

SIO Technical Support and Maintenance Guide

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SIO Technical Support Services

SIO provides comprehensive technical support for all customers to ensure optimal water system performance and accurate billing.

Smart Meter Troubleshooting

Common issues and solutions: NO DISPLAY - check solar panel alignment and clean surface, verify battery compartment sealed. ERRATIC READINGS - inspect meter for debris or damage, check water pressure (should be 2-4 bar). HIGH UNEXPLAINED USAGE - check entire irrigation system for leaks, verify no unauthorized connections. For persistent issues, contact SIO technical support.

Leak Detection Service

SIO offers free leak detection assistance. Your smart meter provides 24/7 monitoring and sends automatic alerts for unusual consumption patterns. Leak indicators: sudden usage spikes, continuous flow during non-irrigation hours, gradual increase in baseline consumption. SIO technicians available for on-site inspection within 48 hours of request.

Meter Calibration

All meters calibrated annually by SIO-certified technicians. Calibration ensures accurate billing and leak detection. Customers notified 2 weeks before scheduled calibration. Process takes 30-45 minutes. No service interruption. Free of charge. Request early calibration if accuracy concerns arise.

Mobile App Support

The SIO Mobile App provides real-time access to your water data. Features: live usage dashboard, bill payment, usage alerts and notifications, historical consumption graphs, efficiency tips, support ticket submission. Download from App Store or Google Play. Login using customer ID and registered mobile number. App support: appsupport@sio.gov.sa

System Upgrade Consultation

Free consultations available for planning irrigation system upgrades. SIO technical advisors assess your current system, recommend improvements, estimate water savings, provide cost analysis including subsidies, and assist with supplier selection. Schedule consultation via portal or phone +966-11-4567892.

Emergency Support

24/7 emergency hotline for critical issues: major leaks, meter malfunctions affecting billing, system failures during critical irrigation periods. Emergency number: +966-11-4567890. Response time: urgent issues within 4 hours, non-urgent within 24 hours. Emergency support free for all customers.

Contact Information

Technical Support: +966-11-4567892 | Email: techsupport@sio.gov.sa | Office Hours: Sunday-Thursday 7 AM - 5 PM | Emergency Hotline: +966-11-4567890 (24/7)