



# WELL AWARE



## WellAware Chemical Application Troubleshooting User Guide

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 to the right with your smartphone to stay up to date with any changes.

For questions contact Client Success at [support@wellaware.us](mailto:support@wellaware.us) or by calling us at (210) 816-4600: Ext. 2



**Learning how to analyze WellAware data is critical to the success of your chemical application units! Use the below checklist when troubleshooting sites with the top three problems.**

## **Contents**

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<b>What do I check if I have variance on a PMC or ODC unit?.....</b>	<b>2</b>
<b>What do I check if I have low power on a PMC or ODC unit?.....</b>	<b>3</b>
<b>What do I check if I have an offline site?.....</b>	<b>4</b>

**If at any point you have questions in the following sections, please call your WellAware Client Success team at (210) 816-4600 Ext. 2.**

## What do I check if I have variance on a PMC/ODC unit?

**There will be times when you receive your daily report, and you see that you have variance on your locations. Follow the below steps to help identify the extent of the variance, when the variance started and the solution to the variance issue.**

- 1) Log into LIFT click on the site showing to have variance. Once the site is selected, navigate to the chart screen.
- 2) Expand your timeframe to look at the last weeks' worth of data.
- 3) Expand the WIRC asset to plot External Voltage on the chart screen. Check to see if your external power is low and causing the pump to not run efficiently. If power is the issue, check the power state checklist to see how to resolve.
  - a) For DC power, pump will not stroke efficiently if they are getting under 11.5 Volts. They may not run at all if they are getting under 10 Volts.
  - b) For AC sites, power will not fluctuate and it's either on or it's off. If power is off, your unit will show as offline. Check the offline state section to troubleshoot this issue if your site has AC power.
- 4) If power is sufficient, then check for inconsistencies in the data. Examples below:
  - a) Was the pump injecting appropriately and then stopped injecting appropriately after a fill? This could indicate an airlock or debris in the line. Visit the location and check for these potential problems.
  - b) Was the pump injecting appropriately and then randomly stopped or slowed down? This could indicate a closed valve, pump malfunction or other onsite hardware issues. Visit the location and check for these potential problems.
  - c) Has the pump been consistently under or over injecting? If so, contact the WellAware Client Success team to remotely fine tune the calibration. You can call them at (210) 816-4600 Ext or submit a ticket to [support@wellaware.us](mailto:support@wellaware.us). THIS ISSUE DOES NOT REQUIRE A SITE VISIT.

## What do I check if I have low power on a PMC/ODC unit?

There will be times when you receive your daily report, and you see that you have power problems on your locations. Follow the below steps to help identify the extent of the problem, when the power problems started and the potential solutions for the power issues.

Note: WellAware does not resolve any onsite power problems and can only help to identify the cause of the power issues and offer potential solutions.

- 1) Log into LIFT click on the site showing low power. Once the site is selected, navigate to the chart screen.
- 2) Expand your timeframe to look at the last weeks' worth of data.
- 3) Expand the WIRC asset to plot External Voltage on the chart screen. Check to see when your external power started to have problems.
  - a) For DC power, pump will not stroke efficiently if they are getting under 11.5 Volts. They may not run at all if they are getting under 10 Volts. If your DC power is low, the below are possible solutions:
    - i) Check the solar panel for dirt or ideal placement. They should be in a position where there is max sun exposure and clean enough to function.
    - ii) Check the solar panel for damage or proper wiring. If power is not able to get to the battery, then this must be fixed.
    - iii) If the battery is completely dead, you will need to replace the battery.
    - iv) Consider a dual battery set up. Sometimes one battery is not sufficient for the site.

NOTE: WellAware hardware pulls less than an amp of power from your external battery source so it will not be the cause for low power on location. If you have additional questions on this, please contact the Client Success team at (210) 816-4600 Ext 2.

- b) For AC sites, power will not fluctuate and it's either on or it's off. If power is off, your unit will show as offline. Check the offline state section to troubleshoot this issue if your site has AC power.

## What do I check if I have an offline site?

**There will be times when you receive your daily report, and you see that you have offline locations. Follow the below steps to help identify when the site went offline, the reason for it being offline and how to resolve.**

- 1) Log into LIFT click on the site showing as offline. Once the site is selected, navigate to the chart screen. The chart screen may show a message saying “There is no data for the selected time period. You can change the time period on the top left of the screen.”
- 2) Click on the Summary tab while still under your specific site and this will show you the date of when we last received data. Make note of this date and navigate back to the chart screen.
- 3) In the time period drop down, choose the custom option and enter in a start date a week before your unit went offline and an end date of when the unit went offline.

**For PMC or ODC units, use the below steps AFTER you have done steps 1-3.**

- 4) You can now Expand the WIRC asset to plot External Voltage on the chart screen.
  - a) If you see a trend where external power is getting lower and lower or consistent power problems, then your unit is likely offline due to power problems. Check the low power checklist on how to resolve this issue.
  - b) If your external power looks sufficient and then data just suddenly stops, then it’s two potential issues:
    - i) You have AC power and the site lost power. Visit location and restore power.
    - ii) You have a unit that lost cell connection. Our hardware will continue to function and control the pump in these cases, but we have no way to see data until cellular connection is restored. Visit location and hit the reset button on our device. After 5-10 minutes, you can check the WellAware Mobile app to make sure data is coming in as expected. Or, you can check the WellAware Field app and check the connectivity status section. If your details page under this section says connected, then data should be coming in. Do call the Client Success team if you want to be 100% sure all is well BEFORE you leave location. You can reach them at (210) 816-4600 Ext. 2.

**For TLM units, use the below steps AFTER you have done steps 1-3.**

- 4) You can now Expand the WIRC asset to plot Internal Voltage on the chart screen. You will see one of the below issues:
  - a) If you see a trend where internal power is getting lower and lower, then your unit is likely offline due to power problems. Visit the location and check out the batteries with 3 lithium 3.6 V D size batteries.
  - b) If your internal power looks sufficient and then data just suddenly stops, then you have a unit that lost cell connection. Visit location and hit the reset button on our device. You can then check the WellAware Field app and check the connectivity status section. If your details page under this section says connected, then data should come in at the next scheduled backhaul time. We HIGHLY RECOMMEND you call the Client Success team if you want to be 100% sure all is well BEFORE you leave location. You can reach them at (210) 816-4600 Ext. 2. We can check to make sure the unit’s cellular health is good to go before you leave and everything will work as expected on the next backhaul of data.