

Rosemount™ 3408 Level Transmitter

Non-Contacting Radar



Safety messages

NOTICE

Read this manual before working with the product. For personal and system safety, and for optimum product performance, ensure you thoroughly understand the contents before installing, using, or maintaining this product.

For technical assistance, contacts are listed below:

Customer Central

Technical support, quoting, and order-related questions.

- United States - 1-800-999-9307 (7:00 am to 7:00 pm CST)
- Asia Pacific- 65 777 8211

North American Response Center

Equipment service needs.

- 1-800-654-7768 (24 hours a day — includes Canada)
- Outside of these areas, contact your local Emerson representative.

⚠ WARNING

Failure to follow safe installation and servicing guidelines could result in death or serious injury.

Ensure the transmitter is installed by qualified personnel and in accordance with applicable code of practice.

Use the equipment only as specified in this manual. Failure to do so may impair the protection provided by the equipment.

For installations in hazardous locations, the transmitter must be installed according to the Rosemount 3408 [Product Certifications](#) document and System Control Drawing.

⚠ WARNING

Explosions could result in death or serious injury.

Verify that the operating atmosphere of the transmitter is consistent with the appropriate hazardous locations certifications.

Before connecting a handheld communicator in an explosive atmosphere, ensure the instruments are installed in accordance with intrinsically safe or non-incendive field wiring practices.

In Explosion-proof/Flameproof and Non-Incendive/Type Ex ec installations, do not remove the transmitter cover when power is applied to the unit.

The transmitter cover must be fully engaged to meet Explosion-proof/Flameproof requirements.

⚠ WARNING

Electrical shock could cause death or serious injury.

Ensure the mains power to the transmitter is off and the lines to any other external power source are disconnected or not powered while wiring the transmitter.

⚠ WARNING

Process leaks could result in death or serious injury.

Ensure that the transmitter is handled carefully. If the process seal is damaged, gas might escape from the tank.

⚠ WARNING

Repair, e.g. substitution of components, etc. may jeopardize safety and is under no circumstances allowed.

Unauthorized changes to the product are strictly prohibited as they may unintentionally and unpredictably alter performance and jeopardize safety. Unauthorized changes that interfere with the integrity of the welds or flanges, such as making additional perforations, compromise product integrity and safety. Equipment ratings and certifications are no longer valid on any products that have been damaged or modified without the prior written permission of Emerson. Any continued use of product that has been damaged or modified without the written authorization is at the customer's sole risk and expense.

⚠ WARNING

Physical access

Unauthorized personnel may potentially cause significant damage to and/or misconfiguration of end users' equipment. This could be intentional or unintentional and needs to be protected against.

Physical security is an important part of any security program and fundamental to protecting your system. Restrict physical access by unauthorized personnel to protect end users' assets. This is true for all systems used within the facility.

⚠ CAUTION

Hot surfaces

The flange and process seal may be hot at high process temperatures. Allow to cool before servicing.



⚠ CAUTION

The products described in this document are NOT designed for nuclear-qualified applications. Using non-nuclear qualified products in applications that require nuclear-qualified hardware or products may cause inaccurate readings. For information on Rosemount nuclear-qualified products, contact your local Emerson Sales Representative.

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1 Introduction

1.1 Using this manual

The sections in this manual provide information on installing, operating, and maintaining the Rosemount™ 3408 Level Transmitter – Non-Contacting Radar.

The sections are organized as follows:

[Transmitter overview](#) provides an introduction to theory of operation, a description of the transmitter, information on typical applications, and process characteristics.

[Mechanical installation](#) contains mechanical installation instructions.

[Electrical installation](#) contains electrical installation instructions.

[Configuration](#) provides instructions on configuration of the transmitter.

[Operation and maintenance](#) contains operation and maintenance techniques.

[Service and troubleshooting](#) provides troubleshooting techniques for the most common operating problems.

[Specifications and reference data](#) supplies reference and specification data.

[Configuration parameters](#) provides extended information about the configuration parameters.

1.2 NAMUR NE 53 revision history

The Rosemount 3408 meets the NAMUR recommendation NE 53. [Table 1-1](#) provides the information necessary to ensure you have the correct device driver for your device.

Table 1-1: Identification and Compatibility According to NAMUR NE 53

Release date	Device identification			FDI, DD, and DTM identification		Release note (revision level 1 and 2) ⁽¹⁾
	NAMUR hardware revision ⁽¹⁾	NAMUR software revision ⁽¹⁾	Device software revision ⁽²⁾	HART® universal revision	Device revision ⁽³⁾	
September-2022	1.0.0	1.0.0	1.Axx	7	1	Initial release

(1) NAMUR Revision is located on the transmitter label. Differences in level 3 changes represent minor product changes as defined per NE53. Compatibility and functionality are preserved and product can be used interchangeably.

(2) Device software revision is located on the transmitter label, e.g. 1.A3. It can also be found in Rosemount Radar Master Plus (select **Overview** → **Device Information** → **Revisions**).

(3) Device revision is located on the transmitter label, e.g. DEVICE REV 1.

Related information

[Confirm correct device driver](#)

1.3 Product certifications

See the Rosemount 3408 [Product Certifications](#) document for detailed information on the existing approvals and certifications.

1.4 Open source licenses

This device uses open source software. Further information can be found in the [License Information](#) document available at [Emerson.com/Rosemount](https://emerson.com/Rosemount).

1.5 Product recycling/disposal

Recycling of equipment and packaging should be taken into consideration and disposed of in accordance with local and national legislation or regulations.

2 Transmitter overview

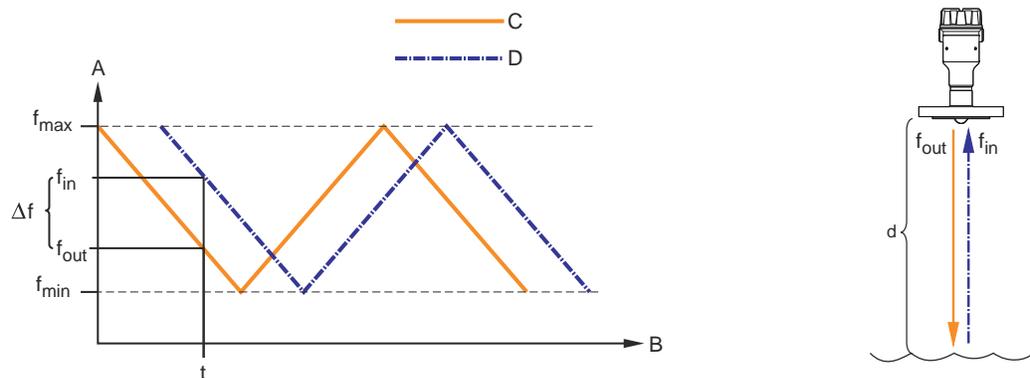
2.1 Measurement principle

The Rosemount 3408 is a two-wire transmitter for continuous level measurements using fast-sweep Frequency Modulated Continuous Wave (FMCW) technology.

The transmitter continuously emits signal sweeps with a constantly varying frequency towards the product surface. Since the transmitter continuously changes the frequency of the transmitted signal, there will be a difference in frequency between the transmitted and the reflected signals (see Figure 2-1).

The frequency of the reflected signal is subtracted from the frequency of the signal transmitted at that moment, resulting in a low frequency signal which is proportional to the distance to the product surface. This signal is further processed to obtain fast, reliable, and highly accurate level measurements.

Figure 2-1: FMCW-method



$\Delta f \sim d = \text{distance}$

- A. Frequency (GHz)
- B. Time (s)
- C. Transmitted signal
- D. Reflected signal

2.2 Process characteristics

2.2.1 Dielectric constant

A key parameter for measurement performance is reflectivity. A high dielectric constant of the media provides better reflection and enables a longer measuring range.

2.2.2 Foam and turbulence

Foaming liquids or turbulence may cause weak and varying surface echo amplitudes. Surface turbulence is not normally a problem unless it is excessive.

Measurement in foamy applications depends largely on the foam properties. When the foam is light and airy, the actual product level is measured. For heavy and dense foam, the transmitter may measure the level of the foam's upper surface.

The Double Surface Handling function allows the user to select if the foam layer or product surface should be used as output.

Related information

[Process conditions](#)

[Double surface handling](#)

2.3 Vessel characteristics

2.3.1 In-tank obstructions

The transmitter should be mounted so that objects such as heating coils, ladders, and agitators are not in the radar signal path. These objects may cause false echoes resulting in reduced measurement performance. However, the transmitter has built-in functions designed to reduce the influence from disturbing objects where such objects cannot be totally avoided.

Vertical and inclined structures cause minimal effect since the radar signal is scattered rather than directed back to the antenna.

2.3.2 Tank shape

The shape of the tank bottom affects the measurement signal when the product surface is close to the tank bottom. The transmitter has built-in functions which optimize measurement performance for various bottom shapes.

2.4 Non-contacting radar technology

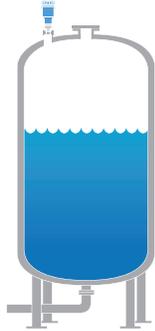
Non-contacting radar technology is ideal for a wide range of applications as it is maintenance-free, has a top-down installation that reduces the risk of leakages, and is unaffected by process conditions such as density, viscosity, temperature, pressure, and pH.

The Rosemount 3408 uses Frequency Modulated Continuous Wave (FMCW) technology and smart algorithms to maximize measurement accuracy and reliability, even in small tanks and challenging fast-filling vessels.

2.4.1 Application examples

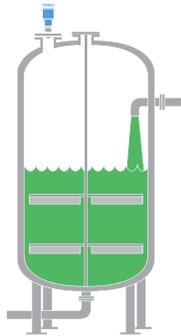
Storage tanks

Ensure correct filling and storage levels in your tanks.



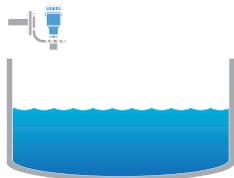
Mixing tanks

Gain insights into your process and ensure production runs smoothly without interruption.



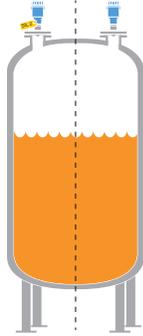
Open air applications

Get reliable level measurements of sumps or ponds, regardless of challenging surface and weather conditions.



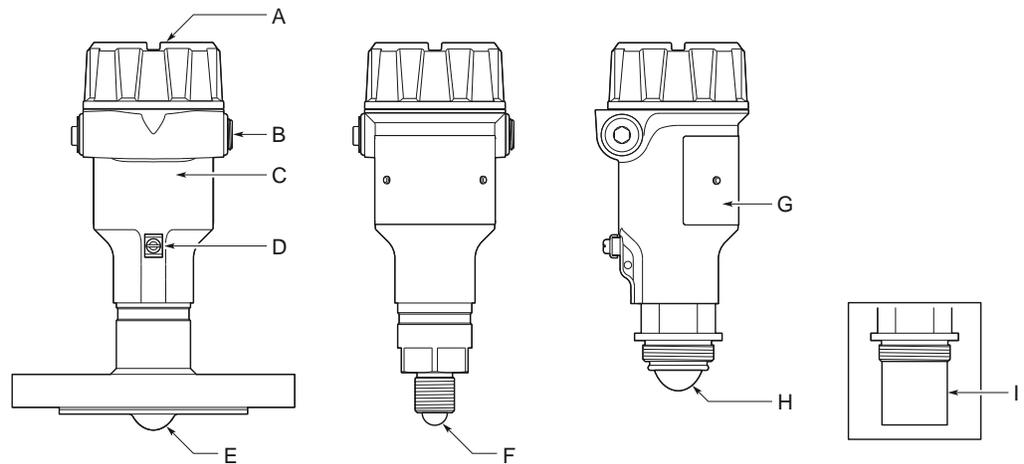
Safety applications

The Rosemount 3408 is suitable for safety applications such as overflow prevention, dry-run prevention, or level range monitoring.



2.5 Components of the transmitter

Figure 2-2: Components



- A. LCD display (optional)
- B. Two cable/conduit entries ($\frac{1}{2}$ -14 NPT or M20 x 1.5)
- C. Transmitter housing
- D. External ground screw
- E. Process seal antenna
- F. Lens antenna
- G. Main label
- H. ATAP (Atmospheric Temperature and Pressure) lens antenna
- I. Antenna extension for open air installations

Related information

[Dimensional drawings](#)

2.6 System integration

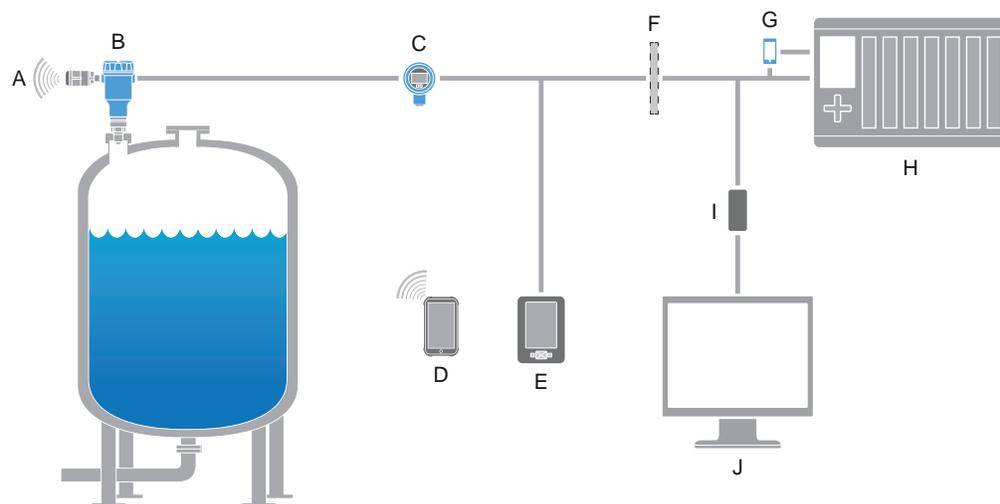
The transmitter is loop-powered, and uses the same two wires for power supply and output signal. The output is a 4-20 mA analog signal superimposed with a digital HART® signal.

By using the optional Rosemount 333 HART Tri-Loop™, the digital HART signal can be converted into three additional 4-20 mA analog signals.

With the HART protocol, multidrop configuration is possible. In this case, communication is restricted to digital, since current is fixed to the 4 mA minimum value.

The transmitter can be combined with the Emerson Wireless 775 THUM™ Adapter to wirelessly communicate HART data with IEC 62591 (*WirelessHART*®) technology. In addition, the transmitter can be connected to a Rosemount 751 Field Signal Indicator, or it can be equipped with an integral display (available with optional Bluetooth® wireless technology).

Figure 2-3: System Architecture



- A. Emerson Wireless 775 THUM Adapter
- B. Rosemount 3408
- C. Rosemount 751
- D. Wireless communication using Bluetooth® technology
- E. Handheld communicator
- F. Approved IS barrier (for Intrinsically Safe installations only)
- G. Rosemount 333
- H. Host/DCS system
- I. HART modem
- J. PC with Rosemount Radar Master Plus

The Rosemount 3408 is compliant with NAMUR NE 107 Field Diagnostics for standardized device diagnostic information.

3 Mechanical installation

3.1 Safety messages

Instructions and procedures in this section may require special precautions to ensure the safety of the personnel performing the operations. Information that potentially raises safety issues is indicated by a warning symbol () . Refer to the following safety messages before performing an operation preceded by this symbol.

WARNING

Failure to follow safe installation and servicing guidelines could result in death or serious injury.

Ensure the transmitter is installed by qualified personnel and in accordance with applicable code of practice.

Use the equipment only as specified in this manual. Failure to do so may impair the protection provided by the equipment.

For installations in hazardous locations, the transmitter must be installed according to the Rosemount 3408 [Product Certifications](#) document and System Control Drawing.

Repair, e.g. substitution of components, etc. may jeopardize safety and is under no circumstances allowed.

WARNING

Explosions could result in death or serious injury.

Verify that the operating atmosphere of the transmitter is consistent with the appropriate hazardous locations certifications.

Before connecting a handheld communicator in an explosive atmosphere, ensure the instruments are installed in accordance with intrinsically safe or non-incendive field wiring practices.

In Explosion-proof/Flameproof and Non-Incendive/Type Ex ec installations, do not remove the transmitter cover when power is applied to the unit.

The transmitter cover must be fully engaged to meet Explosion-proof/Flameproof requirements.

WARNING

Electrical shock could cause death or serious injury.

Ensure the mains power to the transmitter is off and the lines to any other external power source are disconnected or not powered while wiring the transmitter.

⚠ WARNING

Process leaks could result in death or serious injury.

Ensure that the transmitter is handled carefully. If the process seal is damaged, gas might escape from the tank.

