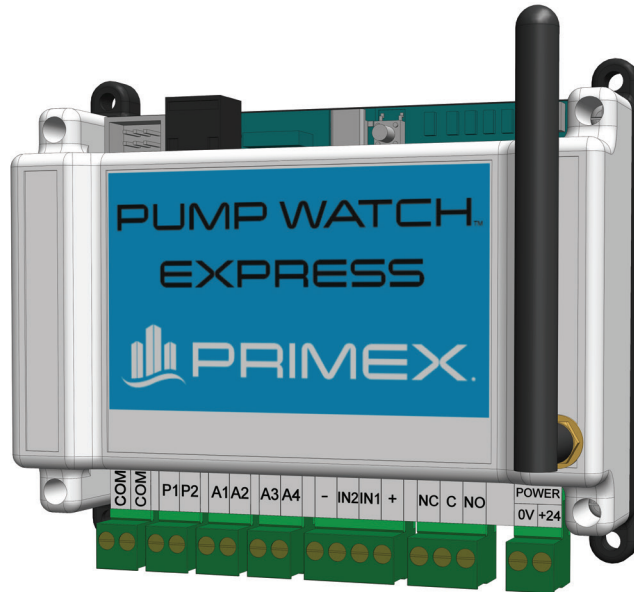


# PUMP WATCH™ EXPRESS

## UPGRADE

### User Instructions



Failure to follow these precautions could result in serious injury or death. Keep these instructions with warranty after installation. This product must be installed in accordance with National Electrical Code, ANSI/NFPA 70 so as to prevent moisture from entering or accumulating within the controller housing.

**⚠ WARNING**

**ELECTRICAL SHOCK HAZARD**



A qualified service person must install and service this product according to applicable codes and electrical schematics. Disconnect power prior to servicing an equipment with the Pump Watch™ Express.

- Do not connect power to this equipment if it has been damaged or has any missing parts.
- Do not install in areas with: excessive or conductive dust, corrosive or flammable gas, moisture or rain, excessive heat, regular impact shocks, or excessive vibration.

**⚠ WARNING**

**EXPLOSION OR FIRE HAZARD**



Do not use this product with flammable liquids. Do not install in hazardous locations as defined by National Electrical Code, ANSI/NFPA 70.

#### 1. Introduction:

Verizon CDMA cellular service is going to end December 31st, 2019. All Pump Watch™ Express units must be upgraded to 4G LTE units for continued service. It is worth noting that in some areas, Verizon has already begun the process of removing CDMA transmitters and replacing them with 4G LTE.

#### 2. Ordering Pump Watch Express Upgrade/Replacement Part Numbers:

| PART#   | DESCRIPTION   |
|---------|---|
| 1062214 | PWE, LIGHT, RTU REPLACEMENT UNIT 4G, LTE VZ, PRIX   |
| 1062215 | PWE, PREMIUM, RTU REPLACEMENT UNIT 4G, LTE VZ, PRIX |
| 1062216 | PWE, GATEWAY, RTU REPLACEMENT UNIT 4G, LTE VZ, PRIX |

### 3. Identifying CDMA units:

Before upgrading a Pump Watch™ Express unit in the field, please verify that it is a CDMA unit. The unit ID number can be found on the device itself and on the web portal.

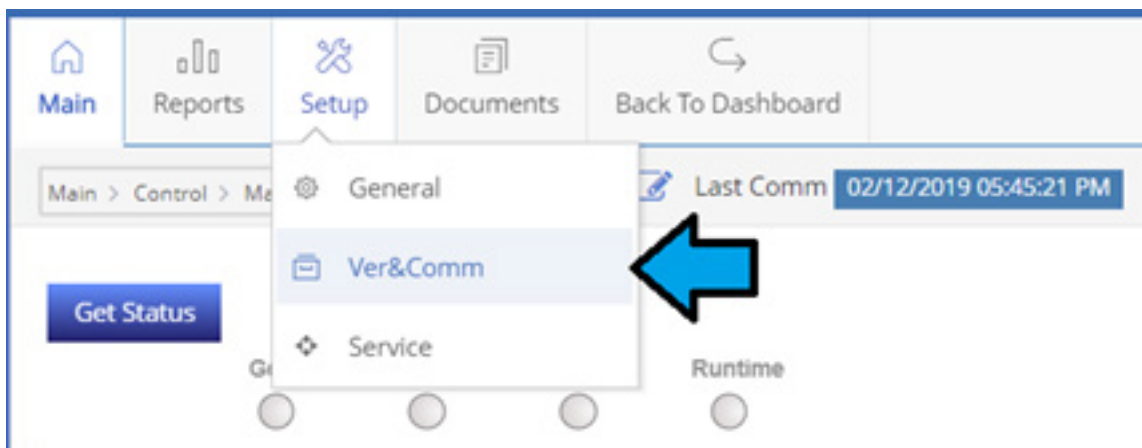


CDMA units have the following ID numbers:

