

REV 1.01  
DATE 04 February 2026

# STUCK GAUGE DETECTION WITH MAINTENANCE CASES CREATION

## UNIFY TRAINING GUIDE

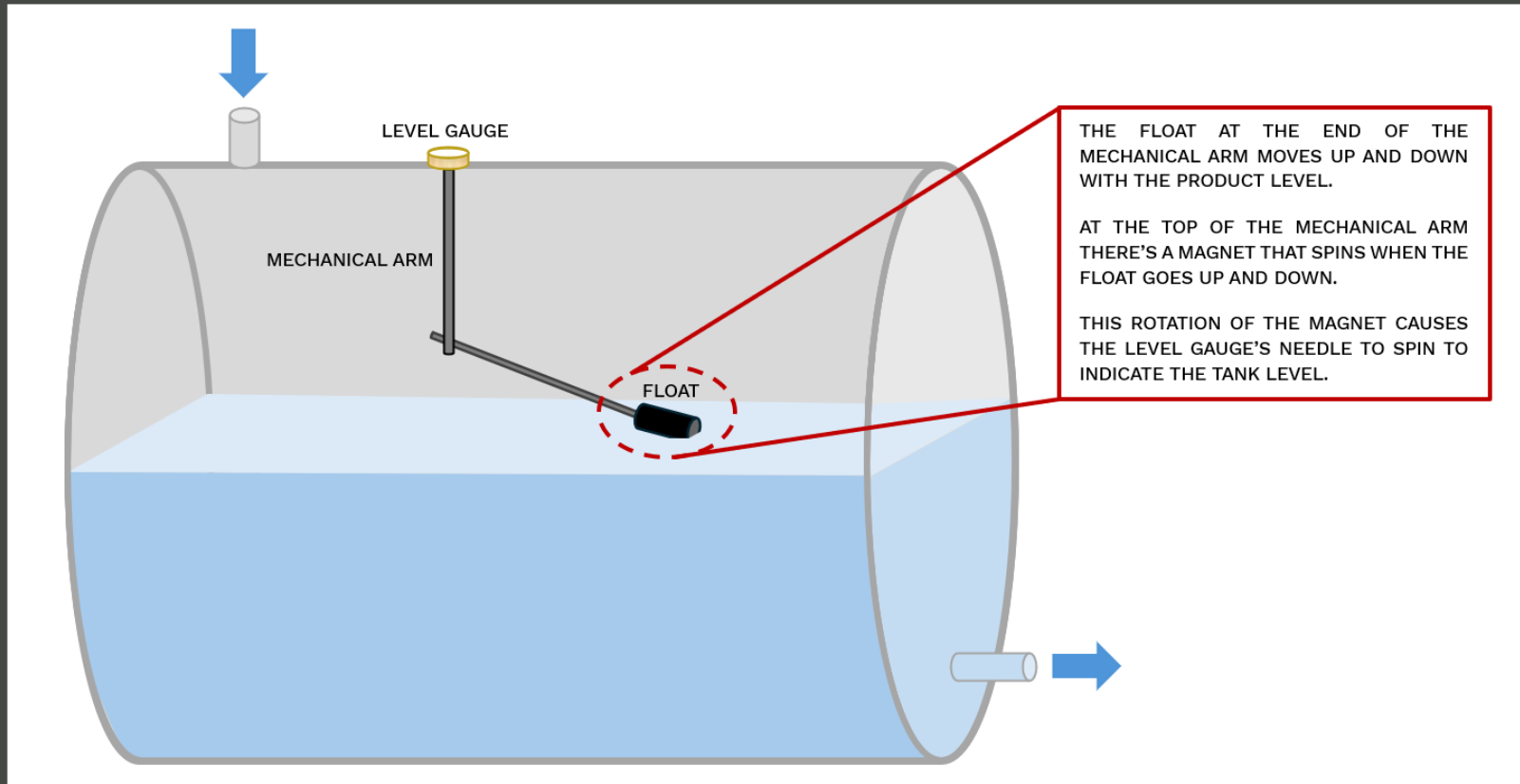
Customer Use

 ANOVA



# STUCK GAUGE

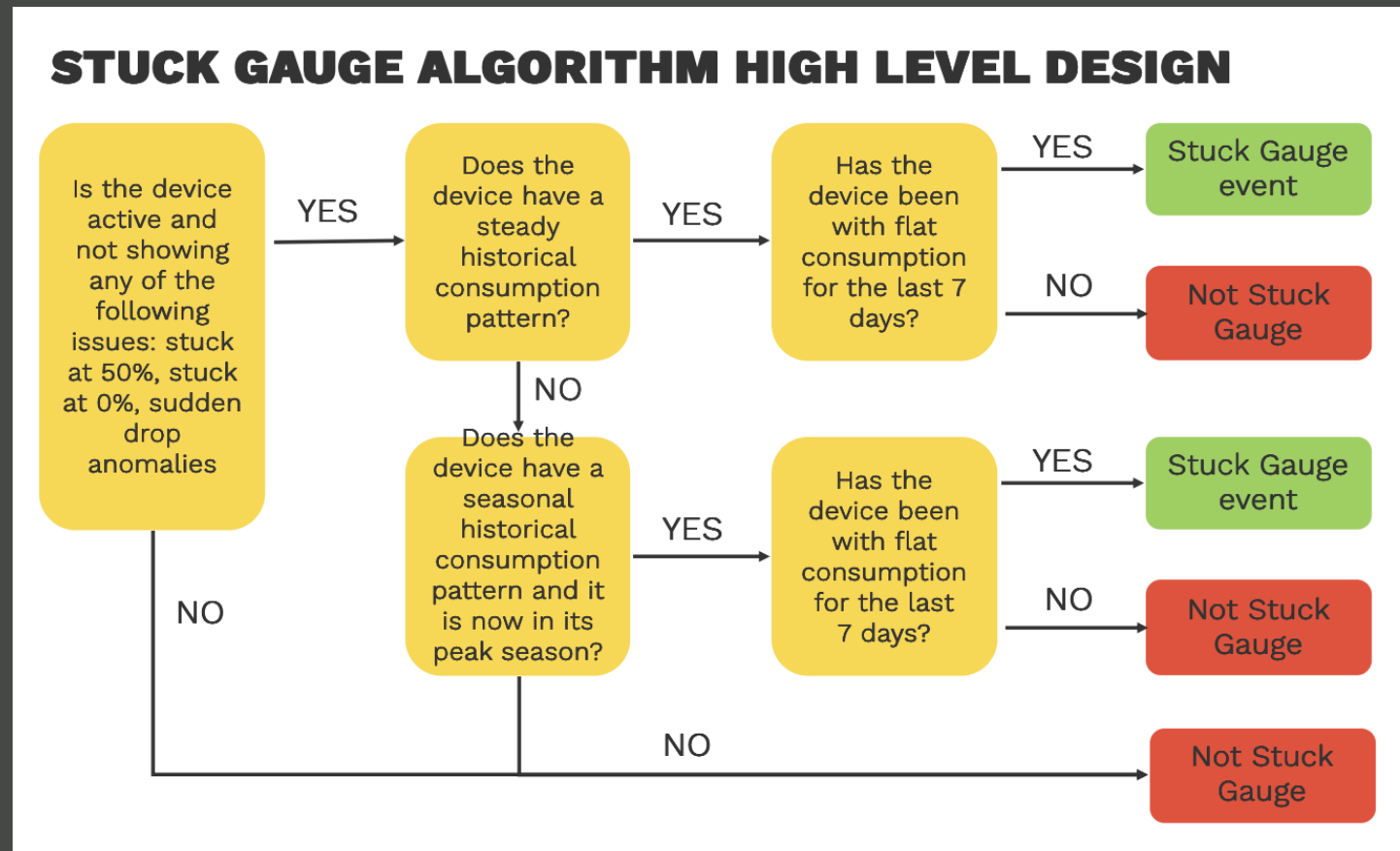
A stuck gauge refers to a sensor condition where readings remain constant over time, pointing to a potential malfunction. The typical root cause of this flat reading is the result of the mechanical float arm not moving within the tank or remaining stuck.