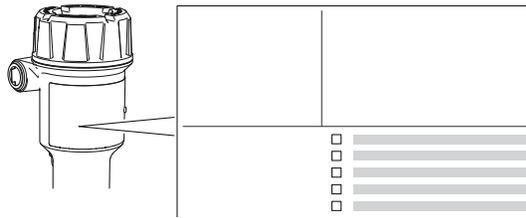
3.2 Confirm approval type

For hazardous locations transmitters labeled with multiple approval types:

Procedure

Permanently mark the checkbox of the selected approval type.

Figure 3-1: Label with Multiple Approval Types



3.3 Installation considerations

Before installing the transmitter, follow recommendations for mounting position, sufficient free space, nozzle requirements, etc.

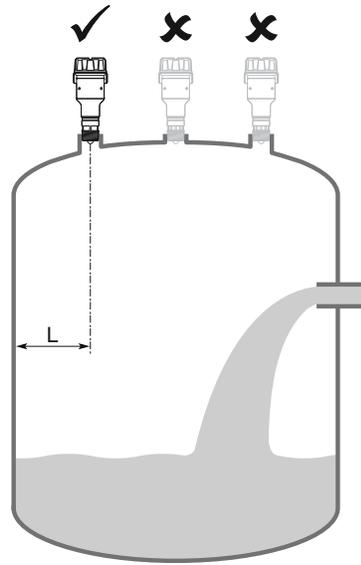
3.3.1 Mounting position

When finding an appropriate location on the tank for the transmitter, the conditions of the tank must be carefully considered.

Consider the following guidelines when mounting the transmitter:

- For optimal performance, the transmitter should be installed in locations with a clear and unobstructed view of the product surface.
- The transmitter should be mounted with as few internal structures as possible within the signal beam.
- Do not install the transmitter in the center of the tank.
- Do not mount close to or above the inlet stream.
- Do not mount the transmitter on a manway cover.
- Do not position the transmitter directly over a side manway door.
- Multiple Rosemount 3408 transmitters can be used in the same tank without interfering with each other.

Figure 3-2: Recommended Mounting Position



3.3.2 Free space requirements

If the transmitter is mounted close to a wall or other tank obstruction such as heating coils and ladders, noise might appear in the measurement signal. See [Table 3-1](#) for recommended clearance.

Figure 3-3: Free Space Requirements

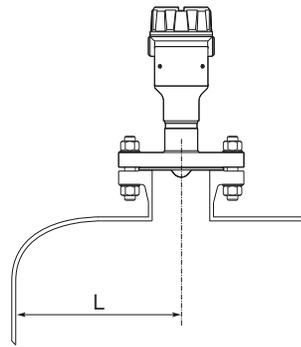


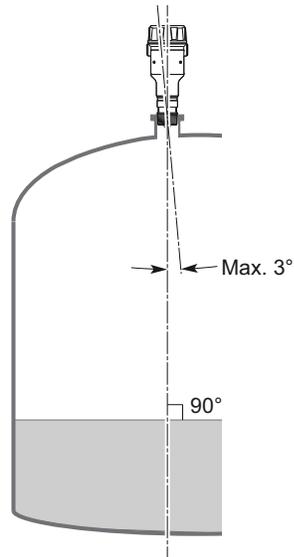
Table 3-1: Distance to Tank Wall (L)

Minimum	Recommended
8 in. (200 mm)	½ of tank radius

3.3.3 Inclination

The transmitter should be mounted vertically to ensure a good echo from the product surface. See [Figure 3-4](#) for recommended maximum inclination.

Figure 3-4: Inclination



3.3.4 Non-metallic tanks

Nearby objects outside the tank may cause disturbing radar echoes. Wherever possible, the transmitter should be positioned so that objects close to the tank are kept outside the signal beam.

3.3.5 Beam angle and beam width

The transmitter should be mounted with as few internal structures as possible within the signal beam.

Figure 3-5: Beam Angle and Beam Width

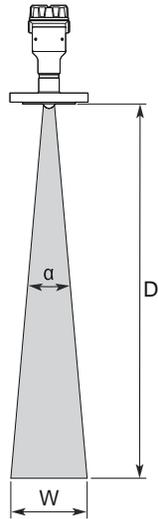


Table 3-2: Beam Angle

Antenna type	Beam angle (α)
Process seal antenna	8°
Lens antenna (¾-in. thread)	12°
Lens antenna (1- and 1½-in. threads)	9°
ATAP lens antenna	8°

Beam width

See [Table 3-3](#) for beam width at different distances.

Table 3-3: Beam Width (W), ft. (m)

Distance (D)	Beam angle (α)		
	8°	9°	12°
16 (5)	2.2 (0.7)	2.5 (0.8)	3.4 (1.1)
33 (10)	4.6 (1.4)	5.2 (1.6)	7.0 (2.1)
49 (15)	6.9 (2.1)	7.8 (2.4)	10.4 (3.2)
66 (20)	9.3 (2.8)	10.5 (3.2)	14.0 (4.3)
82 (25)	11.5 (3.5)	13.0 (4.0)	17.4 (5.3)
98 (30)	13.8 (4.2)	15.5 (4.8)	20.8 (6.4)

3.3.6 Nozzle requirements

To allow the microwaves to propagate undisturbed, the nozzle dimensions should be kept within the specified limits as given in [Table 3-4](#). The inside of the nozzle must be smooth (i.e. avoid bad welding, rust, or deposit).

Figure 3-6: Mounting in Nozzles

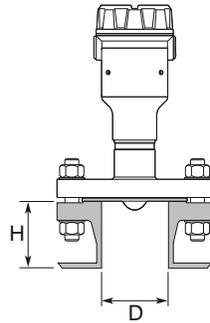


Table 3-4: Nozzle Requirements

Nozzle diameter (D)	Maximum nozzle height (H)
1 in. (25 mm) ⁽¹⁾	3.9 in. (100 mm)
1.5 in. (40 mm)	5.9 in. (150 mm)
2 in. (50 mm)	7.9 in. (200 mm)
3 in. (80 mm)	11.8 in. (300 mm)
4 in. (100 mm)	15.8 in. (400 mm)
6 in. (150 mm)	23.6 in. (600 mm)

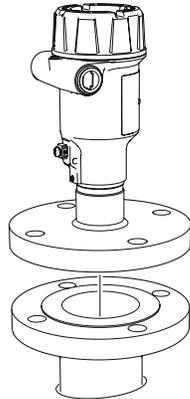
(1) Not applicable to the process seal antenna.

3.4 Mount the process seal antenna

3.4.1 Mount the flanged version

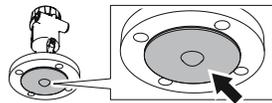
Procedure

1. Lower the transmitter into the nozzle.



Note

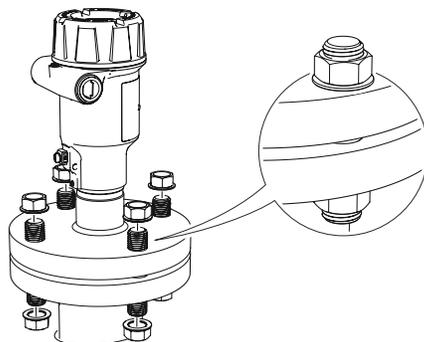
Be careful not to scratch or otherwise damage the PTFE sealing.



2. Tighten the bolts and nuts (see [Table 3-5](#)).

Note

- Re-tighten after 24 hours and again after the first temperature cycle.
 - Check at regular intervals and re-tighten if necessary.
-



3.4.2 Torque specifications

The conditions used for the calculation are:

- Standard mating metal flange
- A193 B8M Cl.2 / A4-70 bolt material
- Friction coefficient of $\mu=0.16$

Low strength bolt and non-metallic mating flange may require lower tightening torque.

Table 3-5: Torque Values for Process Seal Antenna, lb-ft (N-m)

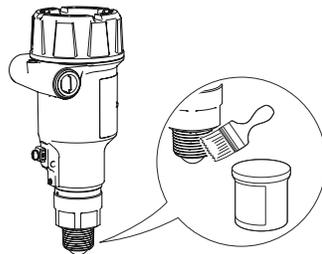
Process connection size	Process connection rating					
	ASME B16.5		EN1092-1		JIS B2220	
	Class 150	Class 300	PN16	PN40	10K	20K
2-in./DN50/50A	29 (40)	52 (70)	26 (35)	29 (40)	18 (25)	37 (50)
3-in./DN80/80A	33 (45)	48 (65)	37 (50)	41 (55)	22 (30)	70 (95)
4-in./DN100/100A	59 (80)	52 (70)	37 (50)	74 (100)	26 (35)	74 (100)
6-in./DN150/150A	66 (90)	66 (90)	74 (100)	136 (185)	74 (100)	N/A

3.5 Mount the lens antenna

3.5.1 Mount on NPT threaded connections

Procedure

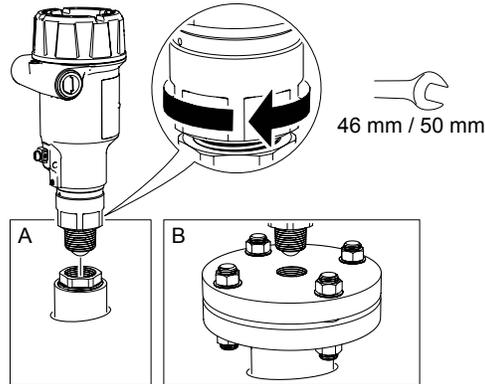
1. Apply anti-seize paste or PTFE tape on threads according to your site procedures.



2. Mount the transmitter on the tank.

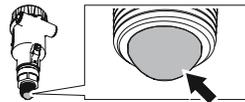
Example

- (A) Threaded fitting
- (B) Threaded flange



Note

Be careful not to scratch or otherwise damage the PTFE sealing.



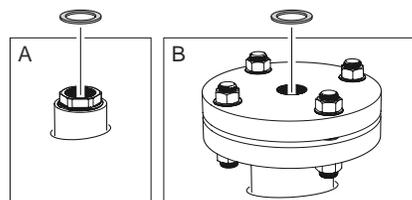
3.5.2 Mount on BSPP (G) threaded connections

Procedure

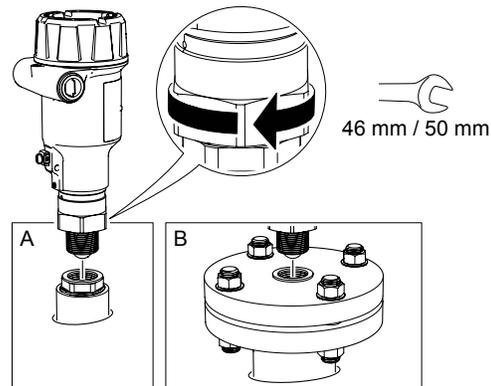
1. Place a suitable gasket on the tank nozzle.

Example

- (A) Threaded fitting
- (B) Threaded flange

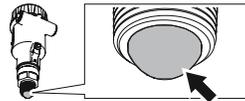


2. Mount the transmitter on the tank.



Note

Be careful not to scratch or otherwise damage the PTFE sealing.

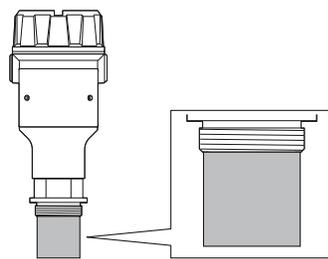


3.6 Mount the ATAP lens antenna

3.6.1 Open air installations

The antenna extension must be fitted to the transmitter to comply with open air requirements.

Figure 3-7: Antenna Extension



3.6.2 Mount the bracket

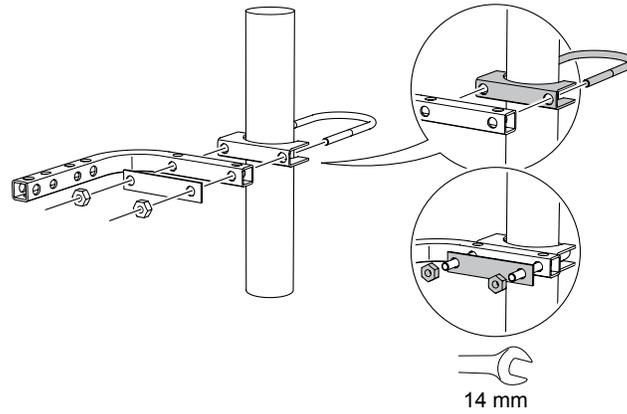
Prerequisites

Mount the bracket so that it is not susceptible to vibration.

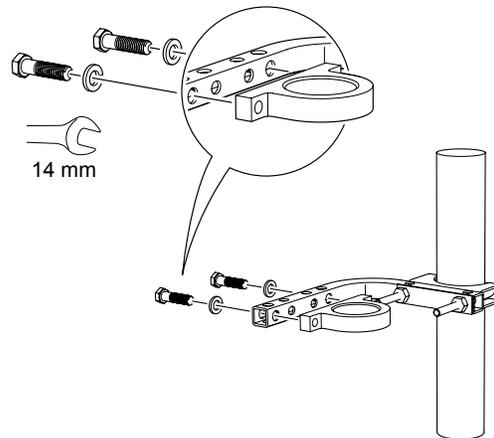
Procedure

1. Mount the bracket to the pipe/wall.

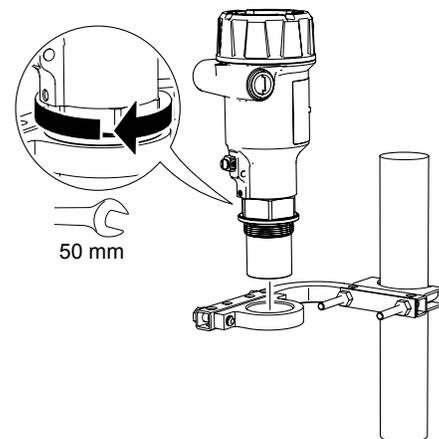
Example



2. Mount the adapter.



3. Secure the transmitter to the adapter.



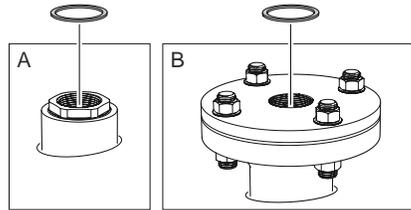
3.6.3 Mount on 1½-in. BSPP (G) threaded connections

Procedure

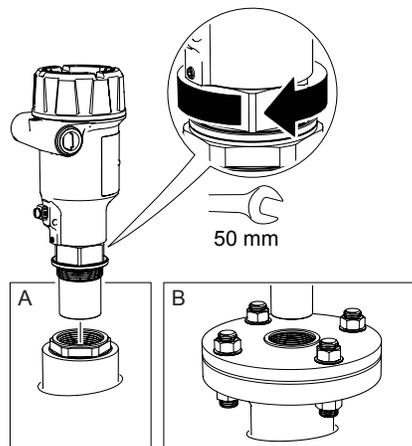
1. Place a suitable gasket on the tank nozzle.

Example

- (A) Threaded fitting
- (B) Threaded flange



2. Mount the transmitter on the tank.

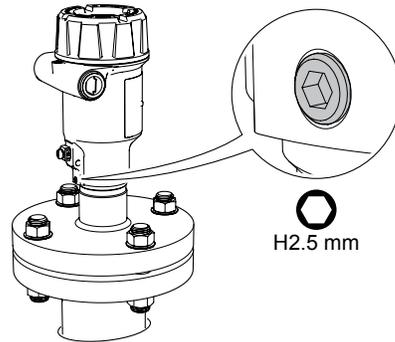


3.7 Rotate the transmitter housing

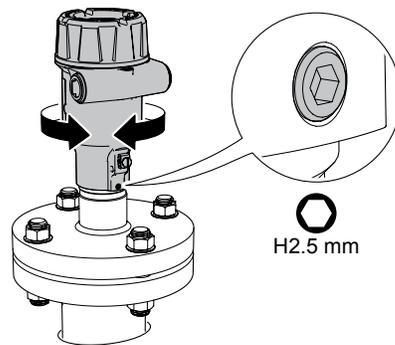
To improve field access to wiring or to better view the optional LCD display:

Procedure

1. Loosen the set screw.



2. Rotate the transmitter housing to the desired location, and then retighten the set screw.



4 Electrical installation

4.1 Safety messages

Instructions and procedures in this section may require special precautions to ensure the safety of the personnel performing the operations. Information that potentially raises safety issues is indicated by a warning symbol (⚠). Refer to the following safety messages before performing an operation preceded by this symbol.

⚠ WARNING

Failure to follow safe installation and servicing guidelines could result in death or serious injury.

Ensure the transmitter is installed by qualified personnel and in accordance with applicable code of practice.

Use the equipment only as specified in this manual. Failure to do so may impair the protection provided by the equipment.

