



## Known Issues



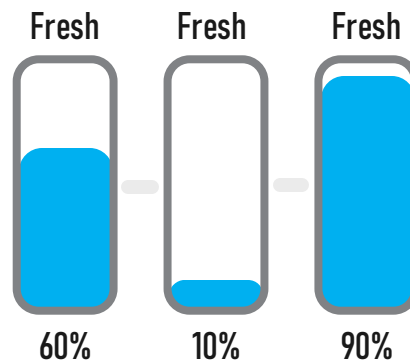
If you are experiencing any of the known issues below, please see the next page of this guide for troubleshooting assistance. If your issue is not related to any of the issues below, please call 866-919-9092



Before beginning any troubleshooting verify that the coach is level and the offending tank is not bowed out.

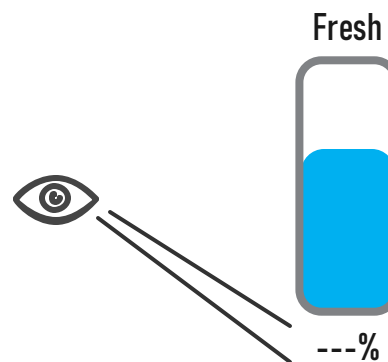
### Tank Levels Fluctuating

The tank levels fluctuate in percent drastically while nothing is happening in the coach. Please note the levels can fluctuate when filling the fresh tank or emptying the black and grey tank.



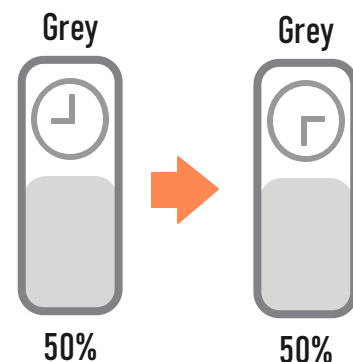
### Tank level indicating (---%)

If you observe the tank information readout displaying the graphical tank level as if the tank were empty, but you see (- - - %) beneath the corresponding holding tank graphic.



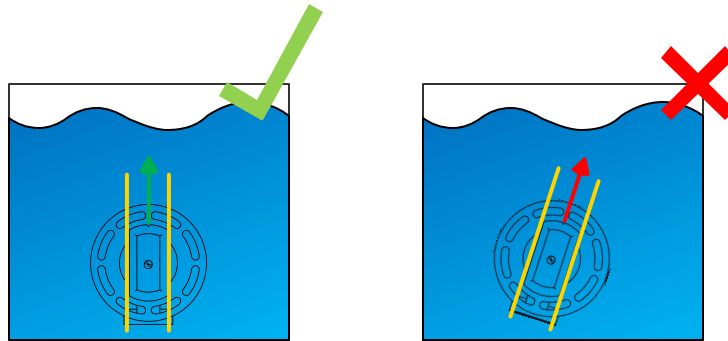
### Tank level never changes

The tank level of one tank or multiple tanks is stuck at one level and will not change. This includes being stuck at 0%



## Check Sensor Alignment

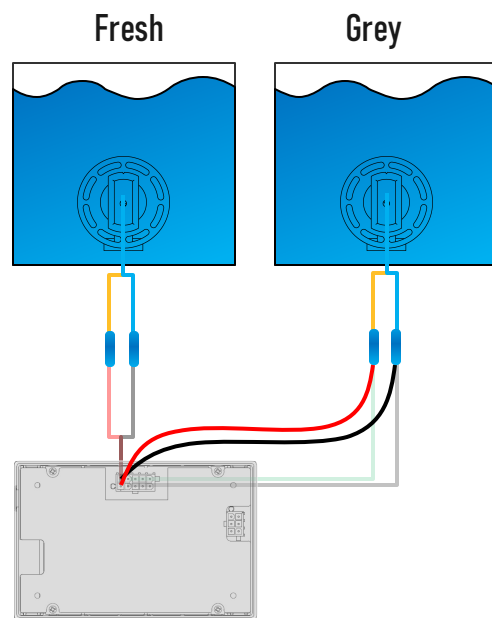
Check the sensor alignment of the offending tank. The tank sensors are installed at the bottom of the tank and must be aligned with the small arrow facing towards the top of the tank. Exactly 90 degrees vertical.



## Swap Sensor Test

Swap sensors as a diagnostic method: For example, if the fresh tank reading is indicating an issue, but the grey tank is working fine, go to the sensor location at the tanks and disconnect the wires from the fresh and grey tank sensors. Connect the wires from the grey tank sensor to the wires that were connected to the fresh tank sensor.

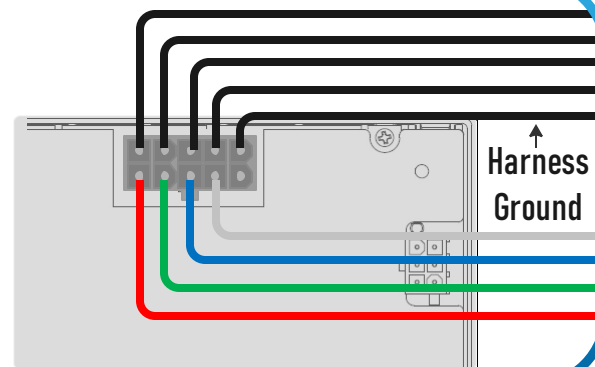
Now the system should display the levels from the grey tank on the fresh tank level readout. If this works, you have just confirmed the fresh tank sensor has an issue and will need replacing. The fundamentals of this troubleshooting step can be applied to different tanks.



Yellow and blue wire have no polarity.

## Check for Harness Shielding

Check to see if the harness connected to the back of the tank monitor has an additional ground wire attached to it. This will be an additional black wire running into the last pair of wires on the white connector. If no ground wire is present and the offending sensor has been replaced and the above steps have been completed replace the harness.



If all tanks show ---% the issue is most likely related to the network connection. Check the NET LED on the back of the tank monitor. If it is anything but solid green troubleshoot for a network issue. If only one or two tanks is indicating ---% this is most likely a issue with wiring to the offending sensor.