

Low battery problem - Panel

NOWMA360 – Control Unit

The Nowa 360 system has a battery backup that will keep it operational even during a power outage. The battery is rechargeable and can be charged / discharged several times with no problem. The lifespan of the battery is about 3 years. Even if the battery life becomes null, that would not affect the proper functioning of the Nowa 360 system.

The system checks its backup battery charge everyday. If detecting a low battery, it will announce it, it will charge it and will perform a new battery life test 24 hours later. If the battery has been charged, the error code will be removed by itself.

Here are the different causes of low battery problem and solutions to fix it

Low battery due do a power outage

Issue

Following a power outage or after power supply, the panel will indicate "Control battery low".

Solution

It is normal that during or after a power outage the system indicates a low battery after a while.

Nothing needs to be done, you only have to wait for 24 hours so that the battery can be charged and tested again. Once the control unit tests the battery, it will automatically fix the low battery problem.

If the issue persists for more than 24 hours or reoccurs regularly, it is recommended to contact your installer or Nowa Technical support to determine the next actions to take.

Low battery due to a poor voltage reading

Issue

Sometimes the system can randomly perform a poor voltage reading for its battery. The control unit will then indicate "Control battery low".

Solution

You need to wait for 24 hours so that hours so that the battery can be properly charged and tested again. Once the battery is tested by the control unit, it will automatically fix the low battery problem.

If the issue persists for more than 24 hours or reoccurs regularly, it is recommended to contact your installer or Nowa Technical support to determine the next actions to take.

Low battery due to standard aging

Issue

The nominal battery backup life-time of the control unit is about 3 years. The more the battery is getting old, the more its life will be reduced. Even if the battery backup becomes defective, it won't impact the good functioning of the Nowa 360 system, except during a power outage the panel will turn off and will shut the valve.

Solution

You have to replace the battery backup of the central unit which product code is: NOWBAT360. You can order it from your installer/distributor.

To replace the battery:

1. Remove the panel from the wall
2. Open the cover of the battery case
3. Unplug the battery by pulling both wires at the same time
4. Plug the new battery
5. Close the cover
6. Put back the panel on the wall

You can also disable the battery test by following the procedure below

Low battery to a damaged connector

Issue

During the installation of a battery, if the connector is inserted in the wrong way, that risks to damage its metal contacts

Solution

Sometimes, the metal contacts are only simply bent. It is possible to unfold them to be able to plug the connector.

If the metal contacts are damaged, you will have to replace the control unit to fix the problem or disable the battery test (See below) and plug the Nowa 360 on a UPS ((Uninterruptible Power System)

Low battery due to no battery installed

Issue

If there is no battery installed on the control unit, the system will always indicate low battery

Solution

Install a battery on the control unit

Disable the battery test of the control unit (See below)

Disable the battery test of the control unit

Solution

To disable the battery backup test, follow the following steps:

1. Press on settings from the mobile application
2. Press on sensors below Settings selector and press on System from the drop-down list
3. Once on the page of System, go down to System Timers
4. Change the field value "Battery Test Time" from 2 to 0
5. Press on the blue button "Save" at the top of the page