

RanchOn™ TankBoss™

INSTALLATION GUIDE

Register it. Mount it. Place the probe. Check it.

Field	Value	Field	Value
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This guide takes you from the box to a working tank monitor: setting up the RanchOn app, turning TankBoss on and registering it, mounting it on your tank, placing its level probe in the water, and looking after it. **No tools are needed.** You'll need a smartphone (Step 1) and a spot with cell service to get started (Step 3).

Steps 1 to 3 happen at the house, or anywhere you have cell service. Steps 4 to 8 happen at the tank. Turn TankBoss on, register it, and install it soon after delivery. The current version of this guide and the other RanchOn documents are at ranchonllc.com/legal.

How to read this guide

REQUIRED	Do it this way. The RanchOn TankBoss Two-Year Limited Warranty covers a Device installed and maintained in accordance with this guide, and that means every step marked REQUIRED. Steps without a marker are how we recommend doing it.
TIP	Advice from installs we've done. Useful, not required.
STOP	Don't go on. Contact RanchOn Support.

RanchOn Support: 512-987-7719 • support@ranchonllc.com

The Warranty also sets its own conditions for where the solar panel goes and for AC power. This guide shows you how to meet them.

AT THE HOUSE

Step 1 Set up the RanchOn app

TankBoss needs a smartphone. The RanchOn app runs on iPhone and Android phones, and everyone who should get tank alerts sets it up on **their own smartphone**. A RanchOn sales representative can help you install TankBoss and find your way around the app, but creating an account, accepting the terms, and turning on text alerts are things each person does for themselves.

1. Download the RanchOn app from the App Store (iPhone) or Google Play (Android) and create your account with your mobile number. You'll be asked to accept the RanchOn Terms of Service and Privacy Policy.
2. Turn on text alerts in the app.
3. Tap **Send test SMS** and make sure the text arrives.

To add someone else — family, a hand, a neighbor who checks your water:

1. In the app, open the **Account** dashboard and scroll down to **Invite New User**.
2. Enter their mobile number.
3. Tell them yourself that you've invited them. They download the RanchOn app, log in with that same phone number, turn on text alerts, and tap Send test SMS on their own smartphone.

TIP

When your test text arrives, save the number it came from (currently 325-425-3622) in your contacts as “TankBoss.” Some phones filter texts from numbers they don’t know.

Step 2 Check the box

TankBoss arrives as one unit: the **enclosure**, with its electronics and sealed battery pack inside, with the **solar panel** attached (unplugged for shipping) and the **lid adapter plate** already installed underneath. The **level probe** plugs into the enclosure on its own cable.

The enclosure has two screw-ring connectors: the **4-pin power connector**, where the solar panel (or the AC Power Kit) plugs in, and the **3-pin probe connector**, where the level probe plugs in.

Part	Qty	Notes
TankBoss, with the solar panel attached and the lid adapter plate installed	1	Serial number stamped on the outside of the enclosure.
Level probe, on a 15 ft or 30 ft cable	1	Length depends on the TankBoss option you bought. Plugs into the 3-pin probe connector.
Lid mounting hardware: adapter bolt, vent plate, flat washer, 2 split lock washers, nut, wing nut	1 set	For a poly tank lid (Step 5A).
This guide, the Warranty, and the Battery Safety Statement	1 each	Printed.

Sold separately (see the TankBoss Price List): T-post Adapter, Wall Clamp Adapter, and the AC Power Kit (power supply, ground-fault protection, and LP-12 adapter, for indoor installs only).

Tools: none needed. If you ever take TankBoss off a tank, a pair of pliers helps: the wing nut can be hard to loosen after time outdoors.

STOP

If TankBoss looks damaged in any way, or the probe cable is cut or crushed, don’t install it. Follow the RanchOn TankBoss Battery Safety Statement and contact RanchOn Support.

Step 3 Turn it on and register it

Do this where your phone has cell service — at the house or the barn — before you take TankBoss to the tank.

Why: TankBoss reports over cellular, and by satellite where there’s no cell signal. Before it can use satellite, it needs a cellular connection. We make that connection at the factory, but it has to be made again if TankBoss has been powered off for 30 days or more. Once TankBoss is reporting, by cell or by satellite, it keeps reporting without needing cell service again.

