TROUBLESHOOTING GUIDE: Millennium II Series Transmitters with Sensor

Condition	Possible Cause	Possible Solution
Transmitter intermittently powers up	• Faulty power supply or /wiring. • Faulty transmitter electronics.	• Correct power supply or / wiring. • Contact factory.
Transmitter does not power up (Green Power LED Off)	• Faulty wiring/power supply. • Voltage to detector outside specified range. • Blown inline fuse. • Water invasion of electronics. • Faulty transmitter electronics.	• Correct wiring & power supply. • Correct input voltage to detector. • Replace inline fuse. • Contact factory. • Contact factory.
Transmitter powers up without display (M2X-XXX-X models)	• Faulty electronics. • Water invasion of electronics.	• Contact factory. • Contact factory.
Unstable 4-20 mA signal	• Unshielded cables used for wiring or improper shield connection. • Water invasion of electronics. • Faulty transmitter electronics.	• Use shielded cables for wiring or connect shielding properly. • Contact factory. • Contact factory.
No 4-20 mA Output Signal (0 mA)	• MII Basic Transmitter is not Analog model. • Current loop wiring is open. • Missing or wrong placement of current output jumper. • Faulty transmitter electronics.	• Replace with Analog model (M2B-A). • Close 4-20 mA signal loop. • Replace current output jumper or correct current output jumper placement. • Contact factory.
2.5 mA output	• MII Transmitter channel disabled • Negative drifting of sensor • Faulty sensor wiring / communication error. • Sensor needs calibration. • Temperature outside specified range. • Voltage to sensor < 8VDC or > 33VDC. • Faulty sensor electronics.	• Verify and enable channel(s). • Calibrate transmitter and sensor • Correct sensor wiring • Calibrate sensor. • Ensure specified operating temperature range. • Ensure specified operating voltage. • Contact factory.
Undesirable change in relay state (relay model)	• Voltage to transmitter outside specified range. • Faulty electronics.	• Correct power supply voltage /correct wiring. • Contact factory.
HART communication failure (M2B-AH-X & M21-AH-X/AHR-X models)	• Faulty communication wiring. • Hart communication software/driver needs updating.	• Correct communication wiring. • Contact distributor of HART Device/ Communicator.
Modbus communication failure (M2B-D-X & M2X-AD-X/ARD-X models)	• Faulty communication wiring. • Wrong COM port or Baud rate selected.	• Correct communication wiring. • Change COM port or Baud rate.

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