

Octave Meter

Troubleshooting Guide



This guide helps you identify and resolve common issues with Octave meters. Follow the steps carefully and refer to the images for visual guidance.

/ 1 Triangle Icon Appears



Figure 1 Triangle Icon

→ Steps to Fix

A. Check the basics

- Ensure the system is fully charged.
- Confirm the meter's flow chamber is full of water.
- Verify air vents are installed and working properly.

B. If the icon remains

- Take clear photos of:
 - Meter faceplate and sticker
 - Installation conditions (include upstream and downstream views)
- Remove the meter from the main line.
- Take clear photos of:
 - Flow chamber
 - Four ultrasonic sensors (before cleaning)
- Clean the flow chamber
 - Follow manufacturer cleaning instructions.
 - After cleaning, take photos of the flow chamber and sensors again.
- Reinstall the meter
 - Fill the flow chamber with water before reinstalling.
 - If cleaning worked, the triangle icon should turn off when the chamber is full.

C. If the problem continues

- Under warranty: Submit an RGA request and include all photos (installation, before and after cleaning).
- Out of warranty: Replace the meter.

→ What It Means

The triangle icon lights up when the meter does not detect water flow. This occurs after 3 seconds without water in the flow chamber.

→ Possible Causes

1. Empty pipe
2. Air trapped in the system
3. Scale buildup on sensors

→ Less common causes:

1. Faulty or damaged sensors
2. Faulty circuit board

/ 2 Code Flashing on Screen



Figure 2 Checksum code

→ What It Means

This is the Checksum, a software verification code. After 1 minute of no flow, the meter flashes letters and numbers instead of the flow rate. The code will flash every 60 seconds.

Good news: If you see the Checksum, the meter is working and waiting for water flow.

Tip: If you see both the Checksum and the triangle icon, follow the cleaning steps above.

/ 3 Blank Screen



Figure 3 Blank Screen

→ What It Means

A blank screen may indicate:

- Dead battery
- Faulty circuit board
- Wiring issues

Important:

Troubleshooting these parts requires opening the meter, which will void the warranty.

Next step: Contact Netafim for instructions before proceeding.