

Honeywell/Elster Events

Commonly Reported Honeywell/Elster Events

Event	Description	Action to Resolve Alert
Current Imbalance Test Failed	The meter sensed a current imbalance between the phases. This can indicate a failed current or potential metering transformer, resulting in incorrect meter reads. This can be triggered when there is no issue if all three phases have very low loads.	If a meter routinely has this error, and it is due to very low loads, the check can be disabled using the Metercat software. If you participate in the WPPI shared meter technician service, contact your WPPI meter technician for assistance.
Demand Reset	A demand reset event indicates that the demand reset button was pushed on the meter.	This is a latching event, and once it is pushed must be cleared in the field using the Metercat software.
Device Access for Read	A TABLE_ACCESS_WARNING flag is set if the number of optical/serial port attempts with the wrong password or the number of radio attempts with the wrong encryption key reaches (or is an integer multiple of) the threshold. A threshold of zero disables the TABLE_ACCESS_WARNING flag. This can also happen with an Encrypted LAN/WAN if the communication is poor and the meter doesn't recognize the request is valid due to many bad packets.	Unless there is a pattern of potential tamper events associated with these meters then they can be monitored for a while with no further action required. The WPPI device event report filters out this event due to frequent erroneous events when communication levels are poor.
GmOverLimitDetected	Indicates interval period flow has exceeded a programmed maximum.	The event is persistent until cleared by the handheld device. When triggered the module multiplier should be reviewed and modified if the flow levels that caused the over limit are expected to continue. Only applicable to water modules connected to an absolute encoder.
Meter Diagnostic Error	This is triggered for several general Honeywell/Elster meter alarms.	For water, this often is a "BPD Two Way Communication Unavailable" event.

Meter Measurement Error	Meters perform a self-check daily if programmed to do so. These checks include checking for valid voltage and current readings on each phase, and proper meter socket wiring.	A single failed self-check failure may not indicate a problem, but repeated failures should be reviewed in the field to determine the cause.
Meter Measurement Check Failed	The meter's battery has a low voltage. This will also appear if the battery is missing	Self-correcting. On-site visit may be necessary.
Meter Reverse Rotation	For electric, this indicates power flow on the received channel. For water, a possible reverse installation or transient backflow condition might exist. This issue could be due to a read error interpreted as a backflow, such as a wheel between digits.	In Firmware 3.2 the event is persistent until cleared by the handheld device. Otherwise, the condition clears after 48 intervals.
Power Failure Log Error Detected	The Power Failure Log Error Detected event comes from an ILN Error event on a meter and means there was an outage at the meter and it failed (or it believes it failed) to save memory data to the EEPROM. When it restores it attempts to recover 'Power Failed Saved Data' which can cause corruption in registers and other data if it really didn't save it correctly.	When this happens, the registers and interval data since the event should be reviewed. If the values look normal and the meter appears to be operating normally, then there is nothing to worry about. If the registers or interval data collected since then appear incorrect or the collected data does not appear to follow the known usage prior to the event AND/OR other errors continue to come in from the meter, then the meter should be pulled from the field. A long diagnostic should be taken for further review and the meter likely RMA'd.
Sag Phase x	Indicates voltage has dropped below the meter configured threshold. For REX2 meters this is set based on the factory programming sheet. For most WPPI members 10% above or below the normal voltage.	Should be reviewed if reported continuously - site visit may be necessary to troubleshoot.

Tilt Warning	For Water, this is tamper and indicates no communications between the register and the module. It indicates a possible cut cable condition. For Pulse Water, it indicates that the tamper loop is open and is persistent until cleared by the handheld device. For Absolute encoders, it means that we have not been able to read the register for the last three attempts, and clears when the condition no longer exists. For Electric, The Device saw a Tilt in conjunction with a Power Failure.	Should be reviewed regularly and site visit may be necessary if event is regular and repeated.
Meter Tamper	Indicates no communication between the register and the module. The cause could be a cut cable or other hardware issue.	The event is persistent until cleared by the handheld device.
Clock Error (Meter clock unknown OR Clock Failed Alarm Set)	The internal clock of the meter has failed. This is usually a fatal meter problem.	Request that a time sync be performed from the AMI system. If this does not resolve the issue, replace meter.

CLEAR EVENT LOG

Performing this task with the MeterCat software will clear events that are stored in the device's event log. When the function is completed, Metercat will generate a completion report indicating the status of the task (whether it succeeded or failed) as well as which values were cleared.

CLEAR STATUS FLAGS

This task will clear the events that are displayed in the Conditions tab of the Status view. When the function is completed, Metercat will generate a completion report indicating the status of the task (whether it succeeded or failed).