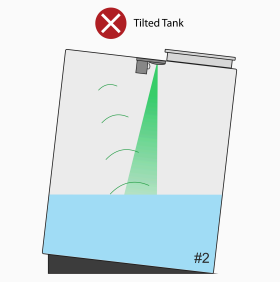
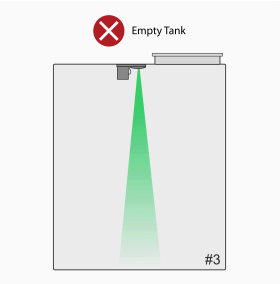
Tilted Tank — Sensor beam deflects off sidewall



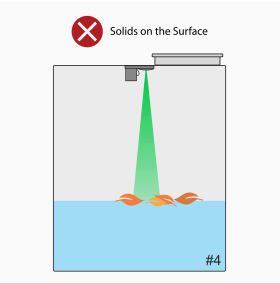
1. Verify the tank is on a **level surface** using a level tool. The device mount must be **perpendicular to the liquid surface** — the tank cannot be tilted more than **4°**.
2. A tilted tank deflects the radar beam off the sidewall instead of the liquid surface, causing inaccurate or missing readings.
3. **Accurate readings are not possible until the tank is leveled.** There is no sensor-side workaround — the tank must be corrected before the device can function properly.

Empty Tank — No liquid surface to reflect signal



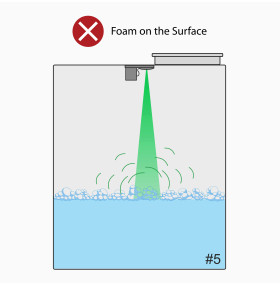
1. When no liquid surface is detected, the device shows an **out-of-range error at 0%**. First confirm whether fluid is actually present in the tank.
2. If fluid is present and the device still shows 0%, check for **obstructions** inside the tank (pipes, baffles, agitators) blocking the beam path.
3. If no obstructions are found and the reading remains 0%, report to your **supervisor** — the unit may need to be evaluated or replaced.

Solids on Surface — Floating debris scatters the beam



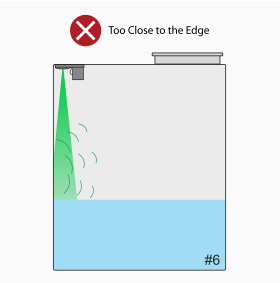
1. **Inspect the tank** for floating debris, sediment, or solid buildup on the liquid surface — solids scatter the radar beam and cause inaccurate readings.
2. **Remove solids** where possible, then re-activate the device and confirm readings stabilize in the portal. Re-activate: hold the magnet by the two LEDs until a **green light** appears, then remove. Device blinks **red** while searching (~30 s), then **solid green** confirms connection.
3. If solids are **recurring**, report to your **supervisor** — they will coordinate with the account manager to discuss alternative monitoring options.

Foam on Surface — Foam layer disrupts radar return



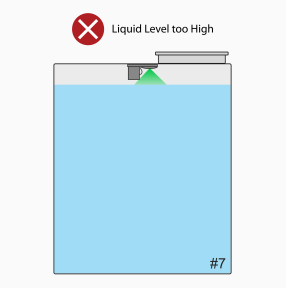
1. Foam absorbs the radar signal, causing the device to read the foam surface instead of the true liquid level. Confirm whether foam is present **during fill or normal operation**.
2. **Wait for foam to settle** — readings self-correct once foam dissipates. There is no sensor-side fix for this condition.
3. To help break down foam faster, **add salt to the tank** — this can help reduce the foam layer more quickly.
4. If foam is **persistent and recurring**, report to your **supervisor** for further evaluation.

Too Close to Edge — Beam reflects off sidewall — sensor must be centered



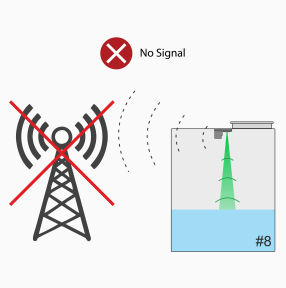
1. **Verify the device is centered** over the tank opening. If too close to the edge, the radar beam reflects off the sidewall and misreads the level.
2. **Reposition the device** so the beam has a clear, centered path straight down to the liquid surface, then re-activate. Re-activate: hold the magnet by the two LEDs until a **green light** appears, then remove. Device blinks **red** while searching (~30 s), then **solid green** confirms connection.
3. If repositioning is not possible, **report to your supervisor** — they will determine whether mounting hardware is needed based on the number of tanks affected at this installation.

Overfill — Liquid level too close to sensor



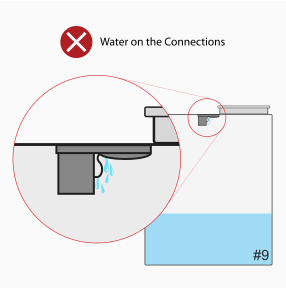
1. Do **not exceed 80% usable capacity**. Liquid too close to the sensor causes inaccurate readings and can damage the diaphragm over time.
2. Set **fill limits in your delivery system** to prevent recurrence — configure a high-level alert in xFluid at **75%** as an early warning.
3. If **physical damage** to the sensor is suspected, report to your **supervisor** — they will coordinate replacements based on affected units at this installation.

No Signal — Device offline — no call-in for 2+ days



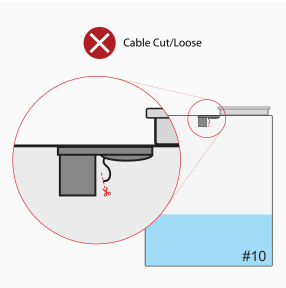
1. Check **cellular coverage** at the installation location — poor signal in the area may prevent the device from calling in.
2. **Re-activate the device:** hold the magnet by the two LEDs until a **green light** appears, then remove. Device blinks **red** while searching (~30 s), then **solid green** confirms connection.
3. If the issue persists after multiple attempts, report to your **supervisor** with the **UTM serial number** (found under the QR code on the device).

Water on Connections — Moisture in the connector port



1. **Inspect the connection point** for moisture or water ingress around the connector port.
2. **Dry the connection thoroughly**, then press the connector firmly down until the **O-ring is fully sealed** — a loose or wet connection is the most common cause of intermittent readings. Re-activate: hold the magnet by the two LEDs until a **green light** appears, then remove. Device blinks **red** while searching (~30 s), then **solid green** confirms connection.
3. If **corrosion or visible damage** is present, **report to your supervisor** — they will maintain a list of affected units to coordinate returns and replacements as needed.

Cable Damaged or Loose — Cut, kink, or unseated connector



1. **Visually inspect the entire cable length** for cuts, kinks, or fraying.
2. If the connection is **loose**, press the connector firmly down until the **O-ring is fully seated** — an unseated connector is the most common cause of signal loss.
3. If the cable is **visibly damaged**, replace it with a **new unit from your inventory** — connect the sensor cable into the same UTM port where the old cable was connected. Re-activate: hold the magnet by the two LEDs until a **green light** appears, then remove. Device blinks **red** while searching (~30 s), then **solid green** confirms connection.

Need help?

For sensor troubleshooting, portal issues or RMA requests:
Email support@anova.com · **Phone** +1 (833) 220-2066

Before calling, have ready

- UTM serial number (under the QR code)
- Fill level in inches at time of issue
- Tank size in gallons
- Description of the issue observed