



# Device Series enCore

Flow Computer

Q.Sonic Series 6

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Manual  
Station AFB

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# 1 About this manual

The manual for the enCore device series has a modular design. For an overview of the enCore/enSuite concept and the structure of the manual for your device type, please refer to section ⇨ [5.9 enCore operating instructions](#) (p. 30).

The present volume describes the basic functionality and operation of the Station AFB.



## The Station AFB in the enCore device series

Please note that not every AFB is available for every device type of the enCore device series. Which functions a device supports is described in detail in the online help.

Even if the AFB is supported by your device type, it is not always included in the delivery state. If this is the case with your device, then first add the AFB in enSuite with the action **Software configuration** and transfer the additional software to the device.

In addition, some AFBs are subject to a charge. Please contact our technical support if you need assistance. (⇨ [5.4 Technical support Flow Computers and Gas analyzers](#), p. 29)

The meaning of the individual parameters is documented in detail in the online help of enSuite, which is why the parameterization in this document is only described as an example. The examples used may be slightly different for your particular device. Unless otherwise mentioned, the instructions refer to the expert mode.



## Online help

In enSuite, you can call the general help via the menu item **Help – ? Show online help**. Open the context-sensitive help directly from the desired branch in the parameterization window with [F1].

This part of documentation is intended for specialist personnel who are responsible for the service activities of the following tasks after the successful assembly of the device and installation of the current enSuite version on PC:

- adaptation of device parameterization to the measuring task
- test of all data points and commissioning
- other service activities

The illustrations in these instructions serve to depict the facts that are being explained, and therefore deviate depending on the configuration of your device and enSuite.

## 1.1 Device types

This manual is applicable for the following device types<sup>1</sup> :

### Flow Computer

enCore FC1, enCore MC1

### Q.Sonic series 6

Q.Sonic-plus, Q.Sonic-max8

## 1.2 Expert and normal mode in enSuite

enSuite distinguishes between two parameterization modes, the expert and the normal mode.

### Expert mode

The parameterization window displays all functions, parameters and export values, and all editing possibilities are enabled. This mode is available for all enCore device types.

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<sup>1</sup> Whether an AFB is already present in the delivery state of a device or is optionally available depends on the individual device type.

### Normal mode (for some device types only)

This mode enables you to easily create and configure a parameterization for *standard* applications. The parameterization window is displayed in a simplified view that guides you through the most important settings, step by step. If necessary, you can switch to the expert mode, which again offers all functions, parameters and export values available for your device.



#### Certain changes in the expert mode lock the normal mode.

As soon as you open a normal mode parameterization in the expert mode, the expert lock symbol  signals that a change in this section or this parameter locks the normal mode.

Parameters that are not marked with this symbol can be changed without further ado and switching back to normal mode is possible.

Use the following menu item to switch between expert and normal mode:

#### **Tools – Expert mode**

Details ⇌ [enSuite online help](#)

## 2 Functional description

The Station AFB is an Application Function Block for enCore devices. It provides different functions for controlling and monitoring a measurement plant, for example calculating the total flow during multi-stream operation or the VOS comparison when using an ultrasonic gas meter.

It is divided in the following functional areas:

- ⇒ [2.1 Calculating the station flow totals](#) (p. 8)
- ⇒ [2.2 Converting the event messages in a bit string](#) (p. 12)
- ⇒ [2.3 VOS comparison](#) (p. 13)
- ⇒ [2.4 Meter comparison for meters connected in series](#) (p. 16)

### 2.1 Calculating the station flow totals

The Station AFB offers the option to calculate the total flow rate  $Q$  of several measurement paths for the base flow  $Q_b$ , the flow at measurement conditions  $Q_m$ , the energy flow  $QE$  or the mass flow  $QM$ . Additionally, a related total counter for volume at base conditions, volume at measurement conditions, energy or mass is generated. The function can thus be used for both gas as well as liquid measurements.

Depending on the application you can use either the measured flow values from the Basic System or the calculated flow rates as input values, e.g., from AFBs of the type Flow Conversion AFB or Liquids Flow Conversion AFB.