# HOW ARE STUCK GAUGES DETECTED?

Tank readings are analyzed over a 7-day period to identify level changes less than 0.5%. The monthly consumption data of the tank is also analyzed for seasonal patterns (~18 months of data). The sensor issues and device abnormalities are extracted from the results. This provides clean results without other identified variables.

At a high-level, the algorithm to identify Stuck Gauges works as follows:



# STUCK GAUGE RESULTS

When a Stuck Gauge event is identified, a new Maintenance Case is issued. The case is identified as 'medium' priority and labeled with the case type of 'potential stuck gauge'. The case is increased to 'high' priority if the initial case has been open for 5 days. Case is closed when issue is resolved or reading resume.

1 case

| PRIO... | CREATED        | TYPE                 | STATE | SENSOR STATE | DESCRIPTION                                    | RECOMMENDED ACTION                                 | CLOSED |
|---------|----------------|----------------------|-------|--------------|--|--|--------|
| ●       | 27/01/26, 3:15 | Possible stuck gauge | OPEN  | 1 OK         | A stuck gauge occurs when the float inside ... | To fix a stuck gauge, first have a technician i... | --     |

## REPORTS:

Users can create reports for Stuck Gauge results by filtering the Case Types to display "Possible Stuck Gauge" and saving as a new report / download.

Devices / Anova / SM App / Demo Sprint / Demo distributor stuck gauges / Maintenance

