FAQ

SET-UP

How do I pair my timer into Hubspace?

The timer has a QR code included on the back left side of the timer that can be easily scanned. Download the Hubspace app, then scan the QR code from within the Hubspace app to make the connection. Once scanned, a message will pop up telling you that your timer is being added to your Hubspace app.

Do I need to pair my gateway?

Yes, your gateway also needs to be paired within the Hubspace app, it also comes with a QR code that is easily scanned. Open your Hubspace app and scan the QR code that is on the Quick start guide. Once scanned, a message will pop up telling you that your gateway is being added to your Hubspace app. The app will also give you a message that a Wi-Fi gateway needs to be paired to use with Wi-Fi functionality.

What Mobile Devices are supported?

Android and Apple devices are supported for this timer.

TECH

Can I use Alexa and Google voice activation?

Yes, both Alexa and Google voice activations are available on the timer for simplicity and ease of use.

Can I program or change a schedule from anywhere?

Yes, you can program from your smartphone within the app to change a schedule, start watering, stop watering, or activate rain delay on the go.

How long can I set rain delay for?

Both spigots can have rain delay set for between 1 and 15 days.

Will my schedule resume after rain delay is over?

Yes, your preset schedule will resume at its next programmed time after your rain delay feature has finished.

How many schedules can I program? Is it unlimited?

The timer will allow you to program up to 35 watering schedules per spigot for complete watering customization. It is not unlimited but does allow many programs to be scheduled.

Will my schedules return if I remove the batteries?

Yes, all schedules as well as the date/time should reconnect once the timer reconnects to the cloud via the Hubspace app.

GENERAL QUESTIONS / TROUBLESHOOTING

What kind of warranty is provided?

1 year warranty on the gateway and a 4-year limited warranty on the timer.

Can I use my timer manually if needed?

Yes, you can directly press the manual buttons on the front of the timer or enter manual mode through the operation settings within the Hubspace app. Please refer to the instruction manual for manual button operation instructions.

Can I leave my timer outside during winter?

It is not recommended to leave the timer outside during cold seasonal weather. Instead, the timer should be drained of water, batteries removed and stored for the next season.

What do the different blinking LED lights on the timer mean?

Trigger	Color	Description
Button push (Open)	Green light, slow blink	Indicates active watering
Low battery	Red light, slow blink	Indicates low battery
Button push (Closed)	Off	Not watering
Button push (Low battery)	Red light, quick blink, 5 seconds	If the spigot is open, try to close it. If closed, do nothing.
Long push of both buttons to go into setup mode	Green light, blink, 10 seconds.	Indicates the device is in setup mode. Canceled when added to an account or timeout after 5 minutes.

Can I use my gateway outside?

No, it is not recommended to use the gateway outside, it is for INDOOR use only.

Can I use my timer inside?

No, this timer is for outdoor use only. Do not connect the timer to an indoor faucet.

My timer does not water or does not come on at the desired time - how can I fix this?

Check that the faucet is on, check if the clock is set to the correct time including AM and PM, check if batteries are low, check what spigot (left or right) is programmed, check if rain delay is set, check if start time is set to the desired time (AM OR PM).

My water won't turn off - how can I fix this?

Check if the watering duration is set to the desired time, check if manual mode is on.

Will my device overflow if the batteries are low?

You will be alerted in the app that the batteries are low, the timer will automatically close the valves for safety. In the event of complete power loss (battery removal or crash) the timer will close the spigots.

Can I use both spigots at the same time?

For optimal use, it's recommended that the spigots be used on separate watering schedules. Water flow will decrease when both sides are used at the same time. For best water pressure, use the spigots at different times from one another.

Can I use a Y connector to my dual spigot timer?

Do not use Y connector valves as this will decrease flow and pressure and is not optimal for watering.