



SERVING YOU
In So Many Ways

HYDRUS ULTRASONIC WATER METER



National Water Commission

Firstly, lets get to know your new water meter

Your new digital water meter; provides accurate readings and alarms for possible leaks.

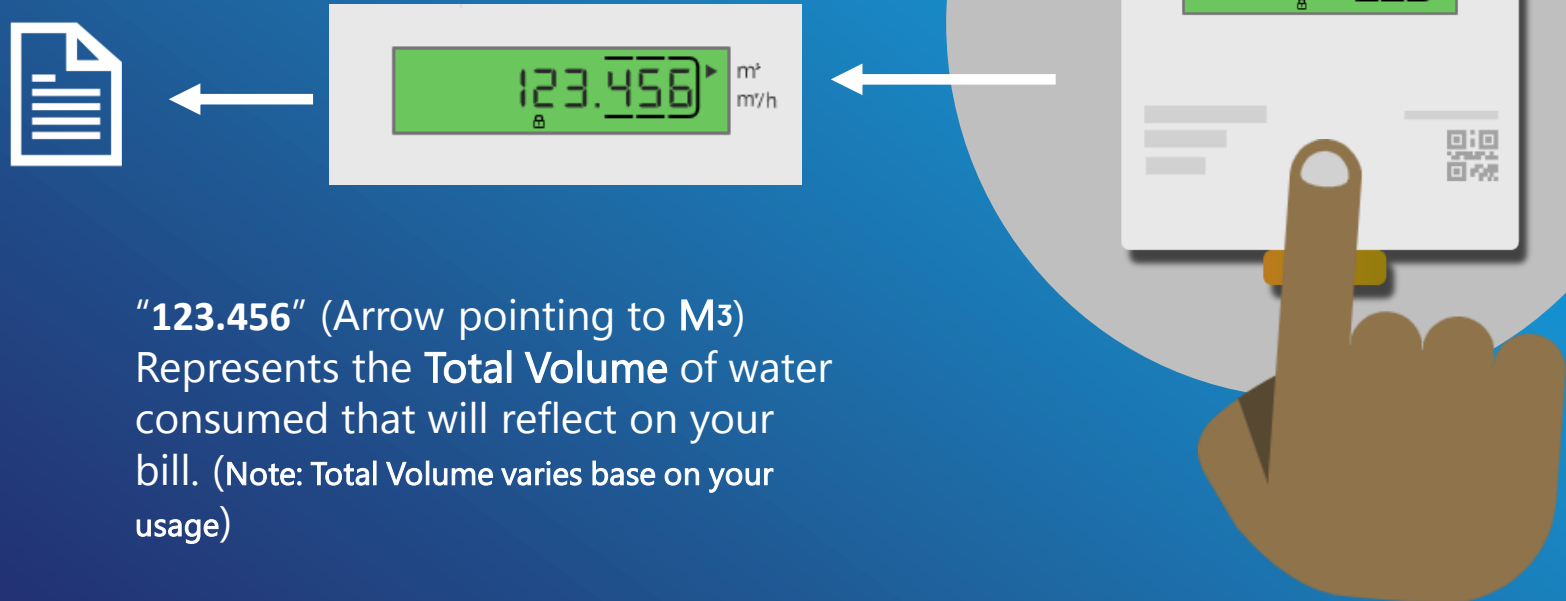
IMPORTANT THINGS TO KNOW

- 1 M^3 near the meter display represents “Cubic Metre”
- 2 M^3 /h near the meter display represents “Cubic Metres per hour”
- 3 This is your optical button to change screens on the meter.