For installations in hazardous locations, the transmitter must be installed according to the Rosemount 3408 [Product Certifications](#) document and System Control Drawing.

Repair, e.g. substitution of components, etc. may jeopardize safety and is under no circumstances allowed.

⚠ WARNING

Explosions could result in death or serious injury.

Verify that the operating atmosphere of the transmitter is consistent with the appropriate hazardous locations certifications.

Before connecting a handheld communicator in an explosive atmosphere, ensure the instruments are installed in accordance with intrinsically safe or non-incendive field wiring practices.

In Explosion-proof/Flameproof and Non-Incendive/Type Ex ec installations, do not remove the transmitter cover when power is applied to the unit.

The transmitter cover must be fully engaged to meet Explosion-proof/Flameproof requirements.

⚠ WARNING

Electrical shock could cause death or serious injury.

Ensure the mains power to the transmitter is off and the lines to any other external power source are disconnected or not powered while wiring the transmitter.

⚠ WARNING

Process leaks could result in death or serious injury.

Ensure that the transmitter is handled carefully. If the process seal is damaged, gas might escape from the tank.

4.2 Hazardous areas

When the transmitter is installed in hazardous areas, local regulations, and specifications in applicable certificates must be observed.

Related information

[Product certifications](#)

4.3 Prepare the electrical connections

4.3.1 Cable selection

Use 24-16 AWG wire (0.20-1.5 mm²). Twisted pairs and shielded wiring are recommended for environments with high EMI (electromagnetic interference).

Fine stranded conductors shall be equipped with a ferrule.

4.3.2 Cable gland/conduit

For explosion-proof/flameproof installations, only use cable glands or conduit entry devices certified explosion-proof or flameproof.

4.3.3 Internal power consumption

< 0.8 W in normal operation

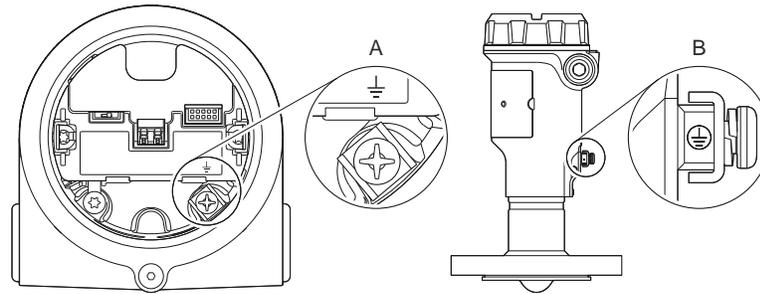
4.3.4 Grounding

Make sure grounding is done according to national and local electrical codes. Failure to do so may impair the protection provided by the equipment.

Transmitter housing

The most effective grounding method is direct connection to earth ground with minimal impedance. There are two grounding screw connections provided (see [Figure 4-1](#)).

Figure 4-1: Ground Screws



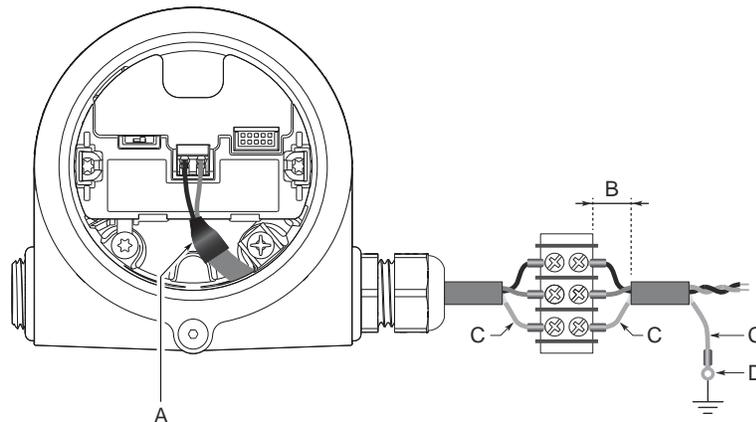
- A. Internal ground screw
- B. External ground screw

Cable shield grounding

Make sure the instrument cable shield is:

- Trimmed close and insulated from touching the transmitter housing.
- Continuously connected throughout the segment.
- Connected to a good earth ground at the power supply end.

Figure 4-2: Cable Shield



- A. Insulate shield and drain wire
- B. Minimize distance
- C. Trim shield and insulate exposed drain wire
- D. Connect drain wire to the power supply ground

Note

Do not ground the shield and its drain wire at the transmitter. If the cable shield touches the transmitter housing, it can create ground loops and interfere with communications.

4.3.5 Power supply

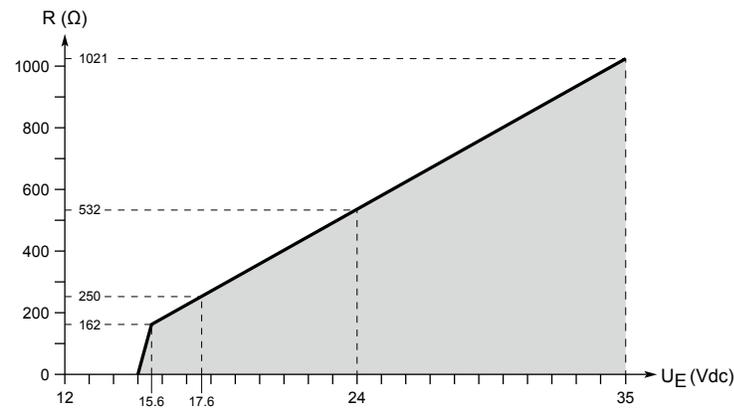
The transmitter operates on max. 35 Vdc transmitter terminal voltage and max. 22.5 mA (max. 30 Vdc in Intrinsically Safe installations).

4.3.6 Load limitations

For HART® communication, a minimum loop resistance of 250 Ω is required. Maximum loop resistance (R) is determined by the voltage level of the external power supply (U_E):

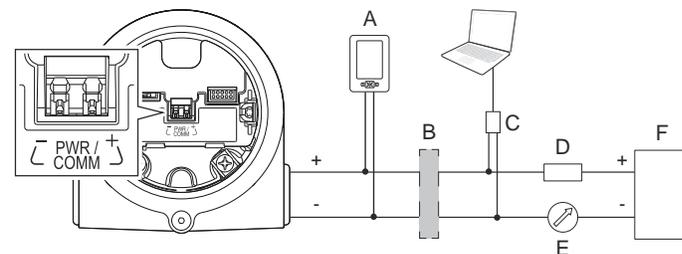
U _E (Vdc)	R (Ω)
≥ 15.6	$R = 44.4 \times (U_E - 12)$
< 15.6	$R = 250 \times (U_E - 15)$

Figure 4-3: Load Limits



4.3.7 Wiring diagram

Figure 4-4: 4-20 mA/HART® Communication

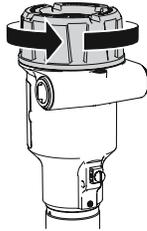


- A. Handheld communicator
- B. Approved IS barrier (for Intrinsically Safe installations only)
- C. HART modem
- D. Load resistance ($\geq 250 \Omega$)
- E. Current meter
- F. Power supply

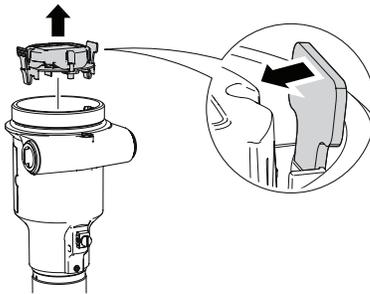
4.4 Connect wiring and power up

Procedure

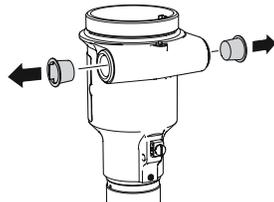
1. ⚠ Verify the power supply is disconnected.
2. Remove the cover.



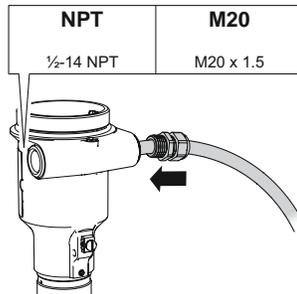
3. Remove the LCD display (if fitted).



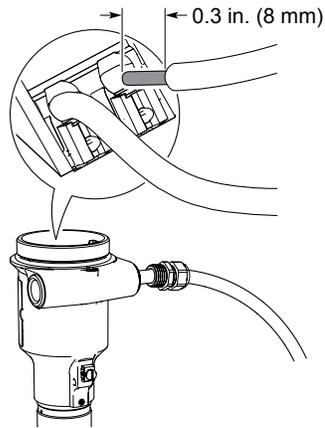
4. Remove the plastic plugs.



5. Pull the cable through the cable gland/conduit.
Identification of thread size and type:

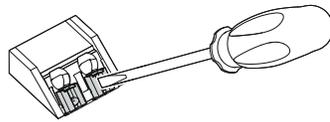


6. Connect the cable wires.

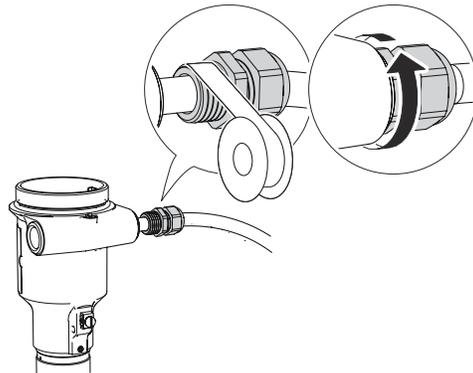


Note

When connecting a flexible (stranded) conductor, use a small screwdriver to press down and hold the terminal connection open.



7. Ensure proper grounding.
8. Tighten the cable gland.
Apply PTFE tape or other sealant to the threads.

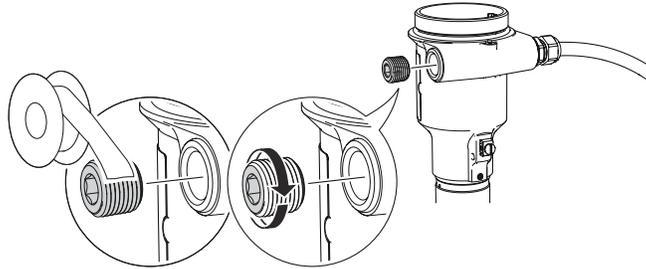


Note

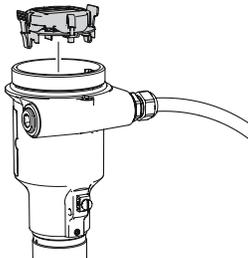
Make sure to arrange the wiring with a drip loop.



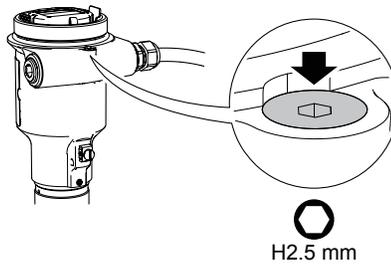
9. Seal any unused port with the enclosed metal plug.
Apply PTFE tape or other sealant to the threads.



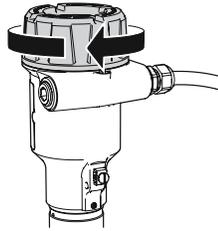
10. Snap the LCD display into place.



11. Attach and tighten the cover.
 - a) Verify the cover jam screw is completely threaded into the housing.

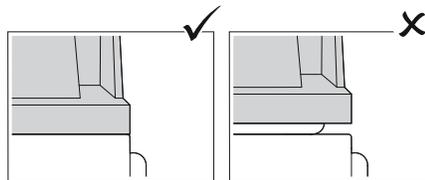


- b) Attach and tighten the cover.



Note

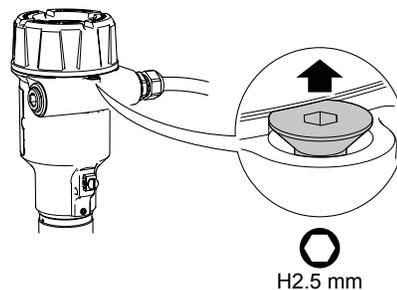
Make sure the cover is fully engaged. There should be no gap between the cover and the housing.



- c) Turn the jam screw counterclockwise until it contacts the cover.

Note

Required for explosion-proof/flameproof installations only.



- d) Turn the jam screw an additional ½ turn counterclockwise to secure the cover.

12. Connect the power supply.

4.5 Optional devices

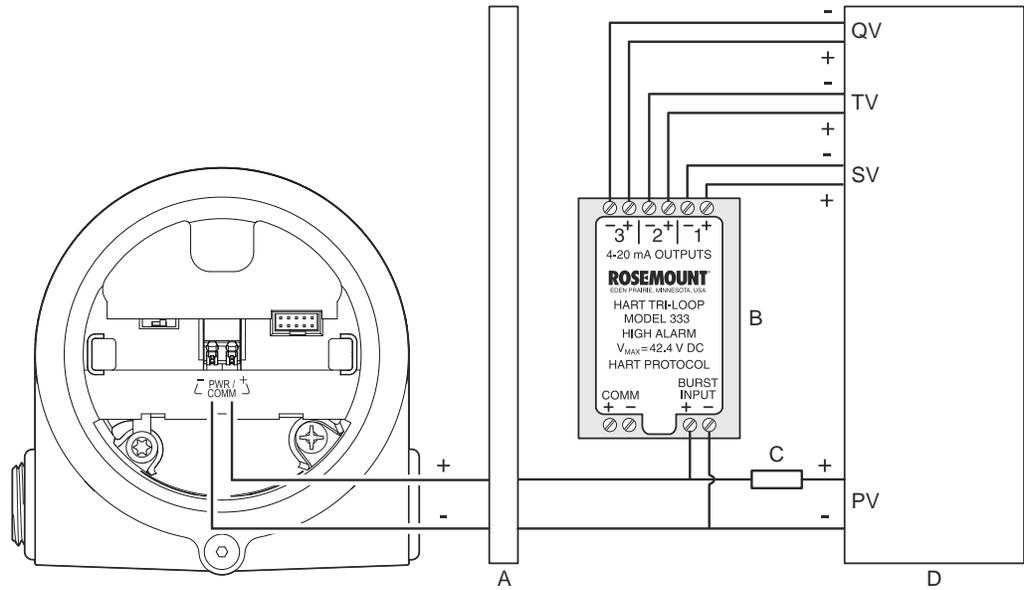
4.5.1 Rosemount™ 333 HART® Tri-Loop™

The Rosemount 3408 outputs a HART signal with four process variables. By using the Rosemount 333 HART Tri-Loop, up to three additional analog 4-20 mA outputs are provided.

Each Tri-Loop channel receives power from control room. Channel 1 must be powered for the Tri-Loop to operate.

The transmitter receives power from control room.

Figure 4-5: Example Installation of Rosemount 333 with Rosemount 3408



- A. Approved IS barrier
- B. DIN rail mounted Rosemount 333
- C. Load resistance ($\geq 250 \Omega$)
- D. Control room

Related information

[Rosemount 333 Reference Manual](#)

5 Configuration

5.1 Safety messages

Instructions and procedures in this section may require special precautions to ensure the safety of the personnel performing the operations. Information that potentially raises safety issues is indicated by a warning symbol () . Refer to the following safety messages before performing an operation preceded by this symbol.

WARNING

Failure to follow safe installation and servicing guidelines could result in death or serious injury.

Ensure the transmitter is installed by qualified personnel and in accordance with applicable code of practice.

Use the equipment only as specified in this manual. Failure to do so may impair the protection provided by the equipment.

For installations in hazardous locations, the transmitter must be installed according to the Rosemount 3408 [Product Certifications](#) document and System Control Drawing.

Repair, e.g. substitution of components, etc. may jeopardize safety and is under no circumstances allowed.

WARNING

Explosions could result in death or serious injury.

Verify that the operating atmosphere of the transmitter is consistent with the appropriate hazardous locations certifications.

Before connecting a handheld communicator in an explosive atmosphere, ensure the instruments are installed in accordance with intrinsically safe or non-incendive field wiring practices.

In Explosion-proof/Flameproof and Non-Incendive/Type Ex ec installations, do not remove the transmitter cover when power is applied to the unit.

The transmitter cover must be fully engaged to meet Explosion-proof/Flameproof requirements.

WARNING

Electrical shock could cause death or serious injury.

Ensure the mains power to the transmitter is off and the lines to any other external power source are disconnected or not powered while wiring the transmitter.

⚠ WARNING

Process leaks could result in death or serious injury.

Ensure that the transmitter is handled carefully. If the process seal is damaged, gas might escape from the tank.

5.2 Overview

This chapter provides information about configuration and configuration tools. Appendix [Configuration parameters](#) provides extended information about the configuration parameters.