Overall, the function can be used up to 10 times, each time considering up to 5 measurement paths. In every used entity of the function, you can either choose only the flow rates, only the counter values, or both flow rates *and* counter values as input values.

In principle, the indication of either all flow rates or all counters suffices for the calculation of total flow and total counter. In case that the input values of one of the physical quantities (flow rates or counters) are not assigned, the corresponding export value is calculated using the other physical quantity. Therefore, always both total flow and total counter are made available as export values.

However, the results tend to be more accurate if the summation is done using direct input values instead of values derived from the alternative input values.



#### Use both flow rate *and* total counter as input values

If you want to use the input values of both physical quantities (flow rate and counter), you have to take care that you choose each time the corresponding input values, i.e., originating from the same source. Otherwise, the export values for total flow rate and total counter do not correlate.

### Steps in enSuite

#### Prerequisite(s)

- The flow rates are made available by the Basic System or by other AFBs, for example, a Flow Conversion AFB. Parameterize this AFB before parameterizing the station flow totals.
    - ⇒ enCore FC manual "Flow Conversion AFB"
  - The desired parameterization is opened in the branch **<device> – [<Group> –] <Station AFB>**.
- ▶ Open the folder **Station flow totals**.
  - ✓ In order to add a new total flow, click the plus sign **+** on the tab **Parameters**.
  - ✓ The tabular view **Station flow totals** contains a new section **Total flow <x>**.
  - ▶ In the column **Value** select the physical quantity for the total flow which shall be calculated:
    - **Volume flow (base conditions)**
    - **Volume flow (meas. conditions)**

(only reasonable for liquid measurements)<sup>1</sup>

- **Energy flow**
- **Mass flow**

- ✓ For each defined **Total flow <x>** you can now parameterize up to 5 measurement paths.

To calculate counter input values, ...

- ▶ ... import into the parameter **Counter input 1** up to **Counter input 5** either counter values from the Basic System or calculated counters (e.g., from a Flow Conversion AFB or Liquids Flow Conversion AFB), corresponding to the selected physical quantity of the total flow.
  -  volume at base conditions  $V_b$
  -  volume at measurement conditions  $V_m$   
(only reasonable for liquid measurements)
  -  energy  $E$
  -  mass  $M$

To calculate flow rate input values, ...

- ▶ ... import from tab **Export value** into parameter **Flow input 1** up to **Flow input 5** either measured flow rates from the Basic System or calculated flows (e.g., from AFBs of Flow Conversion AFB or Liquids Flow Conversion AFB type), depending on the selected physical quantity of the total flow:
  - Import the volume flow at base conditions from the corresponding Flow Conversion AFB:  
**[<Group>.] – <Flow Conversion AFB> – Calculations –   $Q_b$**
  - Import the volume flow at measurement conditions either from the Basic System or from an AFB, which provides the volume flow at measurement conditions, for example, a Liquids Flow Conversion AFB.

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<sup>1</sup> Calculating a total flow for the volumes at measurement conditions is reasonable only if liquids are measured, i.e., in combination with AFBs of the type Liquid Quality AFB and Liquids Flow Conversion AFB.

- Import the energy flow from the corresponding Flow Conversion AFB:  
**[<Group> – ]<Flow Conversion AFB> – Calculations –  QE**
- Import the mass flow from the corresponding Flow Conversion AFB:  
**[<Group> – ]<Flow Conversion AFB> – Calculations –  QM**



#### Erroneous input values

The total flow  $Q$  is marked as erroneous as soon as one of the input values **Flow input 1** up to **Flow input 5** is disturbed. An erroneous flow rate is also added when calculating the total flow  $Q$ , provided a value is available.

To let the input values of the related measuring path enter the calculation of total flow and total counter only as long as a specified message is pending, ...

