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# water tape Static & drawDown Levels

Operating and Maintenance Instructions



Made in Canada

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- HERON ALSO MANUFACTURES:**
- Water Level Meters
  - Data Loggers
  - Interface Meters
  - Conductivity Meters
  - Temperature Meters
  - Well Casing Indicators
  - Well Depth Indicators
  - Tag Lines
  - Borehole Inspection Cameras

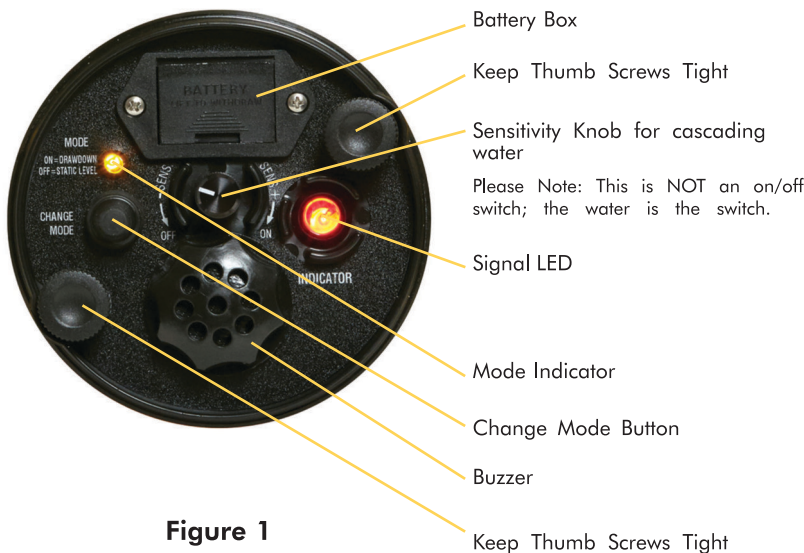


Figure 1



Figure 2

To Test the Entire System: **Make sure sensitivity dial is turned fully clockwise.** Touch the probe body to the standoff screw and probe tip to the stud (on axle) at the same time. The buzzer will sound if the system is okay.



Figure 3

Hanger to support the meter at the well head.  
**Tape Guide** to protect the tape from sharp edges.

**Item**

- drawDown Electronic Panel (30m/100ft-200m/750ft)
- drawDown Electronic Panel (200m/750ft-300m/1000ft)
- Thumb Screws (Set of 2)

**Part Numbers**

- 1121
- 1124
- 1136

**IMPORTANT: ENSURE THAT THE PANEL RETAINING THUMB SCREWS (NUTS) ARE TIGHT BEFORE USE.**



**Operating and Maintenance Instructions Inside**

A-825-1900-002-Rev B Heron2021

# water tape Water Level Meter Instructions

WATCH THE VIDEO ON "HOW THE DRAWDOWN FEATURE WORKS" FOUND ON HERON INSTRUMENTS' YOUTUBE CHANNEL.

## Cleaning the water tape

Always clean the water tape after use in the field to maintain optimal performance and extend the life of the unit. The water tape may be cleaned with any mild household dishwashing detergent and rinsed with water. If the electronic panel is removed first, the reel and tape can be washed gently with a power washer. Remove the retaining thumb screws (nuts) (see Figure 1) to release the panel. Take care not to lose the thumb screws as the unit will not work without them. DO NOT use abrasives, partially halogenated hydrocarbons or ketones to clean the reel.

## Troubleshooting the water tape

- Q. What if there is no sound or indicator light when the unit is tested? A. Refer to Equipment Check and follow procedures. Change the battery if necessary.
- Q. Why doesn't the unit sound when testing the probe? A. There may be a lack of connection from the back of the electronic panel, down the tape to the probe. Tighten the panel retaining thumb screws (nuts) (see Figure 1) on the electronic panel to complete contact. After tightening the thumb screws, the probe is still not working.
- Q. How can I fix this problem? A. Carry out full continuity test shown in Figure 2.
- Q. What should I do if the unit does not sound in static mode (probe in air)? A. Adjust the sensitivity setting. If the unit still does not work check all the connections inside the hub (inside the hub polarity is not an issue as the current is AC).
- Q. Why would the instrument continue to sound when not in water? A. The unit may be in drawDown mode. Press the Change Mode button, puffing the unit into static mode (silent in air). Dry the probe with a clean cloth.

## Contact Heron Instruments or your Heron Distributor if you cannot isolate the problem.

## Warranty (5 years, probe 1 year)

Heron Instruments Inc. warrants to repair or replace any defective equipment or part upon inspection by a Heron service technician. Warranty will be determined to our satisfaction to have a defect in workmanship or original material. The customer is responsible for all shipping fees to return the item to Heron. This warranty shall not apply to damage of equipment caused by improper installation, usage, storage, alteration or inadequate care. In no event shall Heron be held liable for any direct, indirect or consequential damages, abuse, acts of third parties (rental equipment), environmental conditions or expenses which may arise in connection with such defective equipment. Heron Instruments Warranty coverage does not extend to the following:

- Tape, bag or batteries used with the product.
- Products used as rental equipment.
- Products contaminated by materials which are known to be hazardous and have rendered the unit unserviceable.
- Parts failure due to neglect in cleaning or servicing.
- Failure of parts caused by misuse.

For service information:

- visit [www.heroninstruments.com](http://www.heroninstruments.com) under the CONTACT heading
- email [service@heroninstruments.com](mailto:service@heroninstruments.com)
- call 1-800-331-2032 or 905-628-4999

## FOR STATIC MODE

- When the unit sounds (in static mode) carefully measure the depth to water indicated on the tape from your datum point (inverted triangle).
  - Raise and lower the probe in and out of the water to ensure a consistent result.
- ## FOR DRAWDOWN MODE
- When the probe is in water at the desired drawDown level, push the Change Mode button to drawDown mode (see Figure 1), the unit will now be silent in water and start pumping the water out. Once the water goes past the tip of the probe, the unit will sound in air.
  - Turn off pump and put the water tape back in static mode.
- When rewinding the tape, remove as much water and debris as possible from the tape and the probe.

# Warranty is conditional upon adherence to these guidelines.

