

Frequently Asked Questions

Device and Service:

How often does the radio transmit tank level data?

Twice a day is standard, but it can be programmed to transmit more often which voids the battery warranty.

What makes your radio better than the competition (Wesroc, Centeron, Enertrac, Tanklink, etc.)?

- Best battery warranty in the business.
- 2 transmissions per day (always have current data when speaking to customers about their account).
- Pay-as-you-Go and data fees are included in the monthly monitoring cost and not add on fees or features.
- Open RESTful API architecture to allow for back office integration included.

Does the portal provide route planning/optimization?

Currently no, we have route filters in place which allow you assign accounts to routes and then run reports on tanks filtered by routes. This would allow you to provide a driving with all tanks on his route below 20% for example.

Are your tank radios “Intrinsically Safe” or “UL Certified”?

No, the sensor attachment is certified intrinsically safe and we are working on completing this testing of the radio but until then, the radio should be mounted at least 6ft from the tank if possible.

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What is the cost of the radio and are there discounts for larger purchases?

We have many radio options and discount levels based on your needs. Discounts are given for larger orders and are something that is handled on a case by case basis depending on the long-term value of the customer. We will need to be involved in discounting negotiations if they get above 250 or so radios, but until then sales personnel should advise the customer they will get back to them with a price point after determining how many radios the customer desires. Please contact us to discuss your options.

Will the radio alert me when a tank get critically low?

Alerts can be setup in the portal to trigger on any number of criteria. Immediate alerts for a tank passing a threshold, daily alerts for all tanks below a set point, etc. are available. Refer to the manual for how to set these up.

Can I provide a login to my customer to allow them to view their tanks?

Yes, to setup the login go to the Customer Details in the portal for that customer and click the Customer Portal button near the top. Customers must be assigned a service address and have an email. They will be sent a welcome message with instructions on how to activate their account.

Can the customer welcome message be customized?

Yes, under the Account section of the Dealer Portal you can edit the Invoice and Welcome messaging used for your notifications.

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What file types do you support for uploads?

Currently we support Mid-Com file types for direct upload, but the RESTful API interface is able to support the exchange of any system information through standard API calls.

What other radio type or applications do you have?

- We have 2 different types of systems (Cellular or Fixed Wireless).
- Fixed Wireless is for dedicated system builds and requires a lot of pre-engineering and planning. We will need to be involved but it allows a dealer to own his entire system and not have to rely on cellular or satellite. Similar to if he installed a 2-way radio system for his trucks.
- In both radios types, we support tank radios and meter radios. Meter radios require a pulse output on the meter they are connected to or they can be retrofitted with them (cost varies by meter type).
- The pit radio is only available as a fixed wireless device currently.

Can you monitor diesel tanks or heating oil tanks?

Yes, as long as they are equipped with a dial type gauge. Other level option may be developed given sufficient Qty.

Do you offer trials for your system?

Yes, we currently offer a 60-day free trial (Must sign agreement prior to being accepted).

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Can I query the radio for an immediate read (2-Way communication)?

Currently only the Fixed wireless system offers a 2-way option.

Is there an additional fee if I need a radio to transmit more frequently?

Yes, if the radio transmits more than 6 times per day an additional fee of \$1 per month will be assessed for that radio to allow for it to exceed its data cap.

Do I have to buy blocks of cellular data for the radios?

No, the data fees are included in the monthly monitoring costs.

Can I use my own sim cards for the radios?

Generally, no, but special consideration may be made under extraordinary circumstances. Our carrier agreement allows us to operate in 118 countries currently.

Portal Usage and Functions:

When activating the radio, can I use a different magnet than the one supplied?

Yes. As long as the magnet is the same strength (10 lbs.) or larger.

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When confirming radio activation, why isn't my radio visible in the MTU ID column?

If the radio isn't visible, repeat holding the magnet on the specified area for 10 seconds. If the problem persists, try moving the radio to a different location to test.

Do I need to continually check the radio values in the Latest Data Received page, after activation?

No. As long as the radio is visible you don't need to continually check, unless a problem persists.

Can I enter new customers into the portal before activating the radio?

Yes. Once the radio is activated, click on Service Addresses, then click the address of the customer you want to provision and click on Add Tank or Add Meter. Continue on following the instructions from # 6 for Tanks and # 7 for Meters, in Provisioning Your Radios.

If I make a mistake entering customer information in the portal, can I change it?

You can always edit the customer information by clicking on the Customer ID, Radio ID, or Service Address, then changing the information. Make sure to click Save, before exiting.