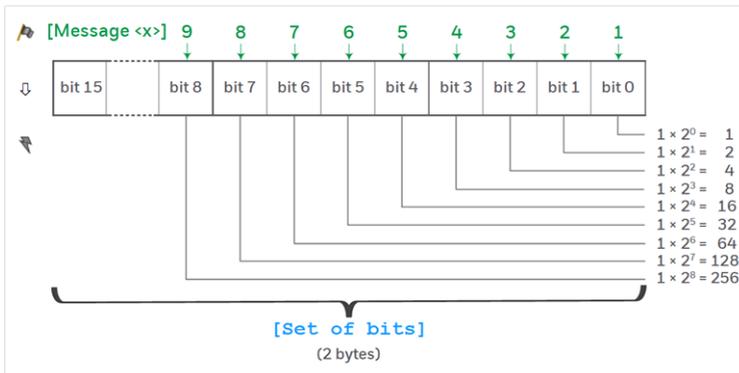
- ▶ ... assign a message to **Inputs 1 active** up to **Inputs 5 active**.
- ▶ Adapt the sign for the input value in the parameters **Sign of inputs 1** up to **Sign of inputs 5**:
  - + (Plus sign) (*default*)  
The related input values are added for the calculation of the export values Total flow and Total counter.
  - - (Minus sign)  
The related input values are subtracted for the calculation of the export values total flow and total counter. If the total flow is negative, it assumes the value of zero (0) and will be marked as being erroneous. If the increment of the total counter is negative in a calculation cycle, it is ignored, i.e., the total counter does not change.
- Based on the parameterized input values, the Station AFB calculates the total flow  $Q$  for the chosen flow rate quantity and generates a corresponding total counter for the flowed amount:
  - Volume flow (base conditions)
    -   **$Q_b$  total** – total flow for volume at base conditions
    -   **$V_b$  total** – total counter for the flown volume at base conditions

- Volume flow (measurement conditions)
  - **Q<sub>m</sub> total** – total flow for volume at measurement conditions
  - **V<sub>m</sub> total** – total counter for the flown volume at measurement conditions
- Energy flow
  - **QE total** – total flow for energy
  - **E total** – total counter for the flown energy
- Mass flow
  - **QM total** – total flow for mass
  - **M total** – total counter for the flown mass

## 2.2 Converting the event messages in a bit string

The function **Creating set of bits** converts up to nine event messages in one 2-bytes long bit string and provides it as an export value (presented as type signal). This export value can be transferred using a protocol such as Modbus.

The input messages are converted in the following bit positions (Bit 0 up to Bit 8) – Bit 9 up to Bit 15 always have the value zero (0):



You can use the bit pattern to draw conclusions as to which message or messages are currently pending. For example, the bit pattern

0000 0001 0000 1010 is for the binary-coded number 266 and indicates that the messages **Message 2 (bit 1)**, **Message 4 (bit 3)** and **Message 9 (bit 8)** are pending.

You can use the function **Creating set of bits** to monitor multi-streams measurement plants and check if the volume measurements are still functioning in an error-free manner. Thus, by converting the message 🚩 **Volume measurement alarm** of the used Flow Conversion AFB in a bit string and transmitting it in form of a signal using the Modbus AFB to the control center.

### Steps in enSuite

Prerequisite(s)

- The desired parameterization is opened in the branch **<device> – [<Group>] – <Station AFB>**.
- ▶ Open section **Creating set of bits**.
- ▶ Import the desired event messages into the parameter **Message 1 (bit 0)** up to **Message 9 (bit 8)**. The messages can be of the type 🚩 warning, 🚩 alarm or 🚩 hint.
- ▣ The parameterized event messages are converted in a bit string; the bit string is provided to other AFBs as export value 🚩 **Set of bits**.
- ▶ Import the bit string in the desired protocol. if you wish to transfer the bit string for instance using Modbus, then import the 🚩 **Set of bits** in a Modbus AFB as a register of type **Export Signal** into the parameter **Input**.

## 2.3 VOS comparison

The VOS comparison monitors to see whether the measured velocity of sound (e.g., from a ultrasound gas meter) differs from the calculated velocity of sound. The calculation of velocity of sound (**Velocity Of Sound**, abbreviated as: VOS) is carried out by the Gas Quality AFB on the basis of the complete gas analysis according to the AGA10 procedures.

The VOS comparison is activated as soon as the input values are parameterized. However, you can even choose that the VOS comparison is carried out only if a particular message is pending.

Optionally, you can parameterize limit monitoring. Here, the Station AFB differentiates between a prewarning limit and a warning limit. Moreover, the AFB can observe a time delay, before a prewarning or warning message is generated due to exceeded limits.

