

Alex-Tronix Service Bulletin No. 7, Rev 0, as of 8-01-2003

Controller: Smart Alex I, Smart Alex II, Smart One Programmer.

Issue: Controller does not appear to be functioning correctly.

Controller appears to be operating, but valves do not operate. Unit is programmed properly.

Okay folks, let's have another an F.A.Q. session on our valve box controllers...I'll ask the questions...

Q1) **Is this a new system? if no move on to Q2; if yes then:**

Controller:

- a) **Are you using latching solenoids? YOU SHOULD BE.** The Smart Alex only drives *latching* type solenoids. We recommend using Baccara solenoids sold by Alex-Tronix.
- b) **Have you checked for shorts or opens on the outputs?** The easiest way to do this is to visually inspect the solenoid wiring. All negative leads should be tied to the **black** common wire. All positive leads should be connected to the **red** station wires.
- c) **Is any or all latching solenoids wired in reverse?** If solenoids are doing the opposite of what they are supposed to do, then check the polarity.
- d) **Does your valve require an adapter between the solenoid and valve?** Check the Alex-Tronix compatibility chart to see if you need an adapter or a special O-ring to allow our Baccara solenoid operate your valve. Adapters are readily available from Alex-Tronix. *If you hear the solenoid latch and relase but there is no water flow, you probably have an incompatibility problem.*
- e) **Is the rain switch wire loop broken?** If you are not using a rain switch, the white looped wire must be intact. If it is cut and not connected to a rain switch, the controller will not latch any solenoids.
- f) **Did you accidentally send down an incorrect program to the controller?** Make sure you did not pull out the wrong schedule (1 through 4) from within the programmer and send that one down instead. See user manual for more detail. *The time on the programmer and controller must match each other after downloading a program;* if not, then the controller will start at some other time.
- g) **Are you leaving the programmer or mini-smart on the controller longer than 30 seconds?** Remember, if the controller or mini-smart magnet is left on the valve box for more than thirty seconds without you doing anything else, it will start a test cycle on its own. You may think something funny is going on, but that's how it works! The way to



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not let that happen is to remove the programmer off from the valve box any time you fetch, store, etc.

h) **Are you getting NOT TRANSFERRED errors?** Make sure you place the programmer directly over the controllers mounting screw when sending information down to the controller; there is a recessed area under the programmer, this should be placed over the controllers mounting screw head.

Q2) System has been operating fine, but now not working.

a) **Is the battery pack (SA1) or battery (SA2) run down?** Check the count by setting the FUNCTION SELECTOR knob to “Rain delay & Count” If the count is above 10,000 then we suggest that the battery pack or battery be replaced, although the controller may continue to operate. The best way to test the battery pack or battery are replace the pack with a known good one.

b) **All valves not working? or some?** If any wires are suspected broken, run test Q1-B. You can also trade station wires with each other to see if the valve in question begins to operate. If so, send in controller for service.

c) **Is valve or main water line okay?** Check this by manually operating valve (at valve not controller). Loosening solenoid will achieve this. If main water pressured up okay-- Suspect valve.

Questions??? Tech Support: Aram Tokatian 888-224-7630