Dashboard Devices Maintenance Import

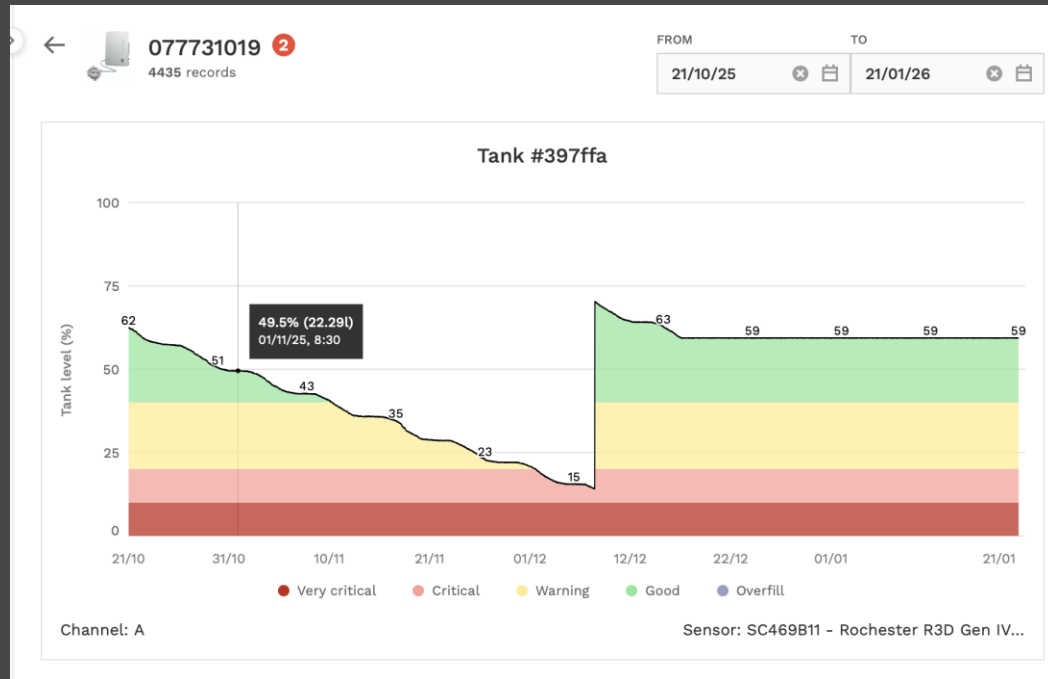
Open cases ^

Search Actions

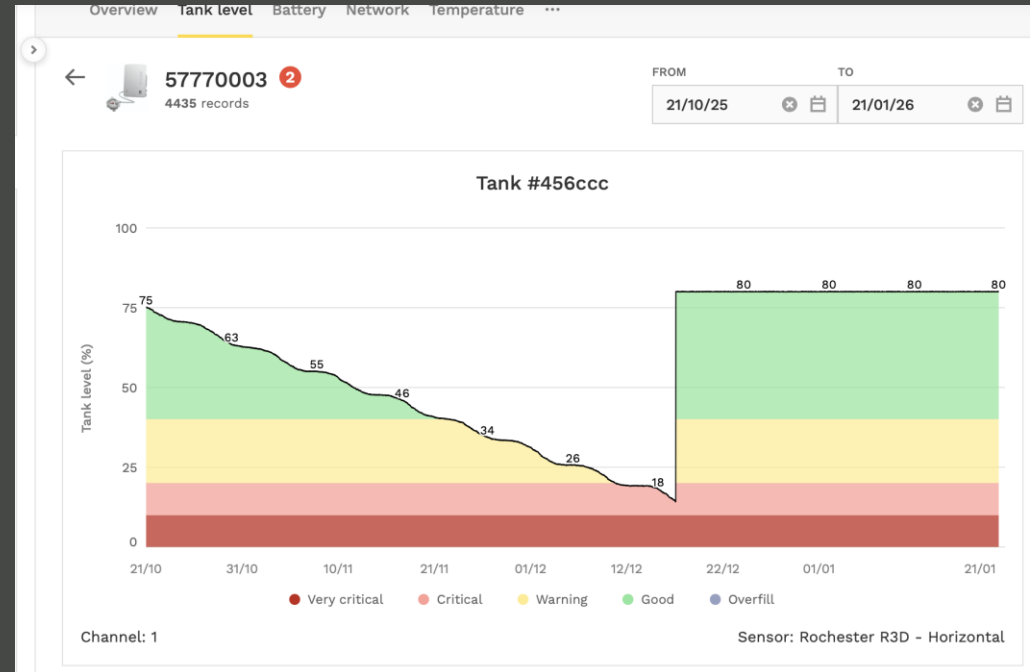
|                                     |   |                    |                                   | LOCATION         | TYPE      | STATE  | SENSOR STATE | BAT... |
|-------------------------------------|---|--------------------|-----------------------------------|------------------|-----------|--------|--------------|--------|
| <input checked="" type="checkbox"/> | 🌐 | Open cases         |                                   |                  |           |        |              |        |
| <input type="checkbox"/>            | 👤 | Stuck Gauge Report |                                   |                  |           |        |              |        |
| <input type="checkbox"/>            |   |                    | Possible stuck gauge              | Bender, Flo...   | SC415B123 | ACTIVE | A OK         | 100%   |
| <input type="checkbox"/>            | 2 | 093203123          | Missed Call, Possible stuck gauge | Pratt PLC        | SC415B675 | ACTIVE | A OK         | 100%   |
| <input type="checkbox"/>            | 2 | 093203100          | Missed Call, Possible stuck gauge | Villarreal, C... | SC415A513 | ACTIVE | A OK         | 100%   |
| <input type="checkbox"/>            | 2 | 093203101          | Missed Call, Possible stuck gauge | Ayala, Simo...   | SC415A523 | ACTIVE | A OK         | 100%   |
| <input type="checkbox"/>            | 2 | 093203107          | Missed Call, Possible stuck gauge | Kelley-Miller    | SC415B655 | ACTIVE | A OK         | 100%   |
| <input type="checkbox"/>            | 2 | 093203122          | Missed Call, Possible stuck gauge | Austin Ltd       | SC415B665 | ACTIVE | A OK         | 100%   |
| <input type="checkbox"/>            | 2 | 093203108          | Missed Call, Possible stuck gauge | Nguyen-Nic...    | SC415B665 | ACTIVE | A OK         | 100%   |
| <input type="checkbox"/>            | 2 | 093203132          | Missed Call, Possible stuck gauge | Moss and S...    | SC415B114 | ACTIVE | A OK         | 100%   |
| <input type="checkbox"/>            | 2 | 093203117          | Missed Call, Possible stuck gauge | Young-Wood       | SC415B113 | ACTIVE | A OK         | 100%   |
| <input type="checkbox"/>            | 2 | 093203118          | Missed Call, Possible stuck gauge | Duke, Dunc...    | SC415B114 | ACTIVE | A OK         | 100%   |