## Steps in enSuite

### Prerequisite(s)

- The calculation process according to AGA10 is activated for the relevant Gas Quality AFB and a complete gas vector  $x_i$  as well as the measurement conditions ( $\tau$ ,  $p$ ) are parameterized.  
 ⇨ enCore FC manual "Gas Quality AFB"
  - The desired parameterization is opened in the branch:  
**<device> – [<Group>] – <Station AFB>**
- ▶ Open the section **VOS comparison**.
  - ▶ Import the measured velocity of sound from the Basic System into the parameter **Measured VOS (Input)**.  
 The export branch is for instance:
    - for connection via COM port:  
**Basic System – I/O boards – Board <no.>: <board> – RSA RSB: USM <no.> –  VOS average**
    - for connection via LAN interface resp. Modbus IP:  
**Basic System – Measurements via IP – Ultrasonic gas meters – USM <no.> –  VOS average**
  - ▶ Import the calculated velocity of sound from the Gas Quality AFB into the parameter **Calculated VOS (Input)**.  
 The export branch is for instance:  
**[<Group> – ]<Gas Quality AFB> – AGA10: Used –  VOS**
  - The VOS comparison is activated. The Station AFB determines the percentage **% Deviation** of the measured velocity of sound from the calculated velocity of sound.

In order to parameterize a warning limit for the deviation, ...

- ▶ ... enter the desired percentage value in the parameter **Deviation warning limit**.
- The message  **Warning VOS comparison** is generated as soon as percentage deviation exceeds the warning limit.
- ▶ Enter the desired duration in the parameter **Deviation warning delay** in order to take into consideration a time delay in case the warning limit is exceeded.
- The message  **Warning VOS comparison** is generated only if the deviation exceeds the warning limit and if this limit violation is still pending even after the course of parameterized duration.

Proceed similarly to set a prewarning limit for the deviation ...

- ▶ ... enter the desired percentage value in the parameter **Deviation prewarning limit**.
- The message  **Prewarning VOS comparison** is generated as soon as percentage deviation exceeds the prewarning limit.
- ▶ Enter the desired duration in the parameter **Deviation prewarning delay** in order to take into consideration a time delay in case the prewarning limit is exceeded.
- The message  **Prewarning VOS comparison** is generated only if the deviation exceeds the prewarning limit and if this limit violation is still pending even after the course of parameterized duration.

In order to activate the VOS comparison only when a particular event message is pending, ...

- ▶ ... import the desired  message into the parameter **Input for activation**.
- The VOS comparison is carried out only while the message is pending.

#### EXAMPLE(S)

- ▶ Import the message   $Q_m > 0$  from the Flow Conversion AFB in order to carry out the VOS comparison only when the gas actually flows through the pipe.
- The VOS comparison is carried out only while this message is pending.

## Limit monitoring in the overview

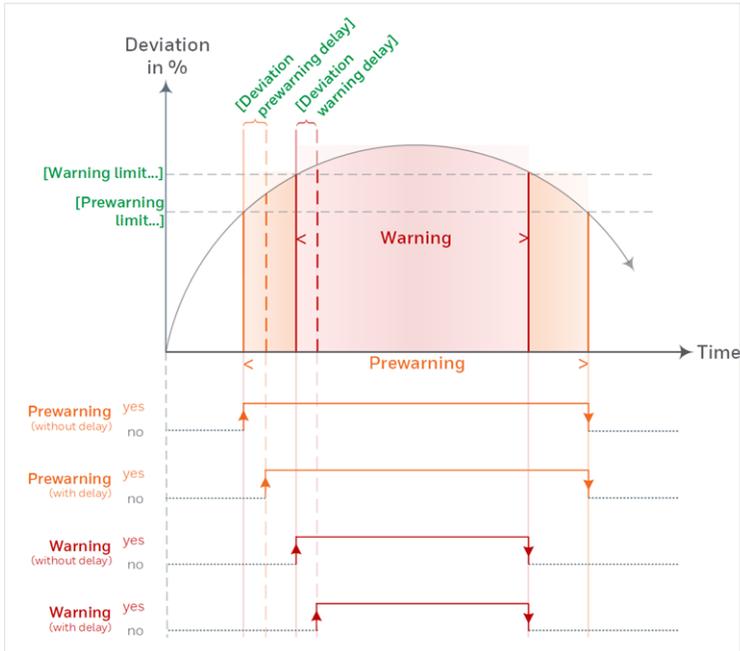


Fig. 2-1: VOS comparison – limit monitoring

## 2.4 Meter comparison for meters connected in series

If you use two meters connected in series, you can carry out a meter comparison with the help of the Station AFB and can monitor the deviation in both measurements concerning volume, energy and/or mass flow. The function can be used for both gas as well as liquid measurements.