How to read your NWC water meter (Total Volume)

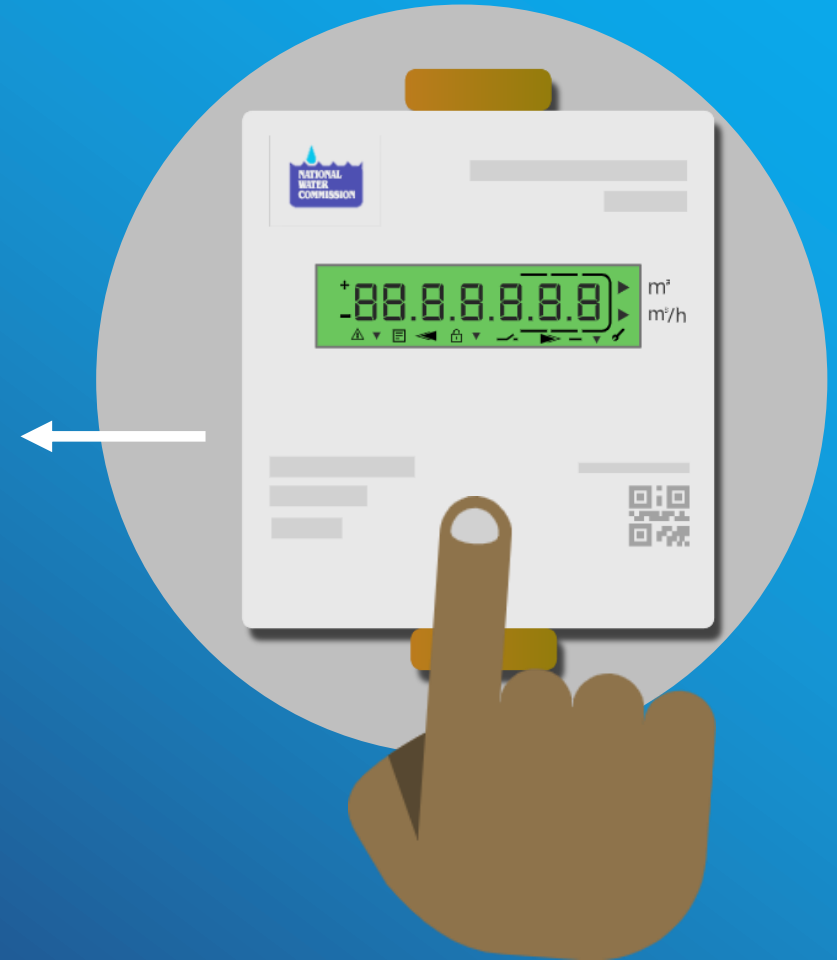
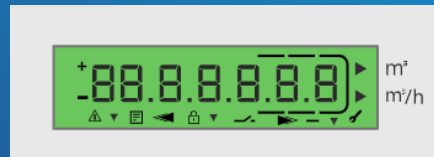
After opening the lid of your meter, use the button to tap through display. Each selection provides a different display of information in loops.



"123.456" (Arrow pointing to M³)
Represents the **Total Volume** of water consumed that will reflect on your bill. (Note: Total Volume varies base on your usage)

