the valve.

What water pressure is the valve rated for?

We recommend 10 PSI - 100 PSI, but the valve has been tested up to 200 PSI.

Can I leave it outside all year long?

It depends on your weather conditions. The valve should not be left outside during freezing temperatures. The valve has moving parts inside that can be damaged from water expansion during a freeze.

The valve can withstand a minimum temperature of 33 degrees fahrenheit and a maximum temperature of 158 degrees fahrenheit. We recommend removing the valve and storing indoors during freezing temperatures.

How long do the batteries last?

The valve should last a full watering season. We cannot provide the exact time that the batteries will last as battery performance will vary based on a lot of factors like individual user usage, battery make/model, and temperature.

Does it come with batteries?

The two AA batteries needed to power the valve are not included in the box.

Is there a distance limit?

The valve should connect to the WiFi hub up to 200ft away with no obstructions between the valve and the hub.

What size fitting is needed to connect a hose to the valve?

The Rachio Smart Hose Timer is compatible with 3/4" Hose fittings (3/4" MHT - Male Hose Thread and 3/4" FHT - Female Hose Thread) on both sides of the device.

Does the valve connect directly to my WiFi?

The valve uses Bluetooth to communicate with the WiFi hub, and the WiFi Hub communicates to your WiFi router or access point via 2.4 GHz WiFi.

Does it connect to 5GHZ?

No, it only connects to 2.4GHz.

Is the valve compatible with hose faucets that have a backflow preventer or vacuum breaker?

Yes, however you may need to flip the mesh screen contained within the valve's female connector to face the opposite direction .

Does the valve incorporate a vacuum breaker to prevent backflow scenarios?

No. Backflow preventers and vacuum breakers can be purchased from a local hardware store and are relatively cheap and easy to install.

How do I use my outdoor faucet for anything else once I've attached the Smart Hose Timer? (E.g washing my car) Will I need to unscrew it? Do I need a splitter?

Getting a splitter would be the most convenient way to continue using your spigot for other uses.

What's the Warranty?

The Rachio Smart Hose Timer Valve comes with a 1-year warranty, while the Wi-Fi hub is covered by a 2-year warranty. You can view more details about our Warranty Policy at [Rachio.com/Warranty](https://support.rachio.com/en_us/smart-hose-timer-faq-HyFda8Q5i?_ga=2.50761001.1824561636.1680060853-2001500759.1679941640)

Software FAQ

Can I choose when it waters?

Yes. With Rachio's Programs you can set the day and time that the valve opens and the duration that the valve remains open before closing.

What are my program options?

There are multiple ways to set up a Program:

- The first is 'By day of week'. You select the days (Sunday-Saturday) that you want the valve to run. After selecting the days, you can program the start time and duration. A Program can have multiple start times.
- The second is 'By daily interval'. You can set the watering interval from every day up to every twenty one days.

Will it skip when it rains?

Yes! The Rachio Smart Hose Timer will be released with a Rain Skip feature and we are looking to expand the Rachio Smart Hose Timer weather intelligence capabilities.

Do I need an app?

Yes, the [Rachio App](#) is free and supports both iOS and Android.

Does it work with HomeKit, Google Home and Alexa?

There are currently no integrations that been announced.

Will it notify me if something goes wrong?

Push notifications are planned for released later in 2023.

Will it notify me if the batteries are dead?

Yes. You will receive in-app indicators that your batteries are dead or that the valve has lost its wireless connection.

Does it require WiFi?

Yes, valve needs to communicate with the Hub and the Hub requires WiFi.

Will this recommend programs?

No, Programming is completely left up to the user's discretion.

Can I run it directly from the device?

Yes! You can run the valve manually using the button located on the front of the valve. The manual run duration is set to the default duration, which you can configure in the app.

Can you set certain days to water? We have watering restrictions. We can only water on Tuesday, Thursday & Saturday. Will this timer do those days?

Yes. You can set a Program to water on any day (days) of the week and the watering days can be edited at any time.

Can I pause or stop a run?

It is not possible to pause a run and resume it later, however you can STOP a run.

What happens if I accidentally set up two or more Programs that overlap?

Whenever a program is set to begin, it will override any currently running programs and run for its scheduled duration.

Does the valve have a flow meter?

Yes. The valve has a flow meter which will check to ensure flow is present, and notify you no flow is detected. We have not made any announcements regarding the implementation of real time flow monitoring at this time.

Calendar, Events, and Weather FAQ

Can I see upcoming programmed valve runs?

Yes! We understand that it can be important to know when your valve will be running. You can see the upcoming valve runs by viewing the Events screen in the “Upcoming” section.

Can I change upcoming programmed runs?

Yes! If you would like to make edits to an upcoming program (e.g., start time or duration) you can tap on the program editor using the event card.

Can I see when a valve has run and how it was run?

Yes! Valve runs that have occurred will be displayed as past events including the type of valve run (e.g., program run, Quick Run, button run).

What precipitation data will be used to determine a Rain Skip?

You will have the option to use a single weather station or our Weather Intelligence Network, whichever you prefer.

Can I see how weather affects my programmed run?

You will not only be able to see if a past run was affected by Weather Intelligence, but you will also see if upcoming runs will be affected - up to 14 days! Keep in mind that weather forecasts are subject to change.

Can I check if each of my runs actually occurred?

You will be able to see if any runs have been affected by Weather Intelligence, and the runs that will be affected by weather intelligence - upcoming weather events are forecasted up to 14 days.

Can I see when each of my runs are scheduled?

You will be able to see the date, time and duration for each programmed valve run for the next 90 days.

Can I skip or modify any of my runs?

You can skip any run up to 7 days in the future.

Can I cancel a skip if I decide that I want it to run?

Yes. After skipping a run, you will have the option to cancel the skip.

How do I modify a scheduled run?

You can reach the program editor by tapping on the event. This works for both upcoming and past runs.

Does weather affect all of my runs?

The Rain Skip threshold is applied to all Programs on a valve.

Will I be notified of a Program run through a push notification?

We plan on releasing push notifications later in 2023.