Optionally, you can even choose that the meter comparison is carried out only if a minimum flow (**Q<sub>min</sub>**) is exceeded for the primary or the secondary measurement device.

The Station AFB distinguishes between the **Automatic** and **Manual** operating modes. In **Automatic** operating mode the AFB automatically re-starts the meter comparison after a comparison cycle has ended; whereas you specifically carry out a *single* meter comparison in **Manual** operating mode. The duration of a comparison can be parameterized; a manual comparison is started manually and can also be stopped manually before the comparison cycle has ended. In **Automatic** operating mode, a limit monitoring can be carried out additionally.

### Parameterize meter comparison in enSuite

The meter comparison is parameterized exemplary for measurements of a turbine meter and an ultrasonic meter:

- ▶ For the folder **Meter comparison** select in the column **Value** the physical quantity for the comparison:
  - **Volume (base conditions)**
  - **Volume (meas. conditions)**  
(*only reasonable for liquid measurements*)<sup>1</sup>
  - **Energy**
  - **Mass**
- ✓ The column **Value** for the parameter **Counter primary meter** and **Counter secondary meter** is assigned with the symbol of the selected counter:
  - 📍 Volume at base conditions  $V_b$
  - 📍 Volume at measurement conditions  $V_m$
  - 📍 Energy  $E$
  - 📍 Mass  $M$
- ▶ Import the primary measurement counter into the parameter **Counter primary meter**.

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<sup>1</sup> Meter comparison of volumes at measurement conditions is reasonable only if liquids are measured, i.e., in combination with AFBs of the type Liquid Quality AFB and Flow Conversion AFB.

**EXAMPLE(S)**

- ▶ Import the volumes at base conditions  $V_b$  from the Flow Conversion AFB, which generate the counters for the turbine meter, into the parameter **Counter primary meter**.  
The export branch is for instance: **Flow Conversion 1 – Calculations –  $V_b$**

- ▶ Import the secondary measurement counter into the parameter **Counter secondary meter**.

**EXAMPLE(S)**

- ▶ Import the volumes at base conditions  $V_b$  from the Flow Conversion AFB, which generate the counters for the ultrasonic meter, into the parameter **Counter secondary meter**.  
The export branch is for instance: **Flow Conversion 2 – Calculations –  $V_b$**

In order to activate and carry out the comparison only when a minimum flow is exceeded, ...

- ▶ ... activate the check box **Used** in the context menu of the parameter **Qmin**.
- ▶ Enter the desired limit in the column **Value**.
- ▶ The Station AFB starts the meter comparison only when at least one of the meters (**Counter primary meter** or **Counter secondary meter**) exceeds the minimum flow.  
A meter comparison will end before the **Comparison time** if the flow rate of both the meters are below or equal to **Qmin**.

In order to change the duration of comparison cycle, ...

- ▶ ... adapt the value of the parameter **Comparison time** – the default is **3600 s**.  
Note that a value smaller to or equal to zero deactivates the meter comparison.

- Once started, the meter comparison determines the difference and the percentage deviation and provides the currently determined deviation during the parameterized **Comparison time** ( $\Delta$ cycle) in the export value **% Current deviation**.
- As soon as a cycle is completed or has ended before time, the currently determined difference and the **% Current deviation** are copied to the export values  /  /  **Last difference** as well as **% Last deviation**. Subsequently, the **% Current deviation** is set to zero (0) till the next comparison begins and the value is calculated anew.