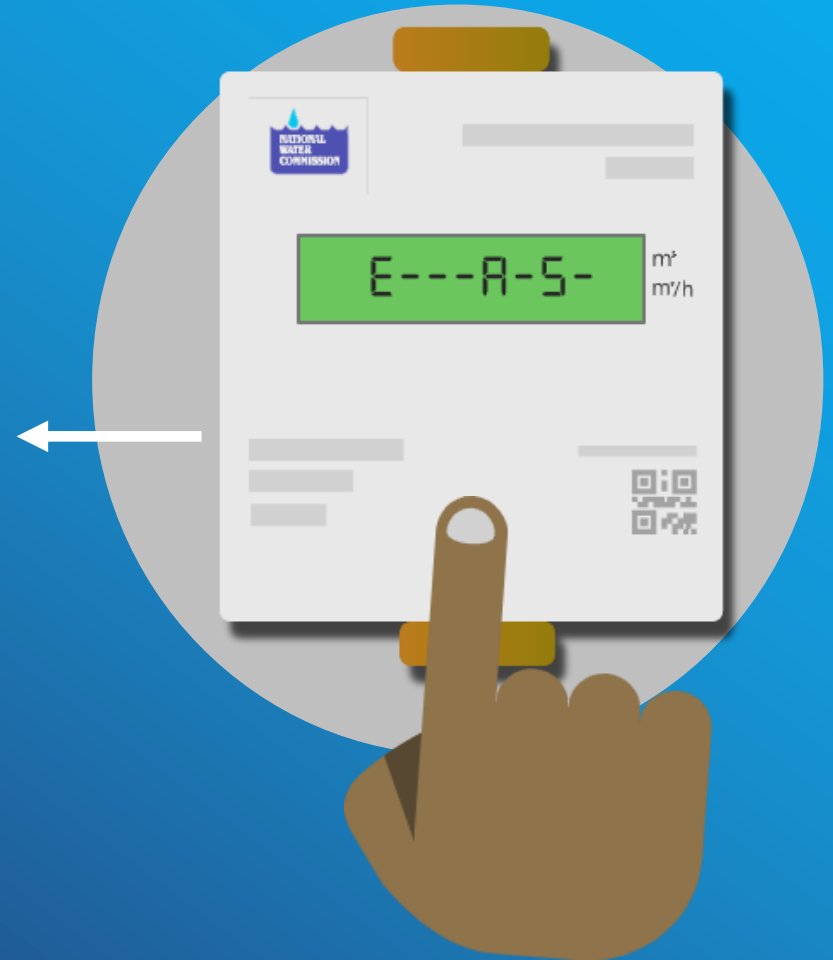
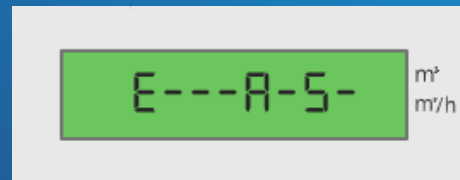
How to read your NWC water meter (Display Test)

While navigating through the display, a display test will be presented. The display will turn ON and OFF (you may need to Press to continue as this is normal)



How to read your NWC water meter (Current Alarms)

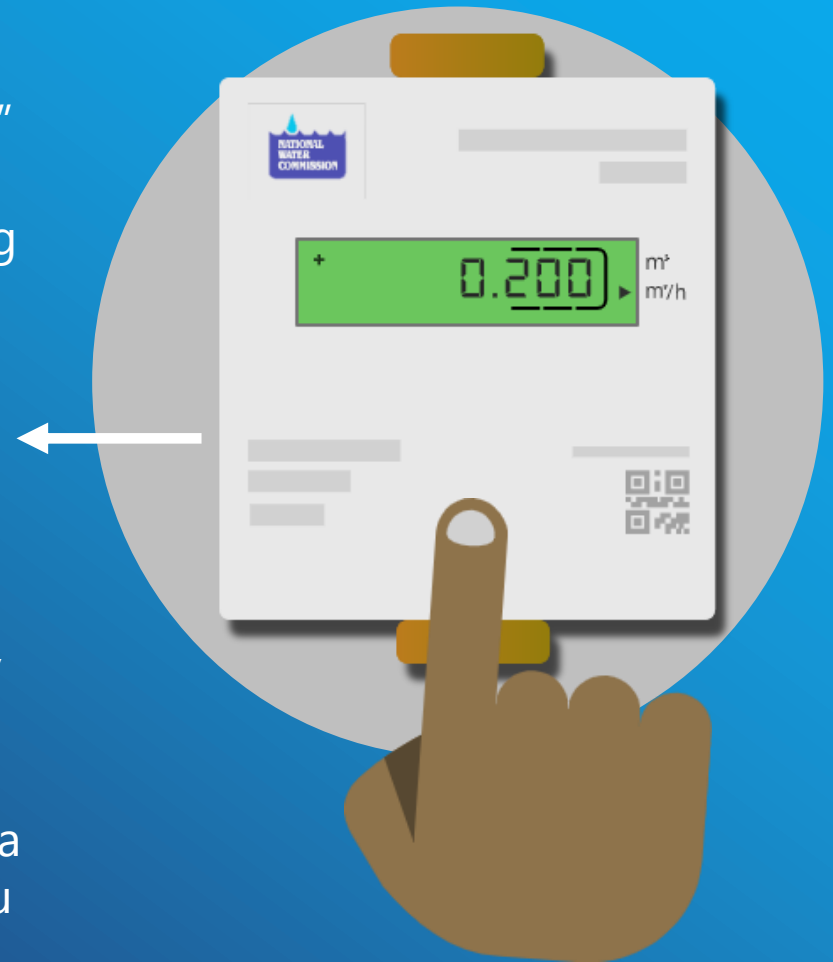
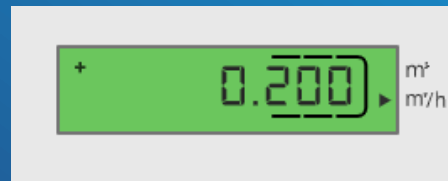
While navigating through the display, you'll then notice this screen "E---X-X-" which is your **Current Alarms** that provides basic warning codes ex. "A-5"



