

# 4-20mA 5mA at No Flow

## Technical Service Bulletin

### 4-20mA pulling 5mA at no flow

#### ISSUE

When our meters are paired with our Q9 display and 4-20mA/SPO module, it could output 5mA when there is no flow.

This unexpected current output can cause an inaccurate 4-20mA output (not display inaccuracies), leading to potential errors in measurements and system performance. It is crucial to address this issue promptly to ensure the reliability of our devices. We recommend checking the affected models, especially those built after September 15, 2024, to identify any discrepancies and rectify the problem.

#### MODELS AFFECTED

G2S\*42\*

G2A\*Q9\* with an add-on 125100-10 module

TM\*\*Q9\* with an add-on 125100-10 module

A1\*\*Q9\* with an add-on 125100-10 module

Build date after 9-15-2024

#### TOOLS NEEDED

No tools needed

#### ACTION

Programming the Pulse Output comes right before the 4-20mA output programming.

1. Get into Advanced Options (ADVOPt).
  - a. Hold down both buttons until you see ConFig Mode.
  - b. When you let go you will see 0000 PIN.
  - c. While holding down Total push and release Rate until you see NO ADVOPt .
  - d. Push the rate button one time to change the No to Yes.
  - e. Push the Total button.
2. Move through the options until you see KF OUT.
  - a. While holding down Total, push and release Rate until you see KF OUT.
  - b. Push and release Total until the digit in front of the decimal point is flashing.
  - c. Push Rate one time to change it to 001.000.
3. The next screen will say PW OUT. Enter PLS 10.
  - a. While holding down Total, push and release Rate one time until you see PW OUT.
  - b. Push and release Rate until you see PLS 10.
4. Next, hold down both buttons until it says HOLD 0 EXIT.
5. YES will be flashing on the SAVE ? screen.
6. Push the TOTAL button 2 times.
7. When display returns to either the Total or Rate screen, cycle external power supply to the meter.
8. The meter will reboot and return to the Total or Rate screen. Run a high enough flow rate such that the display shows the turbine icon and increments totals or shows a flow rate.
9. Shut off flow and verify that the output returns to 4mA.