1. Set TankBoss in the sun. Make sure the probe is plugged into the 3-pin probe connector and its ring is hand-tight.
2. Plug the solar panel into the 4-pin power connector and turn its ring hand-tight. **There’s no power switch:** TankBoss turns on as soon as that plug is connected.
3. Watch the light on the enclosure:

Light	What it means
Green, blinking every ½ second	Started up normally, with power and the probe connected.
Green, rapid flicker (every 0.1 second)	Sending a reading.

Light	What it means
Off	Normal between readings.
Red, blinking every ½ second	Couldn't send a reading, or no probe detected. Check the probe plug, then power cycle.
Red, slow blink (every 2 seconds)	Internal problem. Power cycle; if it keeps happening, contact RanchOn Support.

4. In the RanchOn app, register TankBoss using the serial number stamped on the outside of the enclosure.
5. Name the tank something you'll recognize at a glance: "North Pasture Poly," "Windmill Trough," "Back Yard Cistern."
6. Enter the tank details, such as the tank's maximum height.
7. Set your level alerts — the app texts you when the water reaches them — and check who gets them. The app has other settings too; contact RanchOn Support if you have questions about them.
8. Wait for the first reading. It usually arrives in under 15 minutes; if the battery is low, TankBoss charges in the sun first, which takes longer. That first reading is the Device's **Activation**, as the Terms of Service use the word. Registering starts the Device's subscription; the TankBoss Price List explains billing.

The probe isn't in water yet, so the app shows the tank as empty. That's expected.

TIP	To power cycle TankBoss: disconnect the plug at the 4-pin power connector, wait 60 seconds, and plug it back in. TankBoss sends a fresh reading when it starts up; if the battery is low, it charges in the sun first. Power cycling is the first thing to try whenever TankBoss isn't reporting.
STOP	No first reading, even after a power cycle? Contact RanchOn Support right away. The Terms of Service set a time limit for reporting a Device that won't activate.
TIP	Leave the power plug connected on the way to the tank.

AT THE TANK

Step 4 Choose the spot

4a Pick your power

Power	Where it fits
Solar (standard)	TankBoss outdoors, on or beside the tank, where the panel gets sun (4b). It reports over cellular, or by satellite where there's no cell signal.
AC Power Kit (sold separately)	Only where the tank is indoors or inside a fully weather-protected structure, with TankBoss and every part of the AC supply indoors too. Indoors, TankBoss relies on cell signal alone: satellite can't reach it through a roof. See Step 7.
STOP	Outdoor tank where the panel can't get the sun it needs (4b)? Contact RanchOn Support before you install. The AC Power Kit can't be used outdoors.
TIP	Indoor install? Before you mount TankBoss, leave it powered on at the spot where it will sit until a new reading comes through. No reading there? Contact RanchOn Support.

4b Sun for the panel

The solar panel needs open sky. For the Warranty to cover solar operation, **nothing may shade the panel from 9 a.m. to 4 p.m. on any day of the year**, and nothing may be overhead: no roof, eave, branches, wires, or windmill.

The winter sun runs low across the southern sky. A tree or building to the south that doesn't shade the panel in summer may shade it in December.