# EXAMPLES VIEWS OF STUCK GAUGE IN UNIFY: (\*SAMPLE DATA – IN TEST ENVIRONMENT\*)

## EXAMPLE 1:



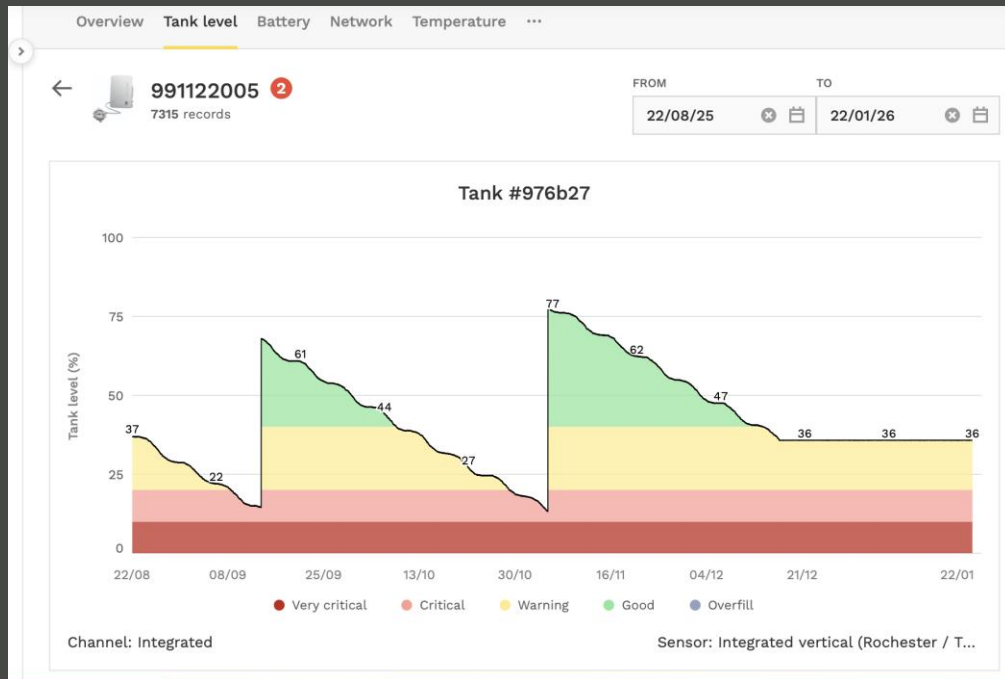
## EXAMPLE 2:



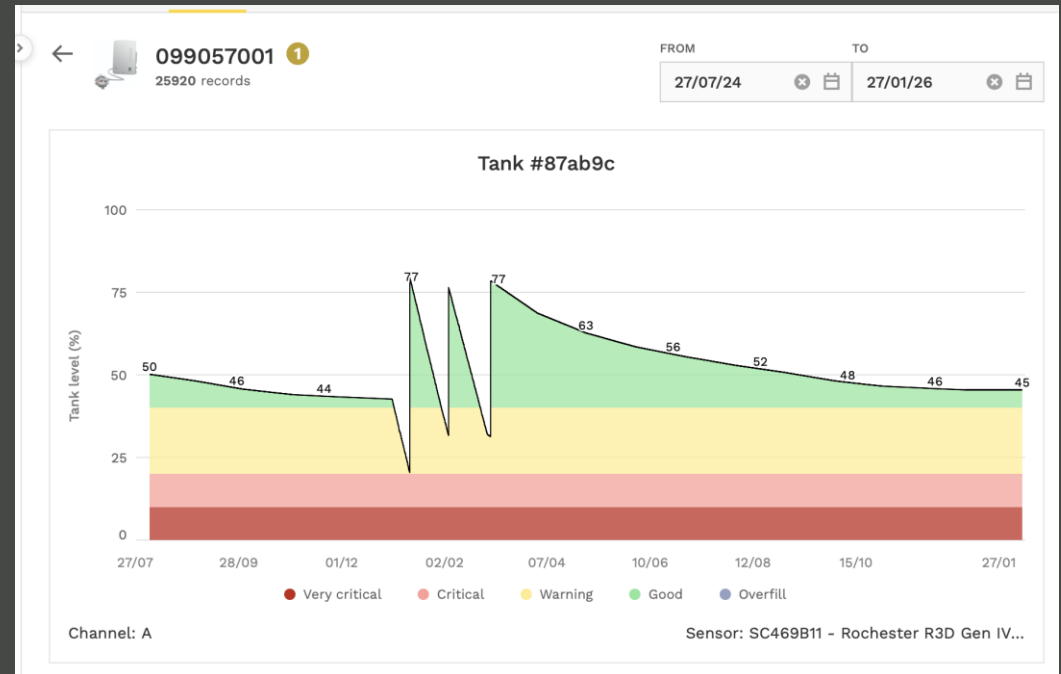
# EXAMPLES VIEWS OF STUCK GAUGE IN UNIFY: (\*SAMPLE DATA – IN TEST ENVIRONMENT\*)