### Prerequisites for executing meter comparison

As a general rule, the meter comparison is carried out only if the input values for the **Counter primary meter** and the **Counter secondary meter** are *not* marked as erroneous and – in case a minimum flow **Qmin** is parameterized – the absolute input value of at least one meter is exceeding **Qmin**. If an input value is marked as erroneous, or both absolute values are below or equal to **Qmin**, then the current meter comparison is stopped.

In this case, the recently determined difference and deviation are copied to the export values  /  /  **Last difference** as well as **% Last deviation**. Subsequently, the export value **% Current deviation** is set to zero (0), marked as erroneous and highlighted in **red** font.

Station	Meter comparison	14:38:14
Last difference	0000000008.47 m <sup>3</sup>	
Last deviation	0.17 %	
Current deviation	0.00 %	

Fig. 2-2: No meter comparison for erroneous input values or very low flow rates ( $Q \leq Q_{min}$ )

In order to parameterize the meter comparison operating mode, ...

- ▶ ... select the operating mode from the drop-down list **Mode**:
  - **Automatic** (*default*)
  - **Manual**

In this operating mode, activate the meter comparison manually at the device or via enSuite using the remote operation panel.

■ For the operating mode ...

- **Automatic**

... the meter comparison is carried out cyclically for the parameterized **Comparison time**.  
After an error the meter comparison is automatically re-started as soon as both input values are error-free and **Qmin** is exceeded, in case **Qmin** is parameterized.
- **Manual**

... the action [Start comparison](#) is displayed in the display **Meter comparison**.  
The meter comparison is carried out as soon as the action is triggered. As long as the meter comparison is running, the text **Manual comparison in progress** is displayed for the course of meter comparison. You can end the meter comparison before the **Comparison time** using the action [Stop](#).

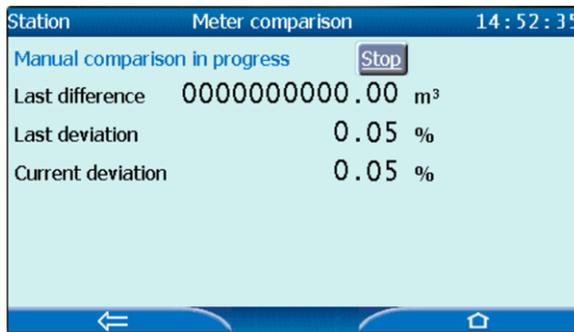


Fig. 2-3: **Manual** operating mode – currently running meter comparison

After an error the meter comparison can be re-started manually as soon as both input values are not in error and the parameterized minimum flow **Qmin** is exceeded.



### Online parameterization

If you change the operating mode **Mode** via online parameterization, the change takes effect only after the current carried out meter comparison has ended.

Optionally you can parameterize a limit monitoring in **Automatic** operating mode:

- ▶ Activate the check box **Used** in the context menu of the relevant parameter **Alarm limit** and/or **Warning limit**.
- ▶ Parameterize the desired percentage value for the parameter **Alarm limit** and/or **Warning limit**.
- ▣ If the determined deviation at the end of the comparison cycle exceeds ...
  - ... the **Warning limit**, the message 🚨 **Warning** is generated.
  - ... the **Alarm limit**, the message 🚨 **Alarm** is generated.
- ▣ An alarm or warning message ends only after a new comparison is completed *without* exceeding the relevant limit.



### Limit monitoring only for the "Automatic" operating mode

Note that the parameterized limits are utilized only for the **Automatic** operating mode, however, not for the **Manual** operating mode.

### 3 Display and operation

The values of the VOS comparison and of the Meter comparison are displayed in the device displays of the Station AFB.



#### Display and Navigation with enCore Devices

The general layout of displays for enCore devices and the basic navigation options are documented in detail in ⇨ enCore manual “Operating Instructions” section about display and navigation.

Generally, a distinction is made between hyperlinks and actions when operating enCore devices – both are shown with blue underline on the device and in the manual. Navigate through the device displays using hyperlinks; carry out a specific functionality with actions.

