

Power Predictor Customer Support

This document outlines some of the common support requests that have arisen with the Power Predictor. Some are the result of user error or damage in the field; and a few are the result of occasional hardware problems.

By following this checklist, most customer support issues arising can be resolved. However, if in any doubt, please refer enquiries back to Better Generation in London, UK:

E: support@bettergeneration.com

T: +44(0)20 7738 5800.

Data Logger Problems:

'Error 17' on LCD

- Normally seen during set-up.
- Cause: data logger can't read memory card correctly
- **Solution:** remove battery, remove memory card, insert memory card, insert battery – repeat a few times if necessary.
- NB: when inserting the battery, make sure the connectors are lined up prior to pushing the battery in firmly.

Strange symbols on LCD

- Normally seen during set-up.
- Cause: poor connection with the battery – the user wiggles the battery when pushing it in so it part connect, disconnects and then connects again.
- **Solution:** remove battery, carefully line up battery connectors before pushing in firmly.

Logger fails to fully initialisation

- The unit appears to be stuck mid-count down
- Cause: generally due to memory card not being fully inserted
- **Solution:** remove battery, remove memory card, re-insert memory card, re-insert battery (as per instructions above)
- If the problem persists, the unit can be recalled for testing.

Logger appears dead when battery inserted

- Nothing appears on screen when battery is inserted
- Cause: possibly due to the screen resolution being set incorrectly
- **Solution:** on the left hand side of the green board of the data logger there is a small yellow / orange component. With a Philips head screwdriver twist this to change the screen resolution until the time, wind speed and solar energy all appear.

0.0 displaying for Solar Reading

- There is nothing wrong – this indicates good daylight / bright, sunny day.
- To fully check readings the user should upload their data to www.powerpredictor.com and go to the View data page.

Corrupt memory card

- Normally seen when uploading data.

- Caused by several different reasons: battery dying while data is being dumped to the memory card, the 'R' not being turned off before the memory card is removed, or the memory card not being safely removed from the computer.
- Indicated by a warning message when attempts made to access the data.txt file.
- Check to confirm this is the problem and data irretrievable – can they open the data.txt file (try several different computers), can they attach the file to an email, and can they upload any data at www.powerpredictor.com.
- **Solution:** the card will need reformatting – this MUST NOT be done using the formatting program that comes with many computers. Free official SD formatting software can be downloaded at www.sdcard.org/consumers/formatter
- If the card is reformatted, unfortunately all data will be lost. After reformatting the card can be reinserted and reused.

Sensor Problems:

No wind speed

- Normally caused by a fault with the sensor or the extension cable
- Checks:
 - If the customer has an extension cable, remove and run a test for 24/48 hrs without.
 - Open data.txt file from the memory card, copy into Excel, look for consistent zeros in 2nd column (after time and date)
- **Solutions:** if absolutely no wind data replace sensor or extension cable

Wind speed flat-lining

- Normally caused by water entry in the cable connectors
- Check all cable connections, unscrewing right down to wires for water droplets / build up of limescale deposits
- **Solution:**
 - Dry out, reconnect checking all closed correctly, if concerned, the user could tape up the cable connection.
 - If there is serious limescale build up, probably better to replace (testing for 24/48 hrs will identify if the problem is terminal)

Battery died prematurely

- Normally caused by condensation in data logger (or a dud battery)
- Check data logger for moisture
- Check that the customer was hanging the unit the correct way up – if left dangling, upside down the cable water will run down and collect around the cable gland at the base of the data logger box – *we cannot offer warranty in these situations as it states in the instruction manual the correct procedure to install the unit.*
- **Solution:** dry out, make sure the silica gel bag is inside the logger, correctly install data logger, ensure the rubber grommet for the cable gland beneath the logger is correctly in place, and connection tightly fastened. Replace battery.
- Recommended: run 24/48 hr test and upload data to check nothing has been affected by power loss.

No wind direction

- Potentially a fault within the sensor

- Check: data.txt file from memory card – the 3rd column (after the date & time, and wind speed) this will only show one direction reading e.g. 380 for the whole time period recorded. Ideally a test of at least 48hrs will be carried out to confirm problem.
- **Solution:** replace sensor – contact Better Generation.

Software:

Uploading data - not all data can be understood

This message will be shown after an upload is attempted:

“We could not understand some of the new data in the upload. Please contact us if this problem persists.”

- Cause: some of the data in the data.txt file is not in the correct format
 - This could be due to the customer editing the file
 - Alternatively some of the data could be corrupted – visible on the file as strange symbols
- Checks: on the View data page it will be possible to see how much data hasn't been uploaded, normally only a very small part of the data is lost so the Power Report will be largely unaffected
- **Solutions:**
 - Edit and fix the file - thoroughly check the data.txt file for the dodgy data and edit accordingly
 - Don't do anything – only a few data points affected – not a major problem
 - Delete the data.txt file from the memory card so that the next upload doesn't contain the same problem data

Uploading data – no data is recognised and uploaded

This message will be shown after an upload is attempted:

“We could not understand any of the new data in this upload. Please contact us if this problem persists.”

- Cause:
 - no new data has been recorded
 - none of the data in the data.txt file is in the correct format
- Checks:
 - Open the data.txt, copy into Excel, look for end date – does this match the customers' expectations i.e. has the battery died or the customer forgotten to set the unit to record?
 - Has the customer edited or copied the file into Excel before re-saving? – this will change the format of the data making it unreadable
- **Solutions:**
 - Check (and replace) the battery
 - Set the unit to record - run a 24/48 hr test to make sure problem is human error
 - Upload the data.txt file straight from the memory card (un-edited)
 - Edit the data file to return the format to the correct text-only format