



## Quick Mount Installation Guide

Gateway Plus (Connect™) | Tank/Pump Management | AC Power

# Contents

---

Required Materials.....	2
Perform a Draw Down Check.....	3
Grounding Example.....	4
Disconnect Power.....	5
Wire the Connect™.....	6
Restore Power.....	7
Install the Connect™.....	8
Provision the Site.....	10
Sensor Install and Calibration.....	12
Calibrate the Pump.....	14
Secure the Connect™.....	16

Follow each step carefully on the following pages to ensure a complete installation.





If at any point you have questions during the process, please contact your Client Success team at [support@wellaware.us](mailto:support@wellaware.us) or by calling (210) 816-4600 (Ext 2).

This guide is subject to change due to any updates WellAware may make. Please visit our Knowledge Base at [support.wellaware.us](https://support.wellaware.us) or hover over the QR code below with your smartphone to stay up to date with any changes.



## Required Materials

### Items and tools needed for your installation:

	
<p>One Connect™, Hydrostatic Sensor and Antenna (All Included)</p>	<p>Drill with 2 ¼ " Hole Saw attachment and ≥ 3" PVC Cap (All Not Included)</p>
	
<p>Arm Length PVC or Nitrile Gloves (Not Included)</p>	<p>WellAware Field App Installed on Smartphone</p>

**Not shown above: Miscelanous materials for wiring the Connect™ to the pump will be needed. Examples: Additional wire or junction boxes.**

**WARNING: DO NOT USE NON-CLASSIFIED POWER TOOLS IN CLASSIFIED AREAS WHERE FLAMMABLE VAPORS MAY BE PRESENT. WellAware recommends the use of brushless motor power drills or pneumatic drills utilizing compressed air. Makita manufactures a Class I Div II rated power drill which may be used in areas carrying the same classification.**

**WellAware also recommends grounding plastic/polyethylene tanks to avoid static electrical build up. Failure to properly ground tanks can result in electric shock or damage to the level sensor and will void the warranty on the sensor. For more information on grouding plastic/polyethylene tanks, please contact your Client Success team at (210) 816-4600 Ext 2.**

## Perform a Draw Down Check

---

If you are unsure of the injection rate for the pump, perform a draw down check to ensure you set the rate back to what it should be after the installation is complete. You will use this injection rate in Pump Calibration section of this guide so be sure to **remember your result.**

Performing a draw down check:

- a. Open the valve to the tank and sight glass. Let the sight glass fill with chemical to the highest possible level. Then close the valve to the tank. (Keep sight glass valve open.)
- b. Take note of where the chemical level is in the sight glass.
- c. Pump should be running, so let the chemical level fall for exactly 60 seconds. After 60 seconds, take note of where the chemical level ended.
- d. Then use the starting level and ending level of the chemical to count how many graduations the level fell.
- e. This will be the injection setpoint. **BE SURE TO BE AWARE OF THE UNITS YOUR SIGHT GLASS IS USING.** Conversion may be necessary. See the example below.

Example:

