Webview Help Guide

OnSite™ Telemetry System

Distributed by:

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Contents

Revision Log

Revision Level	Date	Description
A	12/29/2016	Original

Preface

General

OnSite Telemetry is a data monitoring system designed specifically for industrial gas distributors who are looking for a single platform for all their asset management needs. Its versatility allows the monitoring of Chart MicroBulk and Bulk tanks, as well as high pressure cylinders and pressure lines. Customer benefits include reduced delivery charges and the elimination of gas run-outs. Distributors benefit from better customer service and improved distribution efficiency, as well as better asset utilization.

The OnSite Telemetry system is driven by three major sensors (tank gauges and pressure) that integrate seamlessly with multiple types of data transmission devices to service any installation economically. This web-based system is easy to use, allowing data to be retrieved by authorized users or customers anytime over the internet, and it's conveniently self-administered with credit management services through www.chartparts.com. Backed by Chart's service and Robertshaw's Centeron Webview™ proven telemetry platform, you can be confident your hardware and data will be supported and secure.

Highlights

- Simple tank set up downloads to program controller
- Flexible tank reporting schedule by accounts to control communication costs
- Customizable alert settings for level and pressure with e-mail, text messaging or fax communication
- Full administration rights to commission equipment and set up customer sites from any internet-access computer
- Multi-user access - set up employees, customer or suppliers
- Historical data reports with cost-saving analysis software
- User authorization levels from read-only to full system administration

Webview Help Guide

This OnSite Telemetry Webview Help Guide is provided to give the user basic instructions on using the OnSite Telemetry System.

In this help guide are instructions on Creating the following: New User, New Daily Email Report, New Contact Group and New Call-In Schedule,

There is also a chapter containing information on Setting Up and Calibrating a New Tank Level Telemetry.

If after following the steps in this manual you have any questions regarding the OnSite Telemetry, please contact Chart's Technical Service at 1-800-400-4683.

Instructions

Creating a New User

Once a company has been setup on the Webview then a user can be created. In order to create a new user the person creating the user must have administrative rights. If you do not have administrative rights then they can be requested from Chart customer service or from the telemetry product manager.

Not everyone interested in the telemetry data needs a username and login. People such as end users who want to be included in the email alerts are good examples of people who may not need a username. The end user should not need to login and change anything in the site so they may get away with just adding them as a contact. Any person who needs to receive email alert information from the site needs to have their contact information saved on the site.

If a user is required that person will need to have a certain amount of access to the Webview. This means they will be setting up new sites, looking at tank levels for distribution, or tracking tank levels on a regular basis.

Users can be created at a variety of different visibility levels. A user will have access to any folder that is a lower level than the level they are created in. For example if a user is created under the company folder that user will have access to ALL the tanks in that company. If a user is created under a site folder, say Joe's Welding for example, they will only be able to see the tanks in the Joe's Welding folder. This means that any person from Chart all the way down to the end user can get a user name and only be given access to the tanks they are supposed to see.

If a new user name is being created you also need to determine what they should be allowed to change in the system. If this is an end user you probably only want to give them "read only" access. If this is the owner of the company Chart is supplying we probably want to give them "admin" access so that they are allowed to change things.

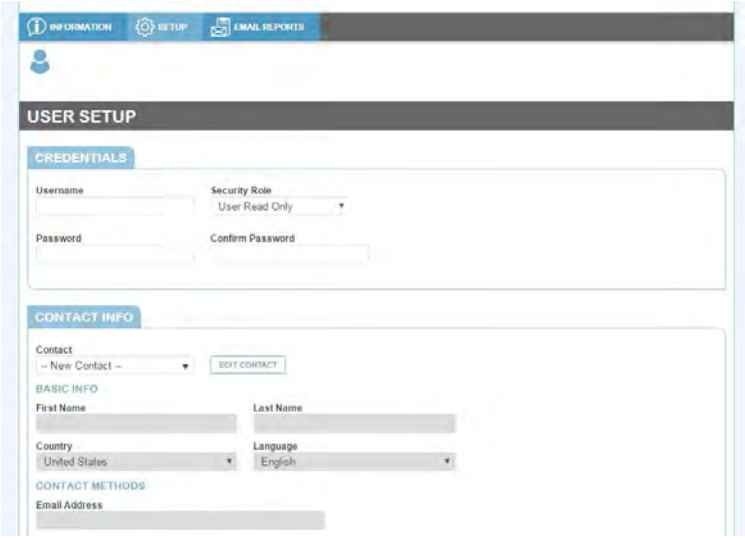
Read only access will allow a user to see everything but now be able to change anything. That means they will not be able to create, setup, or calibrate tanks. If a user is expected to make changes to their tanks they need admin access. If specific restrictions are needed, for example they want to create a tank but not have access to deleting tanks; they can be altered in the permissions portion of the user setup. The following procedure can be used to create any new user.

1. Log into the OnSite website (http://webview.centeron.net/chart.aspx) using your user name and password to setup the controller on the website.

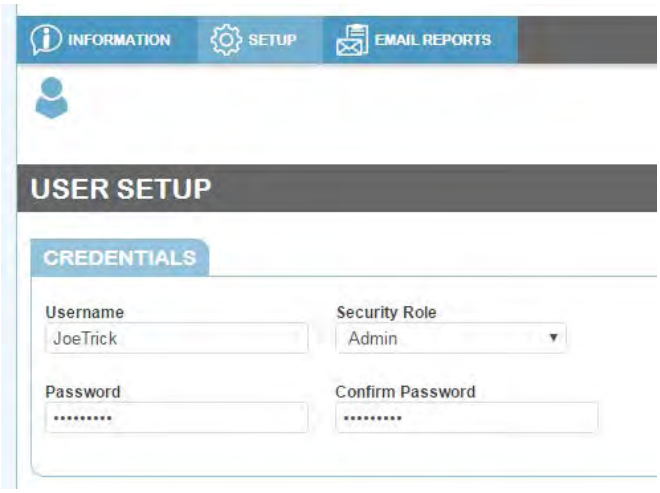
2. Make sure you have the top level highlighted that you want to create the user name in. In this example we want to create a new user for the CHART D&S DEPOT so that level is highlighted on the navigation bar on the left side of the screen by clicking on it.

3. In the top left corner of the screen click on the button to add an object. The object in this case is a new user. The window will refresh and the add object window will appear. Click on ADD USER.

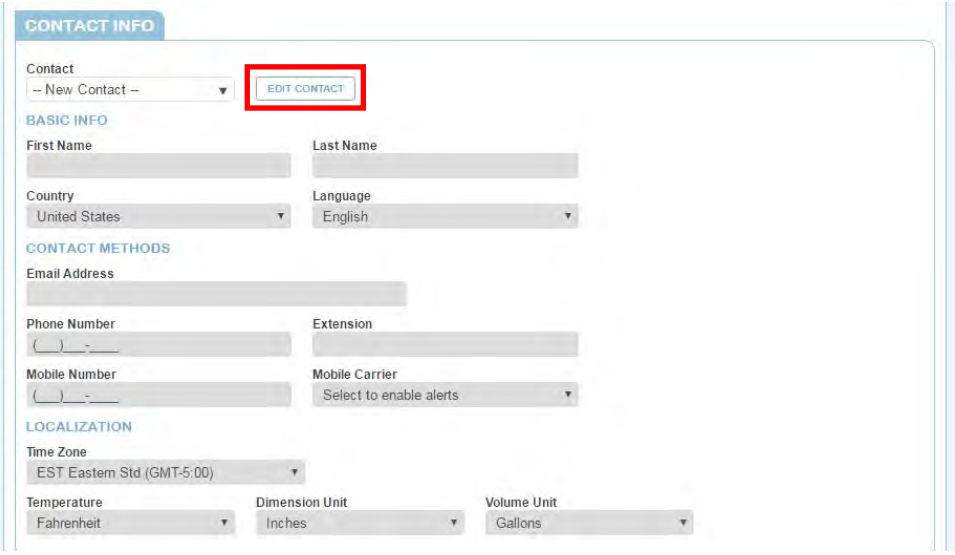
4. The screen will refresh again and the user setup page will appear.



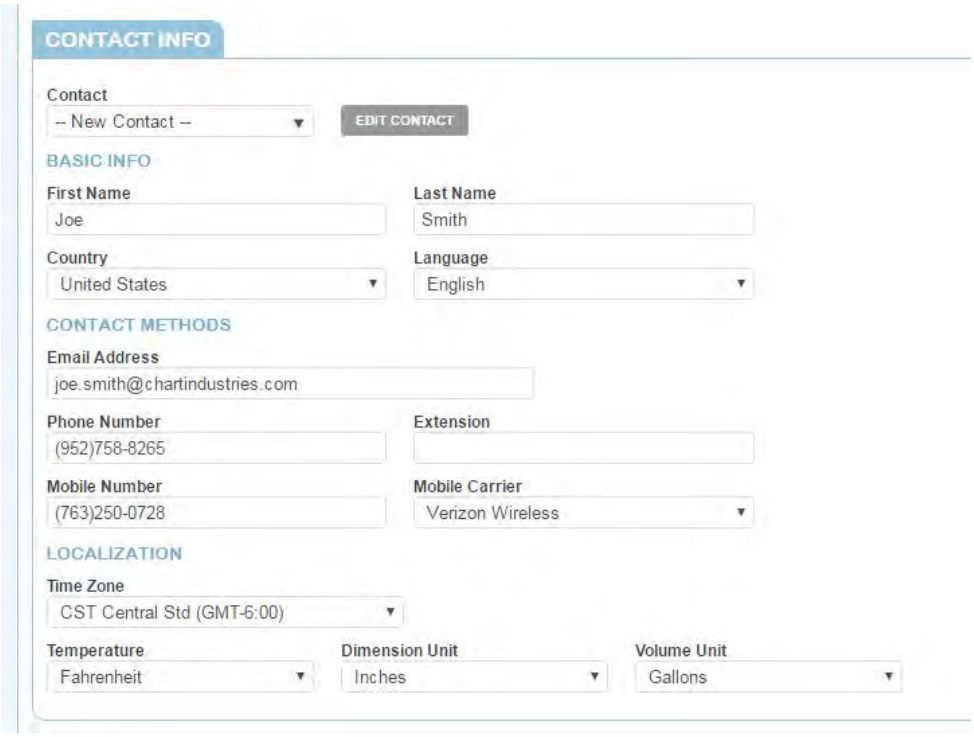
5. The first items to enter are the user name and password. Request a user name from the customer/person you are setting up the access for. Tell them you will give them a temporary password which they can then change in the user settings menu. For a temporary password use the word Chart followed by the current year (example: Chart 2016). You will also be selecting the security role at this point. This is where you select whether the user will have “read only” or “admin” rights. In this case the user will have admin rights as they work for the company.



6. The password will not be displayed. Instead the password will just be dots in place of characters. Next you will need to input the contact information for this user. For this example we will be entering a “New Contact”. If the contact is already in the system you can select it from the drop down menu. Press the “EDIT CONTACT” button to enter new contact information.



7. Once this button is pressed the greyed out areas will become available for editing. Enter the users contact information. Make sure to enter the first and last name, country, email address, phone numbers (office and cell), Mobile Carrier (if they want to receive text alerts), time zone, and viewing units.



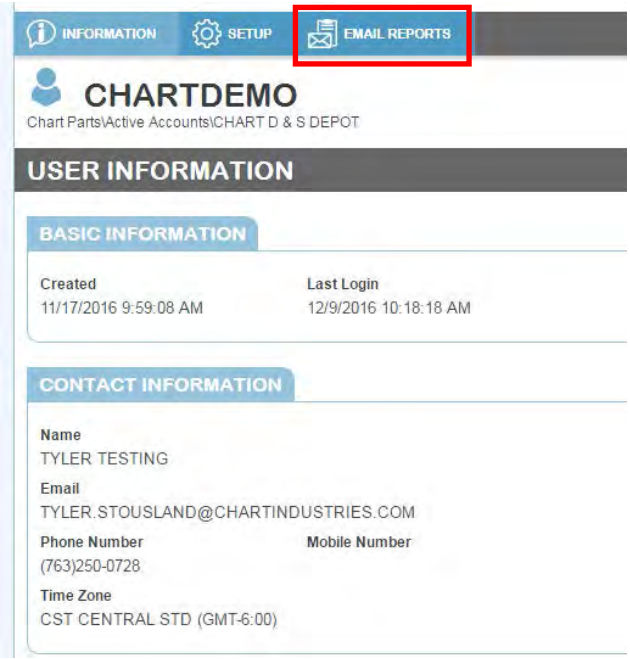
8. Press the SAVE button at the bottom of the page.