A list of symbols and names shown below is available here: ⇨ [4.1 Nomenclature](#) (p. 26)

## 3.1 Displays at a glance

The following figure sketches the hierarchical order and the navigation through the displays of the Station AFB:

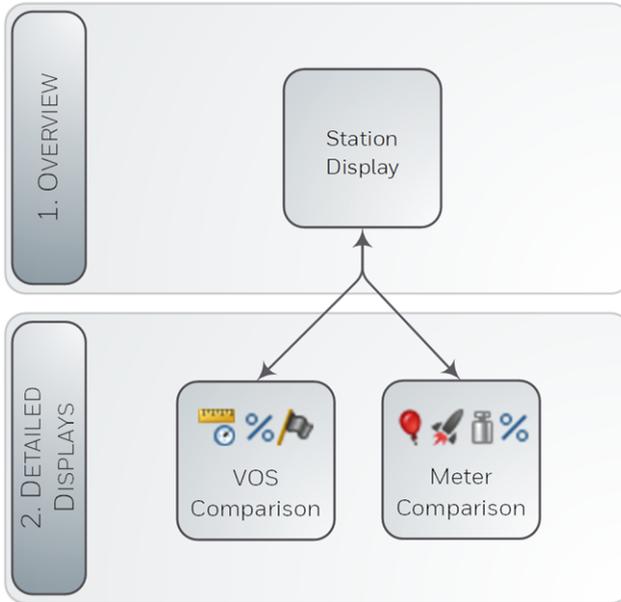


Fig. 3-1: Displays – hierarchical structure

## 3.2 Displays in detail

From the first display of a Station AFB you can switch to both detailed displays to view the values from the VOS comparison and the Meter comparison. The main display does not show any values.

## The main display and its target displays

Main Display	[<Target display>]
VOS Comparison	⇔ VOS Comparison <b>Measured VOS</b> measurement of gas meter <b>Calculated VOS</b> calculated value of Station AFB <b>Deviation</b> current deviation in % <b>VOS comparison inactive!!!<sup>1</sup></b> <b>Prewarning!!!</b> <b>&gt;Warning!!!<sup>2</sup></b>
Meter Comparison	⇔ Meter comparison <a href="#">[Start comparison   Stop]</a> <sup>3</sup> <b>Last difference</b> last counter difference <b>Letzte Abweichung</b> last counter deviation in % <b>Aktuelle Abweichung</b> curr. counter deviation in %

<sup>1</sup> This message is displayed only if the message in parameter **Input for activation** is not pending and therefore the VOS comparison has been deactivated.

<sup>2</sup> These messages are displayed only when a prewarning or a warning limit has been parameterized and exceeded (section **VOS comparison**, parameter **Deviation prewarning limit/Deviation warning limit**).

<sup>3</sup> These actions are displayed only in the **Manual** operating mode, depending on the context.

Main Display	[<Target display>]
	<b>Deviation warning!!!</b> <b>Deviation alarm!!!<sup>1</sup></b>

Table 3-1: The main display and its target displays

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<sup>1</sup> These messages are displayed only when a limit monitoring has been parameterized and the warning or alarm limit has been exceeded (section **Meter comparison: <Counter>**, parameter **Alarm limit/Warning limit**).

## 4 Technical data

### 4.1 Nomenclature

The following symbols and names are used in the enCore FC and in enSuite for measuring data and calculated values in the context of Station AFB:

Symbol	Abbreviated as	Description
	VOS	measured or calculated velocity of sound
	–	percentage deviation
	–	binary-coded bit string ( <b>Set of bits</b> ), which represents up to 9 messages
	$Q_b$	volume flow at base conditions
	$Q_m$	volume flow at measurement conditions
	$Q_c$	volume flow at measurement conditions (corrected)
	QE	energy flow
	QM	mass flow
	$V_b$	volume at base conditions
	$V_m$	volume at measurement conditions
	E	energy
	M	mass

Table 4-1: Nomenclature



# 5 Notices

## 5.1 Third-party trademarks

All used or mentioned brand names are the property of their respective owners. A possible mention of brands is done in good faith and without any intention to derive a claim.

## 5.2 Third-party licenses

This product may contain or be derived from materials, including software, of third parties. The third party materials may be subject to licenses, notices, restrictions and obligations imposed by the licensor.

