

## Smart Oil Gauge® – WiFi Heating Oil Gauge

### FREQUENTLY ASKED QUESTIONS

**Q:** Where on my tank do I install the Smart Oil Gauge™?

**A:** The Smart Oil Gauge goes in one of the openings on the top of the tank. There is typically at least one unused opening with a plug in it (another opening is used for the existing gauge, while another is used for the fill pipe, and another for the vent). Simply unscrew the plug from one of the unused openings, and install the Smart Oil Gauge in its place.

**Q:** Are there any monthly fees?

**A:** There are no monthly fees.

**Q:** What size opening on my tank does the Smart Oil Gauge fit into?

**A:** The Smart Oil Gauge fits into a 2" NPT opening on the top of a tank. Please note that the outer diameter of a 2" NPT pipe is not 2 inches, but actually closer to 2-3/8 inches. A 1.5" adapter and a 1.25" adapter are available for tanks with a smaller opening.

**Q:** Can I check the tank level even when I'm not home?

**A:** Yes, you can check your tank level from anywhere in the world. Your phone does not have to be connected to your home's router to view what's in the tank.

**Q:** How can I tell if I have a WiFi connection at my tank?

**A:** Walk down to the tank and bring your smart phone, tablet, or laptop. Put your phone in 'Airplane Mode' and turn on WiFi only. See if you have internet access by opening up your browser. If the connection is not great, consider purchasing a WiFi range extender.

**Q:** What type of batteries does the Smart Oil Gauge take, and how long do they last?

**A:** The Smart Oil Gauge takes two Saft LS14500 3.6 V lithium AA batteries, which are readily available online. The batteries generally last 1-2 years, depending on WiFi strength, Upload Interval, and other factors. Set your Upload Interval to 24 to maximize battery life.

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- Q:** What is the Upload Interval?
- A:** The upload interval, in hours, dictates how long the device waits before waking up and uploading its latest readings to the cloud. A setting of 1 means the device will wake up and upload every hour; a setting of 24 means the device will only wake up once per day and upload readings. The device will still take a reading once per hour regardless of this setting; it just won't upload the new readings until the interval passes. For longer battery life, a longer upload interval is recommended.
- Q:** What size tank is the Smart Oil Gauge designed for?
- A:** The sensor currently supports standard vertical or horizontal 138, 220, 240, 275 and 330 gallon above-ground tanks, as well as 500 and 550 gallon cylindrical tanks. Roth adapter required for 400L, 620L, 1000L, and 1000LH. Not compatible with Roth 1500L. Custom tank sizes can be accommodated as well; call 203-456-1499 or email [support@smartoilgauge.com](mailto:support@smartoilgauge.com) to check compatibility. Above ground tanks only.
- Q:** I just had my tank filled, but the Smart Oil Gauge is not reading completely full, why is this?
- A:** When a tank is filled, the oil level is often too close to the ultrasonic sensor to get a reliable reading, so the Smart Oil Gauge will just say 'Full'. There is also an airspace kept at the top of the tank to prevent over-filling. As a result, a 275 gallon tank typically holds around 250 gallons when completely full.
- Q:** What tools are required for installation?
- A:** A standard 14" or larger pipe wrench is all that is required to remove the cap from the top of your oil tank and install the Smart Oil Gauge. Be sure to use pipe dope on the threads to create a seal. Do not use Teflon tape on the threads that mate with the tank, as this could break down and end up in the oil over time. It is OK to use Teflon tape to seal the white cap in place, as these threads are not exposed to oil.
- Q:** Do I remove the desiccant packet or foam from inside the unit?
- A:** No, you can leave both of these in place.
- Q:** How can I tell if my tank is a 275 or a 330 gallon tank?
- A:** A 275 gallon tank measures 5 feet long, while a 330 gallon tank measures 6 feet long.