interactio
Smart Boats™ www.interactio.co 877.304.9476

If the sensor will not wake or connect it is usually because the sensor did not sense flow and the bluetooth firmware is asleep.

The most common reasons for not connecting are:

1. The battery is dead or below operating voltage
2. The gears have something jammed in them

If you are unable to connect to your sensor, before calling technical support please follow these troubleshooting steps:

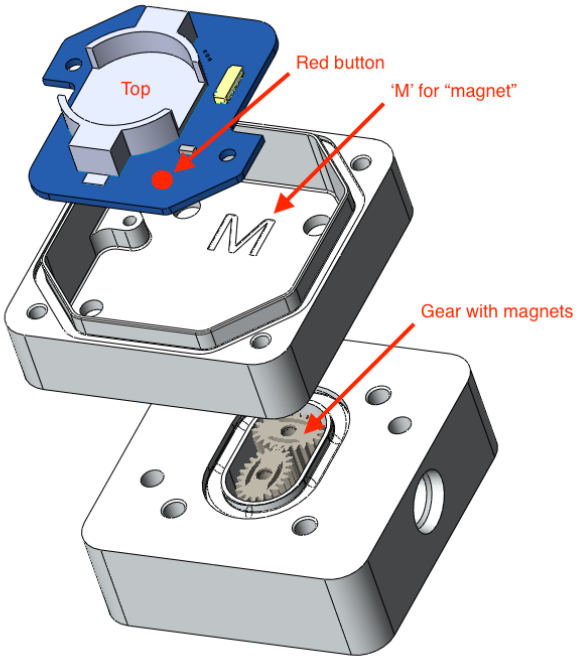
- Make sure you have a new battery or one that is greater than 2.4 volts. The battery is a CR2450 Lithium coin cell.
- Make sure you are running the latest app.
- Make sure the sensor is updated to the latest Firmware.
- Make sure the installation is okay, check to see if the sensor previously or ever worked. if it did, try to see if anything has changed (new filter? did you move the sensor, any other mechanical problems?).
- Try to determine if fuel is actually going through the sensor. Have you removed the hose on the outlet of Optio Fuel and if so can you see fuel moving through the sensor?
- See if the gears are jammed by debris. Is the sensor installed AFTER a filter? Is the filter fine enough? (<10 microns)

To further investigate, open the sensor by removing the top, the PCB and the mid-section to access the gears. Check to see if the gears will spin freely by holding a ferrous screwdriver near the magnet gear then “drag” it around by the screwdriver tip to spin it. The gears should spin freely with little to no effort. If they do not spin they will not wake the sensor and will show "Disconnected" and not indicate fuel flow. If they do not spin freely they need to be removed and cleaned.

For more detail, see our website for an illustrated gear cleaning guide.

http://www.interactio.co/manuals

If the gears are spinning freely, the next thing to check is the parts of the sensor to make sure they are assembled correctly. They should look like the following:



Optio Fuel Assembly Orientation

The other thing that can cause issues is the alignment of the Hall effect sensor. The Hall sensor is a little "chip" that hangs down from the board. It is positioned above the magnet path of the magnet gear. Fore correct alignment, it needs to hang straight down with a 90 degree bend in it 5mm from the underside surface of the circuit board and needs to be located above the M machined into the mid-section (M stands for Magnet). The position is set when the PCB is assembled in the right orientation, as shown above.

To perform the steps above you will need to have to have some mechanical inclination and be willing to remove hoses and disassemble the sensor. Make sure you are comfortable opening up the sensor and be careful not to drop screws or gears into the bilge!

If you are not comfortable with this, contact support@interactio.co to arrange to have the sensor returned and serviced. Note there is a fee for this service.

For more detail, see our website for all Manuals:

http://www.interactio.co/manuals