

Regarding Model Number:). [Model No. WS1913IT / WS1516IT.](#)

(Please contact us if the model above is **not correct** and complete. [Please see the Knowledge Base Article that follows or is attached for assistance with your product. Please answer any questions you think will be helpful and not provided already.](#)

RAIN QUESTIONS:

Q: How long have you owned the station?

Q: Have you ever received a rain reading to the display?

Q: What do you see on the display where the rain reading should be reading?

(Dashes, OFL, numbers or completely blank).

NOTE: The Rain is displayed in the same area as the Pressure. To view the Rain press and hold the SET button until the wind speed turns to wind gust. The press and release the PLUS button to switch from Pressure to 24-Hour Rain, then Total Rain.

Q: How far is the rain gauge from the display in normal use?

Q: How many walls, windows, trees, etc. are in a direct line from the sensor to the display?

Q: Does the rain gauge sit on a level surface?

Q: The most common issue is that the rain gauge is mounted too tightly. Please loosen or remove the mounting screws from the rain gauge, then slowly pour water through the gauge. Did this provide a reading?

Q: Check the pin the rocker tips on. Is it pushed in all the way?

Q: Is the display near electronics such as cordless phone, wireless router etc.?

Q: Does the battery cover of the rain gauge fit snugly?

Q: Are the metal battery connections secure on the battery cover of the rain gauge?

Q: Are there signs of battery leakage?

Q: What is the expiration date on the batteries?

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If you have not already done so, please provide your full name and contact information. This will enable us to serve you better and more efficiently.

Regards,