4c Keep debris away

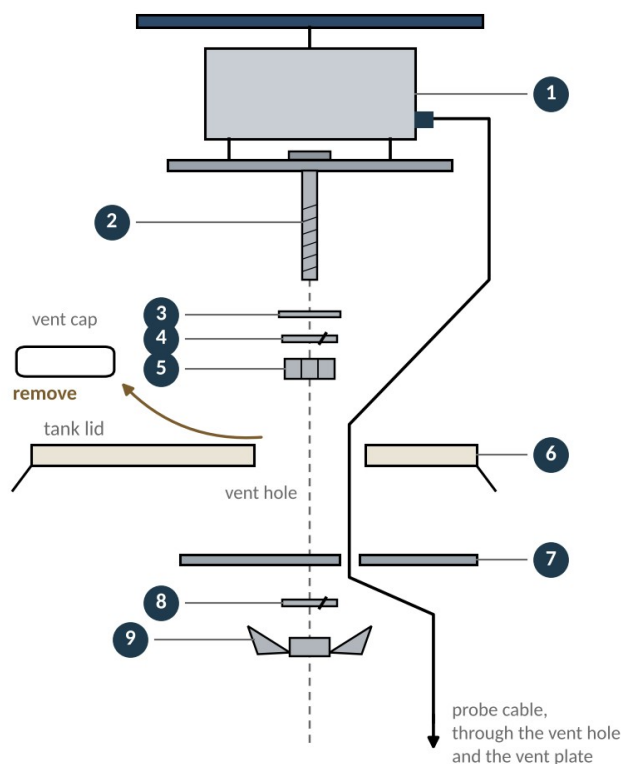
REQUIRED	Keep debris away from TankBoss. Don't let dry grass, brush, hay, or trash pile up against the enclosure or on the panel.
TIP	Livestock scratch on anything at the right height. Mount where they can't rub on it, hook it with a horn, or knock it loose — and out of the swing of gates and the path of trucks, feeders, and equipment.

Step 5 Mount it

Every TankBoss comes ready for a poly tank lid (5A). For other tanks, use the T-post Adapter (5B) or the Wall Clamp Adapter (5C), sold separately. Not sure which fits your tank? Contact RanchOn Support.

REQUIRED	Mount the solar panel level — by eye is fine — facing open sky. If it ends up tilted, tilt it toward the south.
REQUIRED	Make sure no part of the mount, lid, or tank wall shades the panel.

5A Poly tank lid



EXPLODED VIEW • lid shown off the tank

Parts, top to bottom

- 1 TankBoss, lid adapter plate pre-installed
- 2 Adapter bolt
- 3 Flat washer
- 4 Split lock washer
- 5 Nut
- 6 Tank lid, center vent cap removed
- 7 Vent plate
- 8 Split lock washer
- 9 Wing nut

The bolt goes through the hole in the bottom of the adapter plate. The lid fits over the bolt and is sandwiched between the adapter plate and the vent plate. The probe cable runs down through the vent hole and the vent plate.

Hand-tight. No tools.

1. Take the lid off the tank, and remove the center vent cap from the lid.
2. Push the adapter bolt through the hole in the bottom of the adapter plate. Fix it with the flat washer, a split lock washer, and the nut, hand-tight.

3. Thread the probe cable through the lid's vent hole and then through the vent plate. If that's easier with the probe unplugged, unplug it from the 3-pin connector first and plug it back in afterward, ring hand-tight.
4. Fit the lid against the adapter plate, with the bolt through the vent hole.
5. From underneath, put the vent plate on the bolt, then the second split lock washer and the wing nut. Tighten the wing nut by hand until the lid is held firmly between the adapter plate and the vent plate.
6. Place the probe (Step 6), then put the lid back on the tank.

TIP

Keep the vent cap. You'll want it back if you ever take TankBoss off.

5B T-post Adapter

For open-top tanks and troughs with no lid, mounted on a steel T-post beside the tank. Contact RanchOn Support for installation details.

5C Wall Clamp Adapter

For open-top tanks with no lid, clamped to the tank wall. Contact RanchOn Support for installation details.

Step 6 Place the probe

The level probe rests on the bottom of the tank and measures how deep the water is above it.

Check the reach. The cable has to run from the enclosure, through the lid or over the rim, and down to the tank bottom. The 15 ft probe fits tanks up to 15 ft deep; the 30 ft probe, tanks up to 30 ft deep.

STOP

Tank deeper than your probe can reach? Contact RanchOn Support before you install.

1. Lower the probe — don't drop it — until it rests on the bottom of the tank. It's fine for it to sit in mud, algae, or debris.
2. If you can, keep it away from the inflow pipe and float valve. Incoming water pushing on the probe throws readings off.
3. Coil any spare cable loosely at the enclosure. A cable tie can hold the coil; don't pull it tight. Don't cut, splice, or knot the cable.

Why the cable matters: it carries a small air tube that lets the probe allow for changes in the weather. A kink, a knot, or a pinch closes that tube and makes readings drift.

