

RETURN MATERIAL AUTHORIZATION FORM

Since December 1, 2001, AMASS Data Technologies Inc does not accept returns without a valid RMA number. Proceed as follows:

1. Fill out this form as appropriate for the given product.
2. Fax it to AMASS Data Technologies Inc, Attn: Service Dept. Fax #: 819 457-9802
3. ADT will contact you and assign an RMA number if the problem remains unresolved.
4. Include a copy of this RMA form with the shipment as well as any other information that may be requested by ADT.

Contact information:

NAME: _____ PHONE: _____

EMAIL: _____ FAX: _____

COMPANY: _____

SHAFT ENCODERS

Quick checks prior to contacting ADT

<u>Issue</u>	<u>Possible solutions</u>
“The sensor is not tracking the shaft position at all! Reading remains at the ‘offset’ setting!”	Verify that the parameter ‘scale’ is not set to ‘0.000’. “Scale” must be equal to the circumference of the pulley. Use ‘aQ1!’ to verify as per manual or use the LED display. Set the ‘scale’ using ‘aS1+<SCALE>!’ , or use the display.
“The sensor appears to be drifting from the correct level readings!”	<ol style="list-style-type: none"> 1. Verify that the ‘scale’ is equal to the circumference of the pulley being used, typically 0.375m. This can be verified with the ‘aQ1!’ command. We have seen people accidentally change the ‘scale’ to some other value which will cause erroneous readings. Set the ‘Scale’ with the ‘aS1+<SCALE>!’ command. See the manual. 2. Check that the 9V battery backup is at least 7V, if not replace it. During power interruptions the 9V battery maintains continuous shaft position tracking. If this battery is low the sensor may be resetting itself to the ‘offset’ every time there is a power glitch. 3. Verify that the algebraic sign of the “scale” corresponds to the configuration of your installation. REMEMBER, use ‘+’ if clockwise rotation corresponds to rising water levels. Otherwise use ‘-’.
“Cannot communicate with the sensor!”	<ol style="list-style-type: none"> 1. Verify the sensor address. You can do this using ‘?I!’ if there are no other SDI-12 sensors on the bus. This can also be done via the LED display (with ‘/D’ option). 2. Check connections (white = SDI-12 data, red = +12VDC, black = ground).

Shaft Encoder Model number:

QTY

Describe the problem(s) or reason(s) for return here:

If the shaft encoder responds to commands, enter the following and note the corresponding responses:

Send this command: 'aI!'	Response:
Send this command: 'aR8!'	Response:
Send this command: 'aQ0!'	Response:
Send this command: 'aQ1!'	Response:
Send this command: 'aQ4!'	Response:
Send this command: 'aQ5!'	Response:

ADT response here:

***RMA NUMBER:**

Returned to customer
(yyyy/mm/dd):

*Do not send products to ADT without having a RMA number assigned to this form. Include this completed form, with RMA number, with your shipment.