5.3 Configuration tools

- Field Device Integration (FDI) compliant systems
- Device Descriptor (DD) compliant systems
- Device Type Manager (DTM™) compliant systems
- Emerson's configuration tools with Bluetooth® wireless technology capabilities

5.4 Confirm correct device driver

Procedure

1. Verify that the correct FDI/DD/DTM Package is loaded on your systems to ensure proper communication.
2. Download the latest FDI/DD/DTM Package at [Emerson.com/DeviceInstallKits](https://emerson.com/DeviceInstallKits) or [FieldCommGroup.org](https://fieldcommgroup.org).

Related information

[NAMUR NE 53 revision history](#)

5.5 Rosemount Radar Master Plus

Rosemount Radar Master Plus is the recommended tool for configuration. It is a User Interface Plug-in (UIP) that includes basic configuration options, as well as advanced configuration and service functions. An FDI or DTM compliant host is needed to run Rosemount Radar Master Plus.

Related information

[Emerson.com/RosemountRadarMasterPlus](https://emerson.com/RosemountRadarMasterPlus)

5.5.1 Download AMS Device Configurator

AMS Device Configurator is a software for configuration of Emerson field devices using FDI technology.

Procedure

Download the software at [Emerson.com/AMSDeviceConfigurator](https://emerson.com/AMSDeviceConfigurator).

5.5.2 Add the FDI Package to AMS Device Configurator

Procedure

1. Start **AMS Device Configurator**.
2. At the top left, click the menu icon and select **Add Device Package**.



3. Browse to the downloaded FDI Package and select **Open**.
4. Select **Add**.
5. Select **Back**.



5.6 Configure transmitter using guided setup

The options available in the Guided Setup wizard include all items required for basic operation.

Procedure

1. If using an FDI compliant software, then select **Overview** → **Rosemount Radar Master Plus**.



2. Select **Configure** → **Guided Setup** and follow the on-screen instructions.

Related information

[Save a backup file of the device configuration](#)

5.7 Wireless configuration via Bluetooth® technology

5.7.1 Download the AMS Device Configurator

Procedure

Download and install the app from your app store.



Related information

[Emerson.com/AMSDeviceConfigurator](https://emerson.com/AMSDeviceConfigurator)

5.7.2 Configure via Bluetooth® wireless technology

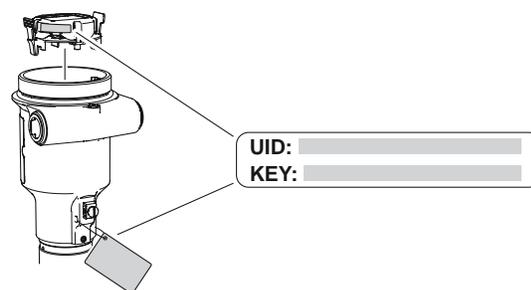
Procedure

1. Launch AMS Device Configurator.
2. Click on the device you want to connect to.
3. On first connection, enter the key for this device.
4. At the top left, click the menu icon.
5. Select **Configure** → **Guided Setup** → **Basic Setup** and follow the on-screen instructions.

Bluetooth® UID and key

You can find the UID and key on the paper tag attached to the device, and on the display unit.

Figure 5-1: Bluetooth Security Information



5.8 Run verify level

The Verify Level tool matches the product level reported by the device to a reference measurement (for example hand-dipping with a measurement tape).

If any difference, the Calibration Offset parameter will be adjusted. A minor adjustment using Calibration Offset is normal. There may, for example be a deviation between the actual tank height and the configured value.

Verify Level may also be run in an empty tank. Besides the offset calibration, it includes some setup of the signal processing such as registration of disturbance echoes.

Prerequisites

Ensure that:

- The product surface is calm.
- The tank is not being filled or emptied.
- The actual level is well above the tank bottom.

Procedure

1. Select **Configure** → **(Guided Setup)** → **Verify Level**.
2. Follow the on-screen instructions.

Related information

[Calibration offset](#)

5.9 Multidrop communication

Multidropping transmitters refers to the connection of several transmitters to a single communications transmission line. Communication between the host and the transmitters takes place digitally with the analog output of the transmitters deactivated.

5.9.1 Establish multidrop communication

In multidrop communication, each transmitter in the loop must have a unique HART address.

Procedure

1. Select **Configure** → **(Manual Setup)** → **Device Setup** → **HART**.
2. Select **Change Address** (not applicable to Rosemount Radar Master Plus).
3. Enter the desired HART address.
4. Ensure that **HART Multidrop** is selected.

5.10 Use with the Rosemount 333 HART[®] Tri-Loop[™]

To prepare the transmitter for use with a Rosemount 333 HART Tri-Loop, the transmitter must be configured to Burst Mode and the process variable output order must be set.

Prerequisites

The operational mode on the Rosemount 3408 must be set to Control/Monitoring when used with the Rosemount 333 HART Tri-Loop.

Burst Mode configuration is possible via host systems supporting Device Descriptors (DD).

Procedure

1. Make sure the transmitter is properly configured.
2. If desired, change the measurement units.
 - a) Select **Configure** → **Manual Setup** → **Device Setup** → **Units**.
3. Set the desired device variable to use for Primary Variable (PV), Secondary Variable (SV), Third Variable (TV), and Fourth Variable (QV).
 - a) Select **Configure** → **Manual Setup** → **Device Setup** → **HART**.
 - b) Under **Variable Mapping**, select variables for PV, SV, TV, and QV.
4. Set the Rosemount 3408 to Burst Mode.
 - a) Select **Configure Burst Mode**.
 - b) Select **View/Configure Message 1**.
 - c) Under **Message 1 Broadcast**, select **Wired HART Enabled**.
 - d) Under **Burst Command**, select **PV, SV, TV, QV**, and then select **Next**.
 - e) Under **Burst Msg Trigger Mode**, select **Continuous**, and then select **Next**.
 - f) Set the Update Period, and then select **Finish**.
5. Prior to exiting the configuration, note the selected variables for SV, TV, and QV, and the units set for each of the variables. The same configuration must be used for the Rosemount 333.

Related information

[Rosemount 333 Reference Manual](#)

5.11 Write protection

The Rosemount 3408 supports both software and hardware write protection.

5.11.1 Write protect a transmitter

The transmitter can be write protected (with or without a password) to prevent unauthorized changes.

Prerequisites

If the transmitter is configured for use in Safety (SIS) operational mode, then the Safety Mode must be enabled for the transmitter to become operational. When Safety Mode is enabled, the transmitter is write protected to prevent unauthorized changes.

Procedure

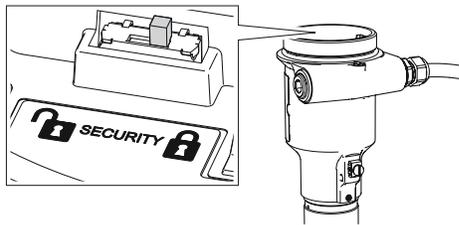
1. Select **Overview** → **Device Information** → **Alarm and Security**.
2. Under **Security**, select **Change Write Protection** and follow the on-screen instructions.

5.11.2 Set the position of the security switch

The security switch is located inside the transmitter housing (accessible after removing the housing cover and display unit).

Procedure

Slide the security switch to the preferred position.
In the locked (A) position, all writes to the transmitter are rejected.



6 Operation and maintenance

6.1 Variable screens

The transmitter can display the following variables:

Table 6-1: LCD Display Variables

Parameter	Presentation on display	Description
Level	LEVEL	The current level measurement value.
Distance	DISTANCE	Distance from the upper reference point to the product surface.
Level rate	LEVEL RATE	The current velocity at which the level is moving. A positive value indicates the surface is moving up.
Signal strength	SIG STRENGTH	The signal amplitude of the surface echo.
Volume	VOLUME	Volume of the product at the current level.
Electronics temperature	ELECTRONICS	The current temperature at the electronics.
Signal quality ⁽¹⁾	SIGNAL QUALITY	The quality of product surface echo signal compared to surface threshold and noise.
Scaled variable ⁽¹⁾	SCALED VARIABLE ⁽²⁾	A variable calculated from a scaling table (as defined by pairs of input/ scaled values).
Percent of range primary variable	% OF RANGE PV	A variable value expressed in percent within a range defined by a Lower Range Value (LRV) and an Upper Range Value (URV).
Auxiliary percent of range	% OF RANGE AUX	A variable value expressed in percent within a range defined by the lower and upper range values (0% Auxiliary and 100% Auxiliary).
User defined variable ⁽¹⁾	USER DEFINED ⁽²⁾	A variable associated with a selected register in the device.
Loop current	ANALOG OUT	Loop current as perceived by the device.

⁽¹⁾ Only for transmitters ordered with Smart Diagnostics Suite.

⁽²⁾ Default, user selectable display text (up to 14 characters).

Related information

[User defined variable setup](#)

6.2 Set up the LCD display

6.2.1 Select the display variables

It is possible to specify the variables to be presented on the optional LCD display.

Procedure

1. Select **Configure** → **(Manual Setup)** → **Device Setup** → **Display**.
2. Select the desired variables to be displayed on the LCD display.

6.2.2 Change the display language

Procedure

1. Select **Configure** → **(Manual Setup)** → **Device Setup** → **Display**.
2. In the **Display Language** list, select the desired language.

6.2.3 Rotate the display

The LCD display can be rotated 180 degrees.

Procedure

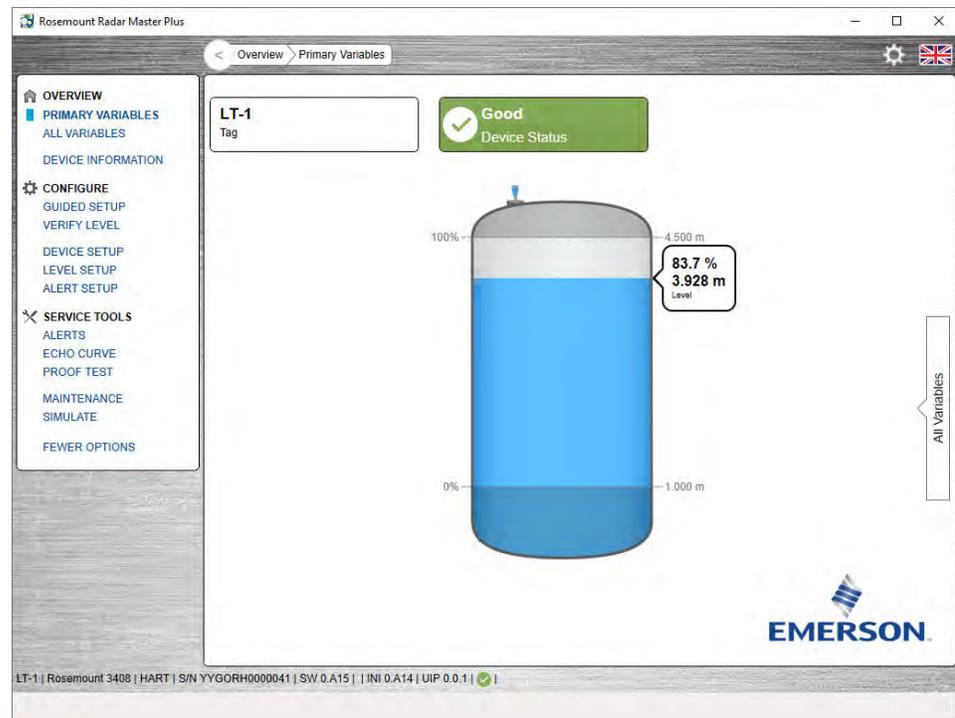
1. Select **Configure** → **(Manual Setup)** → **Device Setup** → **Display**.
2. In the **Display Orientation** list, select **0 deg** or **180 deg**.

6.3 View measurement data

Procedure

1. Select **Overview** → **Primary Variables**.

Figure 6-1: Overview Screen in Rosemount Radar Master Plus



2. Optional: Select **Overview** → **All Variables** (**Service Tools** → **Variables** in DD).

6.3.1 Interpret measurement status

A “Good” or “Bad” status next to a value is an indication of the reliability or integrity of the data being received, not an indication of whether or not the value is within the configured upper or lower ranges. A value that triggers an alert, such as a high or low temperature indication, will change the overall status of the device, but the measurement might still be indicated as “Good” if the reliability of the data is good.

Figure 6-2: Measurement Status Bars



6.4 Check device status

The device reports diagnostic alerts when there is a device malfunction.

Procedure

1. Go to the **Overview** screen to view the overall device status.
2. If status is anything other than Good, select the button in the device status image to open a window with Active Alerts.
Active Alerts can also be obtained via **Service Tools** → **Alerts**.

Related information

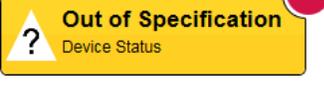
[Diagnostic messages per NAMUR NE 107](#)

6.4.1 Device status images

Table 6-2: Device Status Images in DD

Device status image	Category	Description	Action
Device: 	Good	No active alert.	N/A
Device: 	Failure	At least one Failure alert is active.	Click the Troubleshoot button to open a window with active alerts together with recommended actions.
Device: 	Function Check	At least one Function Check alert is active (and no Failure alerts).	Click the Investigate button to open a window with active alerts together with recommended actions.
Device: 	Out of Specification	At least one Out of Specification alert is active (and no Failure or Function Check alerts).	
Device: 	Maintenance Required	At least one Maintenance Required alert is active (and no Failure, Function Check, or Out of Specification alerts).	

Table 6-3: Device Status Images in UIP

Device status image	Category	Description	Action
	Good	No active alert.	N/A
	Failure	At least one Failure alert is active.	Click the device status image to open a window with active alerts together with recommended actions.
	Function Check	At least one Function Check alert is active (and no Failure alerts).	
	Out of Specification	At least one Out of Specification alert is active (and no Failure or Function Check alerts).	
	Maintenance Required	At least one Maintenance Required alert is active (and no Failure, Function Check, or Out of Specification alerts).	

6.5 Smart echo level test

The function allows you to test the behavior of the transmitter in a real tank environment without raising the level. During the test, a virtual surface echo is superimposed onto the radar signal, and the transmitter will output a level corresponding to the echo position.

The test verifies the integrity of the signal processing, and can be used to test the alarm limits in the host system, output of the transmitter, and transmitter configuration (for example the upper/lower range values).

6.5.1 Configure the smart echo level

Prerequisites

This test is available for transmitters with:

- Option code ET
- Rosemount Radar Master Plus

Procedure

1. Select **Service Tools** → **Proof Test**.

2. Select **Configure Smart Echo**.
3. In the **Smart Echo Level** box, enter the desired value.
4. Select **Save**.

6.5.2 Perform a smart echo level test

During the test, a virtual surface echo is superimposed onto the radar signal, and the transmitter will output a level corresponding to the echo position.

Prerequisites

This test is available for transmitters with:

- Option code ET
- Rosemount Radar Master Plus

Prior to and during the test, ensure that:

- The product surface is calm.
- The smart echo level is not closer than 1 ft. (0.3 m) to the liquid surface.
- The tank is not being filled or emptied.

⚠ WARNING

During the test, the transmitter will not output measurement values corresponding to the product surface level. Ensure systems and people relying on measurement values from the transmitter are made aware of the changed conditions. Failure to do so could result in death, serious injury and/or property damage.

Procedure

1. Select **Service Tools** → **Proof Test**.
2. Select **Smart Echo Level Test**.
3. Select **Start** and follow the on-screen instructions.

Postrequisites

When you have finished testing, select **Stop** to return to normal operation.

Related information

[Simulation/test active](#)

6.6 Smart meter verification

Smart Meter Verification is an automatic diagnostic tool that monitors the entire transmitter's performance and integrity without interrupting the process. The results of this diagnostic provide a pass/fail summary report helping you to quickly identify and resolve potential issues. Configuration changes since previous verification are tracked to verify consistency of the device setup.

The Smart Meter Verification functionality can be scheduled to run at defined intervals, or it can be initiated on demand.

6.6.1 Perform smart meter verification

Procedure

1. Select **Service Tools** → **Maintenance** → **Smart Meter Verification**.
2. Under **Manual Verification**, select **Perform Verification** and follow the on-screen instructions.

6.6.2 Schedule automatic verification

Procedure

1. Select **Service Tools** → **Maintenance** → **Smart Meter Verification**.
2. Under **Automatic Verification**, select **Schedule Verification** and follow the on-screen instructions.

7 Service and troubleshooting

7.1 Safety messages

Instructions and procedures in this section may require special precautions to ensure the safety of the personnel performing the operations. Information that potentially raises safety issues is indicated by a warning symbol () . Refer to the following safety messages before performing an operation preceded by this symbol.

WARNING

Failure to follow safe installation and servicing guidelines could result in death or serious injury.

Ensure the transmitter is installed by qualified personnel and in accordance with applicable code of practice.

Use the equipment only as specified in this manual. Failure to do so may impair the protection provided by the equipment.

