

Frequently Asked Questions On Apollo Standard

Q1. What is the Apollo Ultrasonic Gauge?

A. The Apollo is an electronic gauge that uses ultrasonics to measure the level of oil / liquid in a tank. The transmitter on top of the tank measures the level and transmits the information by wireless to a receiver in the house / office. The receiver is plugged into mains electricity and by way of bars on the screen indicates the level of oil / liquid in the tank.

Q2. What can the Apollo Ultrasonic monitor?

A. The Apollo is suitable for measuring both liquids and solid materials. It is suitable for use with the storage of diesel fuel, kerosene, gas oil types A2, C1, C2 and D as defined by BS 2869. It can be used with other liquids such as water and some chemicals but for suitability please check with the company.

Q3. I get a flashing triangle, why might this be?

A. Either the Apollo has not been matched correctly, in this case remove the transmitter from the tank, check for the correct dipswitch settings on the back of the receiver, which corresponds to your tank height and rematch by following the installation instructions, or this may indicate that no radio signal is being received from transmitter. Try and relocate the receiver to a position that is nearer a window, remember that the transmitter communicate with the receiver by use of an FM signal and moving the receiver plug from possible metal obstructions can improve the signal. Wait for an hour to see if you have a new reading.

If this is not successful you should go through a re-matching procedure by removing the transmitter from your tank and matching it up with the receiver plug. Remember to switch the power off and then back on before re matching to allow for receiver plug to go into teach mode.

Check that there is no metal object such as a van, truck or that there is nothing in the fabric of the building that may deflect the signal.

Q4. What kind of battery is used in the transmitter?

A. We use a long life 3V lithium battery, which has many benefits. They are inexpensive and unlike alkaline batteries, they do not lose their charge while they sit in a shop stockroom.

Unlike alkaline batteries the lithium battery will last for up to 10 years before it needs replacing. The model 3V-CR2430 is readily available from most supermarkets or from chemists or local stores.

Q5. What kind of tank is the Apollo suited for?

A. The Apollo is suitable for all types of tanks. One fit all - suitable for old and new tanks in plastic and steel up to 3 metres in height. Apollos' have an independent transmitter and receiver, and can be setup in minutes to the tank height and after matching, will only read its own tank.

Q6. In what temperatures will the Apollo work?

A. The Apollo is suitable to operate in temperatures of -10 to +60°C. In temperatures below or above these stated, may cause the unit to malfunction, but on return to normal climate conditions the Apollo will revert to correct reading.

Q7. What do the receiver readings mean?

A. The receiver is equipped to give you a number of different readings based on the information it receives. Its primary function is to show the level of oil / liquid in the tank by way of bars on the screen. The more bars you see, the more oil you have in the tank. The bars will begin to recede as you gradually use the oil in the tank. 10 bars tells you that the tank is full and when the level reaches a low preset level in the tank an "Early Warning Nozzle" is shown. As the level drops, further the "Almost Empty" red light will flash on the screen. For other readings, please see other questions and or consult our instruction sheets.

Q8. How far away can I have my transmitter from the receiver?

A. You may place the transmitter up to 200 metres from the receiver, line of sight. Please keep in mind that obstacles such as walls, re-enforced walls, metal objects or metal buildings will cut down that distance.

Q9. Why does the transmitter send an FM signal instead of AM?

A. The Apollo transmitter uses high quality FM signal because it is less prone to interference when compared to AM signal. Using FM, we avoid the need for external aerials to combat radio signal interference, so we have a clearer signal and more reliability.

Q10. I have a number of tanks piped together. Can the Apollo Ultrasonic be used in this situation?

A. Certainly, the Apollo can be used on multiple piped tanks as long as the volume of oil in the tanks drops at an equal level in each tank. You can place the transmitter on one of the tanks in the same fashion as a single tank installation. It is a simple as that.

Q11. Is the RMS transmitter affected by rain?

A. The transmitter is closed in a weatherproof plastic casing that protects it from the elements and UV light. It remains more reliable than other brands.

Q12. Will the transmitter be affected by UV light?

A. No, the transmitter has been specially made using UV resistant material.

Q13. Where is the transmitter battery?

A. Having removed the transmitter from the tank, the transmitter battery is within the transmitter's plastic casing. The battery can be removed by unscrewing the two screws from the bottom of the transmitter. Please see our instruction sheet for procedure details. Please note, if the transmitter seal is broken your warranty will be null and void.

Q14. Why must the transmitter stand vertically?

A. The transmitter uses ultrasonic technology, which means that the transmitter sends a signal out towards the oil surface and it bounces back to the device. If the transmitter is not vertical, there is no guarantee that the signal will be able to bounce back, see our easy fit guide for additional information.

Q15. My receiver reads full all the time, why might this be?

A. There are a number of reasons why you may be receiving a full reading from your gauge. Make sure that the pins on your receiver plug are set for the correct height of tank. Make sure that there are no possible obstructions within the tank. Obstructions can sometimes be over looked during installation, anything from internal pumps or pipes or internal stays in steel tanks. Avoid fitting the transmitter above or near ribs in the tank. Check that the correct screw length have been used (max 19mm) and that they are properly located. Use of longer screws and / or if they are put in at an angle will interfere with readings and as a result may show a full reading.

In cases where it is a banded tank, the transmitter / rocket needs to be fitted to the internal tank. In cases where full readings persist, remove transmitter from the tank and go through a re-matching procedure, and test before refitting to the tank. If working properly out of the tank then the problem is within the tank ie position of transmitter on the tank, try relocating the transmitter.

Q16. What is the meaning of a flashing triangle and middle bar showing?

A. This signal indicates that there is no ultrasonic echo being received from the liquid surface. The reason may be that the transmitter is not vertical on top of tank or that there is an obstruction restricting the signal in the tank..

Q17. What is the meaning of a fixed triangle on the receiver screen?

A. If a fixed triangle appears on the receiver screen, it indicates that the lithium battery in the transmitter is running low. The receiver will continue to give level readings until the battery is exhausted. Replace battery as soon as possible. (3 Volt - CR2430)..

Q18. What if the oil in the tank is full to the very top? Will this harm the Apollo transmitter and will I receive a correct reading?

A. Tanks should only be filled to 95% of their brimful capacity. In the event that the tank is filled to the top this will not harm the transmitter as it is a sealed unit. If the tank is filled to the top as described then the oil / liquid will be too close to the underside of the transmitter and will result in intermittent incorrect readings until the oil / liquid level drops to 100 - 120 mm from the top of the tank. After which the readings will return to normal without any adjustments or action needed.

The reason for the foregoing is that with Ultrasonics it bounces a sound from the surface of the oil / liquid and measures the time it takes to then give a reading but if the oil / liquid is too close then it cannot record a time, it therefore needs a distance of 100 - 120 mm to give a correct reading.

Q19. Where on the tank should the Apollo transmitter be located?

A. The Apollo transmitter should always be located on top of the tank and in an area that the transmitter can clearly see the oil / liquid. It should be sited as far as possible away from any internal obstructions, such as internal ribbing or stays, any internal fittings or anti-splurge pipes, overfill prevention devices or anything that might interfere with the line of sight of the oil / liquid in the tank.

Q20. I have removed my transmitter from the tank and have found that the liquid in the tank has left a chalky residue on the bottom of the transmitter. Will this affect its performance?

A. No, your transmitter will continue to work correctly. The transmitters are weather proof and will remain fully operational.