



Technical Support Service Alert August 1, 2011

The intent of this service alert is to provide a quick reference to your service network and technicians on items that Veeder-Root Technical Support has identified through frequently asked questions, customer request or other means.

Service Alert Items; TLS-350 & TLS-450 Automatic Tank Gauge systems with PLLD sensors

1. To better enhance the performance of Veeder-Root ATG's that have PLLD sensors installed, Veeder-Root is offering free software upgrades (to be installed at customer's expense) to the latest version of software. This software offers additional sensor failure mode detection to offer more security for your line leak applications.

- TLS-350
 - i. Offer only covers software kit part numbers 331500-303 and 331500-353. If the application requires another software upgrade kit, part numbers 331500-308, 331500-320 or 331500-348, the distributor's cost of the -303 / -353 will be deducted from the price of that kit.
 - ii. Offer expires December 31,2011. Orders must be placed by close of business December 31,2011 to qualify for offer.
 - iii. Proof that current system has PLLD must be provided with core return (system configuration printout tape).
- TLS-450 software upgrade kit 330020-604 will continue to offered at no charge for the foreseeable future. Installation will continue to be at customer's expense.
- Any additional hardware required will also be at the customer's expense.
- Veeder-Root recommends the best practice to periodically physically test your leak detection equipment in accordance with federal, state and local regulations per Veeder-Roots operability test guidelines (577013-814 Series, <http://www.veeder.com/page/SensorManuals>)

2. Any site applications utilizing PLLD sensors, with or without checkvalves, in applications subject to high voltage surges (lightning, poor power quality, etc ...) should install the PLLD Grounding kit, Veeder-Root part number 330020-285. The kit can be retrofitted into existing installations with the addition of a ground wire that is suitably terminated at the site power distribution panel. Further, it is recommended that when grounding the sensor housing, a separate wire be provided for each PLLD sensor.

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The installer should also *avoid* series wiring in the ground path to prevent single point failure to all of the device grounds.

In order to maintain 500 *volt* isolation, the housing ground wire cannot be

connected to any intrinsically safe sensor wiring. Proper installation and wiring instructions are provided with each kit. It has been determined that large *voltage* transients can cause significant damage to these sensors. This external grounding kit will further enhance protection from these external *voltage* surges (often due to lightning strikes).

Contact Information:

Customer Support Request-(Preferred) (Respond within 24 hours)

<http://www.veeder.conJ/page/SupportRequest>

Questions and Concerns- Monday through Friday 8am-7pm EST.

Call the Technical Support Help Desk at 1-800-323-1799