

## Basic troubleshooting and error report for Arad water meters

### General:

The troubleshooting procedure can be done when the water meter is inline, with a any flow rate (Q2 and above), and pressure above 15 PSI.

### Ultrasonic water meters - Sonata

1. Is the display active? If not, the meter is out of order.
2. Is the water running and you see flow rate on the display?



If yes, the meter is OK.

3. No output in the controller
  - Check if the pulse cable has no damages and connected properly to the controller.
  - Another option to check pulses is with Multimeter / Counter.
  - In case of no pulse, the meter is out of order.
4. The display is OK but no flow rate:



- If the alarm triangular off:  
The meter is full with water but no flow.

- If the alarm triangular is on:  
The meter “doesn’t detect water” – empty pipe / air in the pipe / sensors covered with buildup material / faulty sensor.
  - i. Stop the water flow and release the pressure from the line.
  - ii. Disassemble the meter from the line, and clean the ID of the meter. The cleaning must be done right after the disassembly, before the buildup getting dry. Acid-based household detergents are allowed to use.

5. Every report / complaint must contain clear picture of the meter as below:



Fault report / complaint must contain

1. Contact details of Diversified rep and the end user
2. Type of water meter and serial number
3. In case the problem is with connection to controller, controller model and type
4. Water source and quality (in general)
5. Is there filter system before the water meter
6. Clear picture of the meter as below



7. Pictures of the installation of the meter in the water line