



### **HOW DO I ORDER A MC MAG<sup>3000</sup>?**

Simply by completing the Order Form for each meter you'd like to purchase.

### **WHY IS THIS METER BETTER THAN A PROP METER?**

It isn't. Our customer base showed a desire for a battery powered mag meter, and this product is our way of meeting that customer expectation. It is simply a preference in technology that should drive a customer toward this product line.

### **CAN THIS METER BE POWERED WITH A POWER SUPPLY?**

Yes. The battery will still be inside the meter as a backup power source. But you can hook a regulated power supply to the converter.

### **CAN I HAVE THE METER CONFIGURED FOR PULSE OUT NOW? I PLAN TO HOOK UP TELEMETRY IN THE FUTURE.**

Not recommended. Activating the Pulse Out option, prior to telemetry hook up will drain your battery quickly with no benefit. We recommend you wait until you are set up for telemetry, and at that point return the meter to the factory for Pulse Out activation. (However, if you desire it now; we can give you pulse out configuration with the understanding of its effect on battery life.)

### **IS ORDERING PULSE OUT CONFIGURATION ON MY CONVERTER A PRICE ADDER?**

No. When we are told at the time of order placement you'd like pulse out, there is no additional cost to you. (Cable maybe a price adder)

### **CAN I REPLACE MY BATTERIES WITHOUT UNINSTALLING MY METER?**

Yes. The batteries can easily be replaced in field, without removal from the line.

### **I'M A DEALER AND I WOULD LIKE TO STOCK THIS PRODUCT. CAN I ORDER CERTAIN LINE SIZES AND SET THEM ON THE SHELVES UNTIL THE CUSTOMER ORDERS THEM FROM ME?**

Not recommended. Once the meters leave the factory, they are powered on. The longer the meters sit on a shelf, the more power drains from the battery. These meters have a short lead time (10 days). We recommend ordering directly from us and shipping directly to the customer. Even if the meter is not in water, the battery is still live and working, so stocking is not recommended. Also, the OD/ID needs to be programmed into the converter and calibration needs to be done after that, which can only be done at the factory.

### **IS ORDERING 4-20MA OUT A PRICE ADDER?**

No. When we are told at the time of order placement you'd like 4-20mA out, there is no additional cost to you. (Cable maybe a price adder). Regulated Power supply required with 4-20mA out.

### **WHAT SHOULD I DO IF I WANT TO CHANGE MY UNITS OF MEASURE?**

By returning the meter to the factory, we can reconfigure the settings of the converter. This cannot be done in field or by a Rep at this time.

### **WHY CAN'T I CHANGE THE CONVERTERS SETTING MYSELF?**

Due to regulatory restrictions, the software that is used to program the converters has not been made public and must be controlled by the manufacturer in order to be in compliance with those regulations.

### **I'M A GREAT PLAINS CUSTOMER. DO I HAVE TO SEND MY METER TO HEMET WHEN IT'S REQUIRED TO BE RETURNED TO THE FACTORY?**

No. You can send your meters to Great Plains. They can handle any alterations or changes to configuration (ID/OD).

### **I RECEIVED MY METER AND I'VE FOUND A RUBBER BOOT COVERING THE CONVERTER. IS THIS NECESSARY TO LEAVE ON THE METER DURING USE?**

The rubber boot cover is crucial to durability. This protects the converter, and the lid of the housing from damage and the environment. If the boot has been lost or misplaced, please contact the factory for a replacement.

### **I'M HAVING TROUBLE GETTING MY CONVERTER TO TURN ON/WAKE UP. CAN YOU HELP?**

The instructions are on the inside of the lid. To wake up the converter simply open the lid once, close it for two seconds and then open the lid back up. The scrolling display should now appear.

### **MY LID HAS BROKEN OFF AND NOW I CANNOT VIEW MY DISPLAY. WHAT SHOULD I DO?**

You can use a magnet or magnetic material to wake up the converter; however we will need to send you a lid replacement. Please request one immediately as propping the lid open or leaving the lid off can cause damage to the display screen and will effect battery life.