For installations in hazardous locations, the transmitter must be installed according to the Rosemount 3408 [Product Certifications](#) document and System Control Drawing.

Repair, e.g. substitution of components, etc. may jeopardize safety and is under no circumstances allowed.

WARNING

Explosions could result in death or serious injury.

Verify that the operating atmosphere of the transmitter is consistent with the appropriate hazardous locations certifications.

Before connecting a handheld communicator in an explosive atmosphere, ensure the instruments are installed in accordance with intrinsically safe or non-incendive field wiring practices.

In Explosion-proof/Flameproof and Non-Incendive/Type Ex ec installations, do not remove the transmitter cover when power is applied to the unit.

The transmitter cover must be fully engaged to meet Explosion-proof/Flameproof requirements.

WARNING

Electrical shock could cause death or serious injury.

Ensure the mains power to the transmitter is off and the lines to any other external power source are disconnected or not powered while wiring the transmitter.

⚠ WARNING

Process leaks could result in death or serious injury.

Ensure that the transmitter is handled carefully. If the process seal is damaged, gas might escape from the tank.

7.2 Diagnostic messages per NAMUR NE 107

7.2.1 Electronics failure, transmitter

Category Failure

Cause

An electronics error has occurred.

The device measurement reading is invalid.

Recommended actions

1. Restart the device.
2. If the condition persists, replace the transmitter electronics.

Related information

[Restart the device](#)

7.2.2 Electronics failure, sensor module

Category Failure

Cause

An electronics error has occurred.

The device measurement reading is invalid.

Recommended actions

1. Restart the device.
2. If the condition persists, replace the transmitter electronics (or the device).

Related information

[Restart the device](#)

7.2.3 Device memory failure

Category Failure

Cause

A device memory error has occurred.

The device measurement reading is invalid.

Recommended actions

1. Restore default settings, restart device, and reconfigure the device.
2. If the condition persists, replace the device.

Related information

[Restore to default settings](#)

[Restart the device](#)

[Configure transmitter using guided setup](#)

7.2.4 Radar signal failure

Category Failure

Cause

The received radar signal is invalid resulting in an invalid device measurement reading.

Recommended actions

1. Clean the antenna.
2. If the condition persists, replace the device.

7.2.5 Startup failure

Category Failure

Cause

Device repeatedly failed to start up with user configuration settings.

The device measurement reading is invalid.

Recommended actions

1. Check supply voltage is within range and restart device.
2. Restore default settings, restart device, and reconfigure the device.
3. If the condition persists, replace the device.

Related information

[Power supply](#)

[Restore to default settings](#)

[Restart the device](#)
[Configure transmitter using guided setup](#)

7.2.6 Software error

Category Failure

Cause

The software in the device encountered a problem and stopped running which may cause an invalid measurement reading.

In some cases, problems may be caused by temporary environmental conditions (e.g. electromagnetic interferences) and not observed again.

Recommended actions

1. Restart the device.
2. Restore default settings and reconfigure the device.
3. If the condition persists, replace the device.

Related information

[Restart the device](#)
[Restore to default settings](#)
[Configure transmitter using guided setup](#)

7.2.7 Level measurement lost

Category Failure

Cause

No valid level reading. Reasons may be multiple:

- No valid surface echo peak in the measuring range.
- Incorrect device configuration.

Recommended actions

1. Analyze the Echo Curve at time of loss for reason and check device configuration, especially thresholds.
2. Check device physical installation (for instance antenna contamination).
3. Consider increasing Measurement Recovery Time parameter for intermittent conditions.
4. Restart the device.
5. Restore default settings and reconfigure the device.
6. If the condition persists, replace the device.

Related information

[Read the echo curve](#)

[Amplitude threshold](#)
[Measurement recovery time](#)
[Restart the device](#)
[Restore to default settings](#)
[Configure transmitter using guided setup](#)

7.2.8 Configuration error

Category Failure

Cause

The device has detected a configuration error. Reasons may be multiple.

Recommended actions

1. Click the **Details** button for more information.
2. Correct the parameter causing the error.

Volume configuration error

Cause

The volume cannot be calculated correctly with the current configuration.

Recommended actions

1. If strapping table is used, check that level-volume values are entered in increasing order.
2. If strapping table is used, check that number of strapping points to use is correct.
3. If tank dimensions are used for volume, check that geometry shape and size measures are correct.
4. If condition persists, restore default settings and reconfigure the device.

Related information

[Volume](#)
[Geometry](#)
[Restore to default settings](#)
[Configure transmitter using guided setup](#)

Scaled variable configuration error

Cause

The Scaled Variable configuration is incorrect.

Recommended actions

1. Check that the value pairs in the scaled variable table are entered in increasing order.

2. Check the number of table points to use is correct.
3. If condition persists, restore default settings, and reconfigure the device.

Related information

[Scaled variable](#)

[Restore to default settings](#)

[Configure transmitter using guided setup](#)

Geometry configuration error

Cause

The configured tank geometry results in a too large level measuring range for this device.

Recommended actions

1. Check tank geometry configuration and reduce Reference Height.
2. If condition persists, restore default settings and reconfigure the device.

Related information

[Reference height](#)

[Restore to default settings](#)

[Configure transmitter using guided setup](#)

Primary variable configuration error

Cause

The Primary Variable selection is not supported.

Note

The IEC 61508 certified version only supports level or distance as Primary Variable.

Recommended actions

1. Change Primary Variable to variable supported by device.
2. Consider purchasing an upgrade of the device to access additional variables.

Related information

[Primary variable](#)

Measurement correction configuration error

Cause

The factory measurement correction data is invalid.

Recommended actions

1. Restore default settings and reconfigure the device.
2. If the condition persists, replace the device.

Related information

[Restore to default settings](#)
[Configure transmitter using guided setup](#)

Threshold configuration error

Cause

The surface threshold configuration is incorrect.

Recommended actions in UIP

1. Adjust the threshold as necessary.
2. If condition persists, restore default settings and reconfigure device.

Recommended actions in DD

1. In the threshold table, check that distance-threshold values are entered in increasing order.
2. Check that the number of threshold points to use is correct.
3. If condition persists, restore default settings and reconfigure the device.

Related information

[Amplitude threshold](#)
[Restore to default settings](#)
[Configure transmitter using guided setup](#)

Factory approval error

Cause

- The Sensor Module factory approval is missing.
- The Transmitter factory approval is missing.

Note

This error may also be set as a result of the startup failure. If both errors are present, then see the startup failure message.

Recommended actions

1. Restart the device.
2. Restore default settings and reconfigure device.
3. If the condition persists, replace the device.

Related information

[Restart the device](#)
[Restore to default settings](#)
[Configure transmitter using guided setup](#)

SIS configuration error

Cause

It is currently not possible to enable Safety Mode due to other active alerts.

Recommended actions

1. Clear other active alerts by priority order until this alert is cleared.
2. Change Operational Mode to Control/Monitoring if device is not intended to be used as safety device.
3. If the condition persists, restore default settings and reconfigure device.

Related information

[Rosemount 3408 Safety Manual](#)

[Operational mode](#)

[Restore to default settings](#)

[Configure transmitter using guided setup](#)

Function not supported

Cause

Functionality in the device is enabled, but not supported by this device.

Additional features may be enabled by purchasing an upgrade of the device.

Recommended actions

1. Check that selections for variables (e.g. Primary Variable) are supported by this device.
2. Turn off functionality not supported by this device.
3. Consider purchasing an upgrade of the device to access additional variables and functionality.
4. If condition persists, restore default settings and reconfigure device.

Related information

[Primary variable](#)

[Restore to default settings](#)

[Configure transmitter using guided setup](#)

Antenna type configuration error

Cause

The configured Antenna Type is not supported by the device.

Recommended actions

1. Check configuration of Antenna Type.
2. Make sure the configured antenna type matches the physical antenna for the device.

Related information

[Antenna type](#)

Antenna type not configured

Cause

The Antenna Type has not been configured.

Recommended actions

1. Check configuration of Antenna Type.
2. Make sure the configured antenna type matches the physical antenna for the device.

Related information

[Antenna type](#)

Factory calibration error

Cause

The factory calibration in the device is missing.

Note

This error may also be set as a result of the startup failure. If both errors are present, then see the startup failure message.

Recommended actions

Replace the device.

Analog out span configuration error

Cause

The span for the configured analog out range is too small.

Recommended actions

Increase analog out span by adjusting Upper or Lower Range Value.

Related information

[Upper/lower range value](#)

Analog out calibration error

Cause

Analog output calibration failed.

Recommended actions

1. Try calibrating the analog output again.
2. If the condition persists, replace the device.

Related information

[Calibrate analog out](#)

SIS multidrop error

Cause

HART multidrop mode is not supported for safety (SIS) devices. Only 4-20 mA output is supported for safety devices.

Recommended actions

1. Disable multidrop mode.
2. Change Operational Mode to Control/Monitoring if device is not intended to be used as safety device.
3. If the condition persists, restore default settings and reconfigure device.

Related information

[Rosemount 3408 Safety Manual](#)

[Operational mode](#)

[Restore to default settings](#)

[Configure transmitter using guided setup](#)

Engineering unit configuration error

Cause

One of the configured engineering units is not supported by the device.

Recommended actions

1. Check unit configuration.
2. If condition persists, restore default settings and reconfigure device.

Related information

[Units](#)

[Restore to default settings](#)

[Configure transmitter using guided setup](#)

Burst mode configuration error

Cause

The burst mode configuration is incorrect.

Recommended actions

1. Check configuration of burst mode.
2. If condition persists, restore default settings and reconfigure device.

Related information

[Burst mode](#)

[Restore to default settings](#)
[Configure transmitter using guided setup](#)

Start code configuration error

Cause

The start code to enable options in the device is invalid.

Note

Start codes are unique for individual devices and cannot be copied from one device to another.

Recommended actions

1. Enter a valid start code for this device using the Upgrade function.
2. If condition persists, contact your local Emerson representative to get a valid start code.

7.2.9 Safety mode not activated

Category Function Check

Cause

Safety Mode is disabled and device is in alarm mode.

This device is configured for use in Safety Instrumented Systems (SIS) which requires Safety Mode to be enabled.

Recommended actions

1. Change Safety Mode to Enabled for use in SIS application.
2. Change Operational Mode to Control/Monitoring if device is not intended to be used as safety device.

Related information

[Rosemount 3408 Safety Manual](#)

7.2.10 Simulation/test active

Category Function Check

Cause

The device is in simulation or test mode and is not reporting actual information.

Recommended actions

1. If this behavior is not desired, stop simulation or test mode.
2. If the condition persists, restart the device.

Related information

[Use the simulation mode](#)
[Restart the device](#)

7.2.11 Electronics temperature out of limits

Category Out of Specification

Cause

The temperature of the electronics board has exceeded the transmitter's operating range.

Recommended actions

1. Verify ambient temperature is within the operating range.
2. Remote mount the transmitter away from the process and environmental conditions.

Related information

[Ambient temperature](#)

7.2.12 Low signal quality

Category Maintenance Required

Cause

The Signal Quality is below the defined alert limit.

Recommended actions

1. Take action based on your intended use of this alert.
2. Clean the antenna.
3. If no actions were necessary, consider to change the limit.

Related information

[Signal quality alert](#)

7.2.13 High user defined alert

Category Maintenance Required

Cause

The user defined variable is above the defined limit.

Recommended actions

1. Bring the system to a safe state.
2. Verify that the process variable is within specified limits.
3. Reconfirm the user defined alarm limit.

4. If not needed, disable this alert.

Related information

[High/low user defined alert](#)

7.2.14 Low user defined alert

Category Maintenance Required

Cause

The user defined variable is below the defined limit.

Recommended actions

1. Bring the system to a safe state.
2. Verify that the process variable is within specified limits.
3. Reconfirm the user defined alarm limit.
4. If not needed, disable this alert.

Related information

[High/low user defined alert](#)

7.2.15 Linearized variable out of range

Category Maintenance Required

Cause

The level measurement is outside the configured range for volume or scaled variable, or both.

Accuracy of volume/scaled variable measurement may be degraded.

Recommended actions

1. If volume strapping table is used, make sure level values within operating range are included.
2. If scaled variable table is used, make sure input variable values within operating range are included.

Related information

[Volume](#)

[Scaled variable](#)

7.2.16 Dielectric constant estimation degraded

Category Maintenance Required

Cause

The dielectric constant estimation is degraded.
Accuracy of level measurement may be degraded.

Recommended actions

1. Check configuration of Bottom Product Dielectric Constant.
2. Check configuration of Reference Height and Bottom Offset.
3. If not needed, disable Tank Bottom Projection.

Related information

[Tank bottom projection](#)
[Reference height](#)
[Bottom offset](#)

7.2.17 Bluetooth alert

Category Maintenance Required

Cause

A Bluetooth error has been detected.
The field device will continue to function independent of this Bluetooth alert.

Recommended actions

1. Click the **Details** button for more information.
2. Follow the instructions to correct the Bluetooth error.

Bluetooth functionality limited

Cause

Device is unable to send device data over Bluetooth due to an internal error.
The field device will continue to function independent of this Bluetooth alert.

Recommended actions

1. Restart the device
2. Check the electrical connection (remove and re-mount the Bluetooth display)
3. Replace Bluetooth display.
4. If the condition persists, replace the transmitter electronics.

Related information

[Restart the device](#)

Bluetooth electronics error

Cause

Device internal diagnostics detected a Bluetooth electronics error.

This error will likely result in reduced or no Bluetooth communication capability; the field device will continue to function independent of this Bluetooth alert.

Recommended actions

1. Restart the device.
2. Replace Bluetooth display.

Related information

[Restart the device](#)

Bluetooth firmware out of date

Cause

This incompatibility will result in no Bluetooth communications; the field device will continue to function independent of this Bluetooth alert.

Recommended actions

Update the Bluetooth firmware.

7.3 Troubleshooting guides

If there is a malfunction despite the absence of alerts, follow the procedures described in the appropriate troubleshooting guide. Under each of the symptoms, specific suggestions for solving problems are offered.

Related information

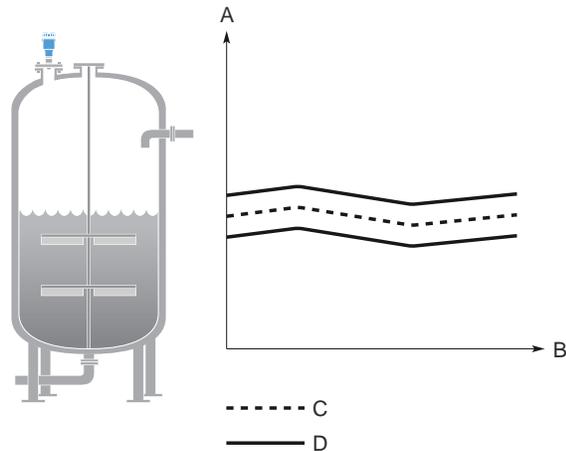
[Troubleshooting incorrect level readings](#)

[Troubleshooting the 4-20 mA/HART output](#)

7.3.1 Troubleshooting incorrect level readings

Reported level is too high or low

Figure 7-1: Symptom



- A. Level
- B. Time
- C. Actual level
- D. Reported level

Possible cause

Incorrect tank geometry configuration.

Recommended actions

- Verify the tank geometry parameters are configured correctly (especially the Reference Height).
- Run Verify Level to adjust level measurement.
- Analyze the echo curve and check amplitude thresholds.
- Restore default settings and reconfigure the device.

Related information

[Reference height](#)

[Run verify level](#)

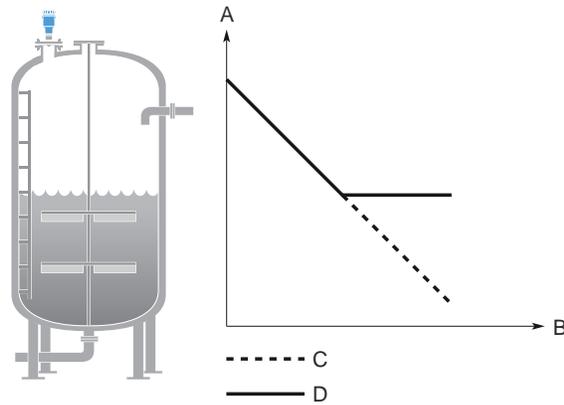
[Read the echo curve](#)

[Amplitude threshold](#)

[Restore to default settings](#)

Level is stuck in measuring range

Figure 7-2: Symptom



- A. Level
- B. Time
- C. Actual level
- D. Reported level

Possible cause

Disturbing object in the tank.

Recommended actions

- Use the suppress false echoes function to manage strong disturbance echoes.
- Analyze the echo curve and check amplitude thresholds.
- Remove the disturbing object.
- Put an inclined metal plate on top of the disturbing object.
- Move the transmitter to another position.

