

Problem with valve opening

Standard Valve (NOWVAL050, NOWVAL075, NOWVAL100)

Nowa valves are the centerpieces of the Nowa 360 system. They are the ones that shut off your property's water supply to protect you from water damage.

Several reasons may force the Nowa valve to remain closed. This document will explain the reasons for closing the valve and the solutions to open it.

Valve closed by user

Problem

The Nowa valve can be closed from the mobile application or the physical keyboard using the buttons: "**Open Valve**" and "**Close Valve**".

Solution





If a user has requested the valve to be closed, you can simply press the "**Open Valve**" button on the control unit or mobile app to open it.

Water leak detected

Problem

When the Nowa 360 system detects a water leak, the valve will close automatically. The valve cannot be opened until the alarm is canceled. It is also impossible to cancel the alarm if water is still detected by one of the water leak sensors.

Solution

1. Press the "**Status**" button 
2. Go to the alarmed sensor
3. Inspect the source of the problem & dry the sensor
4. Make sure the "**Ready**" hook is green 
5. Press the "**Reset**" button to cancel the alarm 
6. Press the "**Open Valve**" button 

It is recommended that you test your system after a water leak to make sure everything is working. Refer to the "**System Test**" section of this document.

Loss of date and time



Problem

When the panel has lost the date and time, certain functions are disabled to prevent the user from taking action without knowing the real date and time. It may therefore be impossible to cancel an alarm and therefore to open the valve following a water leak detection if the date and time are not configured

Solution

It is recommended to correct the date and time problem by following the procedure entitled "**Configuring the date and time**". If you correct the date and time, the system will reactivate the basic functions. It is recommended that you configure your system over the Internet to avoid having to reconfigure the date and time in your system with each prolonged power outage.

If you are unable to set the date and time or connect it to the Internet, follow the procedure below to bypass the protection and open the valve

1. Press the "**Status**" button 
2. Go to the alarmed sensor
3. Inspect the source of the problem & dry the sensor
4. If the hook is green,  go to the next step. Make sure all detectors are dry before continuing
5. Enter your user code (Default: **1,2,3,4, enter**)
6. Press the "**Open Valve**" button 

Loss of power to the control unit

Problem

When the control unit loses its power (continuous power (transformer) and backup power (backup battery) the panel will turn off.

When the panel is powered again, the valve will be open for 1 minute and then close again.

Solution

To open the valve after starting the control unit, press the "**Open Valve**" button. The valve will remain open thereafter until a water leak is detected.

It is recommended to test your system after a reboot to make sure everything is working. Refer to the "**System Test**" section of this document.

Control unit update

Problem

Over time, updates can be made to your Nowa 360 system. Some larger updates will cause the valve to close. These updates are usually announced to you in advance to prepare you for this event.

Solution

During a major update of your Nowa 360 system, the valve will close automatically after the update. You can press the "**Open valve**" button to open the valve.

If the "**Open valve**" button does not work following an update, please contact our technical support at 1 877 287-7777 # 2 # 1 to fix the problem remotely.

Incorrectly configured valve maintenance

Problem

The Nowa 360 system performs weekly valve maintenance. Each week, it will close and open the valve if a request for closure has not been requested by the customer.

After a valve maintenance (usually Wednesday at 3 p.m.), the valve may remain closed.

Solution

If the valve remains closed after servicing the valve, there is a problem in the valve maintenance schedule. A space of 1 minute must exist between the start and the end of the schedule (Example: Start: 3:00 p.m., End 3:05 p.m.).

To change the schedule, go to the "**schedule**" section of the Nowa 360 system settings. Change the start and end time of schedule # 1 Valve maintenance.

System test

Problem

Following an unusual event (restart, update, water leak) it is recommended to perform a system test to ensure it is working properly.

Solution

Please follow the following steps to test your system. If one of the results is different from what the procedure indicates, contact our technical support at 1 877 287-7777 # 2 # 1.

Test

1. Press "**Close Valve**", the valve should close
2. Press "**Open valve**", the valve should open.
3. Simulate water detection with a wireless sensor, the valve should close.
4. When the sensor is dry, press reset to cancel the alarm. The water leak alarm should be canceled.
5. Press "**Open Valve**" the valve should open.
6. Repeat steps # 3 to # 5 for all installed sensors.

Disconnected Wires

Problem

The Nowa valve is wired to the valve controller which is also wired to the control unit.

If one of the valve or valve controller wires is disconnected, the valve will close automatically and the panel will no longer be able to control it.

Solution

Make sure the wires from the Nowa valve are plugged into the "**Valve 1**" or "**Valve**" terminal on the valve controller. The colors of the wires do not matter since there is no polarity to respect.

Make sure the valve controller wire is securely connected to the back of the control unit and the valve controller.

If you are unable to connect them, please contact your installer so that they can correct your problem.

If the wires seem to connect well, the problem is probably from another source.

Reversed actuator

Problem

The Nowa valve motor can be installed normally open or normally closed. By default, the system controls a normally closed valve. If the engine is installed normally open, the valve operation will be reversed ("**Open Valve**" will close the valve and "**Close Valve**" will open the valve)

Solution

You must reverse the state of the motor. The motor must be in a closed position when the valve is closed or in an open position when the valve is open.

Follow the engine reversal procedure "**How to Change the State of the Valve**" to allow you to return the engine to the correct condition.

Manual override in function

Problem

Manual opening allows you to manually open the water inlet valve during an emergency such as a prolonged power outage. This process bypasses normal system operation and could prevent the system from closing the valve during water detection.

Solution

To disengage manual opening, be sure to push the white manual opening pinion against the motor. Once the white pinion is pressed, press open valve and wait a few minutes.

Then try to close the valve with the mobile app or the physical button. The valve should be closed. You can reopen it later.

If the valve does not close or reopen following your request, contact technical support at 1 877 287-7777