[CONTINUED]

## EXAMPLE 3:



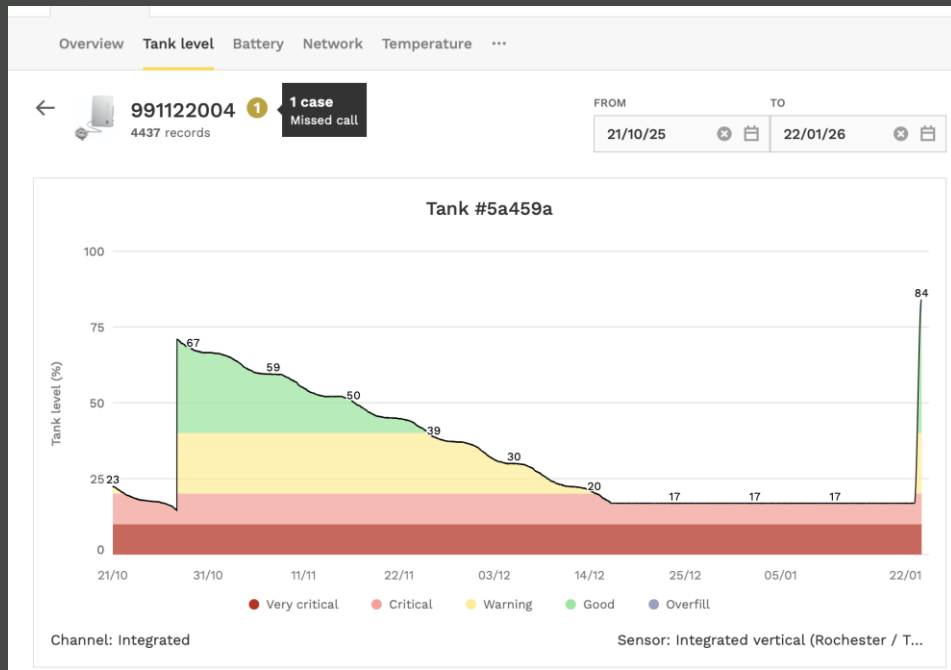
## EXAMPLE 4: Peak Season Stuck Gauge Detection



# EXAMPLES VIEWS OF STUCK GAUGE IN UNIFY: (\*SAMPLE DATA – IN TEST ENVIRONMENT\*)

[CONTINUED]