Each error code has a meaning Ex. "A-5" indicates "**Leakage Alarm**" which means water is leaking somewhere on your property or in the home.
(See Page 9 for error codes)

How to read your NWC water meter (Current Flow)

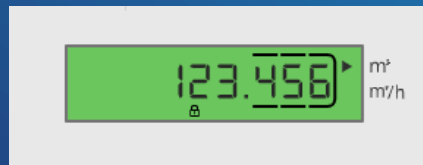
While navigating through the display, the Current Flow screen will be shown with “+” Icon along with current flow reading recorded as ex. “0.200” with arrow pointing to “M³ /h”



You can also know if there is a leakage by ensuring all valves in the home are turned/locked off and returning to this screen to see the current flow of water. If a number still continues to record, then you may have a leak.

How to read your NWC water meter (Due Date)

While navigating through the display, the Due Date screen will be presented as "DD.MM.YY" and will alternate between your Total Volume and Due Date Screen.



Total Volume

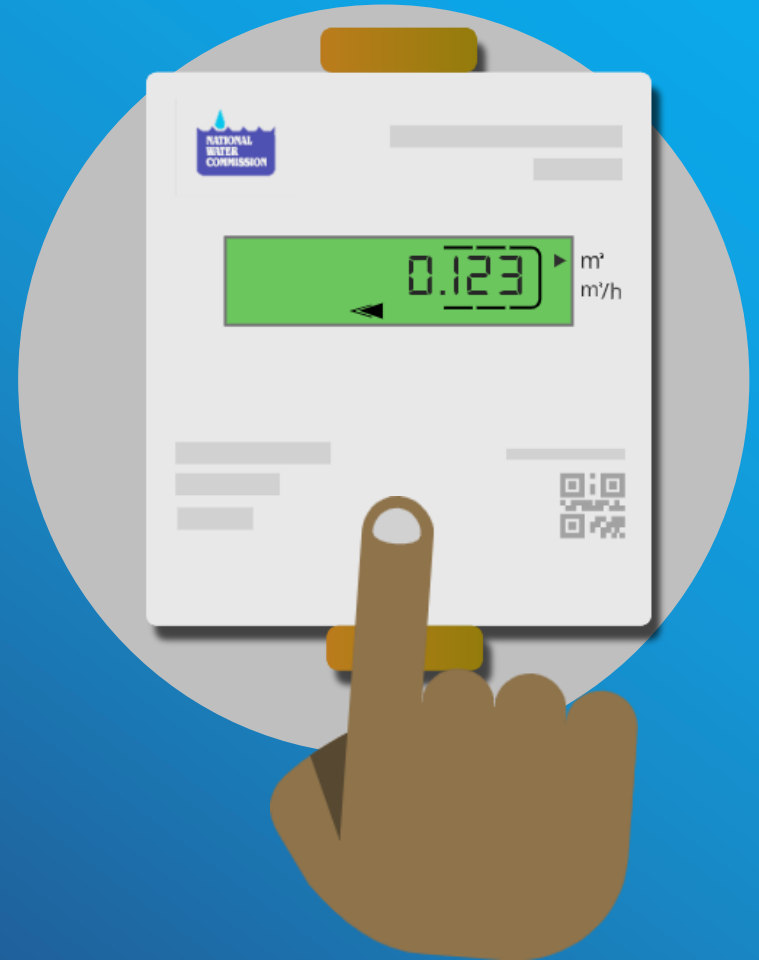


Due Date



How to read your NWC water meter (Reverse Flow)

While navigating through the display, the **Reverse Flow** screen will be displayed. This measure the backwards flow of water through the meter network.