The licenses, notices, restrictions and obligations, if any, may be found in the materials accompanying the product, in the documents or files accompanying such third party materials, in a file named `Third_Party_Licenses_enCore.pdf` at:

[process.honeywell.com/us/en/site/elster-instromet/about-us](https://process.honeywell.com/us/en/site/elster-instromet/about-us)

## 5.3 Warranty Conditions

You will find our current warranty conditions in the General Terms and Conditions, for example, on our website:

[process.honeywell.com/us/en/site/elster-instromet/about-us](https://process.honeywell.com/us/en/site/elster-instromet/about-us)

## 5.4 Technical support Flow Computers and Gas analyzers

Our support of Elster Gas is available for technical advice as well as repairs.

To find further information visit our support site of Elster Gas:

[process.honeywell.com/us/en/site/elster-instromet/support](https://process.honeywell.com/us/en/site/elster-instromet/support)



**Use secure communication!**

Use secure communication, such as email encryption, to send confidential data.

## 5.5 Spare parts and repairs

For spare parts and repairs please write an email to our service.

[PMT-Reparatur@Honeywell.com](mailto:PMT-Reparatur@Honeywell.com)

## 5.6 How to report a security vulnerability

A security vulnerability is defined as an error or weakness in the software that can be exploited to impair the operation or security of the parameterization or device software or to access sensitive data.

Honeywell investigates all reports of security vulnerabilities affecting Honeywell products and services. For details on Honeywell security policy, visit:

[www.honeywell.com/us/en/product-security](https://www.honeywell.com/us/en/product-security)

To report a potential security vulnerability against any Honeywell product, please follow the instructions at:

[www.honeywell.com/us/en/product-security#vulnerability-reporting](https://www.honeywell.com/us/en/product-security#vulnerability-reporting)

To view information on current malware threats please visit:

[www.honeywell.com/us/en/news](http://www.honeywell.com/us/en/news)

OR

Contact your local Honeywell Process Solutions Customer Contact Center (CCC) or our technical support of Elster Gas.

## 5.7 How to give feedback to user documentation

We are always interested in your comments, corrections or suggestions for improvement regarding the Elster Gas Flow Computers and Gasanalyzers documentation. Please send your feedback to our technical support of Elster Gas.

[ElsterSupport@Honeywell.com](mailto:ElsterSupport@Honeywell.com)

Use this email address to provide feedback, or to report errors and omissions in the documentation.

## 5.8 Knowledge base articles on Honeywell Support Portal

Elster Gas provides problem-solving approaches and answers to frequently asked questions, as well as tips and tricks in short articles for various product series in our technical knowledge base.

[process.honeywell.com/us/en/services-and-support/support-center/technical-support](http://process.honeywell.com/us/en/services-and-support/support-center/technical-support)

The knowledge articles are constantly being expanded.

## 5.9 enCore operating instructions

Only the operating instructions for the individual device types are listed below. In each of these instructions you will find the complete list of other applicable manuals for the respective device type.

### Flow Computer

- ZM1, BM1, MC1, FC1, DC1  
"Operating Instructions" (order no.: NFC-OI-EN)
- ZM1, BM1, MC1, FC1, DC1  
"Basic System with SFBs"

### Gas analyzers

- EnCal 3000 proChain GC  
"Information for General Use" (order no.: 73024637)
- GasLab Q2  
"Information for General Use" (order no.: 73023638)

### Q.Sonic Series 6

- Q.Sonic-plus  
"Operation and Maintenance" (order no.: 73023467)
- Q.Sonic-max8  
"Operation and Maintenance" (order no.: 73023477)

## 5.9.1 Download latest manuals on Docuthek

Elster Gas provides the user documentation such as manuals, certificates, data sheets, technical information for different device types (in different languages) on the Docuthek. The documents are regularly updated.

[www.docuthek.com](http://www.docuthek.com)

Use the device type as search term, for example,

**enCore FC1**



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### Which manuals are relevant for previous product releases?

Only the latest manuals are available on the Docuthek. If you are using an older software version, you can look up these manuals for each version in the software history on the Honeywell website. The software history is available as a PDF file for product releases since 2020 in the download area of the respective device type.

[process.honeywell.com/us/en/site/elster-instromet/support#software-downloads](https://process.honeywell.com/us/en/site/elster-instromet/support#software-downloads)

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