12 CUSTOMER FAQ AND TROUBLESHOOTING GUIDE

If your question is not answered here, you can contact us as following:
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1. Why are the data recorded by my weather station inconsistent with the data on the weather channel/APP?
The Newentor weather station is a home version weather station, its detection range is around the house and its data will be more accurate. The data detection range on the weather channel/APP is the area. Therefore, it is normal that their temperature and humidity are slightly different.

2. Why can't the data be exactly the same after I put the main unit and remote sensor/other brands of thermometers together?
1) The size and structure of the devices are different. In order to get more accurate readings, the main unit has more small holes for ventilation, while the remote sensor is usually placed in a relatively harsh environment, its holes will be smaller. At this time, the chip environment will be slightly different. This is possible One of the reasons for the difference. Therefore, the devices need learning and calibration time. Generally, the longer it is placed, the more accurate the temperature will be.
2) If the distance between the cold source or the heat source is different, this is also one of the reasons for the difference.
3) Due to the reason of 1), between different devices, there may be ±1°C/1.8°F deviation when temperature is 0°C~40°C/ 32°F~104°F, while ±2°C/3.6° F deviation in other ranges. There may be ±2% deviation when humidity is 20%~80%, while ± 4% deviation in other ranges.

3. Why does the screen occasionally turn black even if the power is plugged in and the always-on mode is set?
1) When the WWVB signal is unstable or disconnected, the device will automatically search for the WWVB signal every hour to synchronize the time. At this time, in order to avoid interference with the WWVB signal, the screen will turn black. The process will last for 7 minutes, and then the screen Will automatically light up again.
2) Radio station WWVB is located near Fort Collins, Colorado.
Signal reception is normally better at night and when the weather is clear. The atomic signal generally takes 2 ~ 5 days to synchronize, so it is important to manually set the time and date after powering on the display.
3) To get a strong WWVB signal, we suggest that:
①A minimum distance of 8 feet to all sources of interference, such as televisions or computer monitors.
②Radio reception is weaker in rooms with concrete walls (e.g.: in cellars) and in offices. In such circumstances, place the device close to the window.

4. Why is the air pressure recorded by my weather station different from that on the weather

channel/APP?

The weather station only displays the absolute value (absolute air pressure, measured value), excluding the relative value (relative air pressure, corrected to sea level). The weather channel/APP displays relative values (relative air pressure, corrected to sea level).

To compare pressure conditions from one location to another, meteorologists correct pressure to sea-level conditions. Because the air pressure decreases as you rise in altitude, the sea-level corrected pressure(the pressure your location would be as if located at sea-level) is generally higher than your measured pressure.

Thus, your absolute pressure may read 28.62 inHg (969mb) at an altitude of 1000feet (305m), but the relative pressure is 30.33 inHg (1016 mb).

The standard sea-level pressure is 29.92 inHg (1013mb). This is the average sea-level pressure around the word. Relative pressure measurements greater then 29.92 inHg (1013 mb) are considered high pressure and relative pressure measurements less than 29.92 inHg are considered low pressure.

PS: The device predicts the weather based on the trend of absolute air pressure.

5. Why does the REMOTE SENSOR reading keep changing / how to exit the CYCLE mode?

1) The " ▼ " button is the channel button. Press the "DOWN" button to switch between CH 1--CH 2--CH 3-CYCLE Mode--CH 1--CH 2...

2) CYCLE mode: there is a cycle symbol " ↻ "displayed next to Channel window, at this time, the screen will cyclically display the readings of CH1, CH2, and CH3 every 5 seconds.

6. Why is the wrong day of the week displayed?

Please make sure that the year, month, and day are all set correctly.

7. The remote sensor cannot connect with the main unit.

1) Please check whether the channel of the remote sensor is consistent with that of the main unit, such as both in #1.

2) Check the distance between them. Please make sure that the distance between the outdoor sensor and the main unit can't exceed 200 ft. If there is a wall between them, each wall is equivalent to 50 ft. In addition, please do not place the outdoor sensor or main unit near metal.

3) Press and hold "DOWN" button to start searching outside signal manually, press “TX”button of remote sensor at the same time.