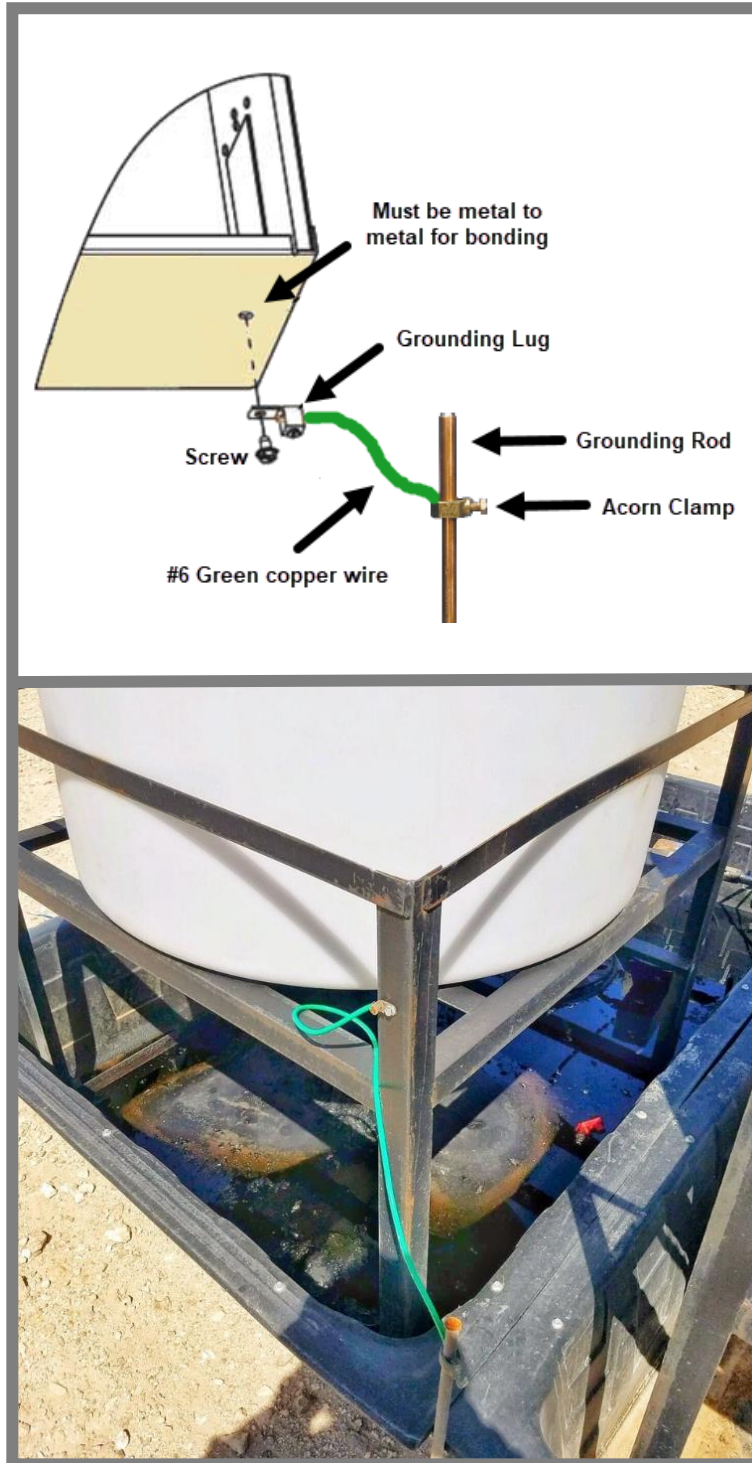
You have a sight glass with quarts as its unit of measurement. Sight glass level started at 100 and ended at 40. This means it dropped 60 graduations. This could mean your injection rate is set to 60 quarts per day. If you want to know what that number is in gallons per day, then you would take 60 and divide it by 4. This equals 15. So that pump is set to be injecting 15 gallons of chemical per day.

Conversions will depend on units of measurement. If you have any conversion questions, contact your client success team.

**\*\*\*After the draw down check, close the sight glass valve and open the tank valve to put tank back in service!\*\*\***

## Grounding Example (Not Required for All Tanks)

Hammer a 2 foot (minimum) copper 5/8" grounding rod into the ground near the power source. Then install a 5/8" acorn clamp to the grounding rod and #6 wire. Then connect the other end of the #6 wire to the grounding lug.