- 65XXX Pump Watch™ Express Light-CDMA
- 66XXX Pump Watch™ Express Gateway-CDMA
- 68XXX Pump Watch™ Express Premium-CDMA

There are other Pump Watch units with 7XXX or 8XXX ID numbers that also need to be upgraded. From the web portal, you can identify these units by looking up the following:

Click on “setup” and select “Ver&Comm”



| Versions         |                     |
|------------------|---------------------|
| VAPOR version    | 22.21               |
| Hardware version | 1.4                 |
| Modem version    | 15.21               |
| RSSI             | 4                   |
| Cell ID          | 3                   |
| SIM              | A10000,32B3DCAF     |
| IMEI             | 8108665580          |
| Last Status      | 2/5/2019 3:55:38 AM |
| Developer Code   | 0.1                 |

If the SIM value starts with A1, then the unit uses the CDMA cell network and must be upgraded.

#### 4. Before replacing the CDMA unit in the field:

Please record the following information:

- Account Name
- ID# of the existing unit to be upgraded (found on the device or the web portal)
- ID# of the replacement unit
- Planned date of the swap

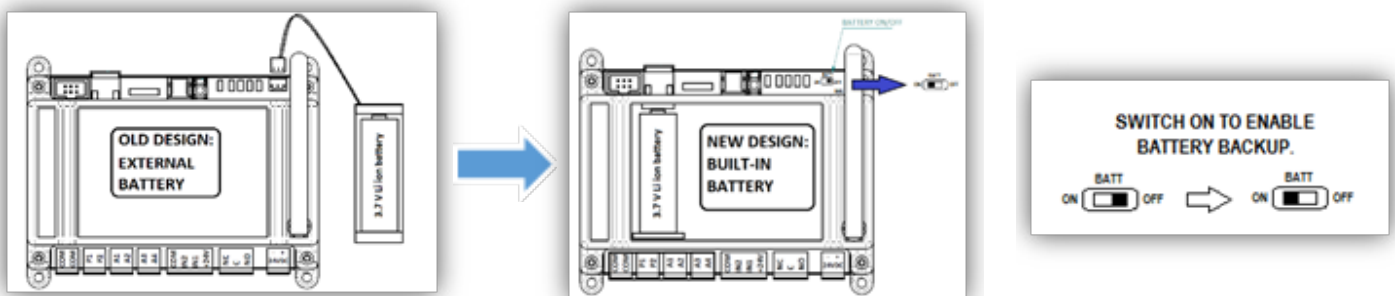
Send this information to [support@amiglobal](mailto:support@amiglobal) at least 24 hours prior to the replacement date. Take a screen shot of all your settings on the web portal or write them down in case they do not carry over during the upgrade and you need to re-enter them manually.

#### 5. Replacing the unit:

Power down the existing unit and unplug the connectors. Disconnect the external Lithium ion battery (if present).

Replace the unit and reconnect the connectors. Ensure the plugs are connected into the same receptacles as the original unit. Failure to do so will result in irreversible damage to the unit.

Note: The new unit does not have a connection for an external battery as the battery is internal and must be switched ON.



#### 6. Power up the new unit:

Inform AMI that the new unit has been swapped and powered up. [support@amiglobal.com](mailto:support@amiglobal.com)

When the unit is back online, you will have to re-name it, place it on the map, re-configure the setup parameters, and custom text. The alarms will be automatically re-assigned to the correct user, but we recommend that you double check this information. You will need to have Admin Level user credentials to access and edit some of this information.

Verify that the new unit is working properly by triggering an alarm condition and a power loss.

#### 7. Warranty:

One-Year Limited Warranty. Warranty void if panel is modified.

For complete terms and conditions, please visit [www.primexcontrols.com](http://www.primexcontrols.com)



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