Creating a New Daily Email Report

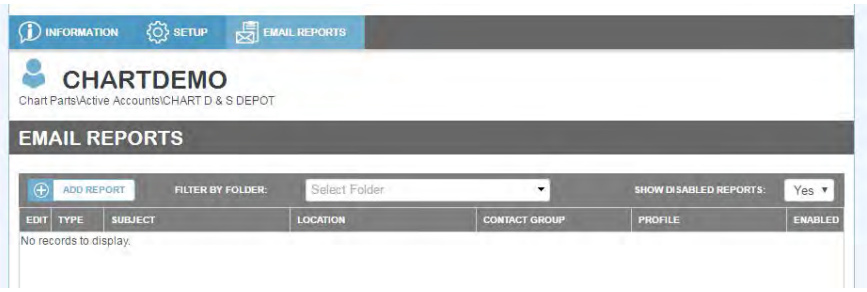
Daily email reports are a good way to sort and deliver large amounts of tank data without logging into the Webview every day. The reports can be sorted into a lot of different ways. The Webview has a few basic reports that can be generated. If a custom view is requested, a custom view is setup by altering the Asset report for the company. The procedure below will go through the steps needed to setup a new email report.

1. Log into the OnSite website (http://webview.centeron.net/chart.aspx) using your user name and password to setup the controller on the website.

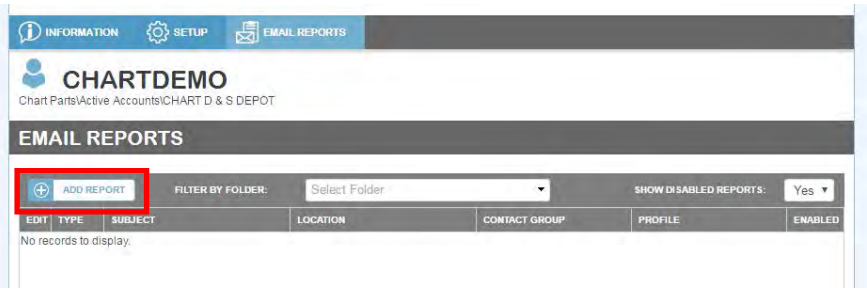
2. Navigate to the user who will be the main contact for the report. The person does not have to be the only person getting the report but the report needs to be tied to someone. Click on the Email Reports button at the top of the user information page.



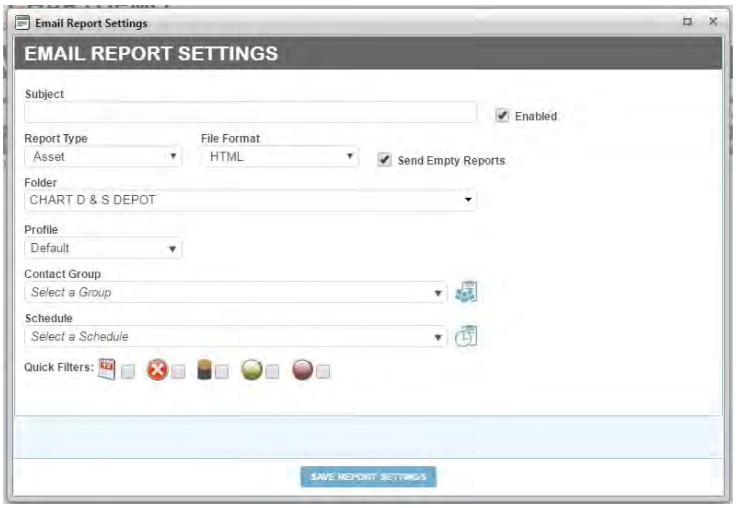
3. The page will refresh and the email reports list will appear. If any reports had been previously created they will be on this list. As no other reports have been created in this example the list is blank for now.



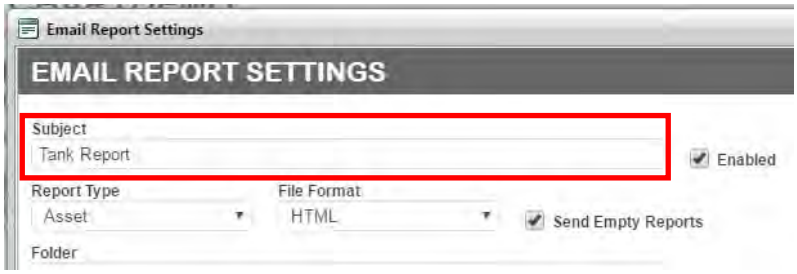
4. To add a new report click on the ADD REPORT button at the top of the list section.



5. A window will pop up. This window is the EMAIL REPORT SETTINGS window.



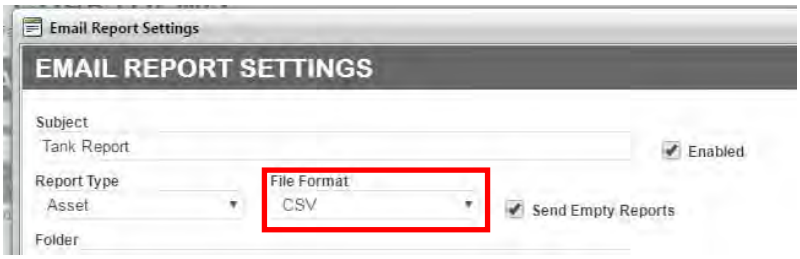
6. This is the window used to create the report. Fill out the sections to create the report you desire. The first thing to do is name the report. This is the subject and this is what the subject line of the email will read when the report is emailed to the user.



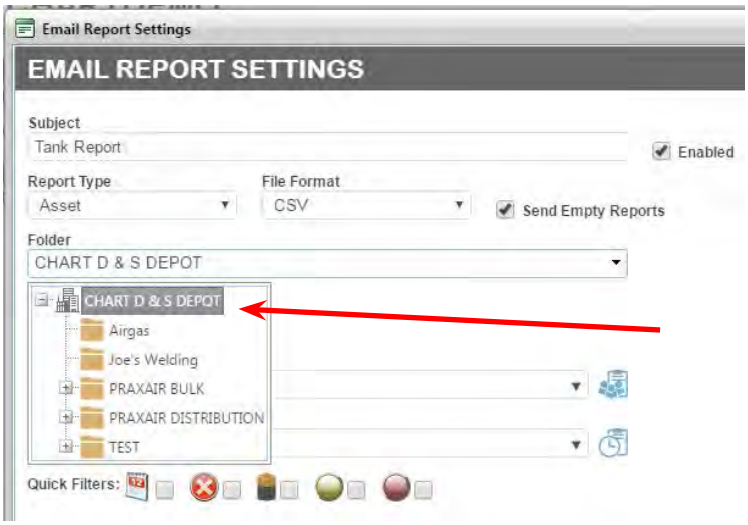
7. New reports are enabled by default. If a user ever wants to stop receiving an email report the enabled box should be UNCHECKED. This will stop the report from being sent.

8. Next you need to decide if this is a tank report or a device report. 90% of the time users only care about the tank report because that is the information they use on a daily basis. This will tell the user the levels of all their tanks. To do this select “Asset” in the report type drop down window.

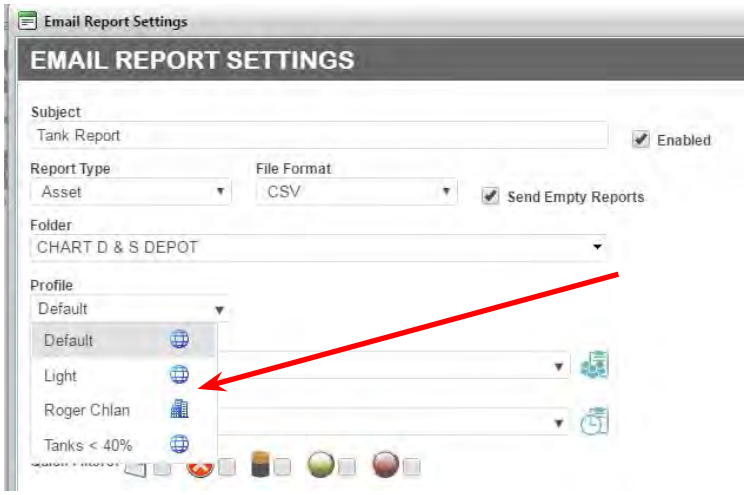
9. The reports can come in a variety of different file formats. Excel is usually the easiest for everyone to use and the best format also. PDF and HTML are options but the formatting of the information is not the greatest for these options. It is recommended that users go with the Excel format if they do not have a preference. Select CSV in the drop down menu to make the report in Excel format.



10. Next the folder needs to be selected. The folder is the level at which the report is generated. The report will contain every tank that is a lower level than the folder selected here. In this example we are generating a company wide report so the company, CHART D&S DEPOT is the folder selected. If the user wanted a report for only Joe's welding they would need to select Joe's welding for this option.

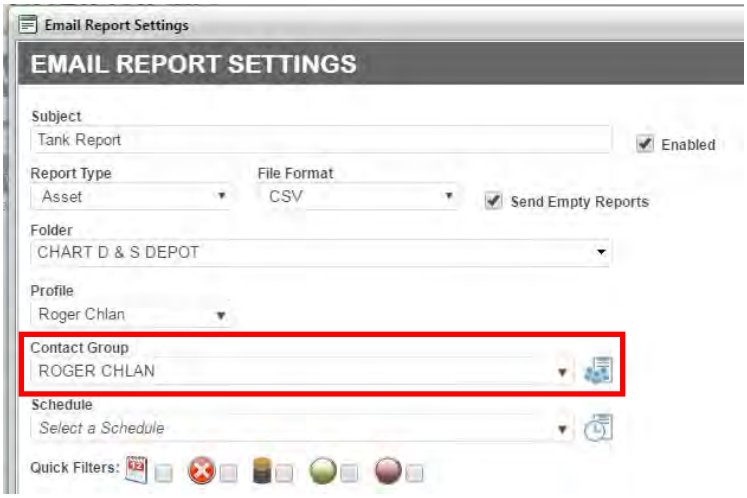


11. The next setting is the profile. The profile is the specific information that will populate the report. This is information such as tank name, product, current level, days remaining, etc. By default the view is "Default". This is the same information that is seen on the website when looking at the tank report. If a different view is requested a custom profile will need to be generated on the tank report screen. Once the profile is generated, select that profile in this drop down menu.

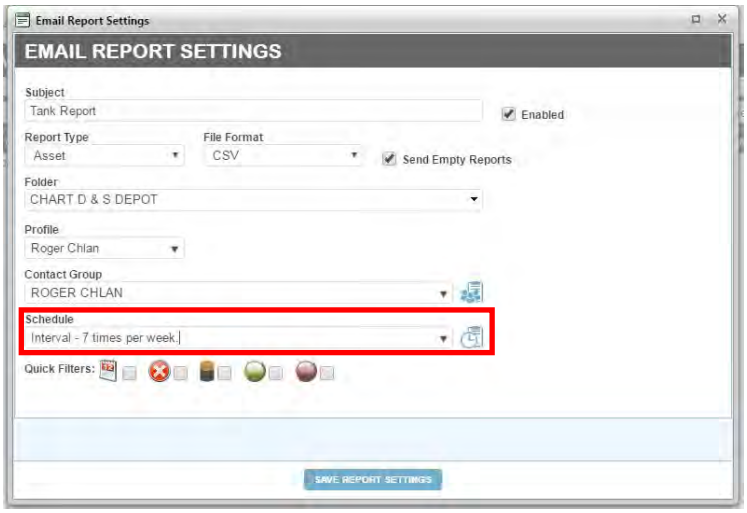


12. In this instance Roger Chlan has already created a profile view. This is also the view we want for the report so it is selected.