TIP

Where the cable crosses a sharp steel rim, pad it with a split piece of hose so it can't wear through. Run it where livestock can't hook it or chew it.

TIP

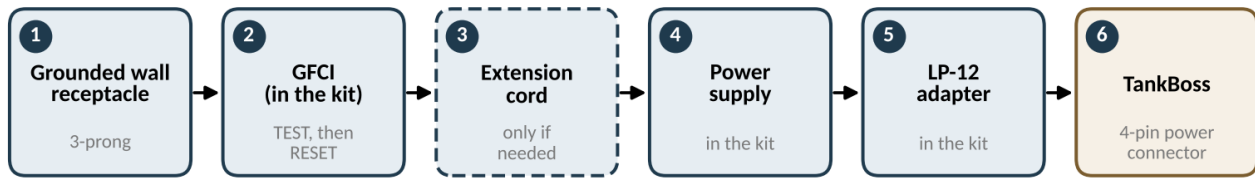
Don't poke anything into the end of the probe. That's where it senses the water.

Step 7 AC Power Kit (indoor installs only)

Solar installs skip this step. Read the requirements for AC power in the Warranty first — all of them apply. Connecting the RanchOn AC Power Kit in this order meets them.

The solar panel comes attached even when you buy the AC Power Kit. On an AC install the panel stays unplugged, and the kit takes its place at the 4-pin power connector.

INDOORS ONLY • unplug the solar panel first • connect left to right



Wall → extension cord → GFCI

The GFCI goes at the wall. An extension cord plugged in ahead of it is not protected.

1. If the solar panel is plugged in, unplug it from the 4-pin power connector. TankBoss powers off.
2. Plug the kit's GFCI into a grounded three-prong wall receptacle. Press **TEST** — power should cut off. Press **RESET** — it should come back on.
3. If you need an extension cord, plug it into the GFCI.
4. Plug the power supply in.
5. Connect the power supply to the LP-12 adapter, and the adapter to the 4-pin power connector. TankBoss powers on.

Electrical work. The AC Power Kit plugs into an existing receptacle and needs no wiring. If there's no grounded receptacle where you need one, or the GFCI won't pass its test, have a licensed electrician add or repair the receptacle, to local code, before you go on.

Using your own AC equipment instead of the kit? The Warranty allows it if it meets every requirement stated there. This guide covers the RanchOn AC Power Kit only.

STOP

If the GFCI won't cut off on TEST or won't come back on with RESET, stop. Don't connect TankBoss.

Step 8 Check that it works

1. Wait for a reading from the tank. TankBoss reports several times a day, not continuously, so it may take a few hours. For one right away, power cycle it (Step 3); if the battery is low, it charges first.
2. The app should now show water in the tank. Want to check it? Measure the water depth with a tape or a stick and compare.
3. Check the alert level and who gets the alert.

The Terms of Service describe how often TankBoss reports.

STOP

No reading from the tank? Power cycle it. Still nothing: see "If something's not right," or contact RanchOn Support.

TIP

Keep a photo of the finished install. It's handy if you ever need to describe the setup to us.

AFTER INSTALL

Step 9 Look after it

TankBoss is built to run around the clock, all year, with nothing from you but an occasional look for damage.

When	What
When the panel looks dirty	Wipe it with plain water and a soft cloth. Nothing abrasive.
Every visit to the tank	Keep the panel clear — nothing resting on it — and keep debris away from TankBoss (4c). Check that the probe cable isn't kinked, pinched, chewed, or wearing through. Look TankBoss over; if anything looks wrong, follow the Battery Safety Statement.
When you clean or drain the tank	Lift the probe out by its cable, rinse it in clean water, and lower it back to the bottom.
When a phone number changes, or someone new needs alerts	Invite them (Step 1). They turn on text alerts and tap Send test SMS on their own smartphone.
After a storm, hail, or high wind	Check the mount, that the panel is still level and facing open sky, and both cables.
When anything new goes up near the tank	Make sure it won't shade the panel (4b).
AC installs, if the battery level (state of charge) in the RanchOn app drops below 80%	AC power isn't reaching TankBoss. Check that the outlet has power, press RESET on the GFCI if it has tripped, and check that the LP-12 connections are pushed in and tight.

