



First Steps Fault Finding Guide 3

This document provides support to installers to trace and resolve issues at the installation stage or during service. Symptoms covered in this document are:

- *Lost Signal to Sender.*

Check the Range Between Solar iBoost & the Sender. Pay attention to:

1. The condition of the batteries in the Sender.
2. The distance between the devices should be no more than 30m in a building.
3. The strength of the signal may be diminished or blocked by significant objects eg immersion tank, thick walls, metallic screens, basement floors etc.
4. Other devices using radio frequency may cause interference with the signal. Put some distance between other devices and the sender and the problem is likely to be removed.



Establish a Pairing Between Solar iBoost & the Sender.

1. With the Sender in hand and batteries fitted stand about 1-2 metres away from the Solar iBoost. If there is no fault a pairing will be established automatically.
2. If necessary you may need to manually pair the devices by pressing and holding button "B" on Solar iBoost until it displays *Pairing with Sender*.
3. Press and hold the button on the Sender until the screen displays *Pairing Successful* or *Pairing Failed*. This may take up to 10-15 seconds. Repeat if necessary.
4. With the pairing established walk the Sender unit back toward the mounting location (utility meter). Pause at incremental distances and check the display to see if the signal remains. This will enable an approximate distance to be established for the signal strength at the property to be worked within.
5. If required contact your supplier for information on extensions available for the Sender to reduce the distance and improve the signal or guidance on locating the Solar iBoost nearer the consumer unit.

