

Metron Meter & Gateway Troubleshooting						
	Step 1	Question 1	Question 2	If "NO" to both questions	Possible Solutions	
Read Issue	Pull up WaterScope	Read Date from today? (Yes or No)	Read in the 24Hr Column (Yes or No)	If the date is for an earlier date than today's date this means the meter is not able to get information to the Website through the Gateway. - Refer	"Read Isn't changing" "Meter Not Reading or Meter Not Able to Get Information to the Website"	
	Starting Questions	Step 1	Step 2	Step 3	Step 4	Step 5
Read Isn't changing		Remove Meter	Clear object out of the meter a. Tap it gently on the a hard surface b. Run water backwards through the meter c. Use a screwdriver and turn spinner	Blow through the meter and determine if the consumption is increasing. Consumption Increasing? Yes - no further action No - Replace meter	Reinstall the meter	Run water at the unit and verify the consumption is increasing
Meter Not reading or Meter Not Able to Get Information to the Website	Determine the following: Metal Skirting? Gateway down? Multiple Meters not reading?	Verify - meter installed where it was originally	Verify - meter number the same as in WaterScope	Verify no metal skirting or something else blocking the signal	Verify the gateway is working	
Frozen Meter Body		Remove Meter	Separate meter body from register	Connect new meter body to current Register	Reinstall the meter	
Register Replacement		Separate meter body from register	Connect new meter body to current Register		Email - customerservice@metron-s2.com	
Gateway Replacement		Remove old Gateway	Install new gateway using the same strap	Reset Gateway	Obtain Gateway number on white sticker inside the box	Email - customerservice@metron-s2.com to notify of change and provide gateway number
Security Camera	Has a security camera resently been installed?	Ask the camera owner to either turn it off or change the frequency.				