Related information

[Suppressing false echoes](#)

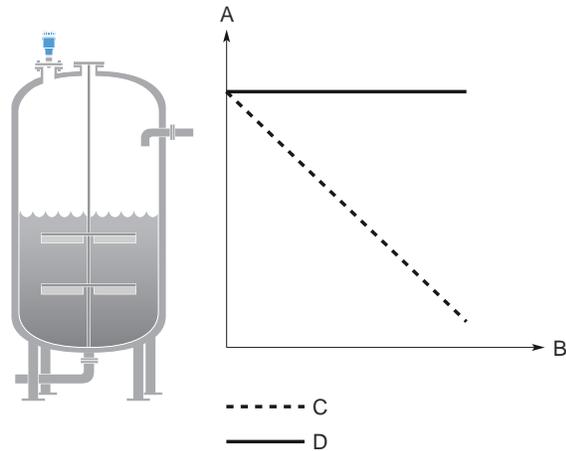
[Read the echo curve](#)

[Amplitude threshold](#)

[Installation considerations](#)

Level is stuck in full tank

Figure 7-3: Symptom



- A. Level
- B. Time
- C. Actual level
- D. Reported level

Possible cause

Disturbing object near the antenna.

Recommended actions

- Use the suppress false echoes function to manage strong disturbance echoes.
- Analyze the echo curve and check amplitude thresholds.
- Increase the Upper Null Zone.
- Remove the disturbing object.
- Move the transmitter to another position.

Possible cause

Product build-up on the antenna.

Recommended actions

- Clean the antenna.

Related information

[Suppressing false echoes](#)

[Read the echo curve](#)

[Amplitude threshold](#)

[Change the upper null zone](#)

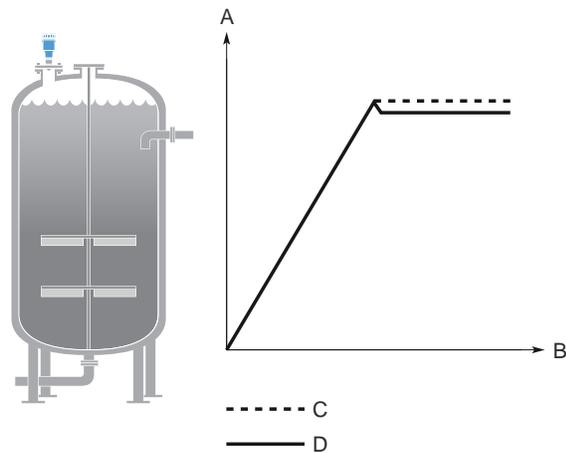
[Installation considerations](#)

Level value drops when close to antenna

Symptom

Level value drops to a lower value when product surface is close to antenna.

Figure 7-4: Symptom



- A. Level
- B. Time
- C. Actual level
- D. Reported level

Possible cause

Product surface is within the Upper Null Zone and a disturbance echo is interpreted as the product surface.

Recommended actions

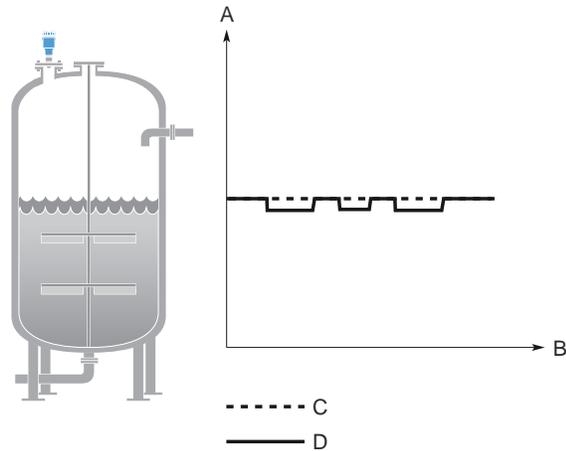
- Check the setting of the Upper Null Zone.

Related information

[Upper null zone](#)

Measured value jumps to a lower value

Figure 7-5: Symptom



- A. Level
- B. Time
- C. Actual level
- D. Reported level

Possible cause

Multiple products in the tank, e.g. thin oil layer on top of water that is sometimes detected, sometimes not.

Recommended actions

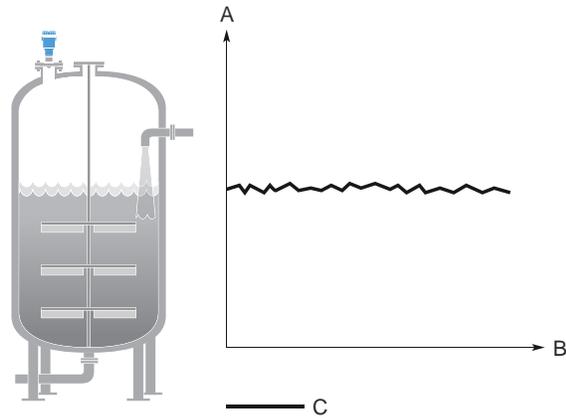
- Set Double Surface Handling to Track Upper Surface or Track Lower Surface.

Related information

[Double surface handling](#)

Measured level fluctuates

Figure 7-6: Symptom



- A. Level
- B. Time
- C. Reported level

Possible cause

Excessive foaming or turbulence.

Recommended actions

- Under turbulent conditions with low level rates, consider increasing the Damping value.
- Enable the Foam parameter or Turbulent Surface parameter, or both.

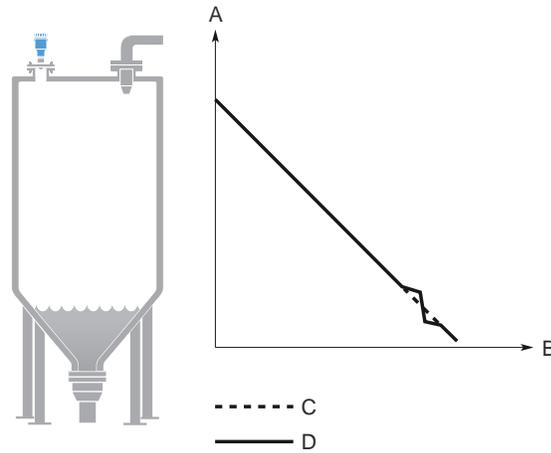
Related information

[Damping value](#)

[Process conditions](#)

Measured level is occasionally unstable

Figure 7-7: Symptom



- A. Level
- B. Time
- C. Actual level
- D. Reported level

Possible cause

The product surface is close to a suppressed false echo.

Recommended actions

- If possible, remove the disturbing object.

Related information

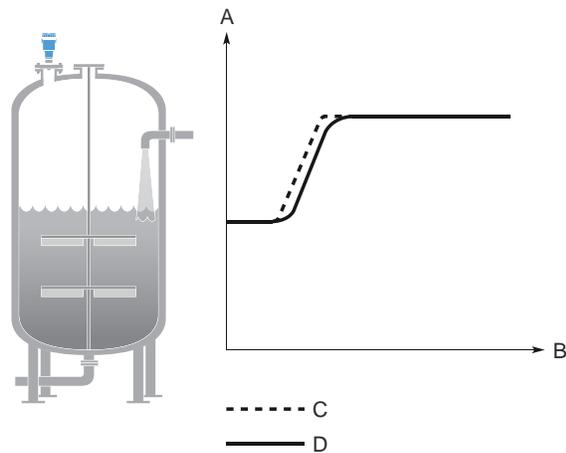
[Read the echo curve](#)

Lagging of measured level

Symptom

Measured level lags during rapid level changes.

Figure 7-8: Symptom



- A. Level
- B. Time
- C. Actual level
- D. Reported level

Possible cause

Damping value is set too high.

Recommended actions

- If there is a problem with lag during rapid level changes, consider decreasing the Damping value.

Possible cause

Maximum Level Rate value too low.

Recommended actions

- Verify Maximum Level Rate configuration.

Related information

[Damping value](#)

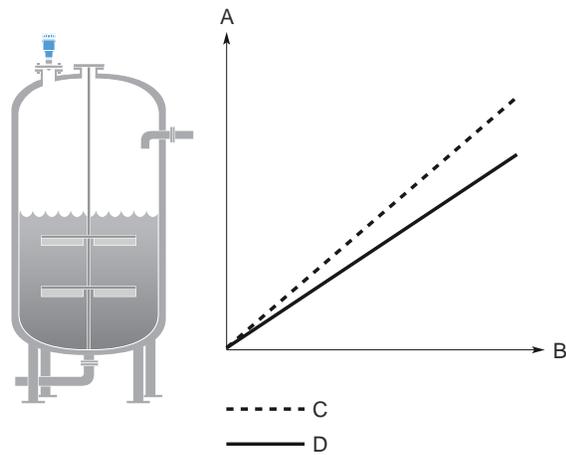
[Maximum level rate](#)

Incorrect level at 100% (20 mA)

Symptom

Measured level is correct at 0% (4 mA) but incorrect at 100% (20 mA).

Figure 7-9: Symptom



- A. Level
- B. Time
- C. Actual level
- D. Reported level

Possible cause

Upper Range Value is not set correctly.

Recommended actions

- Check that the Upper Range Value matches the 100% (20 mA) level in the tank.

Related information

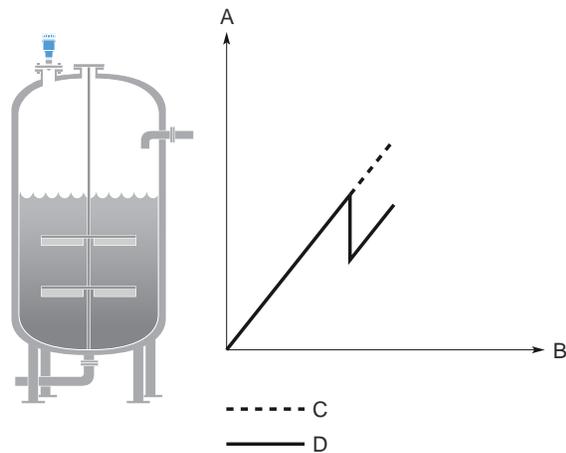
[Upper/lower range value](#)

Incorrect level when product surface is above 50%

Symptom

The reported level is incorrect when the product surface is above the 50% level.

Figure 7-10: Symptom



- A. Level
- B. Time
- C. Actual level
- D. Reported level

Possible cause

A strong double bounce echo is interpreted as the product surface.

Recommended actions

- Enable the Double Bounce Handling function.

Related information

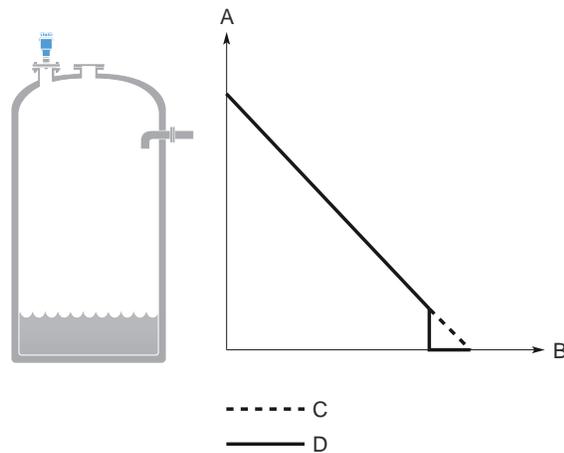
[Handling strong double bounce echoes](#)

Dropping of level close to tank bottom

Symptom

Measured value drops to zero level in the tank bottom region.

Figure 7-11: Symptom



- A. Level
- B. Time
- C. Actual level
- D. Reported level

Possible cause

Transmitter has locked on a strong tank bottom echo.

Recommended actions

- Verify the Reference Height is configured correctly.
- Enable the Tank Bottom Projection function
- Enable the Bottom echo visible when tank is empty parameter.

Related information

[Reference height](#)

[Use tank bottom projection](#)

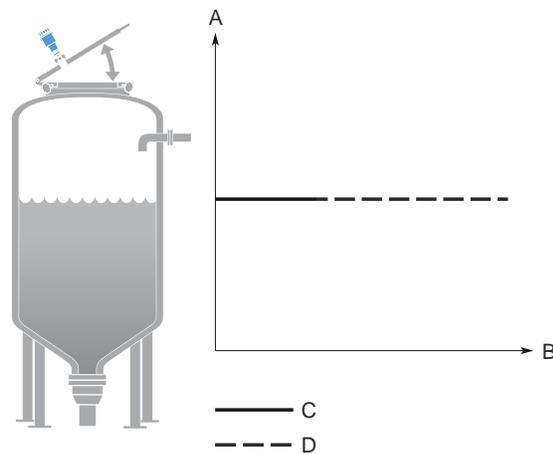
[Enable bottom echo visible when tank is empty](#)

Level measurement lost in a manway cover installation

Symptom

The transmitter reports "Level measurement lost" when opening/closing the manway cover.

Figure 7-12: Symptom



- A. Level
- B. Time
- C. Actual level
- D. Level measurement lost

Possible cause

If mounted on a manway cover, the transmitter may lock on a disturbance echo and report this as surface level when the cover is opened. After closing the cover, the echo is lost and the transmitter reports "Level measurement lost".

Recommended actions

- Before opening the manway cover, disconnect power to the transmitter.
- After closing, restart the device.
- Move the transmitter to another position.

Related information

[Restart the device](#)

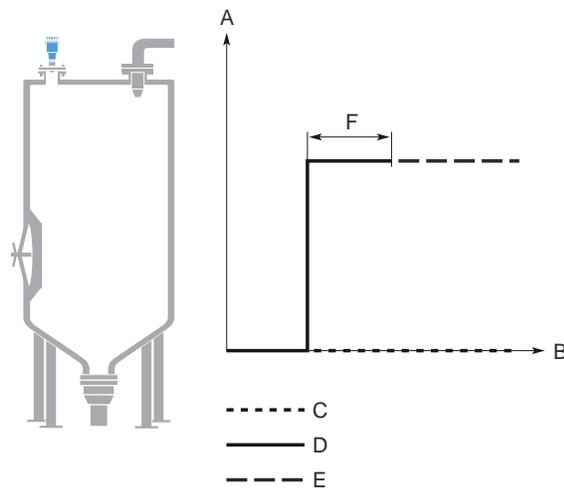
[Installation considerations](#)

Level measurement is lost in an empty tank

Symptom

The transmitter reports "Level measurement lost" in an empty tank after closing the side manway door.

Figure 7-13: Symptom



- A. Level
- B. Time
- C. Actual level
- D. Reported level
- E. Level measurement lost
- F. Manway door open

Possible cause

When the manway door is opened inward, it generates a disturbance echo which is interpreted as the product surface echo. After closing the door, the echo is lost and the transmitter reports "Level measurement lost". The message is cleared when start filling the tank.

Recommended actions

- Before opening the manway door, disconnect power to the transmitter.
- After closing, restart the device.
- Move the transmitter to another position.

Related information

[Restart the device](#)

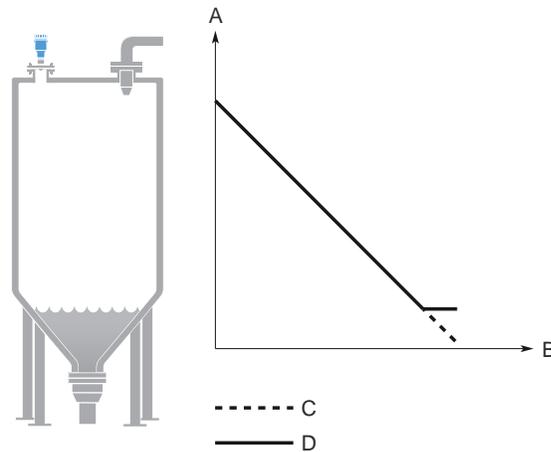
[Installation considerations](#)

Alarm mode close to tank bottom

Symptom

When the product surface is near the sloped tank bottom, the transmitter enters alarm mode.

Figure 7-14: Symptom



- A. Level
- B. Time
- C. Actual level
- D. Reported level

Possible cause

Reduction of projected surface area close to sloping tank bottom.

Recommended actions

- Verify the tank geometry parameters are configured correctly (especially the Reference Height and Bottom Offset).
- If measurement in this region is not crucial, increase the Empty Tank Detection Area.
- Verify the Bottom echo visible when tank is empty parameter is disabled.

Related information

[Reference height](#)

[Bottom offset](#)

[Empty tank handling](#)

[Enable bottom echo visible when tank is empty](#)

7.3.2 Troubleshooting the 4-20 mA/HART output

Device milliamp reading is zero

Recommended actions

1. Verify power is applied to signal terminals.
2. Verify power supply voltage is adequate at signal terminals.
3. Verify device and power supply are properly grounded.