TIP

AC installs: GFCI makers recommend pressing TEST, then RESET, about once a month. It's optional, and a quick way to know the GFCI still works.

Step 10 Move, store, or send it back

- **Taking it off a tank:** disconnect the plug at the 4-pin power connector (TankBoss powers off), lift the probe out by its cable, and undo the wing nut. Pliers help if it's stuck. Put the tank's vent cap back.
- **Moving it to another tank:** if it has been powered off for 30 days or more, turn it on where there's cell service and wait for a reading first (Step 3). Then repeat Steps 4 to 8 at the new tank, and update the tank details in the app.
- **Replacing a damaged probe:** unplug it at the 3-pin probe connector and contact RanchOn Support for a replacement.
- **Storing it, or taking it out of service:** follow the RanchOn TankBoss Battery Safety Statement.
- **Sending it back:** contact RanchOn Support before you send anything. The Warranty covers warranty service, the Terms of Service cover returns, and the Battery Safety Statement covers a damaged Device.

If something's not right

What you see	Try this
No first reading at the house	Is the plug pushed all the way into the 4-pin power connector, ring tight? What is the light doing (Step 3)? If the battery was low, give it time in the sun. Power cycle it. Still nothing: contact RanchOn Support right away (Step 3).

What you see	Try this
Reported at the house, but nothing from the tank	Readings come several times a day, so give it a few hours, or power cycle it. Is the panel in the sun? Where there's no cell signal, TankBoss uses satellite, which needs open sky. Indoors it relies on cell signal alone. Still nothing: contact RanchOn Support.
Not reporting after being stored or switched off for 30 days or more	Take it where there's cell service, turn it on, and wait for a reading (Step 3) before you reinstall it.
Tank reads empty, but there's water in it	Is the probe plugged into the 3-pin probe connector, ring tight? Is the probe resting on the bottom of the tank (Step 6)?
Reading doesn't match the tank	Recheck the tank details in the app (Step 3). Is the probe resting on the bottom, away from the inflow? Set it again (Step 6).
Reading drifts while the tank holds steady	Check the probe cable for a kink, knot, or pinch, and straighten it. Still drifting: contact RanchOn Support.
Reading jumps around	The probe is in the inflow stream. Move it away from the inflow pipe and float valve (Step 6).
Worked for weeks, then stopped	Solar: is the panel dirty, shaded by something new, or its cable damaged? A long cold, cloudy stretch can run the battery down; reporting resumes when the sun returns. AC: does the outlet have power, and has the GFCI tripped? Press RESET. Either way, check the probe cable, then power cycle.
No text alerts	Are text alerts turned on in the app on that smartphone? Tap Send test SMS (Step 1). Is the phone blocking unknown numbers? Is the alert level where you think it is?
TankBoss looks damaged, hot, or smells wrong	STOP. Don't touch it. Follow the Battery Safety Statement and contact RanchOn Support at 512-987-7719.

Want help with the install?

RanchOn doesn't offer a separate installation service right now. If you bought through a RanchOn sales representative, they'll help you install TankBoss and get the app set up. Unusual setup? Contact RanchOn Support.

Regulatory information

Contains FCC ID: XMR2020BG95M1 (cellular radio module).

Contains FCC ID: XMR2023CC660DLS (satellite radio module).

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by RanchOn, LLC could void the user's authority to operate this equipment.

For other regulatory information, contact RanchOn Support.

Related documents

Read this guide with the RanchOn Terms of Service, the RanchOn Privacy Policy, the RanchOn TankBoss Two-Year Limited Warranty, and the RanchOn TankBoss Battery Safety Statement. Each subject has one home: this Installation Guide states how to site, mount, commission, and maintain a Device; the Terms of Service governs subscription, data, and alert services, including your ownership of your data; the Privacy Policy states what information RanchOn collects and how it is used, shared, and kept; the Warranty states what is covered and on what conditions; and the Battery Safety Statement states battery specifications and what to do when something is wrong with a Device. Where a subject belongs to another document, this guide names that document rather than restating it.

Contact. RanchOn Support · 512-987-7719 · support@ranchonllc.com · 4506 N CR 412, Loraine, Texas 79532

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