

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

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

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.

Complaint form PDF: [Complaint form](#)