Related information

[Power supply](#)
[Grounding](#)

Device milliamp reading is too low or high

Recommended actions

1. Verify level.
2. Check the settings of the 4-20 mA range values.
3. Verify output is not in alarm condition.
4. Check that power wires are connected to the correct signal terminals.
5. Perform Calibrate Analog Out.

Related information

[Upper/lower range value](#)
[Alarm mode](#)
[Calibrate analog out](#)

Milliamp reading is erratic

Recommended actions

1. Verify power supply voltage is adequate at signal terminals.
2. Check for external electrical interference.
3. Verify device is properly grounded.
4. Verify shield for twisted pair is only grounded at the power supply end.
5. Under turbulent conditions with low level rates, consider increasing the Damping value.

Related information

[Power supply](#)
[Grounding](#)
[Damping value](#)

Device will not respond to changes in level

Recommended actions

- Verify level is between the 4 and 20 mA set points.
- Verify output is not in alarm condition.
- Verify device is not in loop test or simulation mode.

Related information

[Upper/lower range value](#)

[Alarm mode](#)

[Check device status](#)

There is no HART communication (lost device communication)

Recommended actions

1. Verify power supply voltage is adequate at signal terminals.
2. Check load resistance (250 ohms minimum).
3. Check if device is at an alternate HART address.
4. Check current analog output value to verify that device hardware works.

Related information

[Power supply](#)

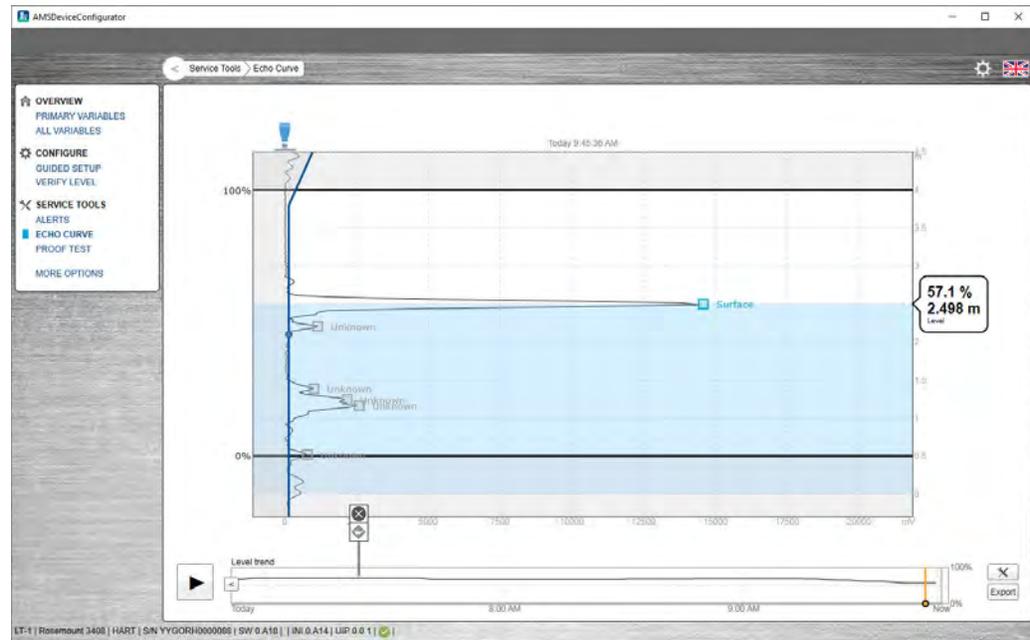
[HART/polling address](#)

7.4 Service and troubleshooting tools

7.4.1 Using the echo curve

The Rosemount Radar Master Plus software includes functions for viewing and recording single instances or movies of the echo curve. The echo curve represents the tank, as seen by the radar transmitter. Each peak corresponds to a strong reflection of the radar signal.

Figure 7-15: Echo Curve



When connected to Rosemount Radar Master Plus, past measurement records and echo curves including the 10 highest peaks, as well as the 50 last alert events are automatically transferred from the transmitter's internal memory to the hard drive on your local computer. Past measurement records are then available the next time you connect to the transmitter using the level trend timeline.

Measurement problems can be understood by studying the position and amplitude of the different peaks. Additionally, the recorded echo curves give insight into unexpected and intermittent measurement behaviors, for instance, at the time of the triggered alert.

Read the echo curve

To read the echo curve in Rosemount Radar Master Plus:

Procedure

1. Select **Service Tools** → **Echo Curve**.
Rosemount Radar Master Plus reads one echo curve and then stops.
2. To continuously update the echo curve, select the **Play** icon.

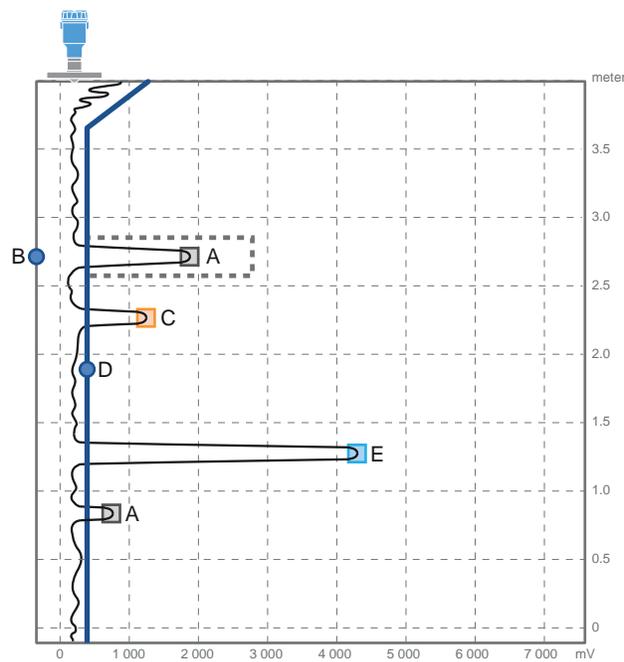
Analyzing the echo curve

The following echo peaks may appear in the echo curve:

Table 7-1: Echo Peak Types

Type	Description
Surface	Echo tracked as the current surface echo
Unknown	Echo not recognized by the device, which might interfere with measurement
Suppressed	Echoes that are identified but suppressed by the device
Suppressed (double bounce)	Echo managed as a double bounce echo by the Double Bounce function
Secondary surface	Echo tracked as the current secondary surface (if Double Surface Handling function is enabled)
Tank bottom echo	Echo considered as an echo from the tank bottom

Figure 7-16: Echo Curve with Typical Echo Peaks



- A. Suppressed (dashed line indicates use of false echo suppression)
- B. False echo suppression
- C. Unknown
- D. Amplitude threshold
- E. Surface

Play echo curve movies

Procedure

1. Set the start point.
 - a) Click the left or right arrow, or drag anywhere in the timeline.
 - b) Click the start point in the timeline.
2. Select **Play**, or drag the timeline slider to move one frame at a time.

Export echo curve movies

Procedure

1. Select **Service Tools** → **Echo Curve**.
 2. Select **Export**.
- 
3. Type your desired file name.
 4. Browse to the desired directory, and then select **Save**.
 5. Under **Time range**, select **Last 1 hour**, **Last 3 hours**, **Last 24 hours**, or **User defined range**.
 6. If **User defined range** is selected, specify the start and end times.
 7. Select **Export**.
 8. Select **Back**.



Set echo curve range

Procedure

1. Select **Service Tools** → **Echo Curve**.
 2. Select **Options**.
- 
3. Under **Echo Curve Range**, select **User Defined**.
 4. Enter the desired values.
 5. Select **Save**.
 6. Select **Back**.



Set timeline resolution

To set the resolution of the level trend timeline:

Procedure

1. Select **Service Tools** → **Echo Curve**.
 2. Select **Options**.
- 
3. In the **Timeline Resolution** list, select the desired length (in hours) of the timeline.
 4. Select **Save**.
 5. Select **Back**.



7.4.2 Perform an analog loop test

During a loop test, the transmitter outputs a fixed value (4 mA, 20 mA, or user-selected value).

The loop test command verifies the output of the transmitter, the integrity of the loop, and the operations of any recorders or similar devices installed in the loop. A loop test can also be used to determine the need for an analog output calibration.

Procedure

1. Select **Service Tools** → **Simulate**.
2. Under **Analog Out**, select **Loop test**, and then follow the on-screen instructions.
3. Measure the loop current.

Postrequisites

Select **Stop** or **Cancel** to exit loop test (**Abort** on handheld communicator).

Related information

[Calibrate analog out](#)
[Simulation/test active](#)

7.4.3 Calibrate analog out

Use this function to calibrate the analog output by comparing the actual output current with the nominal 4 mA and 20 mA currents. Calibration is done at factory and the analog output does not normally need to be recalibrated.

Procedure

1. Select **Service Tools** → **Maintenance** → **Routine Maintenance**.
2. Select **D/A trim (Calibrate Analog Out in Rosemount Radar Master Plus)** and follow the on-screen instructions.

7.4.4 Save a backup file of the device configuration

When configuration is finished, it is recommended to store the device configuration in a backup file for future reference. A backup of the device configuration will be saved to file as well as a configuration report (optional).

The backup file may be useful to:

- Restore the configuration of the transmitter.
- Install another transmitter in a similar tank.
- Troubleshoot the transmitter.

Prerequisites

This function is only available in Rosemount Radar Master Plus.

Procedure

1. Select **Service Tools** → **Maintenance** → **Backup**.
2. Select **Save Configuration**.
3. Type your desired file name.
4. Browse to the desired directory, and then select **Save**.
5. Optional: Select the **Create and save report (.pdf)** check box.
6. Select **Save**.

7.4.5 Download configuration from file to device

Prerequisites

This function is only available in Rosemount Radar Master Plus.

Procedure

1. Select **Service Tools** → **Maintenance** → **Backup**.
2. Select **Restore Configuration**.
3. Browse to the backup file and select **Open**.

7.4.6 Restart the device

To restart the device electronics:

Procedure

1. Select **Service Tools** → **Maintenance** → **Reset/Restore**.
2. Select **Restart Device** and follow the on-screen instructions.

7.4.7 Restore to default settings

This function restores the transmitter to default settings (user configuration is overwritten).

Prerequisites

Before restoring the transmitter to default settings, it is recommended to backup the device configuration. The backup file can be used to restore configuration at a later stage.

Procedure

1. Select **Service Tools** → **Maintenance** → **Reset/Restore**.
2. Select **Restore Default Settings** and follow the on-screen instructions.

Related information

[Save a backup file of the device configuration](#)

7.4.8 Reset the Bluetooth key

Procedure

1. Select **Configure** → **(Manual Setup)** → **Device Setup** → **Security**.
2. Under **Bluetooth**, select **Reset Bluetooth Security** and follow the on-screen instructions.
3. To confirm the reset, reconnect the device to the mobile app using the default key.

7.4.9 Use the simulation mode

This function can be used to simulate measurements.

Procedure

1. Select **Service Tools** → **Simulate**.
2. Under **Simulate Measurement Values**, select desired transmitter variable and follow the on-screen instructions.

Related information

[Simulation/test active](#)

7.4.10 View input registers

Measured data is continuously stored in the input registers. By viewing the contents of the input registers, expert users can check that the transmitter works properly.

Procedure

1. Select **Configure** → **(Manual Setup)** → **Level Setup** → **Advanced** → **Expert Options** → **Input Registers**.

2. Type the desired register number to start reading from.
In Rosemount Radar Master Plus, registers can also be viewed by selecting a group from the **Block** list.
3. Select **Read Input Registers** (**Refresh** in Rosemount Radar Master Plus).
4. (Handheld communicator) Select **Input Registers**.

7.4.11 View holding registers

The holding registers store various transmitter parameters, such as configuration data, used to control the measurement performance.

Procedure

1. Select **Configure** → **(Manual Setup)** → **Level Setup** → **Advanced** → **Expert Options** → **Holding Registers**.
2. Type the desired register number to start reading from.
In Rosemount Radar Master Plus, registers can also be viewed by selecting a group from the **Block** list.
3. Select **Read Holding Registers** (**Refresh** in Rosemount Radar Master Plus).
4. (Handheld communicator) Select **Holding Registers**.

7.4.12 Edit holding registers

Edit holding registers using Rosemount Radar Master Plus

Prerequisites

Note

Do not use holding registers to configure the transmitter unless you are qualified. This dialog is mainly used for service purposes and for advanced configuration.

Procedure

1. To change a holding register value, type a new value in the corresponding value field, or select a new value from the corresponding list.
2. Select **Save** to store the new value.

Edit holding registers in DD compliant host

Prerequisites

Note

Do not use holding registers to configure the transmitter unless you are qualified. This dialog is mainly used for service purposes and for advanced configuration.

Procedure

In the **Holding Registers** tab, select **Write Holding Register** and follow the on-screen instructions.

7.5 Application challenges

7.5.1 Managing disturbance echoes

There are two general methods for managing disturbance echoes:

- Set amplitude threshold to filter out weak disturbance echoes and noise.
- Use the suppress false echoes function to manage strong disturbance echoes.

Amplitude threshold

The amplitude threshold is used to filter out noise and disturbing echoes from the product surface echo. The transmitter uses certain criteria to decide which type of echo peak that is detected. Only echoes above the amplitude threshold might be considered the product surface. The amplitude threshold can either be set to a constant value, or split into sections as defined by up to 10 anchor points.

If necessary, a customized amplitude threshold section can for instance be used to remove the influence from the tank nozzle, or disturbances close to the tank bottom. Additionally, it might be needed in areas where there are occasionally strong echoes present, for instance due to wide mixer blades. Suppressing false echoes may not be sufficient in those areas.

Note

Do not create a customized amplitude threshold section around echoes which are already registered as false echoes.

Adjust the amplitude threshold

If necessary, the amplitude threshold can be increased if a disturbance echo is interpreted as the product surface. Alternatively, a lower threshold may be required to handle weak surface echoes (e.g. due to excessive foaming or turbulence).

Prerequisites

The amplitude threshold is set at factory for optimum performance and should not normally need an adjustment. Before changing the factory default, study the position and amplitude of the different echo peaks.

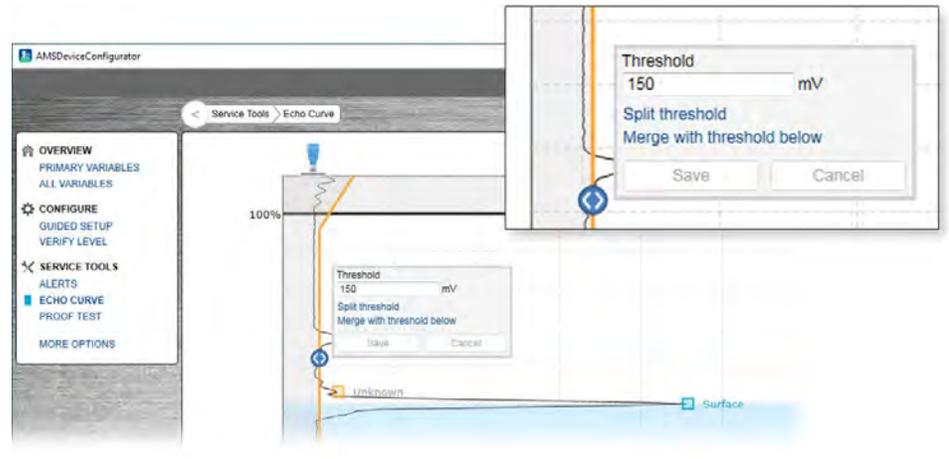
It is recommended to adjust thresholds using Rosemount Radar Master Plus.

Procedure

1. Select **Service Tools** → **Echo Curve**.

2. In the echo curve, drag the amplitude threshold point left or right, or type the desired value.

Figure 7-18: Amplitude Threshold Point



3. Select Save.

Set the endpoint of a threshold segment

Procedure

1. In the echo curve, drag the endpoint up or down, or type the desired value.

Figure 7-19: Endpoint



2. Select Save.

Add or delete an amplitude threshold point

Procedure

1. In the echo curve, select the desired amplitude threshold point, and select **Split threshold** or **Merge with threshold below**.