## Disconnect Power

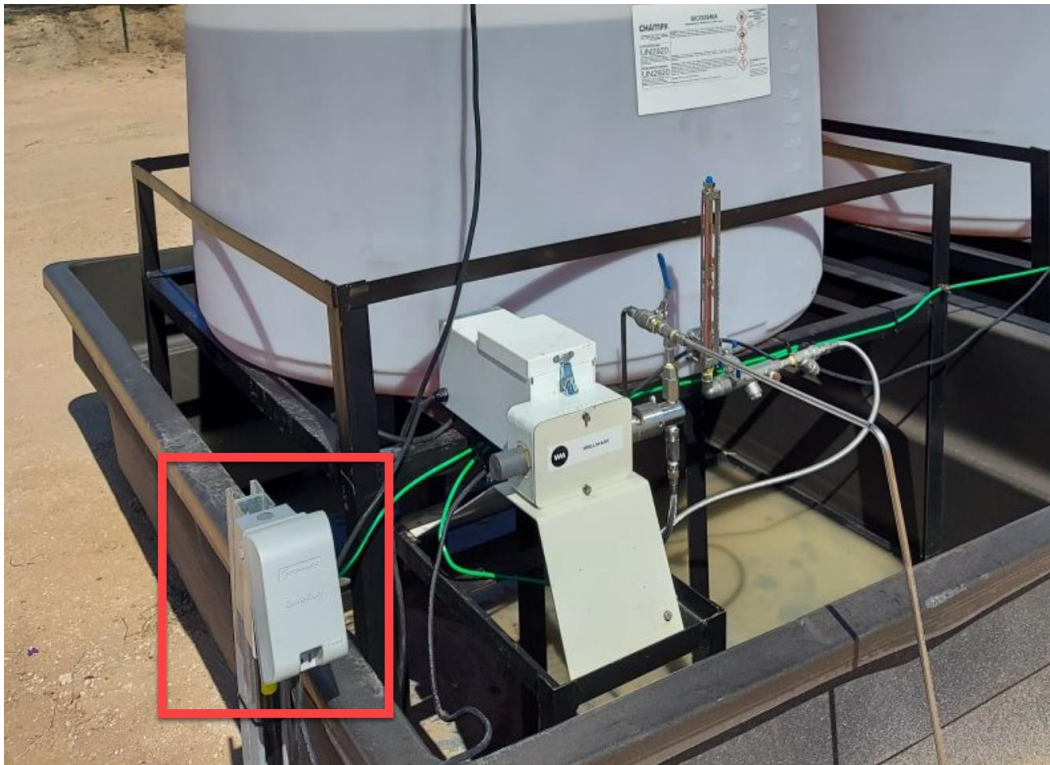
---



**Disconnect power source to avoid shock.**



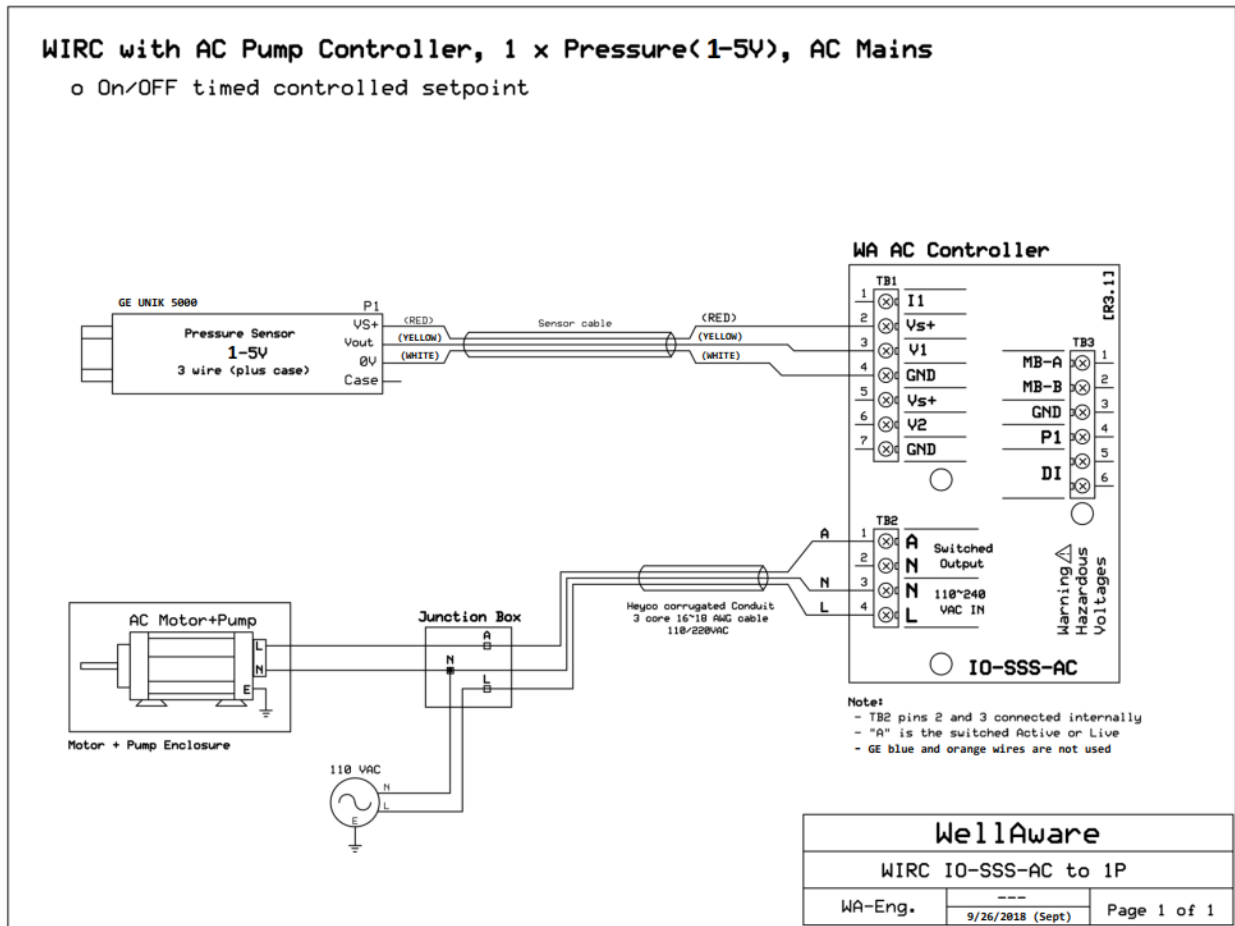
AC power sites will produce 110 Volts so electrical safety measures MUST be followed. Before wiring the Connect™ to power, remove the 110 Volts from the pump. This can be accomplished by unplugging the pump from the electrical outlet on site or in some cases flipping the breakers on a breaker panel. See image below as an example of a site with an outlet.