13. Next a contact group needs to be selected. If the contact group is not already in the system a new contact group needs to be setup. To create a contact group, refer to the “Create Contact Group” section. In this instance we want to select the Roger Chlan group to receive this report.



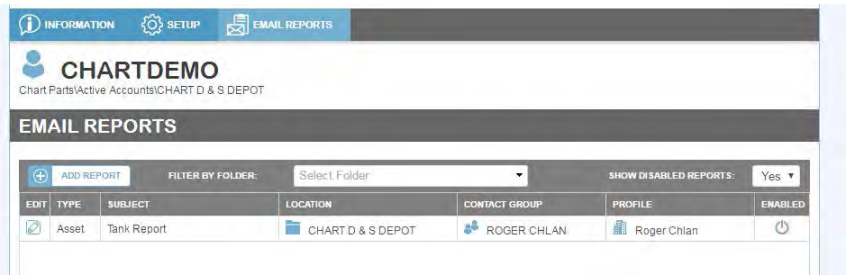
14. The final item to select is the schedule. Select a schedule from the drop down list. If the desired schedule is not there a new one needs to be created using the button. If you do not know how to create a new schedule refer to the “Create Schedule” section.



15. This is all that is needed to setup a basic email report. The report we have just setup is a daily tank level report for all the tanks in the CHART D&S DEPOT Company. Click the SAVE REPORT SETTINGS button to finish the setup.

16. A notification will appear that the report was saved and it is now safe to close the popup window.

17. The next time you login the new email report will be visible in the email reports list.



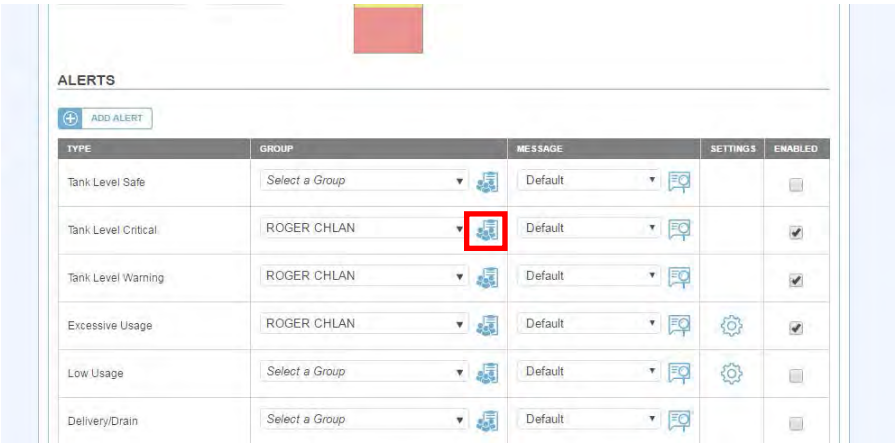
Creating a New Contact Group

Contact groups are a versatile way of controlling who gets contacted for various reasons by the Webview. Contact groups are used for call block notification, daily email reports, set point alerts, excessive usage alerts, and delivery alerts. Assigning contact groups to items on the Webview instead of individual people makes it easier to add or remove people to huge amounts of alerts all at one time.

Say for example Joe's welding hires a new employee that needs to be get the set point alerts for all 60 tanks the Joe's welding services. By adding the new employee to the contact group that all the alerts go to they will automatically get all the set point alerts for every tank without having to go into the settings for each of the 60 tanks to add the new employee. The following steps will go through the procedure of setting up a contact group.

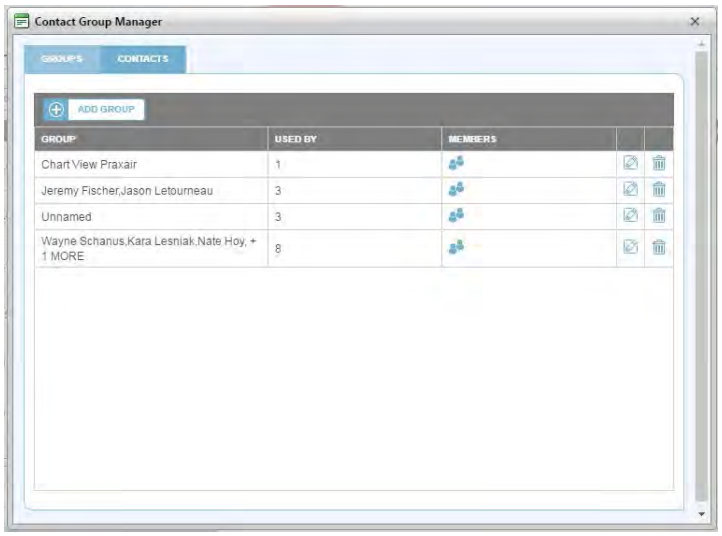
1. Log into the OnSite website (http://webview.centeron.net/chart.aspx) using your user name and password to setup the controller on the website.

2. Navigate to any alert on the Webview. For this example we will start from the Tank alerts screen in the setup section of a tank.

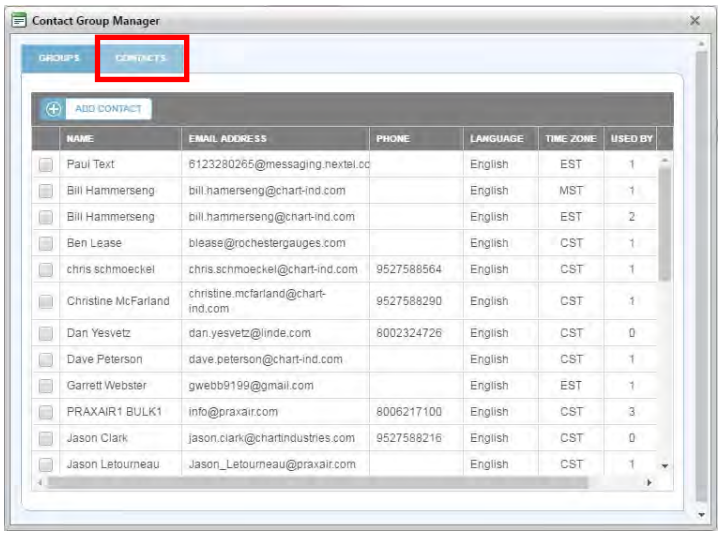


3. Click on the group manager icon, next to any alert.

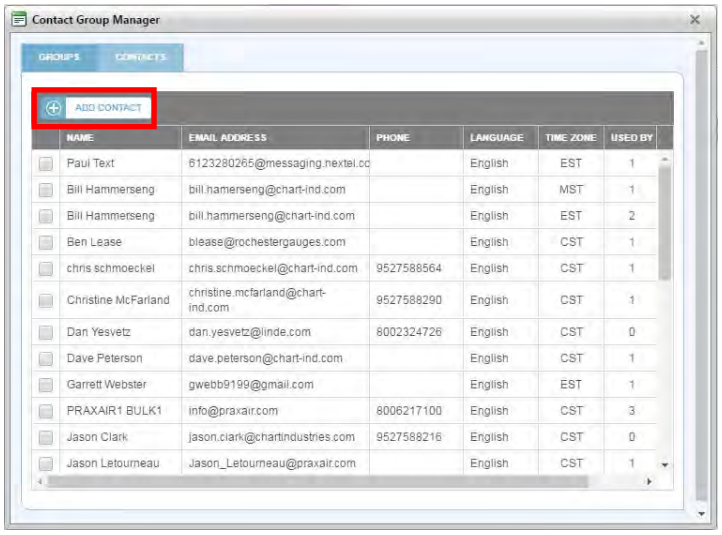
4. A new window will popup that will show a complete list of all the contact groups currently created.



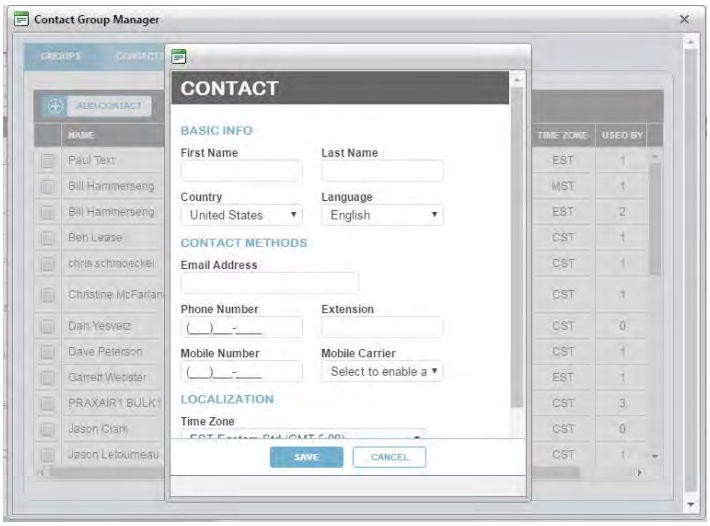
5. If all the contacts you want to add to a group are already entered into the website you can continue to create the group, skip to step 14. For this example let's say we need to add a contact first. Click on the CONTACTS tab at the top of the window.



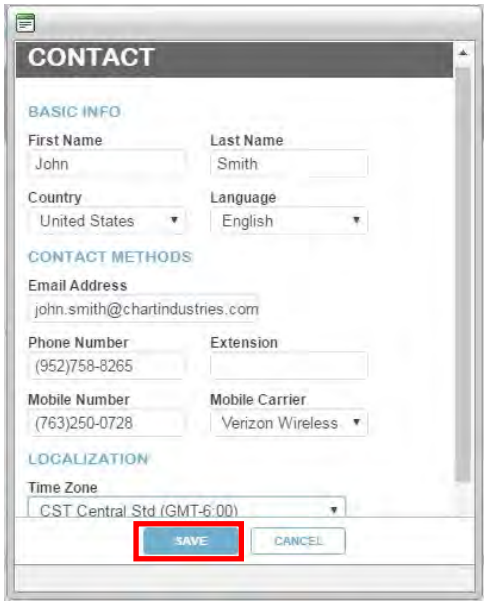
6. The window will now show you all the available contacts associated with the company. To add a contact, press the ADD CONTACT button on the top left part of the screen.



7. A new window will appear to add a contact.

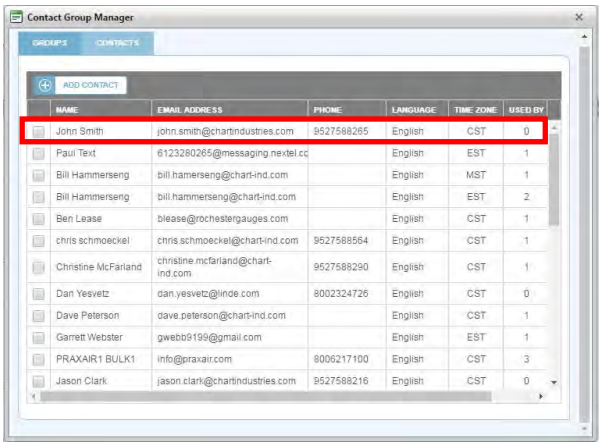


8. Add as much information as you can about the new contact. Try to be as complete as possible but at the very least enter the contact's first and last name and their email.

