

# Troubleshooting Tips

- Make sure your tank is level. If the tank is sitting at an angle, the surface of the liquid will also be at an angle, sometimes causing incorrect readings.
- Tank Check sensor must be located properly. The black rubber contact pad should be placed on center of the tank bottom.
- If experiencing a reading that looks incorrect or erratic, sometimes a slight reposition of the sensor will correct the problem.
- If the bottom of the tank is dirty or rusty it will need to be wipe clean of any debris first. Also the black rubber contact pad on the sensor should be kept clean.
- The bottom of your tank will need adequate clearance from the surface it is resting on. If your tank sits directly on the ground or other flat surfaces, or if your tank sits on a RV tank tray that has no cut outs, then you will need to add the 3 TankCheck spacers that are provided in the package to the bottom foot ring of your tank to provide adequate space and improved wireless signal for the sensor.
- If the tank is moving or vibrating it will degrade the quality of the signal.
- Movement of the tank can cause the liquid to slosh, sometimes causing erratic readings. Readings should go back to normal after a few minutes.
- It's typical to see the level change slightly with changing temperature. This is a characteristic of propane as it boils into gas.
- Tank Check sensor is shipped in sleep mode to preserve battery life. You must press the Sync button on the sensor at least 5 times to wake it up before it will be detected.