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1. ADL100-EY&ADL300-EY Series Common FAQ

Q1: The energy meter shows the switching in state, and detects that there is electricity on the incoming line side, but the user has no electricity. How to deal with it?
A1: First,please check whether the energy meter is direct access, if it is secondary access to check whether the shunt trip connection is correct, if it is direct access, you can try to force the opening and closing, see if there is action, determine whether the magnetic holding relay is faulty.

Q2: If the energy meter has the remaining amount, how to deal with the switching situation of the energy meter?
A2: Check whether the remaining amount is lower than the alarm amount 2 or whether the energy meter is in a strong control state.

Q3: How to deal with the fact that there is current and voltage in the transformer access meter but the statistical electric energy data does not match the actual data?
A3: Check the energy meter phase sequence is correct (ABC phase voltage and ABC phase current should be corresponding, can not be wrong sequence).

Q4: Why is the energy meter number in the prepaid system different from the actual energy meter label number?
A4: The energy meter number in the prepaid system is the number (10 digits) automatically generated by the platform system according to the rules, and the label number on the energy meter is the serial number (14 digits).

Q5: 4G energy meter communication lost contact, how to deal with?
A5: Press the third key on the meter panel to switch, confirm rs (signal value greater than 20), st (status value equal to 8), if these two parameters do not meet the conditions, you can judge the fault according to the st status value.

Q6: NB energy meter communication lost, how to deal with?
A6: Press the third key on the energy meter panel to switch, confirm rs (signal value), st (status value equal to 8), if these two parameters do not meet the conditions, you can judge the fault according to the st status value.

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1. ADL100-EY&ADL300-EY Series Common FAQ

Q7: How to deal with the phenomenon of serial frequency of Lora energy meters (the meter data is confused, and the two meters collect the same data)?
A7: Check whether the parameters (frequency band and spread spectrum factor) of the LORA gateway and the meter are duplicated, or determine by detecting data messages in the frequency band from the Lora slave station.

Q8: How to deal with the data loss of the energy meter of the gateway?
A8: First, check whether the network link between the gateway and the server is normal. If not, check the line and network parameter Settings. You can also use the configuration tool of the gateway to monitor whether the gateway is connected to the server and check the configuration parameters.

Q9: How to handle the software system recharge failure fault?
A9: Recharge failure can be divided into the following situations:
1.Delivery failure occurs when the recharge is performed, but the actual recharge on the energy meter is successful.
Processing method: After verification, you can modify the recharge status to success in the database;
2.After the recharge, the platform showed that the recharge failed, and the meter was not actually filled.
Processing method: You can select the relevant electricity sales record, click online payment to re-issue;
3.When the recharge is successful, the actual amount is not recharged to the meter.
Processing method: forward processing operation can be performed through the platform.

Q10: Instrument refresh success, but the platform display lost contact how to deal with?
A10: It may be caused by the repeated addition of gateways and meters in the platform, and the cache needs to be deleted and re-added and cleared.

Q11: When the prepaid meter is used with the -/5A transformer, the current displayed by the meter is much smaller than the actual current [multimeter measurement] in the field.
A11: Press the button to view the CT ratio setting [current ratio setting] of the meter, refer to the "current ratio setting video" and the instruction manual.
For example, if used with a 150A/5A CT, the current ratio is set to 30 in the ADL300-EY. [150/5=30]

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