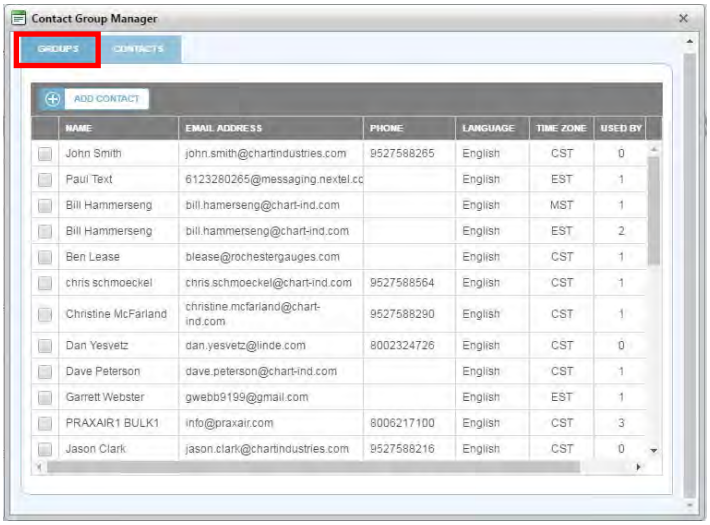


9. Once this information is entered, press the SAVE button.

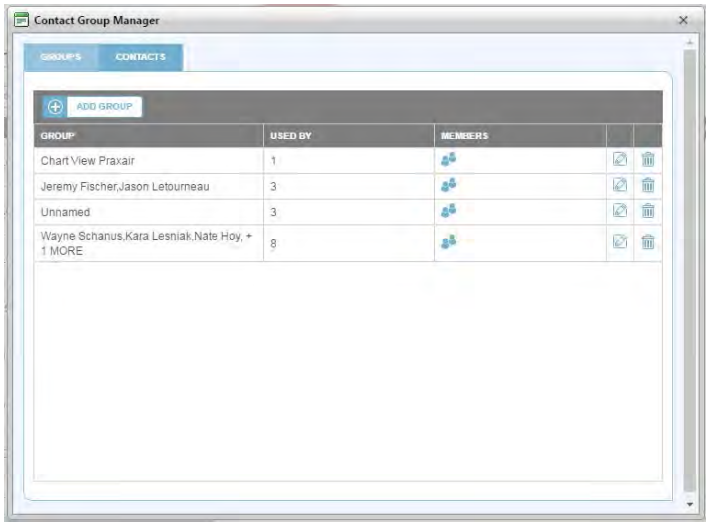
10. The window will close and the contact will now show up in the contacts list.



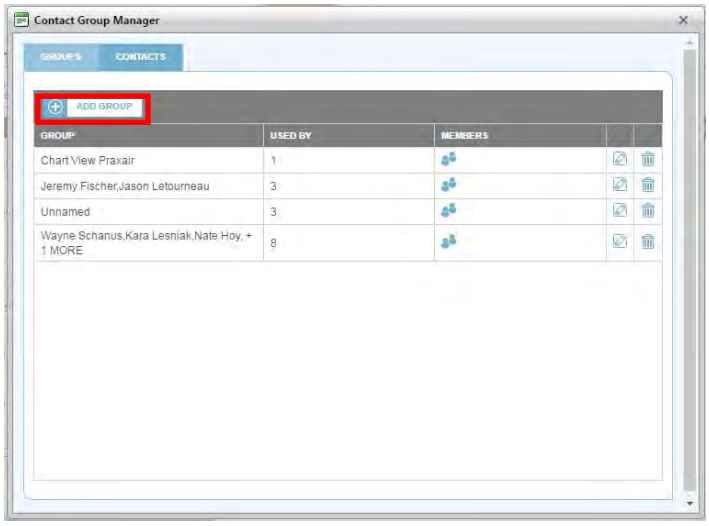
11. We can now add them to our new group.
12. Click on the GROUPS tab to go back to managing groups.



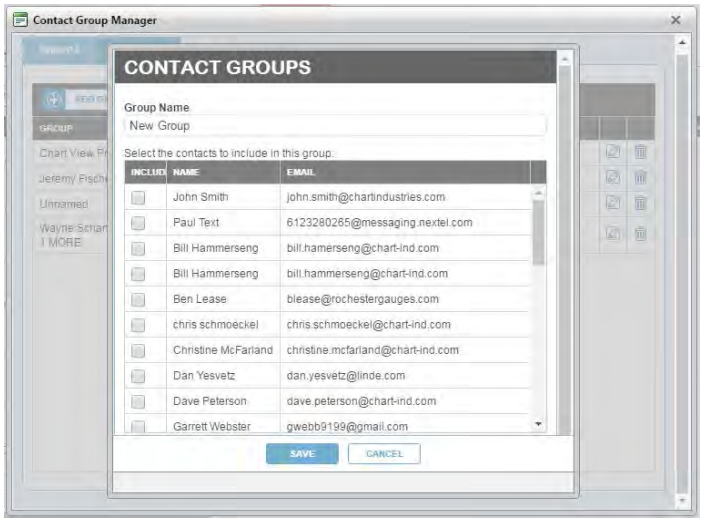
13. The screen will now show the list of groups again.



14. To add a new group click on the ADD GROUP button near the top left corner of the window.

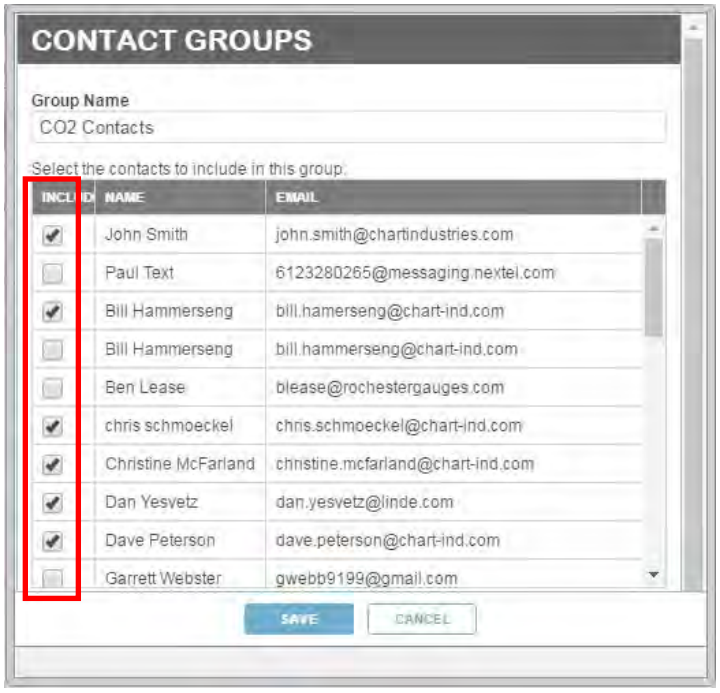


15. A new window will appear and you will be able to create the new group.



16. First thing to do is to name the group. Replace the “New Group” text with the desired group name. For this example we will use CO2 contacts. The group name should give you some idea of who is in the group. This group will include anyone who works with the CO_2 tanks. This group should then be setup on all CO_2 Tanks.

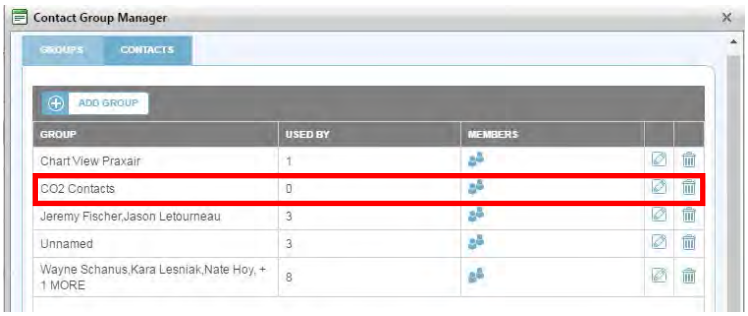
17. The next thing to do is to check all the boxes next to the relevant contacts that need to be added to the group.



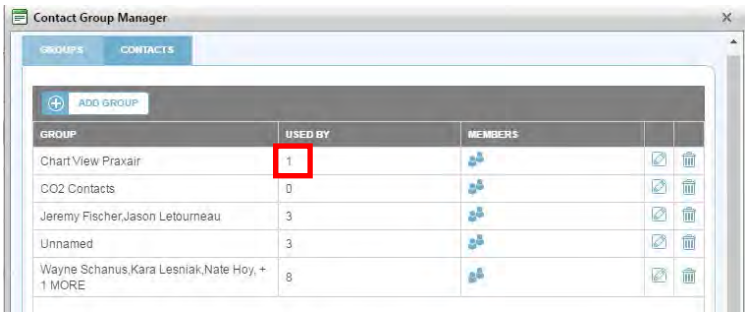
18. Any contact with a checked box is included in this group. This means these contacts will get the email alert message any time an alert is triggered with this group attached to that alert.

19. Press the SAVE button to save the new group.

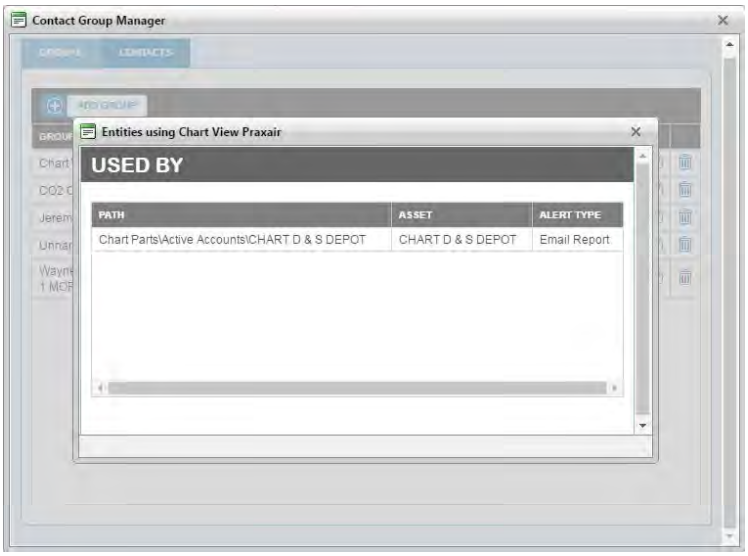
20. The popup window will close and you will be returned to the group manager list.



21. To see where a group is being used you can click on the number next to the group. In this example let's see where the Chart View Praxair group is being used. Click on the number "1" next to the group name in the USED BY column.

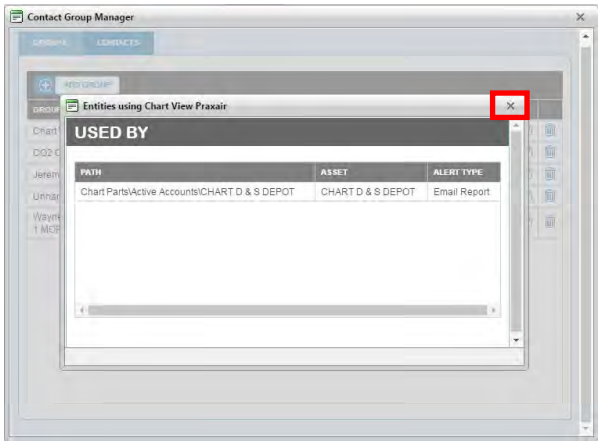


22. Once you click on the number a popup window will appear. This window will show you every place this group is being used. In this case it is only one place.



23. It looks like this contact group is getting a daily email report on tank levels.

24. Press the X in the top right of the screen to close the window.

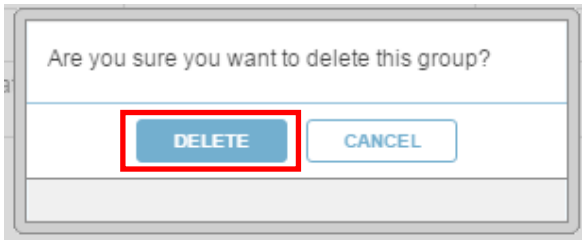


25. The window will close and you will be returned to the group manager list.

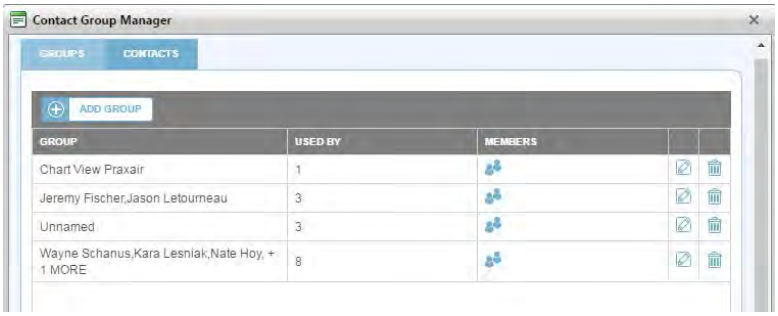
26. This feature can be a good way to see where a contact group is being used. If you ever want to delete a contact group it cannot be associated with ANY alerts. The USED BY number must be “0”. So for this example the only group that can be deleted is the “CO2 Contacts” group, as we just created it, it is not being used anywhere and can be deleted.

