

# Technical Support Notification

## Optional In-Station Diagnostics (ISD) Software Upgrade in CA

### ► Overview

Veeder-Root has released a new optional In-Station Diagnostics (ISD) software update that is applicable to ISD monitored facilities in California.

This optional software update to TLS-350 software version 336.02 and ISD Version 1.06 (Balance) or 1.07 (Assist) is due to the expiration of a California Air Resources Board (CARB) provided Onboard Refueling Vapor Recovery (ORVR) Penetration Table that is a component of Veeder-Root's ISD software. The ISD ORVR Penetration Table provides annual estimates of ORVR vehicle percentages at fueling facilities. The current ORVR Penetration Table that is being utilized by Veeder-Root's ISD system software **expired on December 31, 2021**. Without a software update to the ORVR Penetration Table, on January 1, 2022, there are two known issues that the site may experience:

1. They may post **NO TEST(N)** results on ISD Daily Reports and ISD Monthly Reports. See Sections A & B for additional information.
2. They may see an increase in **Collection Alarms and Shutdowns**. In this case, it is recommended that they upgrade the software. However, it is important to note that this will not correct all hose alarms and warnings due to failed hanging hardware or other blockages, but the TLS-350 will operate as it did prior to the end of 2021.

### ► Upgrade Information

This optional software upgrade is not required by CARB or Veeder-Root. The alternative setting of the system, as described in Sections A & B, can be used until facilities have an opportunity to update their TLS-350 ISD software. To lessen the impact to facilities we recommend that this optional upgrade occur during the next required annual inspection.

Additionally, the State Water Resources Control Board issued a letter, dated January 21, 2022, that provides the guidance to update the software in advance of obtaining a permit:

*The State Water Board expects the software update to be installed as soon as it is available on UST systems experiencing system shut down. Updating a monitoring panel in accordance with UST regulations and guidelines to resolve this issue in advance of necessary permitting will result in no increase of risk of releases to the environment.*

See Section C for the entire letter.

## ► Section A: Enable High ORVR Option

Due to the expiration of the existing ORVR Penetration Table, an alternative procedure can be used in lieu of updating the ISD software. The NO TEST results described on the previous page can be avoided, if the ISD system setting **ACCEPT HIGH ORVR** is programmed to **ENABLED**. This setting is typically used for sites which have higher ORVR percentage dispensing than estimated by the ORVR Penetration Table. When **ACCEPT HIGH ORVR** is set to **ENABLED**, the system ISD Fueling Position Warnings and Alarms will still occur, and the Collection Results and Alarms will still be posted.

**Note:** Without the optional ISD software upgrade or the **ACCEPT HIGH ORVR** programming option, Fueling Position Collection Tests identified with **NO TEST(N)** are valid ISD Fueling Position Collection results.

## ► Section B: Programming Steps to Enable ACCEPT HIGH ORVR Setting on the TLS-350 Front Panel

1. Press the **MODE** key until **SETUP MODE** is displayed.
2. Press the **FUNCTION** key. **SYSTEM SETUP** will be displayed.
3. Press the **FUNCTION** key multiple times until **EVR/ISD SETUP** is displayed.
4. Press the **STEP** key. **EVR TYPE** will be displayed.
5. Press the **STEP** key. **ACCEPT HIGH ORVR** will be displayed.
6. Press the **CHANGE** key. **DISABLED** will be changed to **ENABLED**.
7. Press the **ENTER** key. **ENABLED** will be displayed.
8. Press the **STEP** key. **NOZZLE A/L RANGE** will be displayed.

```
SEP 23, 2021 11:05:14 AM
ALL FUNCTIONS NORMAL
```

<MODE>

:

<MODE>

```
SETUP MODE
PRESS <FUNCTION> TO CONT
```

<FUNCTION>

```
SYSTEM SETUP
PRESS <STEP> TO CONTINUE
```

<FUNCTION>

:

<FUNCTION>

```
EVR/ISD SETUP
PRESS <STEP> TO CONTINUE
```

<STEP>

```
EVR TYPE
PRESS <ENTER>
```

<STEP>

```
ACCEPT HIGH ORVR
DISABLED
```

<CHANGE>

```
ACCEPT HIGH ORVR
ENABLED
```

<ENTER>

```
ENABLED
PRESS <STEP> TO CONTINUE
```

<STEP>

```
NOZZLE A/L RANGE
PRESS <ENTER>
```



► **Section C: State Water Resources Control Board Correspondence**



State Water Resources Control Board

January 21, 2022

To: All UST Stakeholders

**Underground Storage Tank Systems Using In-Station Diagnostics May Cause Unintended Shutdown**

The State Water Resources Control Board (State Water Board) is aware of a condition with some Veeder Root TLS-350 monitoring panels using In-Station Diagnostics (ISD) where a required data element expired as of December 31, 2021. The missing data can cause fuel position collection failures, which by California Air Resources Board executive order creates a full shut down of the underground storage tank (UST) systems. The software update to correct this condition can be ordered from Veeder Root and is available through its California distributors.

The State Water Board is reminding UST owners and operators that any monitoring panel software update must be installed by a service technician with a current International Code Counsel certification and the appropriate level of training from Veeder Root. The software update will require a full reprogramming (cold start) of the monitoring panel, which also requires a monitoring system certification immediately after the cold start and before the UST system becomes operational. UST owners and operators receiving the software update must contact their UPA upon completion of the software update and programming for any permitting, certifications, and additional directions. Failure to do so may result in enforcement action by the Unified Program Agency (UPA) or the State Water Board.

The State Water Board expects the software update to be installed as soon as it is available on UST systems experiencing system shut down. Updating a monitoring panel in accordance with UST regulations and guidelines to resolve this issue in advance of necessary permitting will result in no increase of risk of releases to the environment.

If you have questions regarding UST service technician or monitoring systems certification requirements, please contact Mr. Tom Henderson at (530) 908-5209 or [Tom.Henderson@waterboards.ca.gov](mailto:Tom.Henderson@waterboards.ca.gov).

Sincerely,

Laura S. Fisher  
UST Leak Prevention Unit &  
Office of Tank Tester Licensing Manager

E. JOAQUIN ESQUIVEL, CHAIR | EILEEN SOBECK, EXECUTIVE DIRECTOR

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