



TOTALFLOW

Technical Bulletin 115

AMU DP Cell Ribbon Cable Notice

Totalflow Technical Bulletin

Version 1.0, Revision AA (21 January 2004)

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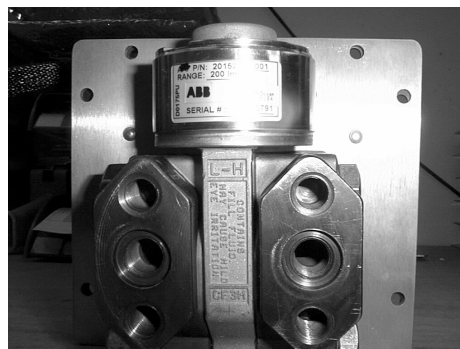
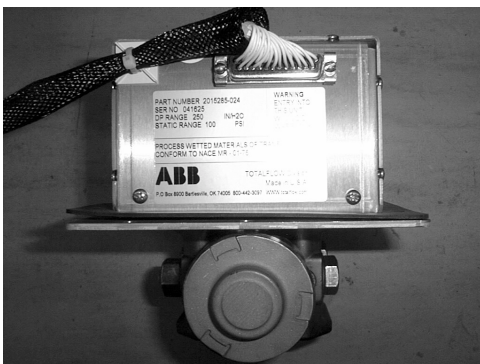
1. Purpose

To describe a potential ribbon cable problem with the DP cell part number 2015214-xxx our Analog Measurement Unit (AMU). Also an attempt will be made to describe how to determine if a particular unit has a damaged ribbon cable.

2. Description

A small number of AMU's (Part Numbers 2015285-xxx, 2015317-xxx, 2015318-xxx, 2015332-xxx, 2015397-xxx, 2017310-xxx, 2017311-xxx, 2018196-xxx, 2018433-xxx) manufactured with DP cell part number 2015214-xxx (see identifying picture below) could have a workmanship issue. Units in question were manufactured from January 1999 through December 2001 and AMU serial number range from 40000 – 71890.

A small quantity of these DP cells had the internal ribbon cable damaged either while in transit or while in inventory waiting to be assembled.



3. Symptoms

DP measurement will intermittently or permanently overrange to full output (300+ inches of H₂O). This type of symptom could also indicate another type of failure (e.g. DP cell failure). The AMU requires a factory test to determine the exact cause of failure.

Beginning 2/4/2004 ABB will offer to evaluate AMU's with the above DP overrange symptom to determine if your unit has a damaged ribbon cable. If we confirm your unit has a damaged ribbon cable ABB will replace the unit with a refurbished AMU at no charge. Customer is responsible for shipping the unit to Bartlesville, OK. And ABB will pay for the return shipping charges. The refurbished AMU will carry a 3 month extended warranty. If the unit is found to have some other non-related failure then you will be given an opportunity to exchange the defective unit for a refurbished unit at the current exchange price.



4. **Conclusion**

If you discover an AMU that displays the symptom listed above ABB will evaluate the returned AMU to determine if it has the ribbon cable defect. Call our Totalflow Customer Service Order Entry group at (800) 442-3097 and request a Return Authorization number. When discussing with Order Entry reference this bulletin number or “Ribbon Cable Defect”. Order Entry will provide packing and shipping instructions. The defective unit will need to be packaged and returned to ABB Totalflow. Please use sufficient packing material to keep the AMU from getting damaged in shipment. It is advisable to use the original AMU box or the replacement AMU box when returning an AMU.