27. To delete a group press the blue trashcan button on the right side of the screen on the same line as the group you want to delete.

28. When the button is pressed the system will ask you if you are sure you want to delete the group. If you are sure you want to delete the group press the DELETE button.



29. Once the button is pressed the window will close and the group manager list will update.

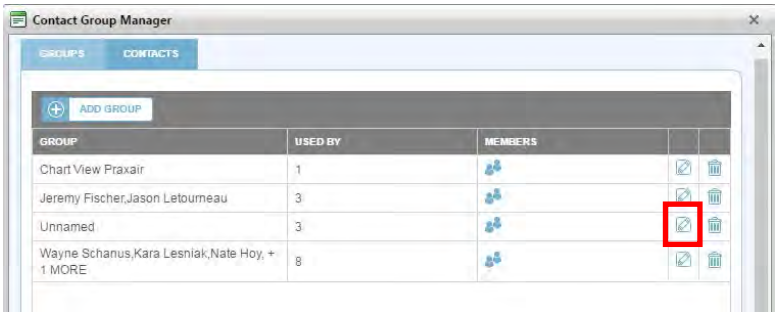


30. You can now see that the “CO2 Contacts” group is gone.

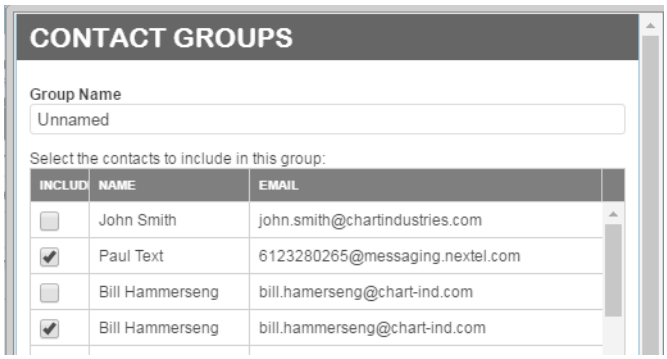
31. To see who is in a group, you can hover your mouse over the members icon in the row associated with the group in question. Let’s see who is in the “Unnamed” group.

32. With the mouse hovering (but not clicking) over the members icon, we can see the three contacts that are in this group. This is helpful to determine who needs to be added or removed from groups.

33. To remove someone from a group you need to press the pencil and paper icon next to the group in question on the right side of the screen. Let’s remove Bill from the “Unnamed” group. Click on the pencil icon.



34. The Group window will pop up and show the list of all the contacts at the company. Remember all the contacts that have a checked box are part of the group.



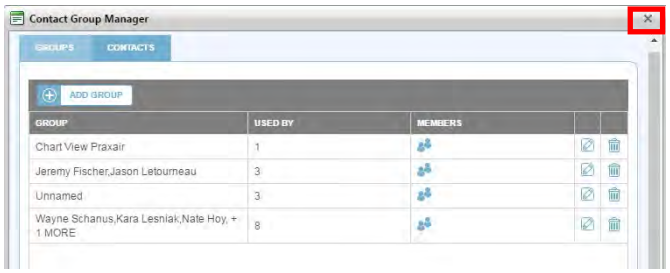
35. Click the check box next to Bill's name to uncheck it.

36. This has now removed Bill from the group.

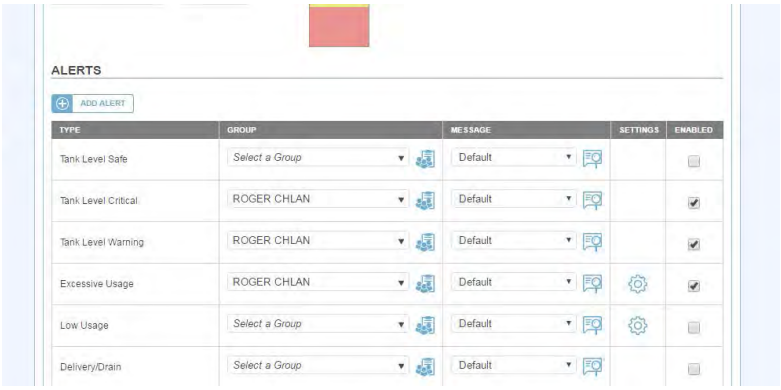
37. Press the SAVE button to save the changes.

38. The page will close and the group manager list will appear again. Now if you hover over the members list in the Unnamed group you will see that Bill has been removed.

39. To exit the group manager press the X in the top right corner of the window.



40. The window will close and the screen will refresh with the changes to the groups taking effect.



41. You are now back on the tank setup page. You do not need to save anything as you did not change any of the settings on the tank.

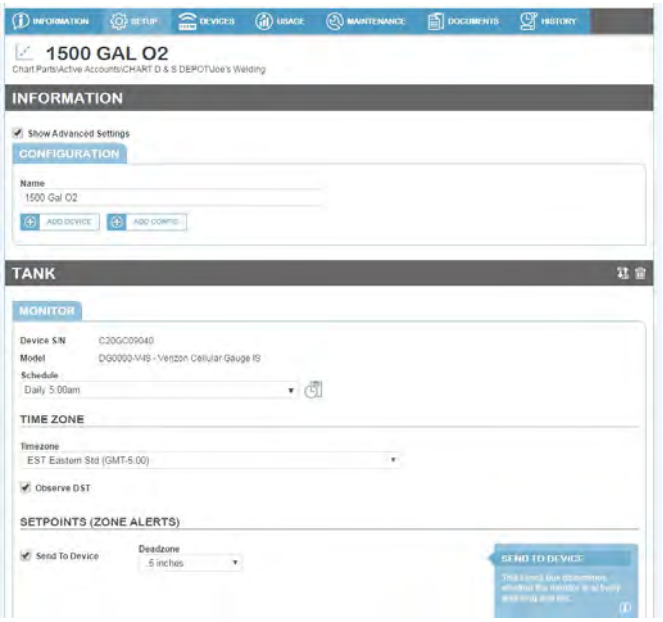
Creating a New Call-In Schedule

A call-in schedule is what is used to program how many times per week the controllers call in to the server to report data. This is usually once a day for new accounts and then can be reduced once the distributor understands how the usage pattern will work.

Additionally there are set schedules that distributors will be applying to lots of different tanks and instead of setting up the schedule every time a new tank is setup, the schedule is generated once and is then saved in a drop down menu. The following steps will go through the process of generating a new schedule.

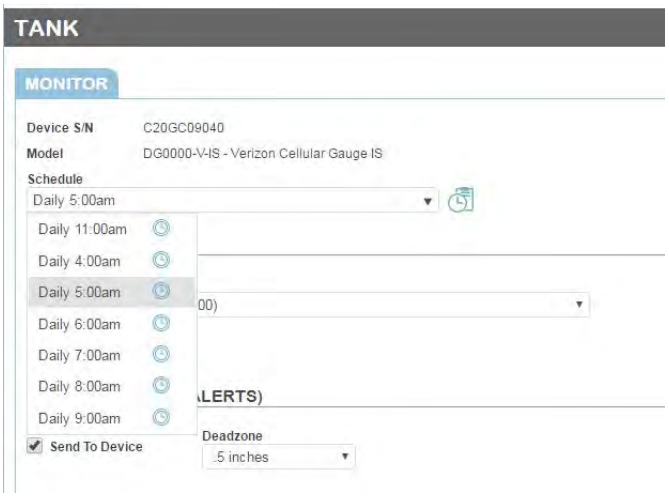
1. Log into the OnSite website (http://webview.centeron.net/chart.aspx) using your user name and password to setup the controller on the website.

2. Navigate to any alert on the Webview. For this example we will start from the tank settings screen in the setup section of a tank.



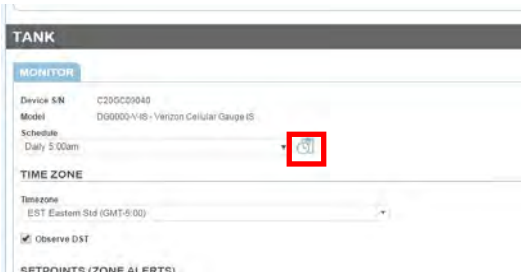
3. You can see that currently, in this example, the tank is setup to call in daily at 5:00 a.m. That means that every day at 5:00 a.m. EST this controller will call in and report data.

4. When you click on the drop down arrow you will see a list of all the available schedules.



5. You can see that a lot of different schedules have already been setup for this company. Let's say we want to create a new schedule.

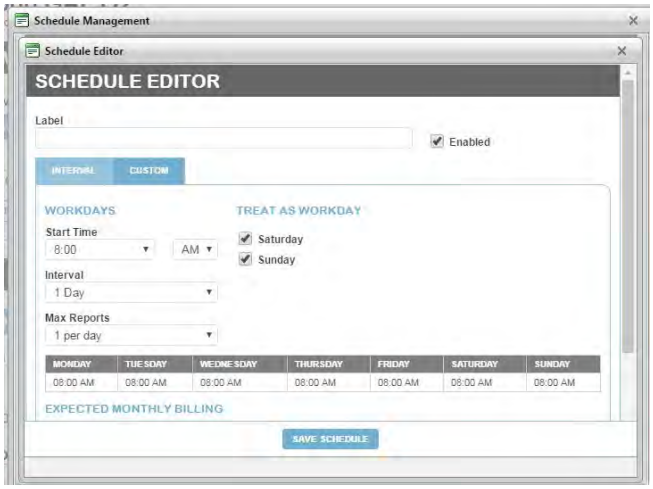
6. Click on the little clock and note pad icon next to the schedule drop down menu.



7. When you do this a popup window will appear. This will be the Schedule Management window and will show you a list of all the schedules created.

8. To add a new schedule click on the "+ ADD SCHEDULE" button near the top left corner of the screen.

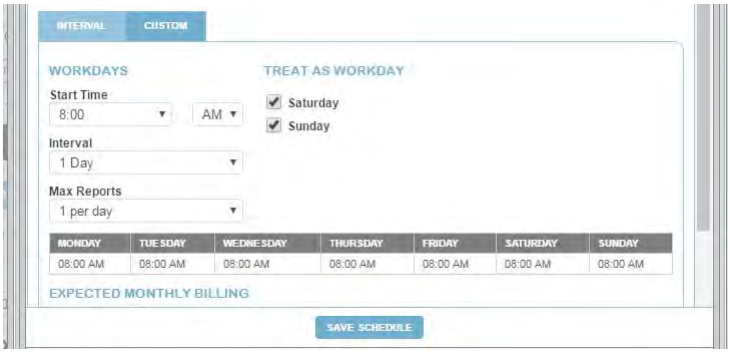
9. Now the Schedule Editor screen will appear. This is the screen used to create a schedule.



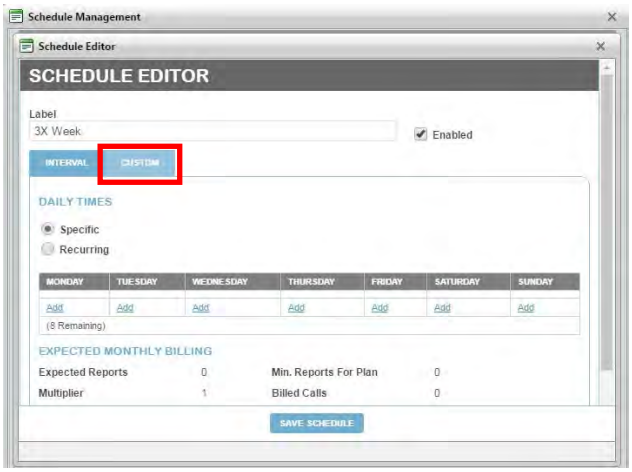
10. The first step is to name the new schedule. The best naming convention is something related to the call in times. For example, “7am Daily” would mean the controller would call in every day at 7 a.m. Another example is “3X Week” would mean the controller would call in 3 separate days during the week. Each person may want to name the schedules in their own way and there is no right or wrong way to do it. Also remember that these names can be changed at any time by navigating back to this window. Enter a name for the schedule in the Label box near the top of the window.