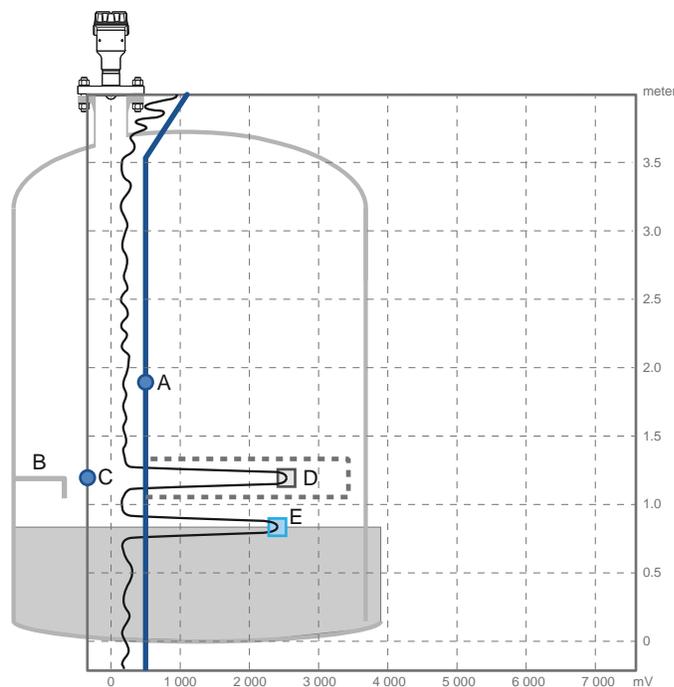
2. Click again on one of the amplitude threshold points and select **Save**.

Suppressing false echoes

Stationary objects with horizontal surfaces may generate strong false echoes. When the surface is close to an obstruction in the tank (e.g. beams and agitators), the surface and false echoes might interfere and cause a decrease in performance.

However, false echoes can be suppressed to reduce the influence of such objects, in case they cannot be totally avoided. When the surface is passing by a disturbing object, the transmitter will then measure with higher reliability, even if the surface echo is weaker than the false echo, see [Figure 7-20](#).

Figure 7-20: Suppression of False Echoes



- A. Amplitude threshold
- B. Disturbing object
- C. False echo suppression
- D. Suppressed echo
- E. Surface

Add a new false echo suppression

Prerequisites

Follow these recommendations before suppressing new false echoes:

- Make sure a correct amplitude threshold is set.
- Make sure the level is stable. A fluctuating level may indicate a temporary disturbance which is not due to an interfering object.

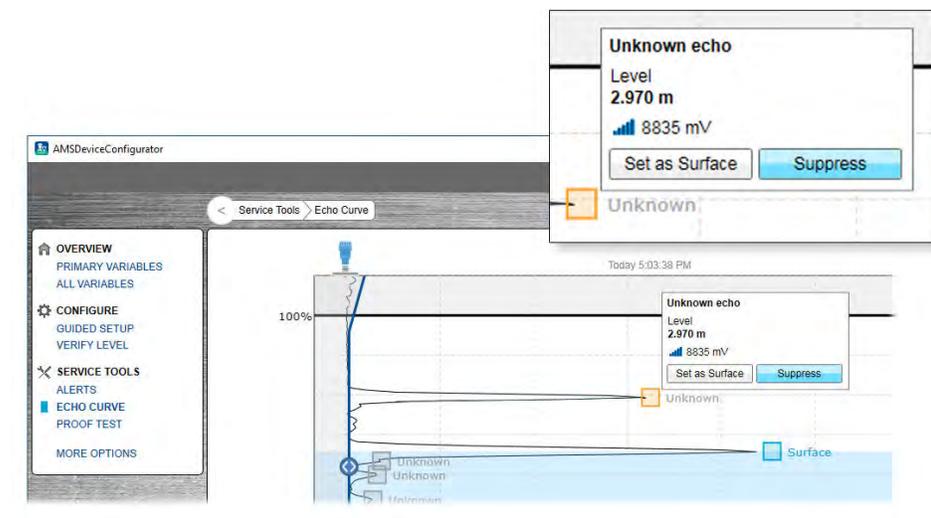
- Only suppress echoes which can be clearly identified as objects in the tank. Compare the list of interfering echoes with the tank drawing or visual inspection of the tank.
- Do not suppress false echoes located below the product surface.
- Keep the number of suppressed false echoes to a minimum.

It is recommended to suppress false echoes using Rosemount Radar Master Plus.

Procedure

1. Select **Service Tools** → **Echo Curve**.
2. In the echo curve, click  at the unknown echo peak, and then select **Suppress**.

Figure 7-21: Add False Echo Suppression



Postrequisites

It may be necessary to suppress new false echoes at a later stage when objects have become visible due to surface movement.

Related information

[Amplitude threshold](#)

Delete a false echo suppression

Prerequisites

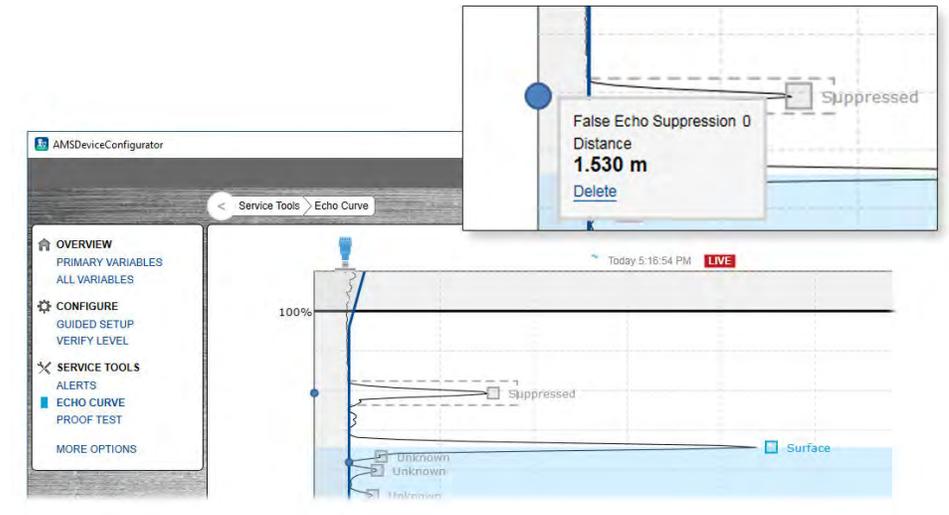
It is recommended to suppress false echoes using Rosemount Radar Master Plus.

Procedure

1. Select **Service Tools** → **Echo Curve**.

2. In the echo curve, click  at the left end of the false echo suppression, and then select **Delete**.

Figure 7-22: Delete False Echo Suppression



Suppress a false echo manually

The false echo may also be suppressed manually if the position of the false echo is known.

Prerequisites

It is recommended to suppress false echoes using Rosemount Radar Master Plus.

Procedure

1. Select **Service Tools** → **Echo Curve**.
2. Select **Options**.

3. Select **Suppress False Echo Manually**. Suppressed echoes are shown in the table.
 - To add a new suppression, select **Add**, and then type the distance to the false echo and the width of the false echo area.
 - To change a suppression, select the cell you want change and type the new value.
 - To delete a suppression, select the row you want to delete, and then select **Delete**.
4. Select **Save**.
5. Select **Back**.



7.5.2 Handling disturbances at top of tank

Change the upper null zone

The Upper Null Zone defines a zone close to the transmitter where echoes are ignored. This zone can be extended to block out disturbing echoes at the top of the tank.

Prerequisites

Note

Make sure the Upper Range Value (100%/20 mA) value is below the Upper Null Zone. Measurements are not performed within the Upper Null Zone.

Procedure

1. Identify desired Upper Null Zone using the echo curve plot.
 - a) In Rosemount Radar Master Plus, start the echo curve reading.
 - b) View the echo curve plot to find out if there are disturbing echoes close to the transmitter.
2. Set the desired Upper Null Zone value.
 - a) Select **Configure** → **Level Setup** → **Antenna**.
 - b) Under **Advanced**, type desired Upper Null Zone, and then select **Save**.

Related information

[Read the echo curve](#)
[Upper null zone](#)

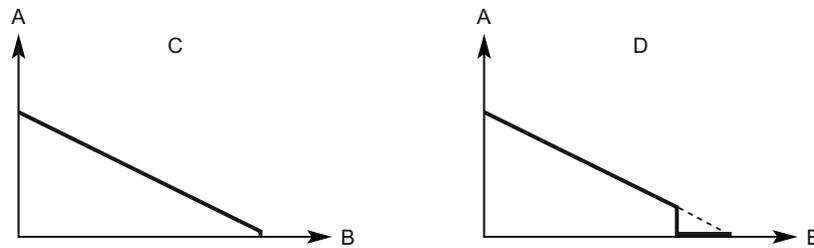
7.5.3 Tracking of weak surface echoes close to tank bottom

Use tank bottom projection

The Tank Bottom Projection function can be used to enhance measurement performance in the tank bottom region.

If the product surface echo is weak in the tank bottom region and the bottom echo is strong (typical for flat tank bottoms), the transmitter may lock on the bottom echo and report a false level measurement (empty tank). If the application requires, the Tank Bottom Projection settings can be user-defined. [Figure 7-23](#) illustrates an example of the Tank Bottom Projection when the tank is being emptied.

Figure 7-23: Tank Bottom Projection



- A. Level
- B. Time
- C. Enabled
- D. Disabled

Prerequisites

The Tank Bottom Projection function is only available in Rosemount Radar Master Plus.

Procedure

1. Select **Configure** → **Level Setup** → **Advanced**.
2. Under **More Advanced Options**, select **Empty Tank Handling**.
3. In the **Tank Bottom Projection** list, select **Enabled** or **Disabled**.
4. If you enabled Tank Bottom Projection, then:
 - a) Set the Bottom Product Dielectric Constant.
 - b) Enter Maximum Projection Distance.
 - c) Enter Minimum Tank Bottom Echo Amplitude.
5. Select **Save**.

Related information

[Read the echo curve](#)

Bottom product dielectric constant

Enter the product dielectric constant for the product in the bottom of the tank.

Maximum projection distance

This defines the range in which the function operates. Enter the maximum distance from the zero level (tank bottom). It is recommended to use the default setting.

Minimum tank bottom echo amplitude

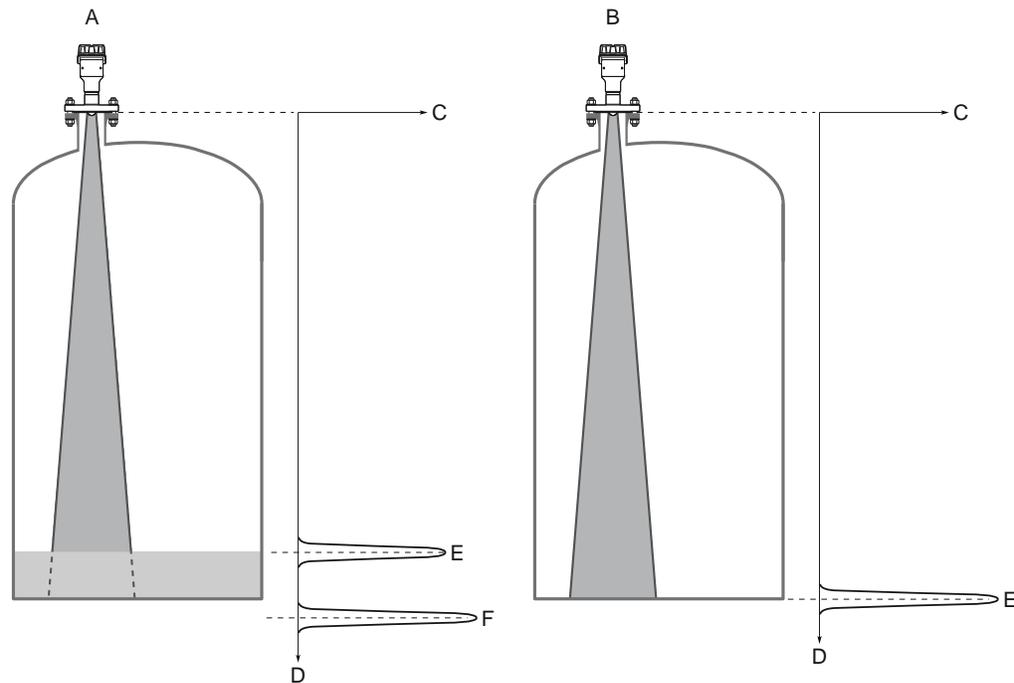
Enter the minimum allowed amplitude for the echo from the tank bottom before this function is activated. It is recommended to use the default setting.

Enable bottom echo visible when tank is empty

Enable the Bottom echo visible when tank is empty parameter if a bottom echo is visible when tank is empty (i.e. for flat tank bottoms). The bottom echo will then be treated as a

disturbance echo to facilitate tracking of weak surface echoes close to the tank bottom. This function may be useful for products which are relatively transparent for microwaves, such as oil.

Figure 7-24: Bottom Echo Visible



- A. Product surface near bottom of tank
- B. Empty tank
- C. Signal amplitude
- D. Distance
- E. Surface echo
- F. Echo peak from tank bottom (at the electrical distance when product in the tank)

Prerequisites

Before enabling the Bottom echo visible when tank is empty parameter:

- Analyze the echo curve and check that a bottom echo is visible when tank is empty.
- Verify that the Bottom Offset value is correct.

The Bottom echo visible when tank is empty parameter is only available in Rosemount Radar Master Plus.

Procedure

1. Select **Configure** → **Level Setup** → **Advanced**.
2. Under **More Advanced Options**, select **Empty Tank Handling**.
3. In the **Empty Tank Handling** list, select **User Defined**.
4. Select the **Bottom echo visible when tank is empty** check box.

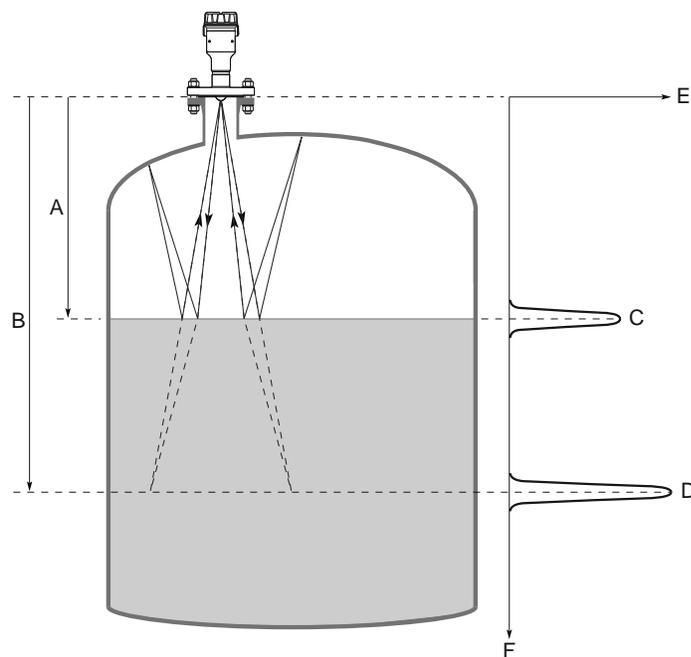
5. Select **Save**.

7.5.4 Handling strong double bounce echoes

Double bounces are most commonly present in spherical or horizontal cylinder tanks, and usually appear when the tank is about 60-70 percent filled. In these cases, the amplitude may be strong enough for the transmitter to interpret the double bounce as the surface echo. The Double Bounce Handling function is used for managing such problems.

A double bounce echo occurs when a radar signal bounces back and forth between the product surface and tank roof (or other object within the tank) before it is detected by the transmitter. Normally, these signals have a low amplitude and are ignored by the transmitter.

Figure 7-25: Double Bounce Echoes



- A. *Distance to surface*
- B. *Distance to first double bounce*
- C. *Actual level*
- D. *Virtual level (first double bounce)*
- E. *Signal amplitude*
- F. *Distance*

Prerequisites

Note

The Double Bounce Handling function should only be used if the problem of double bounces cannot be solved by changing the mounting position.

Note

The surface echo is required to suppress the double bounce. If the surface echo enters the Upper Null Zone, there is no product surface reference and the double bounce might be interpreted as the surface echo.

The Double Bounce Handling function is only available in Rosemount Radar Master Plus.

Procedure

1. Read the echo curve plot to determine if double bounce echoes are present.
2. Select **Configure** → **Level Setup** → **Advanced**.
3. Under **More Advanced Options**, select **Echo Tracking**.
4. In the **Double Bounce Handling** list, select **Enabled** or **Disabled**.
5. If you enabled Double Bounce Handling, then enter desired Double Bounce Offset.
6. Select **Save**.

Related information

[Read the echo curve](#)

Double bounce offset

The distance between each double bounce echo is constant. The Double Bounce Offset is used to define the distance between detected double bounces, as given by the following formula (see [Figure 7-25](#)):

$$\text{Double Bounce Offset} = B - 2A$$

The Double Bounce Offset is negative if the reflection point (normally the tank roof) is below the Tank Reference Point.

7.6 Service support

To expedite the return process, refer to [Emerson.com](https://www.emerson.com) and contact the nearest Emerson representative.

CAUTION

Individuals who handle products exposed to a hazardous substance can avoid injury if they are informed of and understand the hazard. Returned products must include a copy of the required Safety Data Sheet (SDS) for each substance.

Emerson representatives will explain the additional information and procedures necessary to return goods exposed to hazardous substances.

