	<b>SONARtrac<sup>®</sup> Technical Bulletin</b>		
	<b>Subject: Preamplifier Communication Errors</b>	TB025	Rev: 01
		Priority: 3	
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**Problem:**

There have been reports of preamplifier communication errors on some systems. The problem shows up as a failed sensor test, or inability to adjust the gain, or sensor temperature not updating. To date we have not been able to re-create the problem in house.

**Discussion / Resolution:**

Following installation of a flow meter or sometimes after commissioning of a system, a 'Sensor Check' or 'Gain' adjustment is performed. There have been reports that the user receives a 'Pre Amp Timeout Error'. This can cause the user to be concerned that the meter is not operating properly.

We believe this problem is caused by breaks in the polling between the preamplifier and the transmitter. The digital signal is interrupted but the analog signal continues to work. The transmitter will continue to provide reliable data; however, due to the error the meter is considered questionable.

The problem will show up as the system not making a sensor test or sensor test failure, or the preamplifier gain cannot be adjusted, or if sensor temperature is being logged or displayed it will not update.

If this problem occurs, technical support recommends that the power to the meter be cycled. This will reset the entire system. Report the problem to Customer Support / Technical Support and include as much information as possible to help identify and correct the problem.

**Note:** Cycling power will result in deleting the Data History file. If there is data that needs to be saved, download the data history file before cycling power.

A potential fix has been made in the upcoming firmware release.


Contact Technical / Customer Support with any questions or comments.

<b>Priority Code:</b>			
1	Safety issue or system will not function	2	Intermittent problem causing system crash
3	Erratic data/readings	4	Added product feature
5	Product enhancement	6	Product Information

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### Document Change History

Date	Revision	Changed By	ECO #	Description of Change
13Jan12	01	Bob Markoja	E12-0007	Initial Release.

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