SENSOR KIT | **SENSE-I** QUICK START GUIDE





3. ACTIVATION STEPS



TROUBLESHOOTING

- 1. Check configuration.
- 2. Refer to Master User Guide available at: www.tandeltasystems.com/support
- 3. Contact: support@tandeltasystems.com



SUPPORT – FAQ

If you have any issues, please read the tips below before contacting us for further support.

I. Where are the Cable J drivers?

The drivers for Cable J should install automatically.

- 2. Does the sensor require cleaning? No, cleaning is required once the sensor is installed. However, when using the sensor for testing offline samples (i.e. MOT Kit), then cleaning between samples is essential.
- 3. I cannot see my oil in the database, so I have used an oil which I believe is close, but the sensor isn't working? The sensor will exhibit a different response for every oil. For best results, it is advised to obtain an Oil Profile which Tan Delta will add to our Oil Database. Please complete and submit an Oil Profile Request Form online at <u>www.tandeltasystems.com/oil-availability-checker/</u>

4. How do I update the software?

Software updates will happen automatitically. You will be prompted to accept when one is available. If you are provided an installer by Tan Delta, please uninstall any previous versions of software before installing the new one.

5. How do I remove the software?

Simply go into your control panel and remove the software.



You can find further information in the Master User Guide on the support page of our website. If you have any further questions, please contact our support team by email: support@tandeltasystems.com who will answer no later than the next working day.

Alternatively, refer to Master User Guide available at: <u>www.tandeltasystems.com/support</u>