## Wire the Connect™

Once power is disconnected, you can then wire the Connect™ to the power supply using the wiring diagram provided. You will need to remove the 3 small screws from the Connect™ protection plate to be able to wire the Connect™. The protection plate is safe to remove at this point due to power being disconnected.

### Wiring Diagram Example:



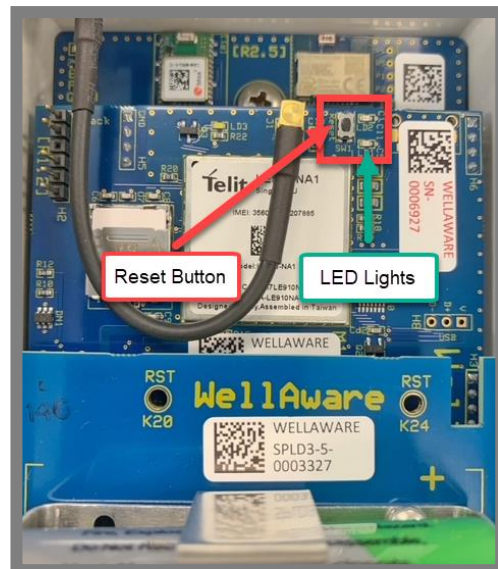
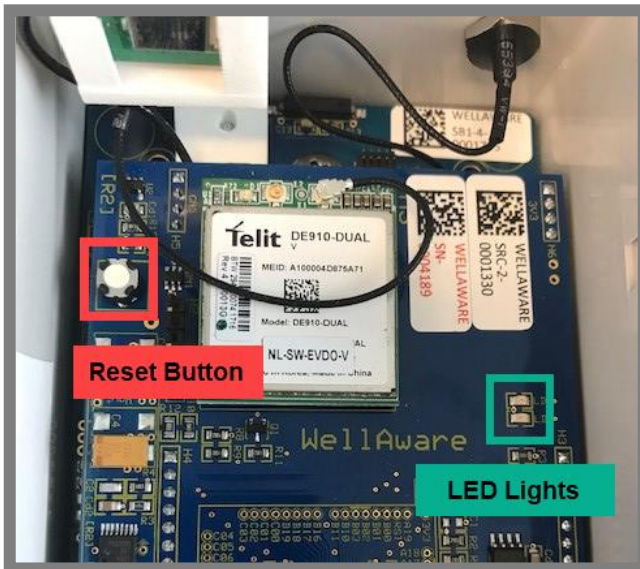
Once you have wired the Connect™, you will need to verify there is power to the Connect™. Return the protection faceplate using the 3 small screws that were earlier removed. Do not restore power until this protection faceplate is back in place.