11. For this example we went with 3X Week which means this schedule will be setup to call in 3 times a week. Make sure the Enabled box is checked next to the label name. This will make sure the schedule appears in the drop down menus when setting up a new tank.

12. The next thing to do would be to setup the schedule you want. If the schedule will be a Daily call then you can use the INTERVAL tab to setup the schedule.

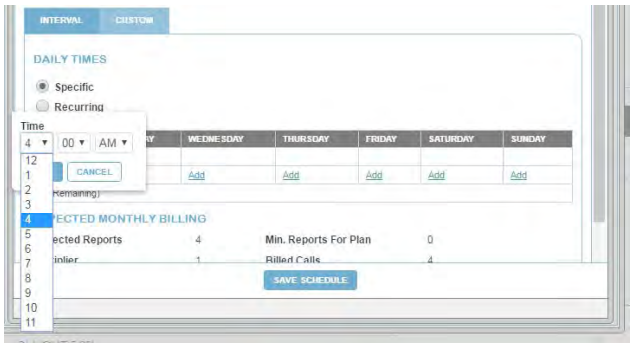


13. If the schedule will not be daily, such as the one in this example, you will use the CUSTOM tab.

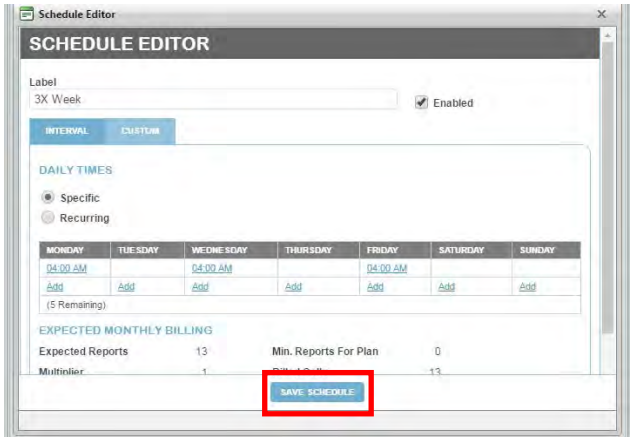


14. This tab allows the user to add specific calls to a schedule. In this example we want the controller to call 3 times per week. The days to call in would be Mon. Wed. Fri. and the call in time is 4:00 a.m.

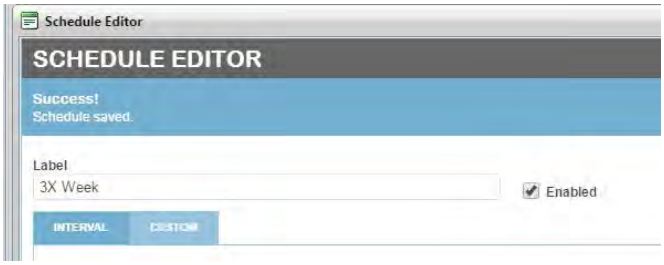
15. To add a call press the ADD button on the day you want to add the call. The time window will appear and you can adjust it to the time you want.



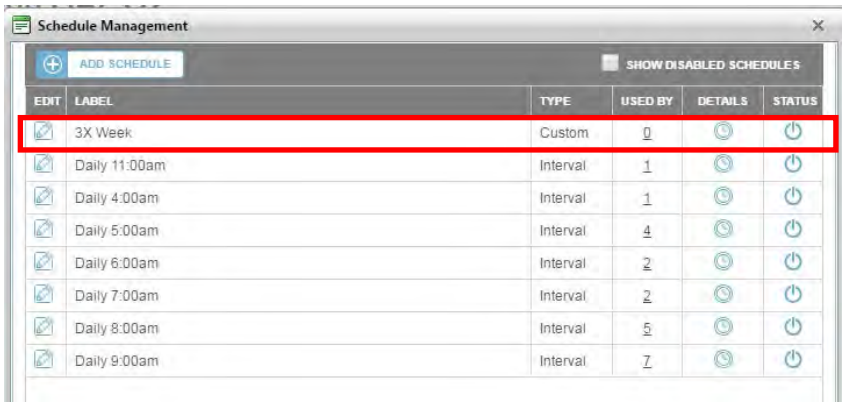
16. Once the schedule is set the way you want it press the SAVE SCHEDULE button in the bottom of the window.



17. A notification will appear at the top of the window indicating that the save was a success.

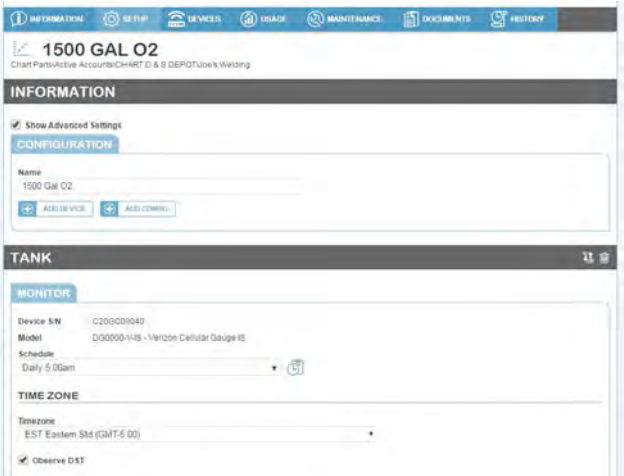


18. You can now close the window. The new schedule should be listed in the schedule management window.

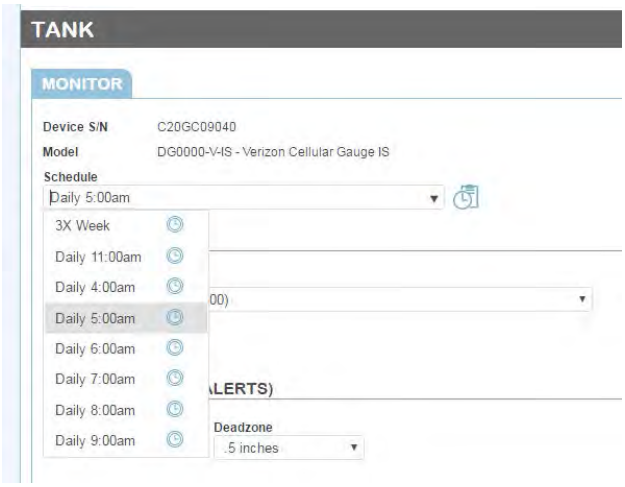


19. You can see there is a column that shows you where every schedule is used. This is helpful if you ever want to disable a schedule because it cannot be tied to any tank in order for it to be removed from this list.

20. You can also close the schedule management window to return to the tank setup page.



21. At this time the new schedule will be available in the drop down menu for any tank you want to change the schedule.



22. At this time you are done creating a new schedule.

Setting Up and Calibrating a New Tank Level Telemetry

The following instructions will go through the necessary steps to setup and calibrate a telemetry system using the “LINEAR CALIBRATED” calibration method on the OnSite telemetry website.

Setup the Controller on the Website

1. Locate the serial number on the telemetry board.
2. Log into the OnSite website (http://webview.centeron.net/chart.aspx) using your user name and password to setup the controller on the website.
3. Add a new folder for the account by pressing the button in the top left corner of the screen.

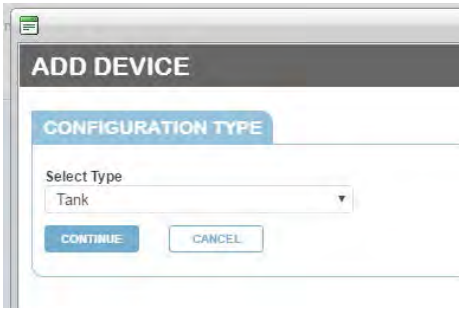
4. Click on “ADD FOLDER”.

5. Enter a name for the folder. This is usually the name of the company where the device is installed.
6. Enter an address for the company.
7. Press the SAVE button to create the folder
8. After adding a folder, press the button again to add a new tank to the folder.
9. This time click on the “ADD TANK” button.

10. A pop up window will appear and ask you to enter the serial number of the device (Device S/N).

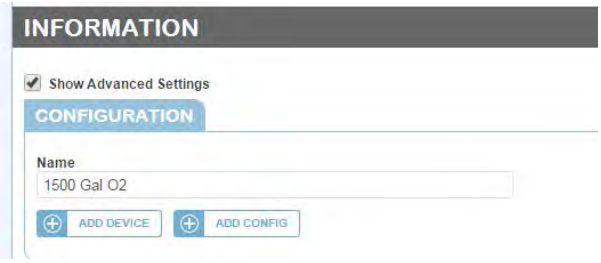
11. Enter it and press the CONTINUE button.

12. The window will change and it will ask you to select a ‘Configuration Type’. Pick “Tank” from the drop down menu.

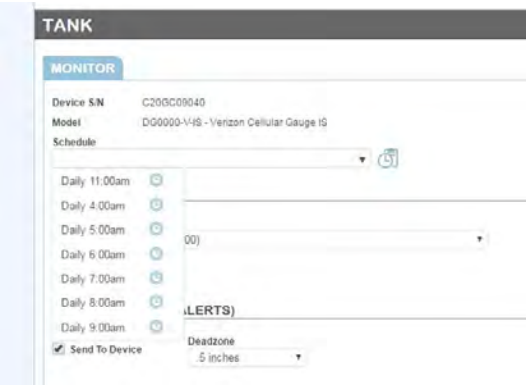


13. Press the CONTINUE button to proceed.

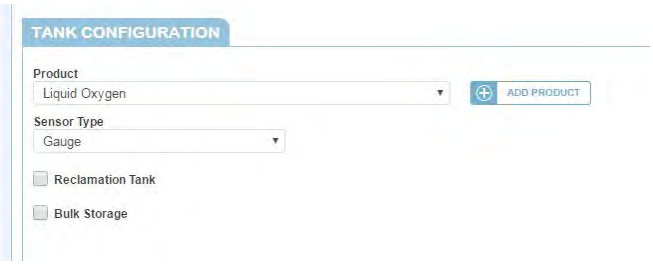
14. Now you will need to ‘Name’ the tank. This is usually “1000L VHP AR”, “1500 GAL O2” something like that.



15. Next select a ‘Schedule’ from the drop down menu. If a desired schedule is not there create a new one.



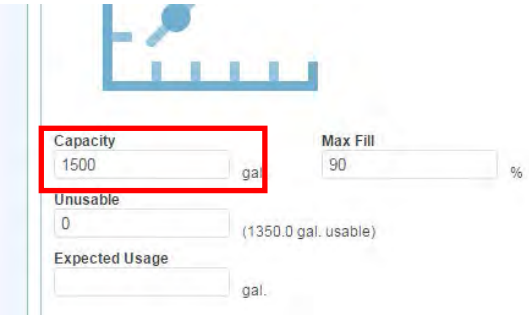
16. Now you will scroll down to the TANK CONFIGURATION and start by selecting the ‘Product’ in the tank from the drop down menu. If the product is not in the drop down menu then you will need to add a product. Leave the ‘Sensor Type’ as Gauge and leave the ‘Reclamation Tank’ and ‘Bulk Storage’ boxes UNCHECKED.



17. Next scroll down to the DIMENSIONS part of the page. The default view for the ‘Tank Type’ is horizontal propane.

18. From the drop down menu for ‘Tank Type’, select “Linear Calibrated”. The screen should refresh and the dimensions section should change.

19. Enter the Capacity of the tank in the ‘Capacity’ window.

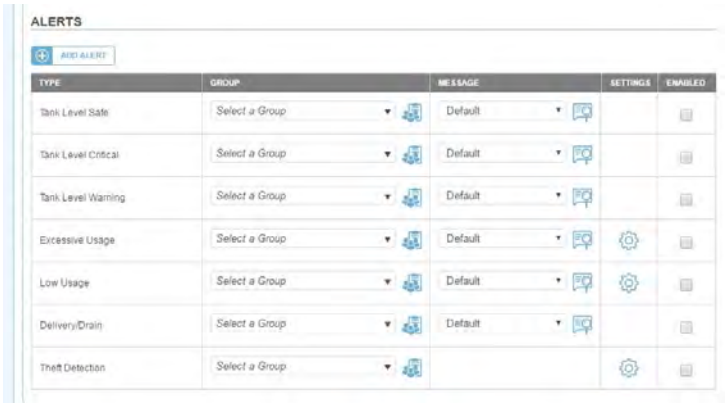


20. If you want to change the tank units to something other gallons you use the gear icon in the top right corner of that section of the window.

