

# GREMLIN<sup>®</sup> Heating Oil Monitor FAQ

## Q: HOW DOES THE MONITOR SEND OUT TANK LEVELS?

**A:** Our monitor securely connects to the homeowners Wifi in order to send out the daily tank readings.

## Q: HOW DOES THE MONITOR ATTACH TO THE TANK?

**A:** The monitor can be screwed into a spare hole in the homeowner's heating oil tank.

## Q: HOW LONG DOES IT TAKE TO INSTALL THE MONITOR?

**A:** The monitors are capable of being installed in less than 10 minutes. Your installer will utilize a smartphone app to assign the monitor to a customer and tank and provision the monitor.

## Q: WHAT KIND OF BATTERY IS IN THE GREMLIN AND HOW LONG DOES IT LAST?

**A:** Each GREMLIN comes with an industrial Lithium battery that will last 7 years with one transmission a day. The battery life can be extended by configuring the monitors to report less often. For instance, the monitor can be triggered to report only after the level reaches 50%. Batteries are replaceable by the dealer.

## Q: HOW IS THE GREMLIN MONITOR A BETTER SOLUTION THAN THE COMPETITION?

**A:** The GREMLIN suite of monitors combines best in class reliability with market leading affordability. The GREMLIN monitors are manufactured by Tekelek LLC from Ireland, a leading provider of remote monitoring products. They have over 1.5 million monitoring products deployed worldwide. Each GREMLIN monitor has been deployed for 5-10 years in Europe before now being brought to North America.

- Angus provides data integration to the most common BOS systems for no additional cost (minimum order required)
- You have access to a co-branded consumer app
- Angus Energy is a reliable and proven partner to the fuel industry for over 25 years.
- High touch training and ongoing service, all included with your order.

## Q: WHAT IS YOUR WARRANTY PERIOD?

**A:** All GREMLINs come with a two year warranty.

## Q: HOW DO I ACCESS THE TANK LEVELS?

**A:** You will go to the GREMLIN web portal to view daily fuel levels for each tank. It will also identify any deliveries made and the delivery size. This information can be used to compare the monitor reported fuel level with the degree day estimate in your BOS. See image to your right as an example of the daily tank levels. After purchase, your GREMLIN purchase comes with a free integration to your back office system. Currently supported BOS's include ADD Systems, Blue Cow Software, Cargas Energy, and Automated Wireless. ADD Systems requires the Smart Connect module for Tank Monitoring. The GREMLIN monitors generally transmit each night and those reading are collected and stored in the Angus Energy TMS (Tank Monitoring System). The data is automatically checked and alerts are generated for missing readings, low tank level, and excessive drops. Alerts can be sent to the appropriate person(s) in the company and can be viewed in the TMS Customer Portal. In addition, tank level readings are pushed into the dealer BOS each night.

