

Technical Support Notification

DPLLD and IPC Software Update Procedure

► Overview

This notification is to provide instructions for upgrading the TLS-450PLUS software 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. Please refer to [SOFTWARE ALERT – Digital Pressurized Line Leak Detection & Intelligent Pump Control](#) on [veeder.com](#) for more information.

Veeder Root Distributors and ASCs should inform all customers with this configuration of the need to upgrade their TLS-450PLUS Automatic Tank Gauges (ATGs).



► Procedure

Veeder-Root will provide reimbursement to Veeder-Root Authorized Service Contractors (ASCs) for upgrading affected TLS-450PLUS ATGs in the US and Canada. **All invoices for reimbursement must be submitted prior to December 31, 2024.**

Veeder-Root will reimburse ASCs a flat fee for mileage, travel time, and labor for each authorized console that Veeder-Root receives confirmation of the upgrade by ASCs before the close of the program. **The flat fee reimbursement for this software update is \$300 per authorized console for completion of the upgrade to software version 10.N or higher.**

ASCs must provide the following to ensure payment:

- TLS-450PLUS serial number
- Site location address and name
- A photo of the About Screen or a printout showing the DPLLD and IPC features
- Photos of the software version in the TLS-450PLUS before and after the upgrade
- Multiple upgrades can be submitted on a single invoice, but they must be from the same branch

When upgrades are completed, an invoice must be sent to technicalsupport@veeder.com for validation along with the required photos.

► Questions

If you have any questions, please call the Veeder-Root Technical Support team at +1.800.323.1799.