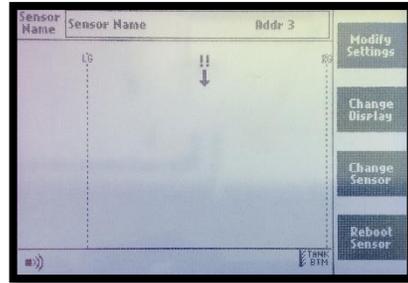


# ECHO LOSS TROUBLESHOOTING

Perform the following checks when an “Echo Loss” message is associated with any sensor.

1. If the sensor was recently installed, verify that the black shipping cap is not still covering the face of the sensor. If the shipping cap is still installed, carefully remove it from the sensor and place the sensor back in the process liquid.
2. Verify that the face of the sensor is under water. In order to generate a value and eliminate the Echo Loss message, the sensor must be submerged in the process liquid.
3. Ensure the face of the sensor is clean and that there is nothing introducing any entrained air or creating turbulence around the sensor.
4. If steps 1 through 3 have been addressed and the Echo Loss message is still present, press the **Change Display** option until the Echo Profile screen (similar to the image on the right) appears. The double exclamation marks symbol (“!!”) is an indication that the sensor cannot find a trackable interface in its allowable measurement range.
5. If the sensor in question is not already selected, press **Change Sensor**, use the arrow keys to scroll to the desired sensor, then press **Select Sensor**.
6. If there is no return echo (signal) present, as in the shown picture, any issues from steps 1 through 3 were resolved with no improvement, and none of the following steps for each system do not resolve the issue, then there may be a problem with the sensor.



should be taken at the sensor location. Adjust either parameter as necessary.

8. Press **Back to Display** to save any changes and to return to the Echo Profile display screen.
9. If any changes were made to the Tank Depth or Zero Adjust parameters in the previous step, press the **Reboot Sensor** option. When the warning screen appears, press **Reboot Sensor** again. Once initialization completes, verify the measurement. If desired, press the **Change Display** option until the desired display screen is visible.

## FOR FILTERSMART SYSTEMS:

7. If any signal is present on the Echo Profile screen, proceed to step 8. If no signal is present, proceed to step 11.
8. If a signal peak is present, but to the right of the “RG” line, go to **Modify Settings** → **Controller Setup** → **Advanced Settings**, then press the down arrow to highlight the Sensor Measurement Limit setting. Increase the value by several units.
9. Press **Back to Display** to save the changes. If after a couple of screen refreshes the signal is still to the right of the “RG” line, repeat steps 7 & 8 until the signal is to the left of the “RG” line.
10. Press the **Reboot Sensor** option. When the warning screen appears, press **Reboot Sensor** again. After the initialization routine completes, the sensor should be reporting the resting media level. Press **Change Display** until the desired display screen is showing.
11. If no signal peak is present, go to **Modify Settings** → **Controller Setup** → **Advanced Settings** then use the arrows to highlight the Set Sensor to Default Settings option. Press **Set Sensor to Default Settings** then press **Set Sensor to Default Settings** again to confirm.
12. When the Initial Sensor Setup screen appears, enter the desired parameters, most importantly the Media Depth parameter. Press **Setup Complete**. Once initialization completes, verify the resting media level is being reported.

## FOR ECHOSMART SYSTEMS:

7. If any signal (peaks/rises) is present on the Echo Profile screen while the double exclamation marks symbol is showing, perform a check of the tank parameters. Press **Modify Settings** and verify that the Tank Depth and Zero Adjust parameters match the parameters of the clarifier. When performing a recheck of the physical parameters, the measurements

If the above steps do not resolve the issue, please contact Analytical Technology, Inc.  
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