

How to Detach or Remove a Device

The term **Remove** is used for Customer Owned devices because it will also be removed or deleted from the Device table. In case you will use again this device, you can manually re-enter its information. The term **Detach** is used for Company Owned devices because it will only be detached from the consumption site but it will still remain on the Devices table. This will allow the company to re-attach this device to any of its customers.

1. [Open a Consumption Sites record.](#)
2. Navigate to **Devices** tab.
3. Select in the grid the device that will be detached/removed, and then click the **Remove** button. The delete record confirmation message will be displayed.

Consumption Sites - 0001005078

New Save Search Undo Attach Device Site Action Print Call Entry Add Call Entry Dispatch Contract Customer Create Event Summary List Work Order Print Efficiency Close

Customer: Customer A Customer No: 0001005078 Current: 0.00 Credit Note: 0.00
Address: 1234 Main St Fort Wayne, IN 46801 Terms: Due on Receipt Total Past Due: 0.00
Regular Credit: 0.00 Budget Amt Due: 32.50
Phone: 1000000000 Credit Limit: 0.00 Prepaid Balance: 0.00

Showing 2 Consumption Site

Site Detail **Devices** Associated Sites Appliances Call Entry Delivery History Event History Work Orders Attachment (0) Audit Log (9)

Q Open **X Remove** BB Layout Q Filter Records (F3)

Address	Description	Device Type	Serial No.	Ownership	Manufacturer	Tank Capacity	Description
1234 Main St.	Tank A	Tank	SN1234	Customer Owned	iRely	500.00	Customer Tank A

4. Select **Yes** on the confirmation message. The delete installation event will be displayed.



iRely i21

Are you sure you want to remove this device from the Consumption Site?

Yes

No



iRely i21

Are you sure you want to delete the Installation Event for this Device?

Yes

No

5. Remember that every time you attach a device, it automatically creates an Installation event. If you want to delete this event history when you detach/remove a device, then select **Yes** on the confirmation message on Step 4. However, if you want to keep this event history, then select **No** button.
6. **Save** the changes in the Consumption Sites record.



The device Lease will be deleted during the 'detach' process.

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Site	Detail	Devices	Associated Sites	Appliances	Call Entry	Delivery History	Event History	Work Orders	Audit Log (2)
Q Open X Remove Layout Filter Records (F3)									
Device Type	Serial No.	Ownership	Manufacturer	Tank Capa...	Description				
Tank	SN1234	Customer Owned	iRely	500.00	Customer Tank A				
Tank	SN5678	Company Owned	iRely	500.00	Tank A				

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iRely i21

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iRely i21

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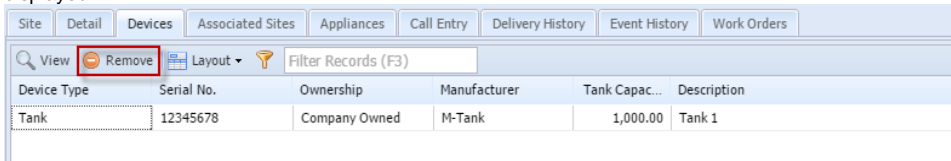
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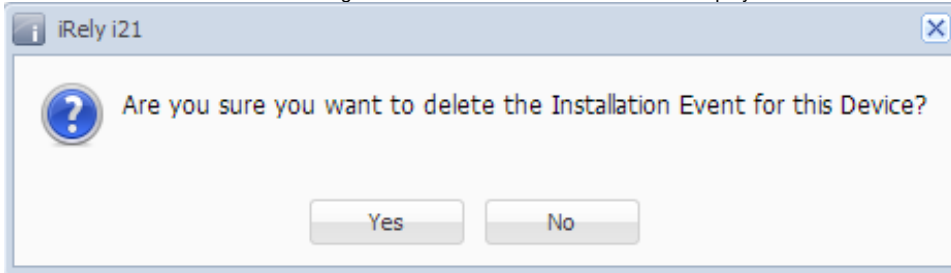
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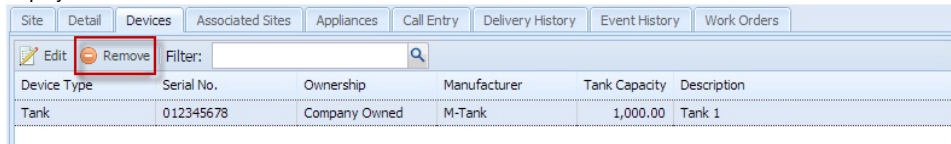
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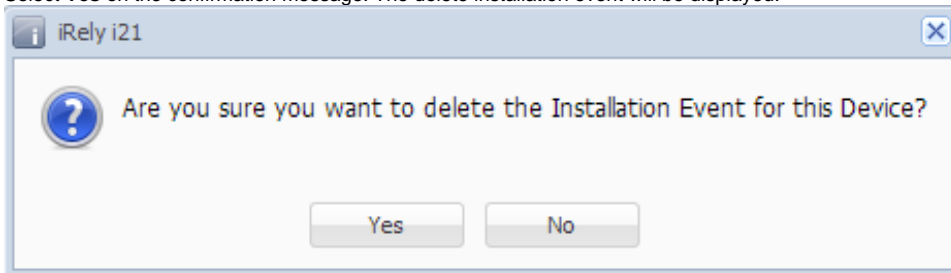
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