AMETEK
POWER INSTRUMENTS

Service Bulletin

Product Type/ Model	JEMStar
Models Affected	Meters equipped with Register / Metrology Board P/N: 1084-090, 1084-090-1 (PCB: 1084-091 rev. A) *Meters shipped between August 2008 and December 2009* *Serial Numbers: 08-30-xxxxx through 09-52-xxxxx and 10-01-12824, 12825, 12826*
Product Issue	Battery Drain

Detailed Description of Problem

Meters with Metrology Board P/N: 1084-090, 1084-090-1 (PCB: 1084-091 rev. A) have been found to draw higher currents (~50 uAmps) on the battery during non-powered states resulting in less battery life. This was brought on by a component change to the clock circuit.

The batteries in these units will last 10 years during the following conditions:
-Sits on a shelf unpowered for a maximum of 1 ½ years
-Under power while in operation with a maximum 'power off time' less than 2 weeks/year

The battery will be drained if the meter sits on a shelf for longer than 2 years or exceeds the conditions above.

Once the battery is drained, it will no longer back up the meter's load profile data, register data, events, configuration file and time clock when the meter is not under power.
In some cases, the meter may have trouble re-starting after a power failure.

The issue has been isolated to JEMStar meters shipped in August 2008 through December 2009.
Serial Numbers: 08-30-xxxxx through 09-52-xxxxx and 10-01-12824, 12825, 12826
**The meter serial number is located on the meter tag at the top, under the cover.*

Workaround

AMETEK can supply new fully charged batteries for any meters within the date frame above. It would be recommended to leave the battery disconnected until the meter is ready for installation.

If desired, the meter can be sent back to the factory to update the circuit and reduce the current draw on the battery to provide a back-up for 10 years without power. Contact AMETEK at 1-800-881-4156 or via our web site: http://www.ametekpower.com/service/rma.cfm for a RMA.

Note: When a battery is changed on a non-powered meter, it will be necessary to perform a 'Cold Start' followed by the loading of the meter configuration file and setting the time clock. Changing a battery on a meter under power will result in no loss of data or configuration details.

Final Resolution

The Metrology Boards PCB 1084-091 rev. B and higher have a different component for the clock circuit which draws less current thus enabling a battery life of 10 years without power. This is provided on meters with serial numbers: 10-01-12827 and higher.

Resolution Date	January, 2010	Reviewed October 12th, 2011

If you have any questions or require additional support, contact AMETEK directly at: +1 (800) 881-4156