

4-20mA Low Flow Cutoff

Technical Service Bulletin

4-20mA/SPO Low flow dropout

ISSUE

This low flow dropout issue arises due to the interaction between the 4-20mA/SPO module and the Q9 V2, where the flow measurement might inaccurately indicate zero despite actual flow above the minimum rate. Dropout is considered only when the display indicates 0 flow above the minimum published flow rate.

MODELS AFFECTED

G2S20*42*

G2A20*Q9* with an add-on 125100-10 module

TM05*Q9* with an add-on 125100-10 module

TM07*Q9* with an add-on 125100-10 module

TM20*Q9* with an add-on 125100-10 module

TOOLS NEEDED

Allen head screwdriver or key (3/32)

ACTION

1. Identify the meter serial number
 - a. This is listed on the meter body or there is a white barcode label on the battery holders
2. If you cannot get serial number from meter body.
 - a. Remove the fasteners holding the display to the meter body.
 - b. Remove old display from meter body and disconnect the two-pin coil connector
 - c. You may also need to disconnect the ribbon cable but be sure to verify the cable has the connector color coded for correct pin 1 location.
 - d. Locate serial number decal on battery holder
 - e. Reconnect coil and ribbon cable, and re-install display to meter body using the fasteners torqued to 6 in-lb.
3. Provide Product Support the meter serial number (we will ship you a new display that is serial number match for your meter).
 - a. Product Support contact information: 888-996-3837 or support-meter@gplains.com
4. Once new display arrives, Remove the fasteners holding the display to the meter body.
5. Remove old display, disconnect ribbon cable, and disconnect two wire coil connection
6. Reconnect the ribbon cable to the new display.
7. Reconnect the two-wire coil connection to the new display.
8. Install New display on meter body
 - a. Seal must be in place or water intrusion could occur
9. Tighten down the 4 fasteners to 6 in-lb.
10. If you need additional help reinstalling the display, please watch our 4-20mA output module installation video.
 - a. [FLAMEC 4-20mA Output Module Installation](#)



2. FACEPLATE AND BOTTOM OF METER

Some meters have the model number on the faceplate, and the serial number on the bottom.



3. BOTTOM OR SIDE OF METER

Some meters have the serial and model number on the bottom or side.



Meter Serial Number

Meter Model Number