## Restore Power

1. Once the WellAware protection faceplate is back in place, you can move onto step 2.



2. Turn power back on by plugging your power cord back into the outlet or flip the breakers back on. 110 Volts will now be restored to your pump.
3. You should then see flashing LED lights near the top right hand corner of the Connect™ circuit board. This will indicate that power is active. If the lights do not flash, press the reset button and wait a moment for the lights to flash. These lights indicate you have power. If your lights still do not flash, go back to page 5 of this guide and disconnect power again. Recheck your wiring and repeat process. If after a second attempt the LED lights still do not flash, please call your client success team at (210) 816-4600 (Ext. 2).



*Pictures above may vary based on the model Connect™ you have.*



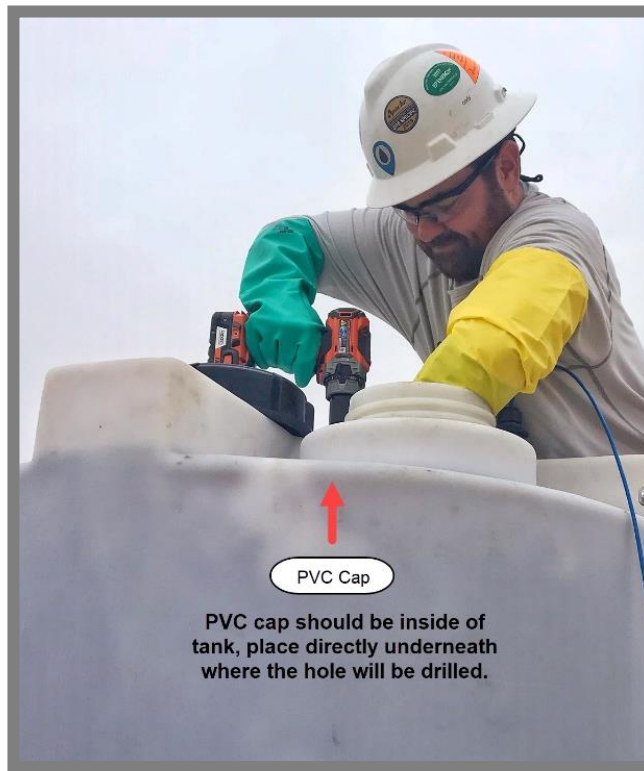
## Install the Connect™

---

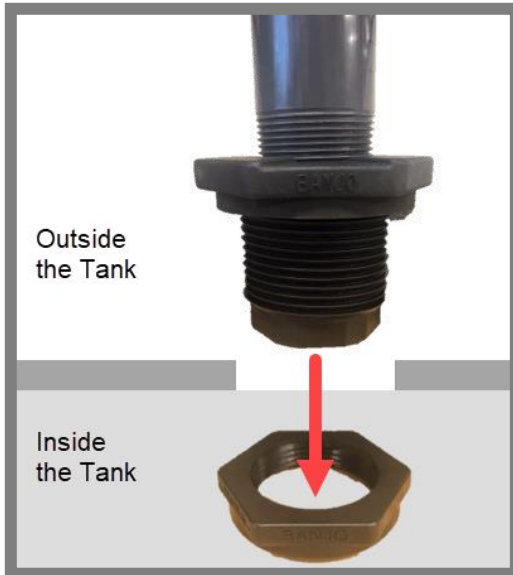
Some tanks may already have a NPT fitting and drilling will not be required. This should be determined with your Client Success team before Connects™ are sent to you. If you already have an NPT fitting on your tank, skip to step 4 in this section.

1. Put on PVC arm length gloves and remove the tank cap.
2. Take the 3" PVC cap and hold it in the tank just under the top of the tank. This will catch the plastic shavings when you drill a hole in the top of the tank.
3. Then take a 2 ¼" hole saw and drill a hole into the top of the tank. (Be sure to drill right over the PVC cap. Some installers paint the top of the PVC cap a dark color; this way you can see the outline of it on top of the tank for hole placement.)

