



TOTALFLOW

Technical Bulletin 178

G4 FLASH issue pertaining to external multivariable (XMV) calibrations

Totalflow Technical Bulletin

Version 1.0 Revision AC (11 November 2009)

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1 Introduction

This bulletin is targeted for a small number of G4 XFC and XRC's units shipped in early November 2009 and describes an issue pertaining to external multivariable (XMV) field calibrations.

2 Description

Totalflow has discovered an issue with the following G4 FLASH part numbers:

FLASH images affected:

2103132-020 – G4 XRC (standard pick)

2102861-020 – G4 XFC (standard pick)

2103740-005 – G4 XRC selectable units

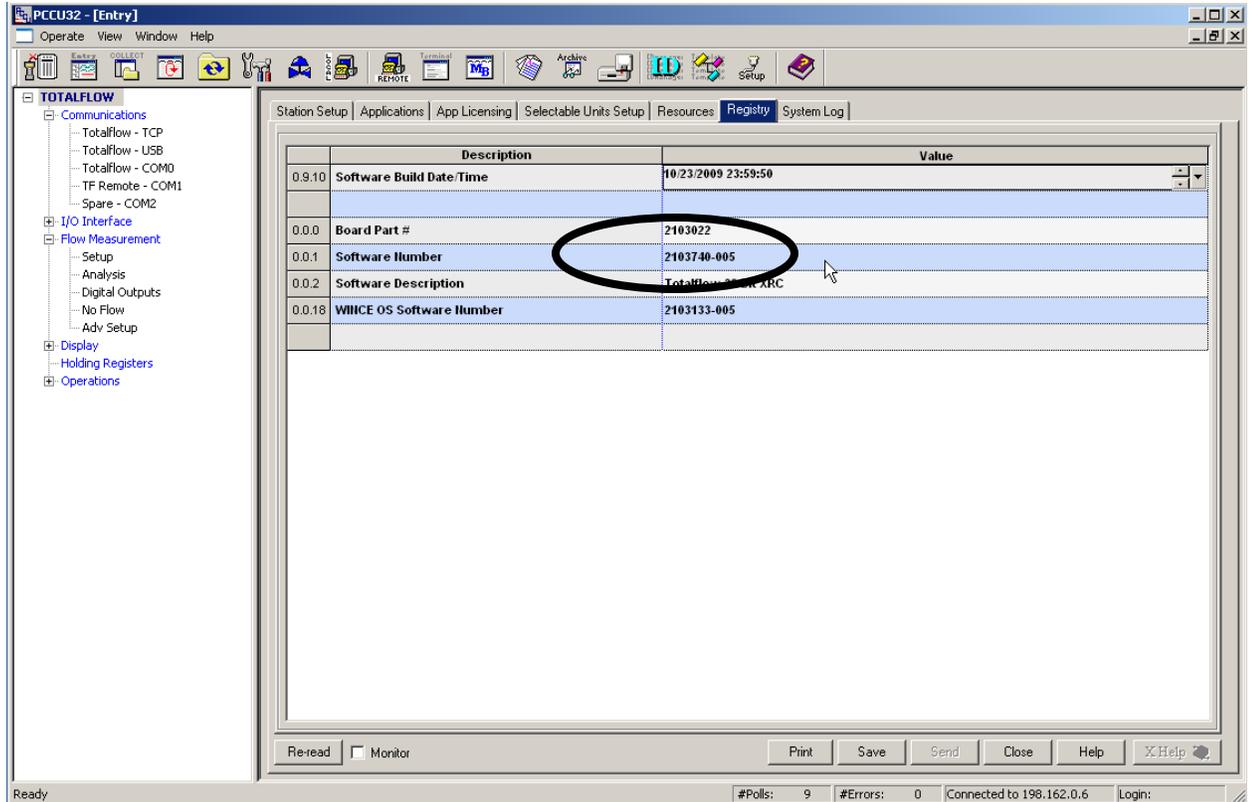
2103739-005 – G4 XFC selectable units

Problem Description

This issue is specific to customers using external multivariables (XMV) over a modbus RS-485 communications. A sequence of selecting PCCU calibration mode and then exiting without calibrating will cause the unit to lose field calibration values for the XMV. This action will cause the unit to be inaccurate for static pressure and differential measurements.

Our records show that you recently received units with one or more of the above FLASH images installed. To confirm:

1. Connect to the device
2. Go into entry mode
3. Select "registry" tab
4. Verify the "software number" matches one of the above listed part numbers (see picture below for details).



Workaround

Replace the existing FLASH with the previous revision FLASH (i.e. 2102861-018 or earlier) or contact Totalflow service for the latest version that has this issue corrected. Totalflow anticipates the new FLASH images to be available for distribution on 11/16/2009.

3 Conclusion

For questions or assistance concerning this bulletin, contact customer service at (800) 442-3097 option 2.