



# Hydrawise Service Outages

**SERVICE OUTAGES** are rare but can happen and we like to keep our customers informed as soon as possible. You will likely see a notification within the Home dashboard of the app to let you know that we are working with our providers to restore service for all affected users. See chart below for recent outages:

Outage Date	Description
December 17, 2021, between 7:14 AM PST and 7:59, AM PST	Amazon Web Services experienced an internet outage that impacted connectivity for all Hydrawise controllers. During this time controllers could not communicate with Hydrawise infrastructure to accept changes to their configuration.  From 7:59 AM PST, controllers with serial numbers starting with 'c0' progressively reconnected to Hydrawise with all 'c0' controllers fully connected by 1:59 PM PST.
December 17, 2021, between 7:59 AM PST and 9:44 PM PST	The controller's serial numbers starting with '05' or '0F' were impacted by a second outage with the Amazon Web Services IoT service. Controllers had an intermittent connection to Hydrawise until 9:44 PM when the issue was fully resolved by Amazon.

Hydrawise controllers keep a local copy of their program so irrigation during this time would not have been impacted.