

Technical Support Notification

SOFTWARE ALERT – Digital Pressurized Line Leak Detection & Intelligent Pump Control

► Overview

This notification is to inform distributors and technicians of a required software update to version 10.N to address a specific configuration regarding Digital Pressurized Line Leak Detection (DPLLD) in the TLS-450PLUS, when using Intelligent Pump Control (IPC) with manifolded lines and Active Switchover.

When a line fails a Gross Line Test (3.0 GPH) utilizing DPLLD, the Submersible Turbine Pumps (STPs) will shut down initially. If a nozzle is lifted while the alarm is active, the STPs will turn on momentarily every 10 seconds until the nozzle is hung up, causing the shut down to be ineffective. However, the following are not impacted:

- Lines with a single tank or siphon set will shut down during a **Gross Line Fail**.
- All other triggers such as **Tank and Sensor Alarms** are not affected and will shut down the line.



► Affected Configuration

Only sites with TLS-450PLUS consoles with all the following features:

- IPC for The Red Jacket® STPs or 3rd Party Pump Controllers
- DPLLD
- Manifolded Lines
- Active Switchover
- Alternate by Height/Volume

Action Required

[Download Software Release Version 10.N](#)

► Questions

- If distributors have any questions, contact your Veeder-Root Territory Sales Manager.
- If technicians have any questions, contact Veeder-Root Technical Support at +1.800.323.1799.

