

FREQUENTLY ASKED QUESTIONS

M.E.G.A Remote Water Monitoring System



1. What is considered a good conductivity reading for leak detection?

The system's conductivity settings range from 50 to 1500 microsiemens. Readings exceeding 1500 microsiemens may suggest water with elevated salinity levels or a probable leak in your primary liner.

2. The pump is running non-stop. What is happening?

First check to make sure the system is not in manual mode. Manual mode causes the pump to run constantly and will not shut off when the water has been drained. This can cause damage to the pump.

If the system is not in manual mode and there is air flow, it could be an indication of a leak. If there is no flow, turn off the pump and contact a Mustang Extreme Water Technician to schedule a site visit.

3. How often should the probes be cleaned and/or recalibrated?

Typically, it is best to clean the probes every 1-2 months. If the pond contains high amounts of oil or salt, the probes may need to be cleaned more often. If cleaning the probes is ineffective, they may need to be recalibrated. With proper maintenance, the probes can last for several years without needing to be replaced. Contact your Water Services Technician about setting up a routine maintenance plan.

4. Can I clean the probes myself?

Yes, however it is recommended that a Mustang Extreme Water Treatment Technician conduct a quarterly inspection and cleaning to ensure optimal performance of all the equipment. Contact us to set up a maintenance plan.

5. How do I know if the probes are generating the correct readings?

We recommend having the probes calibrated at least once per quarter. A Mustang Extreme Water Treatment Technician will sample the water and compare it to the data being collected to determine if and how the probes need to be calibrated.

6. The water levels being generated by the monitor don't match the levels I see in the pond.

Salinity levels in the water will affect the readings. If you have a known standard in your water and the probe is showing a different reading, the probes need to be cleaned. If the salinity level is always the same, the system may need to be reprogrammed to the correct level. If the salinity level changes frequently, an additional conductivity probe may need to be added to the bottom of the pit. Contact us to discuss the chemistry of your water and your readings so we can determine the best course of action.

7. We have lost power at the site. How will this affect the MEGA System?

Data will not be collected and transmitted while the power is out. Be aware that power surges can damage the equipment, so care should be taken when power is reinstated or when the power source is being changed. If a surge does occur and the system is damaged, it is likely it will need to be replaced.

8. The system is not transmitting data. What do I do?

First check to see if power is getting to the system and to the panel. If the power is working correctly but the system is not operating, contact a service technician.



FOR ADDITIONAL ASSISTANCE OR TO SCHEDULE A SITE INSPECTION,
CALL 817-441-1235 OR EMAIL US AT: WATERTREATMENT@MUSTANGEXTREME.COM