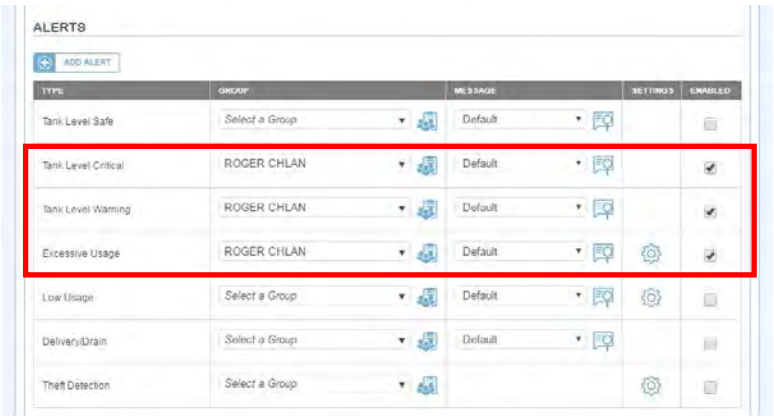
21. A SETTINGS window will appear where you will be able to change the tank units in the drop down menu.

22. Next you will need to set the Zones for the tank. Scroll down to the ZONE COLORS section of the page. The default level alert zones are 30% and 20%. This is the area where you would change the level alerts if needed.

23. Last thing to do is to enable the email level alerts. Scroll down to the ALERTS section of the page.



24. These are all the alerts for the tank level. The three most common alerts used are the Warning, Critical, and Excessive Usage alerts. To turn these alerts on, pick a contact group from the drop down window.



25. This will automatically enable these email alerts and send them to the selected contact group. If you do not find the group you are looking for create a new group using the button.

26. Finally press the SAVE button at the bottom of the page. The screen will refresh and you will be ready to send the calibration magnet strikes. Instructions for this are in the next section.

The device and tank are now setup on the website but not calibrated. In order to calibrate the system some readings need to be taken. Continue on to the following section to take two readings from the tank to calibrate the system.

Send Calibration Data from Sensor to Website

Once the telemetry board installation is complete follow these steps to send readings to the website for calibration.

1. Make sure the Cyl-Tel® Liquid Level Gauge is setup correctly. Follow the steps in the Cyl-Tel Quick Start Guide to ensure the gauge is setup correctly.

2. Put the tank in “Equalization Service” mode using the valve above the Cyl-Tel gauge.

3. If your tank does not have the equalization valve shown above the following steps need to be taken to protect the sensor from damage. Otherwise proceed to step 6.

4. If your tank has isolation valves and a separate equalization valve this is the valve operation procedure:

   a. Close isolation valves.

   b. Open equalization valve.

5. If your tank has NO isolation valves the tank must either be empty or the Cyl-Tel gauge must be removed from the tank.

6. Press the ON button to turn on the Cyl-Tel gauge display.
7. At this point the Cyl-Tel gauge reading should be 0% Full.
8. If the Cyl-Tel gauge does not read 0% Full at this point it will need to be ‘DP Zeroed’.
9. Follow the steps in the Cyl-Tel manual to zero the sensor.
10. Do a magnet strike for the website to take a reading. Swipe the magnet near the edge of the board, inside the area in the picture below. You are looking for a glass tube on the edge of the back side of the top board. This is a magnetic switch which triggers a manual call.

11. On the back side of the board there is a red LED that will flash. This means the system is transmitting the data.
12. After a few minutes, put the tank in “Normal Operation” mode using the valve above the Cyl-Tel gauge.

13. If your tank does not have the equalization valve shown above the following steps need to be taken to protect the sensor from damage. Otherwise proceed to step 16.
14. If your tank has isolation valves and a separate equalization valve this is the valve operation procedure:
    a. Open the isolation valves.
    b. Close the equalization valve.
15. If your tank has NO isolation valves the tank must either be empty or the Cyl-Tel gauge must be removed from the tank.
16. If the tank is a Perma-Cyl® MicroBulk Storage System with a 4-way valve you will need to wait a couple minutes for the level to stabilize again. When the valve is in the “Equalization Service” position the liquid phase line is connected to the gas phase line. This creates a pressure builder effect and allows liquid to travel up the liquid phase line. Time is needed for the liquid to boil back down to the bottom of the tank. For atmospheric gases this should not take long, for CO_2 this could take up to 20 minutes if the ambient temperature is near freezing.

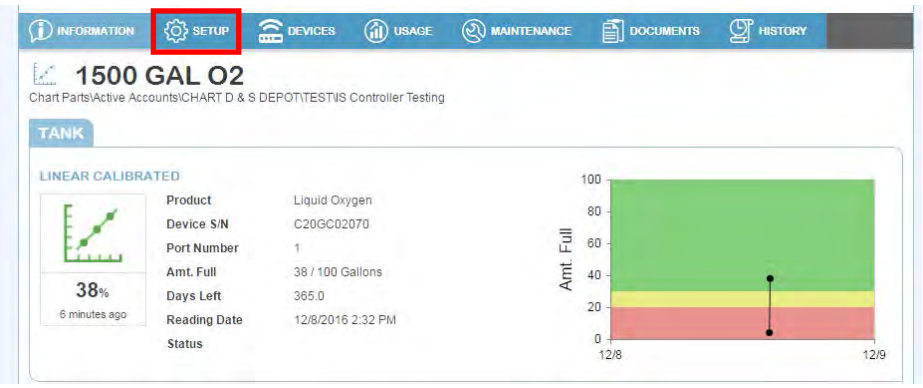
17. Press the ON button to turn on the Cyl-Tel gauge display.
18. Once the level has stabilized write down the % full reading on the Cyl-Tel gauge for later use.
19. For best results calibrate the system as close as you can to when the tank is filled.
20. Do a magnet strike for the website to take a reading.
21. At this point the website should have two readings. The first is the zero reading, and the second will be the reading at the level the Cyl-Tel gauge displays.

The website calibration can now be done by following the steps in the following section.

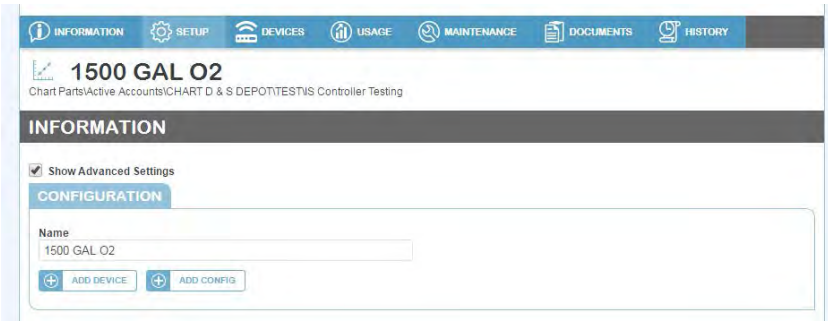
Calibrating the Website

The following steps can be used to complete the calibration of a new install or re-calibrate a system already in operation.

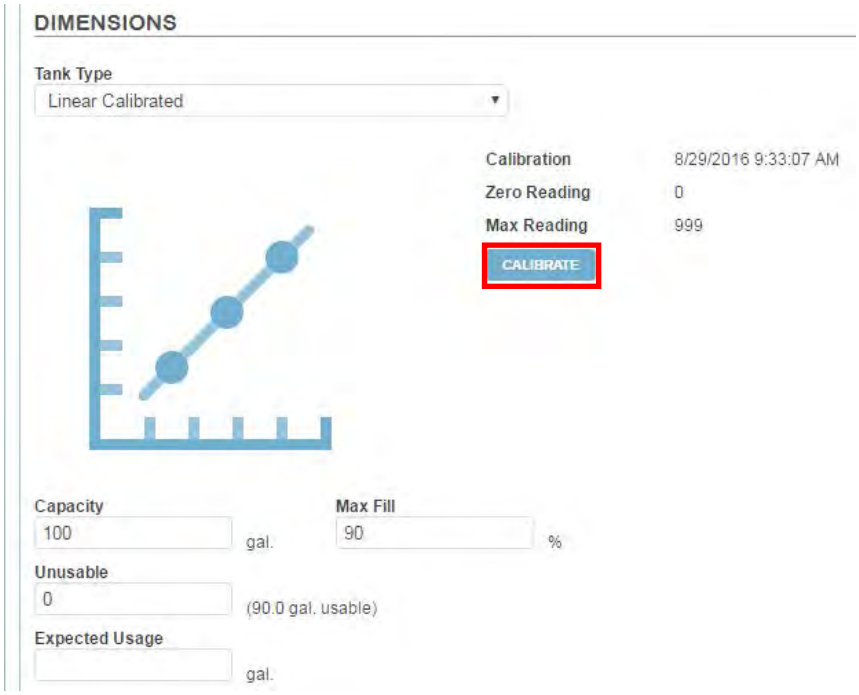
1. In Centeron, browse to the specific tank information page you wish to calibrate.
2. On this page click on the SETUP button at the top of your screen.



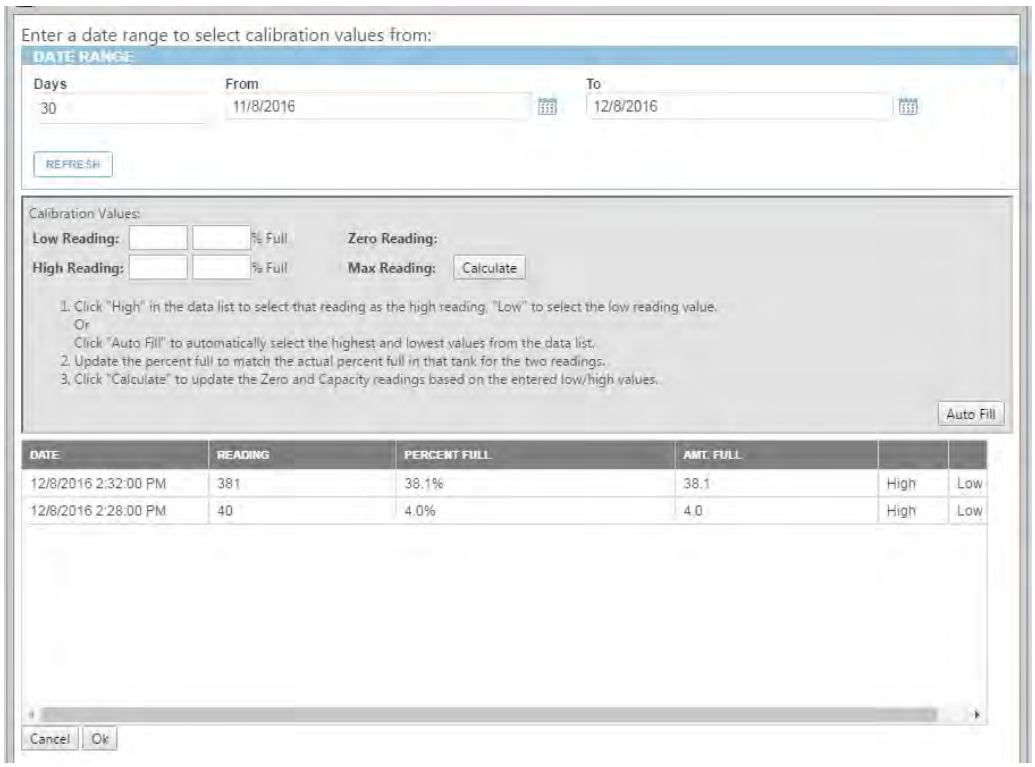
3. The page will refresh and the screen will now be showing the setup again.