How to read your NWC water meter (Other Screens)

While navigating through the display, you'll see the **Software Version** being used by your digital water meter. Plus the remaining battery life Shown as "**bAtt**" or "**BATT**" that is tracked by NWC.

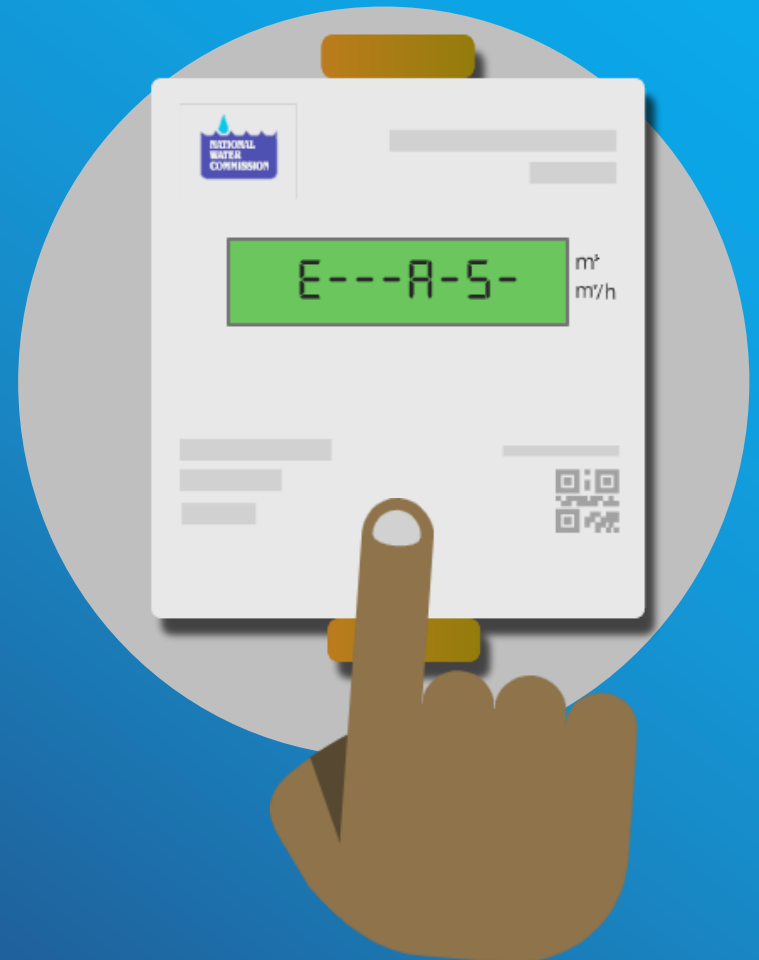


Useful Information (Error Codes)

Understanding the error codes that might be presented at the Current Alarm Screen

Error code	Description
C1	Basic parameter error in flash or RAM - Meter must be replaced The meter must be replaced.
E1	Temperature measurement error (temp. outside range, sensor short-circuit, sensor break) Replace meter if sensor short-circuit or sensor break
E4	Hardware error, faulty ultrasonic transducer or short-circuit in ultrasonic transducer The meter must be replaced.
E5	Too frequent reading (no communication possible for short time)
E7*	No meaningful ultrasonic signal, air in the measuring path

Alarm messages	Description
A1	Reverse flow
A3	no consumption
A4	Fault / failure of ultrasonic or temperature measurement
A5	Leakage alarm
A6	Low temperatures (below 3°C)
A7*	Air in the measuring path, no volume measurement
A9	Low battery



Useful Information (Continue)

Important to note:



Combinations of error and alarm messages can occur simultaneously, e.g. E-7-A-1, corresponds to E7 and A1.

What to do if there is an issue or question!

Check for any household leaks (keep in mind for household or property leaks – contact your plumber. If no leaks are found and still getting **A-5** error code call us @ **888-CALL-NWC (888-225-5692)** or chat with us via nwcjamaica.com

Thank You!