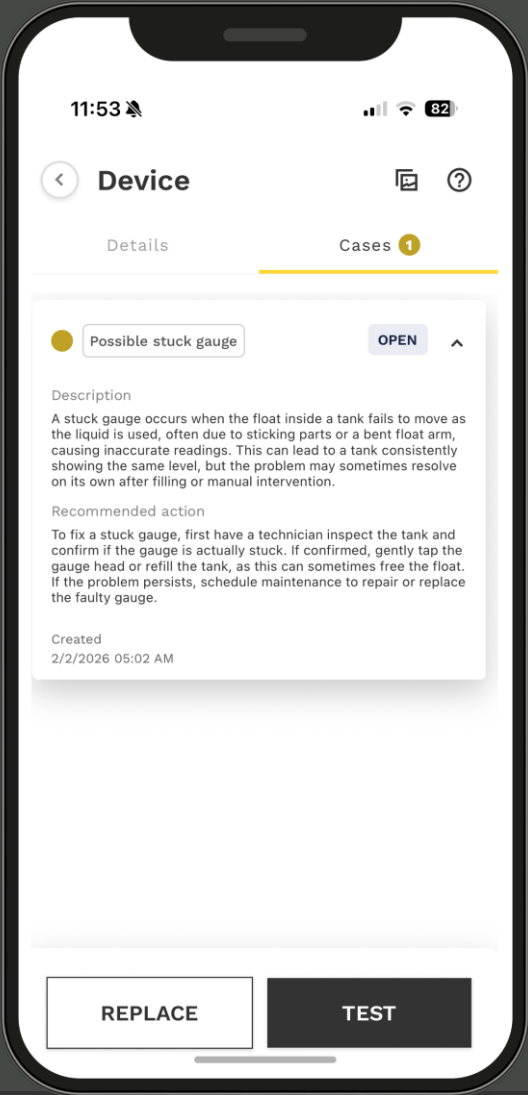
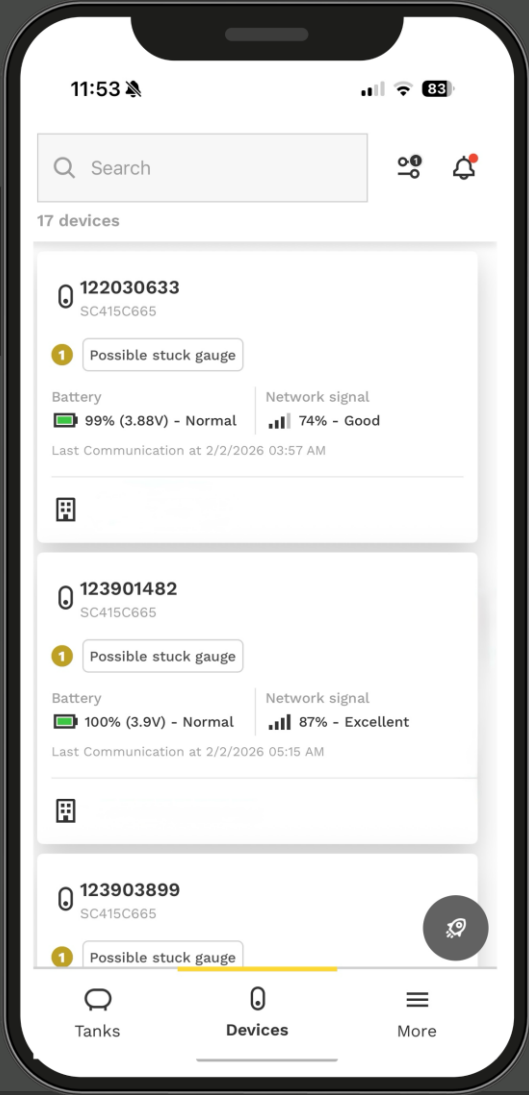
## EXAMPLE 5: Closed Stuck Gauge – New readings detected



# EXAMPLES OF STUCK GAUGE NOTIFICATIONS IN ANOVA GO:

(\*SAMPLE DATA – IN TEST ENVIRONMENT\*)

## EXAMPLE 6:



## **HOW TO ENABLE**

Please reach out to Customer Success Team:

- Contact [support@anova.com](mailto:support@anova.com)

## **NEED FURTHER INFORMATION OR HAVE FEEDBACK:**

Please reach out to Customer Success Team to discuss: [support@anova.com](mailto:support@anova.com)

**THANK YOU**

[support@anova.com](mailto:support@anova.com)

**ANOVA**