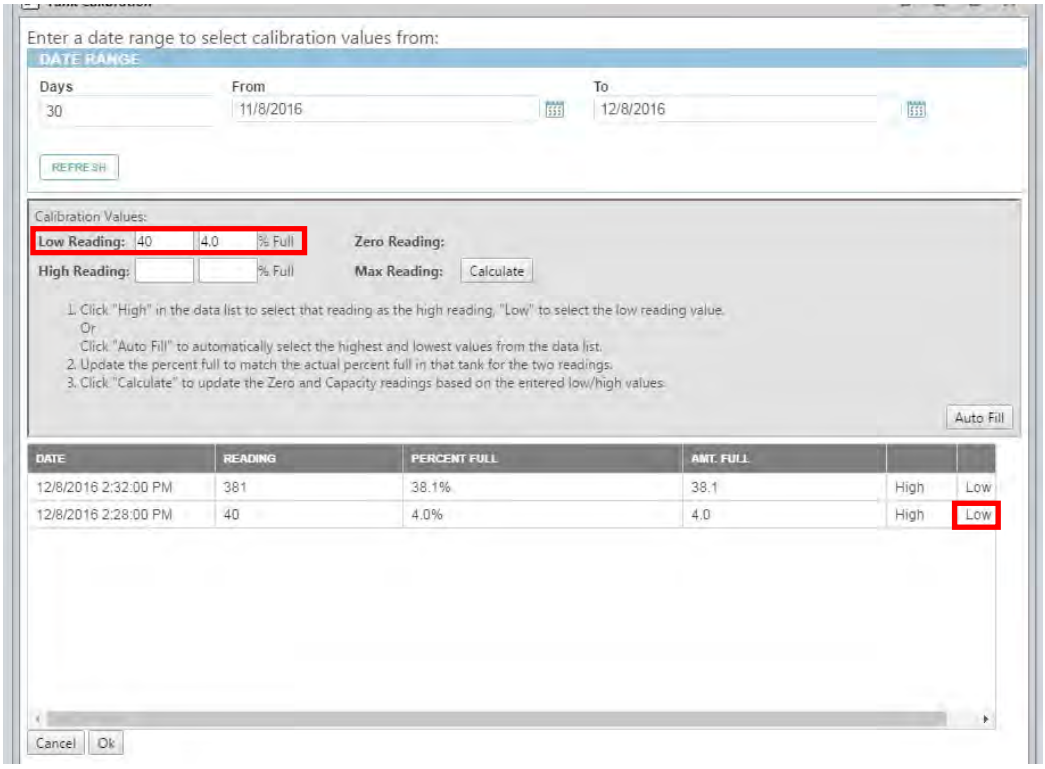
4. Scroll down to the DIMENSIONS section again.



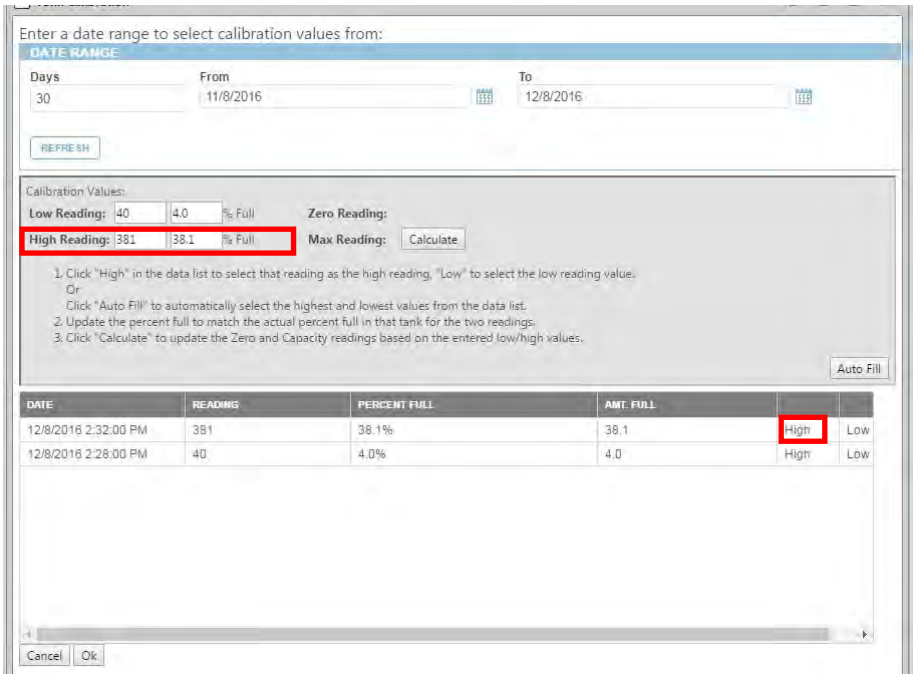
5. Click on the CALIBRATE button to calibrate the tank setup. A popup window will appear.



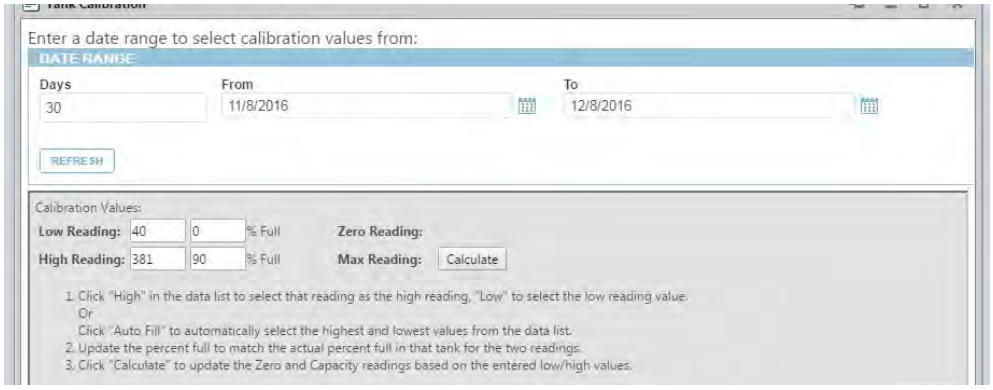
6. This window will now have the two magnet strikes that were performed on your tank. You will be looking at the reading numbers for calibration. The first magnet strike has a reading of 40 and is our low reading. Click on LOW on the right side of the screen. This will paste the low reading into the low values section near the top of the screen.



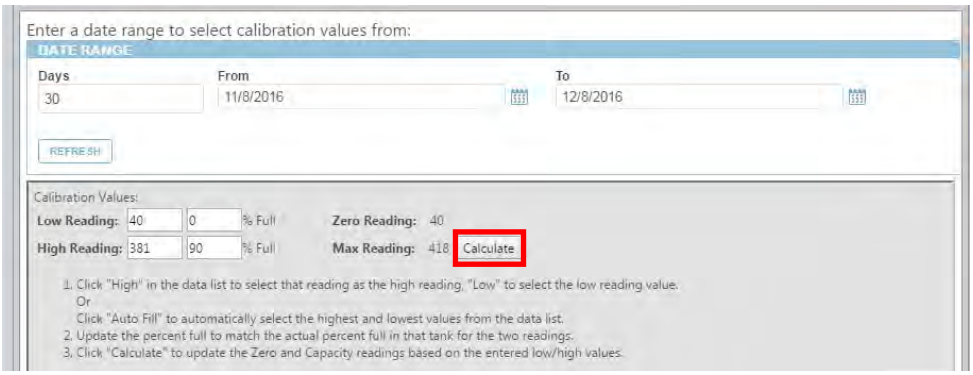
7. Now press the high button for the other reading. This will place the other reading in the high reading part of the calibration box.



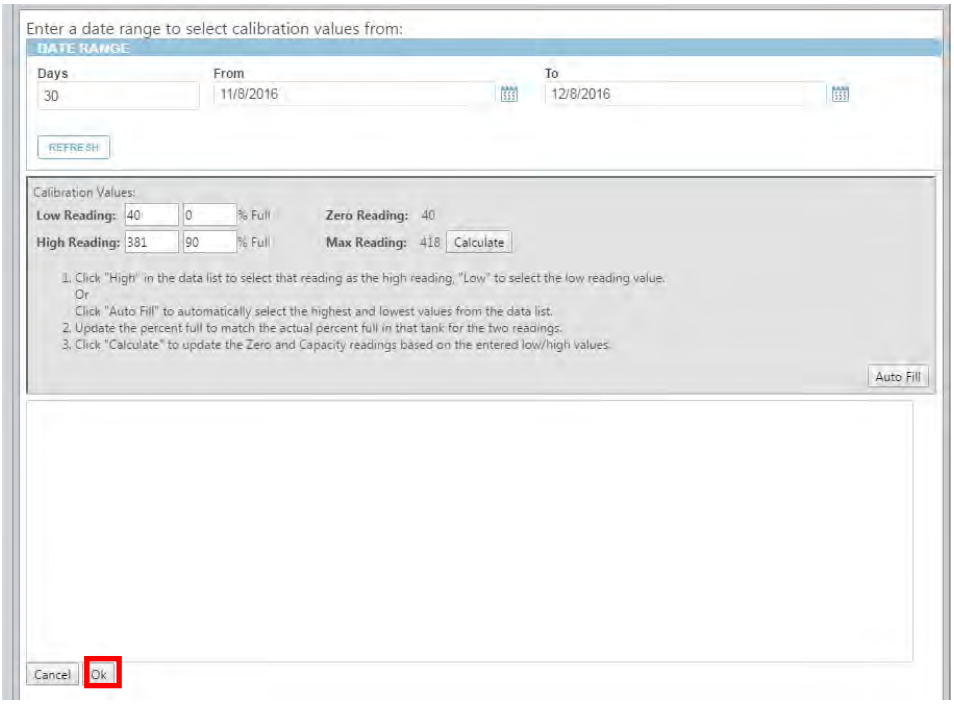
8. Now that the values are entered they need to be calibrated. Change the % full numbers to what they were when you did the magnet strikes. Zero should always be the top number because that reading was taken with the equalization valve open. The other number should be what was written down from the Cyl-Tel gauge display. In this calibration the Cyl-Tel gauge read 90% so the % full numbers are changed to 0 and 90 respectively.



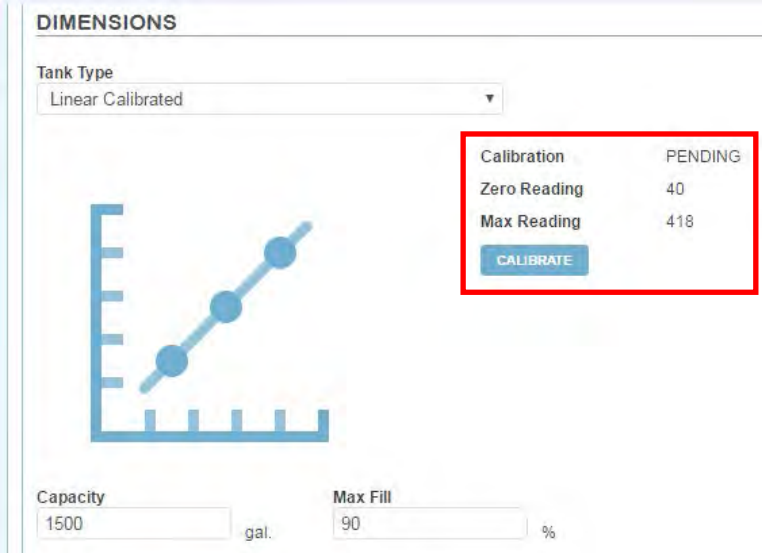
9. With the values entered now press the Calculate button to calculate what the full scale for the tank would be and to enter the calibration into the system. The Zero Reading and Max Reading will be displayed next to the calculate button.



10. The calibration is entered and you can exit the window by pressing the OK button at the bottom.



11. The pop up window will close and the calibration will now say PENDING.



12. Go to the bottom of the screen and press the Save button to save the tank calibration.

13. At this point the PENDING will change and the date and time of the last calibration will be displayed.

14. You are done calibrating this tank.

At this point that tank is calibrated. Give the website 5-10 minutes to go through and change the tank capacity values. The most current reading will always be updated with the new calibration when the calibration is changed. All other historical readings will stick with the old calibration that was entered when they were taken.

It is a good idea to revisit the calibration once the tank has been filled a couple times. If the Max reading needs to be adjusted you could average the max readings from the last 3-4 fills and use that value as the new max reading.