

Q9 Battery Consumption

Technical Service Bulletin

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ISSUE

It has come to our attention that certain Q9 displays exhibit an increased amperage draw, resulting in diminished battery life.

MODELS AFFECTED

G2 with Q9 display

TM with Q9 display

A1 with Q9 display

TOOLS NEEDED

Phillips screwdriver (PH#1)

Allen head screwdriver or key (3/32, this is for high temp riser)

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 (underneath the battery).
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. Remove batteries and locate serial number decal
 - d. Re-install batteries, reconnect coil connection, 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, disconnect two wire coil connection, and remove batteries
6. Reconnect 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.



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