

# FAQ Technical Support

## No impulses

### **Wiring incorrect:**

Incorrect wiring of supply (+), signal and ground (-) can destroy the integrated Hall IC

### **Signal type NPN not compatible with the electronics used:**

The electronics cannot evaluate NPN signals, no signal evaluation possible

### **Flow too low:**

the min. flow is too low that the turbine in the flow sensor does not rotate and generates no or too few pulses

### **Pull-up resistor between plus and signal is missing in the evaluation electronics:**

No signal evaluation possible

### **Supply too low/high than in the data sheet:**

Excessive supply can destroy the built-in Hall IC, if the voltage is too low, no useless pulses

### **Avoid moisture around the electrical contacts:**

Risk of short circuit, can destroy the integrated Hall IC

### **Do not mechanically stress the electrical contacts:**

Breaks the electrical connection between contact and Hall IC

### **Avoid electrical current spikes through the cable:**

can destroy the built-in Hall IC

### **Lock code is activated:**

Contact the seller of the flow sensor

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## Inaccurate measurement

### **Installation position according to the data sheet is not correct:**

No accurate and repetitive measurement possible

### **Calibration pulses per liter:**

The calibration of the pulses per liter with the entire installation has not been done

### **Air in the system:**

No accurate and repetitive measurement possible

### **Magnetic fields too close to the flow sensor:**

Magnetic fields affect the intended rotation of the turbine, no accurate and repetitive measurement possible

### **High flow:**

High flow shortens the life of the turbine bearings and the measurement/metering becomes inaccurate

### **Pressure setbacks:**

Inflation of the tubing and/or screw connection (lung function), no precise and repetitive measurement possible and the risk of the flowmeter leaking or breaking.

## Flow too low:

The min/max flow should be in the linear range of the selected flow meter (see data sheet), no accurate and repetitive measurement possible

## Pressure fluctuations:

The more pressure fluctuations during the measurement/dosing, the greater the measurement error

## Not suitable liquid:

Viscosity too high or with solid parts Turbine can block

## Flow direction not mounted in the specified direction:

Note the direction of flow according to the data sheet

## Rapid, pulsating pumping of the liquid:

The rapid and short start and stop intervals of the liquid have a negative impact on the measurement accuracy

## Appropriate periodic cleaning:

Contamination such as lime, beer stone, coffee fat, etc. on the surfaces in contact with the medium impair the accuracy

## Avoid inductive interference via the cable:

Do not lay cables parallel to large power consumers, large interference can destroy the built-in Hall IC

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## Impairment/Destruction

### Blow air through:

The bearing of the turbine can be destroyed in a few seconds

### The materials in contact with the medium are not sufficiently chemically resistant:

The flow sensor is leaking and no longer works

### Avoid inductive interference via the cable:

Do not lay cables parallel to large power consumers

### Flow sensors not working correctly from the start:

Each flow sensor is checked for function and tightness before packaging. If there are still faulty flow sensors, contact the seller of the flow sensor with a detailed description of what happened and where.

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