**WARNING: DO NOT USE NON-CLASSIFIED POWER TOOLS IN CLASSIFIED AREAS WHERE FLAMMABLE VAPORS MAY BE PRESENT. WellAware recommends the use of brushless motor power drills or pneumatic drills utilizing compressed air. Makita manufactures a Class I Div II rated power drill which may be used in areas carrying the same classification.**



- Once the hole is drilled or NTP fitting determined, it is time to prep the Connect™. Screw the antenna directly to the top of the Connect™. Make sure antenna is clear from obstruction. Now remove the threaded nut from the bottom of the Connect™ assembly piece. Place the bulkhead piece outside of the tank and through the drilled hole. With other hand, reach inside the tank with the threaded nut and attach to the bulkhead. Then tighten until snug. See diagram below:



## Provision the Site

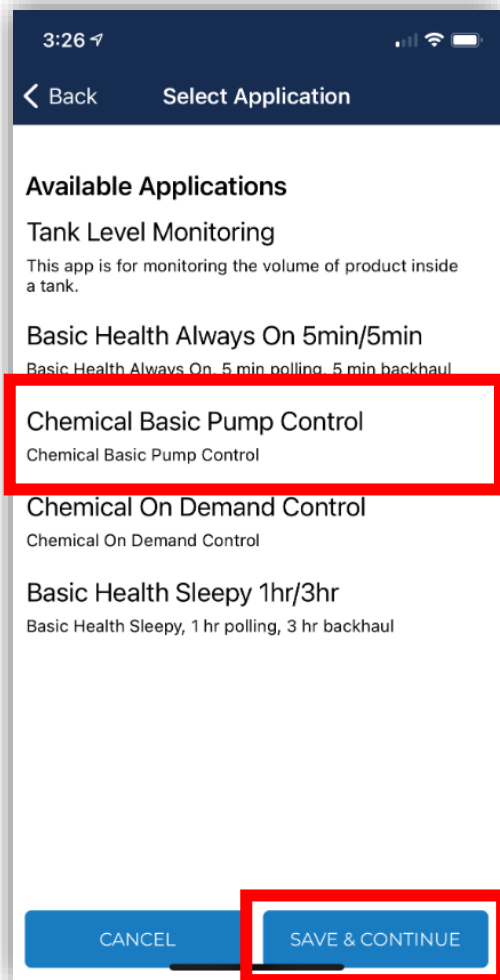
---

You will need the WellAware Field App to provision your site. Open the app and login using your credentials that were provided to you by the client success team. Once logged in, hit the [blue scan button](#) to locate the Connect™ (your Bluetooth must be enabled to do this). Once you see the Connect™ serial number listed, click on it and follow the below steps:

1. Click on the “Load App” icon to select you product and fill out the new installation form.



2. You will see a list of available applications to select. Select the product called “Chemical Basic Pump Control” then hit “Save & Continue.”



3. You will now be prompted to fill out a series of information about the Connect™, tank, pump and install. You must complete all information to send the form. If you do not have a pump as a part of your setup, please fill out pump information as not applicable. You will not be able to save it as a draft during this process.
4. When taking a photo, be sure to select yes to allow the app to access your camera.

Note: If the app unexpectedly closes when trying to take a photo, use the following steps:

- Exit out of the app and select your phone settings. Find your list of downloaded apps and select the WellAware field app.
  - Turn on the feature for Camera.
5. Once you have filled out all four pieces of information (Connect™, tank, pump and install) select submit in the bottom right-hand corner.
  6. If you missed filling out any piece of information, the form will not submit. It will take you back to the four pieces of information and highlight anything in red that you need to complete.
  7. Once you have hit submit on the form, it will ask you if you want to send the form immediately or send later.

If you choose to send immediately: If the form does not submit within 30 seconds, you will receive an error message that says, "Form Submission Failed." If you hit ok, your form will be sent to the Unsent Forms section of the app. Hit retry in this area once you have better connection.

