



TRU Series Irrigation Controllers

Troubleshooting Guide

| Problem | Potential Issues | Potential Solution |
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| WATERING ISSUES | | |
| Controller is in automatic or manual watering mode, but the system is not watering | Water source is not supplying water | Verify there is no disruption to the main water line and that all other water supply lines are open and functioning properly. |
| | Wiring is loose, not properly connected or damaged | Check that wiring is securely connected at the controller and in the field. Check for damage and replace if necessary. Check wiring connections and replace with watertight splice connectors if needed. |
| | Connected rain sensor may be activated | Let the rain sensor dry out or disconnect it from the controller terminal block and replace it with a jumper wire connecting the two SENS terminals. |
| | Jumper wire connecting the two SENS terminals on the terminal block may be missing or damaged | The controller will not function if the jumper wire is removed and a rain or rain/freeze sensor is not connected. Jumper the two SENS terminals on the controller terminal block by connecting them with a short length of 14- to 18-gauge wire. If a rain sensor is installed, ensure both rain sensor wires are properly seated in the SENS terminals. |
| | Solenoid or master valve is shorted | Confirm short message on the display. Correct the issue in the wiring. Clear the message by testing watering at the shorted valve or by pressing the > button. |
| Excessive watering | Programs may have multiple watering run days and start times that were set unintentionally | Watering run days and start times apply to the entire program, not individual zones. Programs (A, B or C) only require a single start time to run. |
| Valve will not turn off with the controller | Valve diaphragm is dirty or damaged and does not seat properly | Check small ports in valve for blockage by debris; rinse and inspect valve diaphragm and diaphragm seat for dirt or damage. Replace diaphragm or valve body if damaged. |
| | Valve not fully in "Manual Off" mode | Depending on valve model, verify the solenoid is tightened into the full clockwise position ("Manual Off") or turn the bleed screw or knob on top of the valve clockwise to tighten. |
| | Solenoid burned out or obstructed | Turn off water and remove the valve solenoid. Check for twisting or damage to solenoid o-ring, and for dirt impeding the movement of the plunger in the solenoid. Run water into the solenoid to dislodge dirt and/or push a piece of wire into the small hole in the retainer at the bottom of the solenoid to see if the plunger inside will move up and down freely. If not, replace the solenoid. |
| | Damaged or misaligned parts allow water to leak from valve | Check the valve body and the bonnet for cracks. Verify the integrity of the seal between the body and bonnet, and the solenoid and bonnet. Repair or replace valve parts as necessary to stop leak. |
| ELECTRICAL ISSUES | | |
| Display is blank | Power not reaching the controller | Verify the power outlet is operational and the main AC power supply is securely plugged in and working properly. |
| | | Verify the orange power supply wires are connected to the controller "24 VAC" terminals. |
| Display is frozen and the controller is not accepting programming | An electrical surge may have interfered with the controller's electronics | Press and release the RESET button in the controller wiring bay. This will temporarily disrupt the controller from getting power from the input. If there is no permanent damage, the controller should accept programming and resume normal operation. |
| | | Unplug the controller for two minutes, then plug it back in. If there is no permanent damage, the controller should accept programming and resume normal operation. |

RESETTING THE CONTROLLER

Restore the controller to its factory default settings

(Note: This action will reset all programmed watering schedules back to factory default settings, and cannot be reversed.)

- 1) Turn the dial to SEASON ADJUST.
- 2) Press and hold the < and > buttons at the same time until "Cleared" is displayed.