

## TROUBLESHOOTING

### Q. The display is showing dashes (----)

A1. This indicates the devices are not paired.

1. On the transmitter, insert a pin into the reset button under the battery cover and hold until a new ID appears.
2. Ensure the channel is set to 1 on both the transmitter and the display.
3. Input the new ID into the display within 15 minutes.
4. Within a few minutes the devices should be paired and the display should have a 0.00 reading.
5. If the devices do not pair in a few minutes repeat steps 1-3.

A2. The display may be too far from the transmitter. Check the signal indicator and try moving the transmitter closer to the display.

A3. The transmitter may be faulty

If the transmitter and display don't pair after following the steps above, the transmitter may be faulty. Return the display and transmitter for testing. Install a new unit.

### Q. The display is showing very high readings

A1. The most common cause of high readings is light interference.

1. Ensure the mounting bracket edges have been taped on Landis + Gyr meters.
2. If the meter box does not seal out the light properly, use the tape provided to seal the light from the sensor.
3. If required, ask the customer to seal light out of their meter box to ensure accurate readings.

A2. The imp rate may be set too low for the meter.

1. Check the imp of the meter. This is in your installation manual, and often displayed on the meter itself.
2. Enter the correct imp into the display.

### Q. Monitor is reading 0.00 or low readings during the day

A. Customer may have solar power and is not consuming energy from the grid when they are producing enough solar.

### Q. The display is showing very low readings and the customer does not have solar

A. The imp may be set too high for the meter.

1. Check the imp of the meter. This is in your installation manual, and often displayed on the meter itself.
2. Enter the correct imp into the display.

### Q. The monitor or transmitter have blank screens

A. The batteries may not be inserted correctly. Remove the batteries and insert correctly.

### Q. The time/date is wrong and won't allow changes

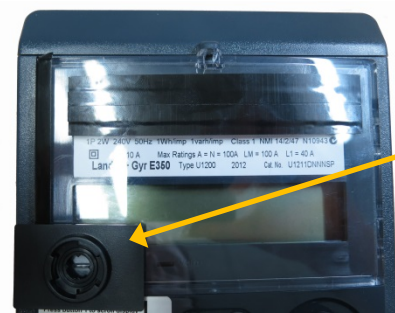
A. The monitor won't allow you to go back in time without first clearing the history. Hold the Clear Mem button for 5 seconds to clear the memory. Hold Menu Set to enter the setup and change the time/date.

## Landis + Gyr E350



### STEP 1

Seal along the edge of the screen with the tape provided, ensuring the side is covered.



### STEP 2

Attach the rectangular mounting plate over the Wh LED light.



### STEP 3

Seal along the top and right edge of the mounting plate using the tape provided.



### STEP 4

Attach the sensor to the mounting plate.