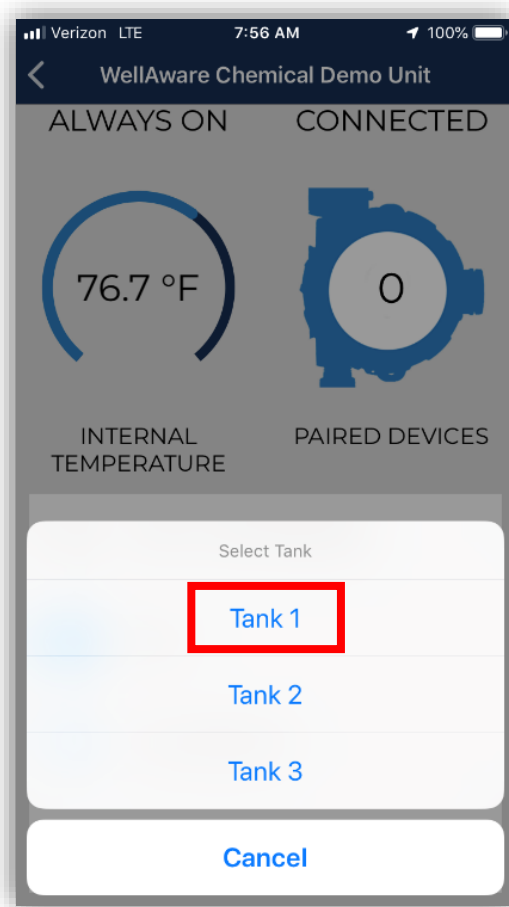
If you choose to send later: The form will be sent to the unsent forms section. To get to this section, click the three lines in the top left-hand corner of the app and select the "Forms" section.

Once form is submitted successfully, you will receive a confirmation email from WellAware. If you do not receive the confirmation email, contact WellAware Client Success at [success@wellaware.us](mailto:success@wellaware.us).

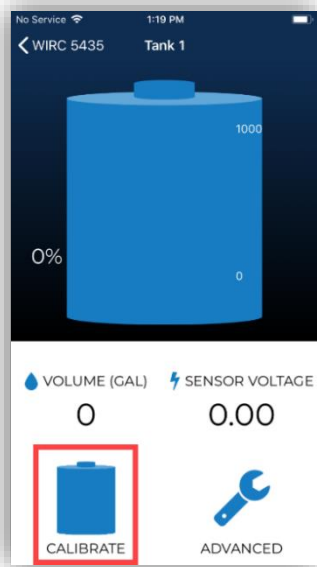
## Sensor Install and Calibration

Prep your sensor by removing any zip ties and uncoiling the cord. **DO NOT DROP THE SENSOR INTO THE TANK YET.** The WellAware field app will assist you when to drop it into the tank. Once you are signed into your Connect™ in the WellAware field app follow the below steps:

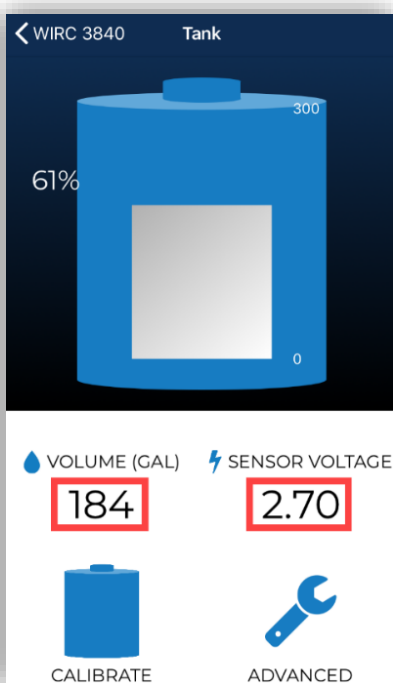
1. Click on the “Tank” option and then select which tank you are calibrating. If you only have one sensor for your Connect™, then select “Tank 1.”



2. Next click "Calibrate."



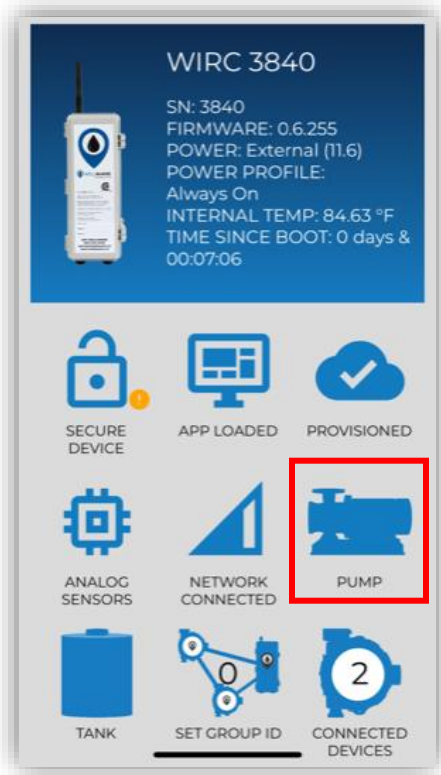
3. Then you will complete the five step by step instructions in the app. Instructions include entering tank level volumes and sensor placement. At the end of the instruction you will hit submit. Final screen should resemble the below example. Also below is a photo of where the sensor should be inserted to enter the tank.



