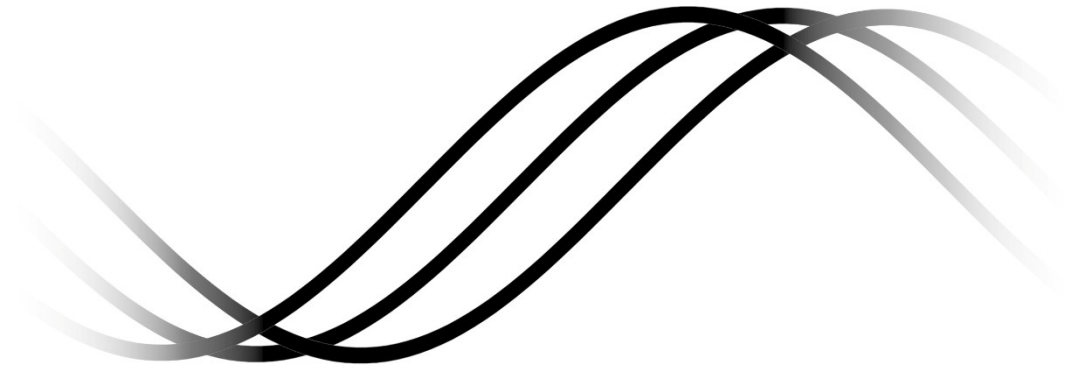




phisaver

Maintenance and Warranty

Summary

*Details of the PhiSaver energy
monitoring system's maintenance
requirements and warranty details.*



Document Information

Title	Maintenance and Warranty
Revision	A
Revision Date	20 February 2024
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Revision Information

Revision	Date	Description
A	17 Jan 2024	Initial Issue

Prepared By

Brett Beeson, a professional building services engineer with 20 years of experience.

Brett's qualifications include RPEQ, Bachelor of Engineering (Hons), Bachelor of Computer Science.



1 Overview

PhiSaver energy monitor consists of a hardware component, installed at the switchboard, and a software component in the cloud.

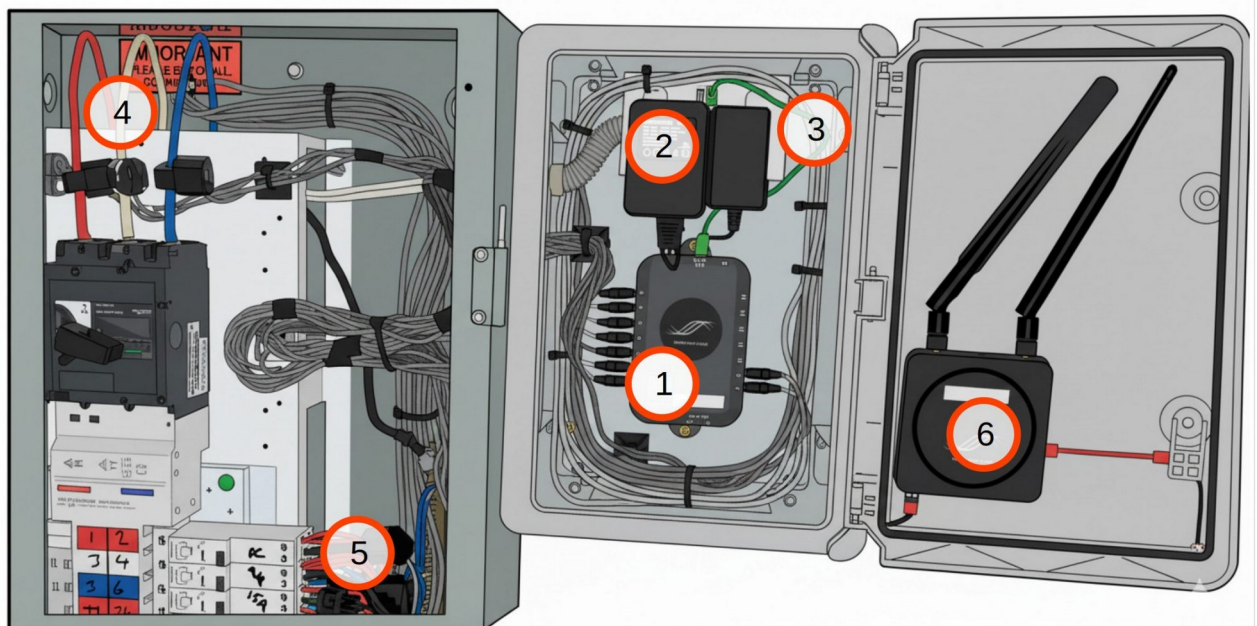
There is minimal maintenance required for the hardware.

This document provides some troubleshooting details and advice on where to go next if you have problems.

2 Maintenance

A typical setup is shown below with the key components

1. PhiSaver Unit (IotaWatt)
2. 9V voltage reference in GPO
3. USB power cable from GPO
4. CT (Current Transformer) sensors on switchboard submains
5. CT sensors on switchboard circuits
6. 4G Modem with power from GPO



No regular maintenance is required, but if something is not right, refer to these components in the troubleshooting section.



3 Troubleshooting

IotaWatt Light Not Green

- **Dull Green Glow** — device is up and running normally.
- **Dull Red Glow** — device is running, but WiFi is down or real-time clock isn't set.
- **Red-Green-Green** — trouble connecting to WiFi; likely needs WiFi reconfiguration.
- **Red-Green-Red** — corrupted data log detected; it's scanning and may delete/repair it.
- **Red-Red-Green** — configured WiFi network unavailable and RTC not running.
- **Green-Red-Red** — SD card access problem (e.g. card not seated or failed).
- **Red-Red-Red** — "panic mode" — a serious/fatal startup fault.
- **Continuous Red-Green-Red-Green ...** (alternating) — downloading/installing new firmware. Wait!

IotaWatt Wifi Error (Red-Green-Green)

WiFi connection is by far the most common problem.

If you are connect to your local wifi (i.e. no 4G modem, see "changing Wifi").

If you have a 4G modem (#6), check the status lights (they should all be green)

IotaWatt Off

Check the USB cable. Try a different cable or power supply to narrow it down.

All Readings Missing

If you're not getting *any* readings on the portal, but the hardware looks good, check the 9VAC transformer and any cables. Check it's pushed in. Check it's reading 9-15VAC.

Missing Values (all)

If you're getting readings but some are zero:

- The circuit really is off, or
- The CT (sensor) is unclipped from the wire, or
- The jack is not plugged into the IotaWatt properly



4 Warranty

PhiSaver hardware is warranted by PhiSaver Pty Ltd against defects in materials and workmanship under normal use for a period of **12 months** from the date of original purchase.

During this period, we will repair or replace (at our discretion) any product or component found to be faulty due to manufacturing defects, free of charge.

What is Not Covered

This warranty does not cover:

- Damage caused by misuse, abuse, accident, modification, incorrect installation, or environmental conditions (e.g. water ingress, power surge).
- Normal wear and tear.
- Consumable parts such as cables, fuses, or accessories.
- Costs of removal, reinstallation, or freight unless agreed in advance.

How to Make a Claim

To make a warranty claim, contact us at phisaver.com with a description of the fault.

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and to compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.