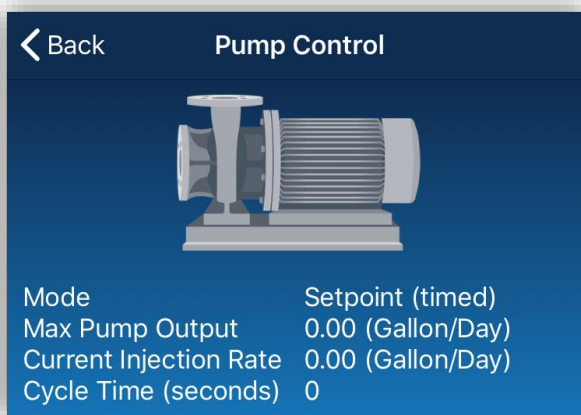
Now you can tighten your cord grip on top of the WIRC assembly. Be certain the cable is snug on the sensor wire but not too tight that it can crush or kink the reference tube. Then be sure to place the chemical tank cap back in place.

## Calibrate the Pump

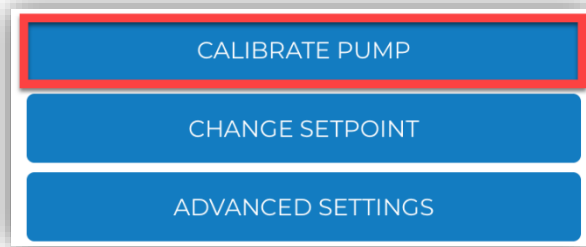
Once you are signed into your Connect™ in the WellAware field app, from the home screen, click on the pump field.



On the pump controller home screen, you will be able to see your current pump calibration configuration. If the pump has not yet been calibrated, the values will show as zero.



Click on “Calibrate Pump” to start the calibration process. You will then go through a step by step process on how to calibrate your pump.



#### Calibration Steps:

1. Select your pump type (timer based pump or a variable speed pump) and select the units you would like to use for your injection rate. Then hit next.
2. You will need to fill your sight glass to the highest level possible. Open the valve to the sight glass and close the valve to the injection tank when your sight glass has filled.
3. **Take note of where your chemical level is on your sight glass BEFORE you hit start calibration.** Then follow the instructions on the screen to press Start Calibration and then Stop Calibration once your chemical level has reached a few graduations from the bottom of the sight glass. Then hit next.
4. Enter the number of graduations fell in the Observed Value field. Then be sure the sight glass units are defaulting correctly as to what matched your sight glass. Then hit next.
5. This step in the app will give you your maximum pump output. You can chose to confirm this value or test again (which will take you back to step three to perform another calibration).
6. Enter your desired injection rate and hit next.
7. For this step you will follow the instructions on the screen to perform a drawdown test. Fill your sight glass a second time. Then use the built in timer to time how many garduations the chemical level falls within a 60 second time frame. **BE SURE TO START THE TIMER ONCE THE PUMP STARTS PUMPING.** After 60 seconeds, enter the number of graduations fell into the “Observed in 60 sec” field and hit **SET**. Then hit next.

Your final step is to make sure you put the tank back in service by closing the valve to the sight glass and opening the valve to the injection tank. Then hit finish.



## Secure the Connect™

---

WellAware encrypts their Connects™ to ensure only approved users can connect to them and make any changes or view data. Follow the below steps to finalize your installation.

1. Once connected to your Gateway Plus Connect™ in the WellAware Field App, you will see the Secure Device icon. Click on it to secure your device. This will result in securing your device and sending you back to the home scan screen.



2. If you would like to verify your device successfully secured, you can re-scan for devices and select your Connect™ device again. Now, you should see the icon shows Secure.



**You have now successfully installed your WellAware Connect™!**  
**For any further questions you can reach out to Client Success.**

