

Possible malfunctions and suggested remedies

Malfunction	Probable cause	Remedy
The device does not turn off, or turns on and immediately turns off.	Incorrect installation of the battery, reversed polarity. The battery is discharged, or its service lifespan has ended.	Check the battery polarity. If necessary, replace the battery.
The device turns off when the backlight is turned on, or the low battery indicator is displayed.	The battery is low, or its service lifespan has ended.	Replace the battery with a new one.
The device occasionally displays an incorrect result.	The measured surface or the sensor is dirty.	Check the measured surface and the device sensor for dust or dirt. The sensor should move smoothly without jerking or jamming. If necessary, clean the sensor and get rid of dirt.
The device displays an incorrect result when measuring a calibration plate.	Knocked device calibration. Dust present on the surface of the calibration plate.	Complete a two-point calibration. Clean the calibration plate from dust.
When measuring thickness on a metal surface without a coating, the device displays a non-zero result.	Knocked or incomplete calibration of the device.	Complete a zero deviation calibration or a two-point calibration.
The device does not take measurements, or the readings greatly vary from actual thickness.	Interference from metal objects or strong magnetic fields.	When turning on the device, it should be located not closer than 0.3 m from large metal objects and the measured surface. Use

		the device away from sources of strong magnetic fields.
During prolonged continuous measurement, the measurement error starts to increase.	Reduction in battery charge.	Stop the measurement and leave the device turned on, away from metal objects for 10-20 seconds. The device will automatically recalibrate.
The device selects the wrong method of measurement.	Knocked or incorrectly completed six-point calibration while in measurement mode P. Unable to determine the best measurement method.	Complete the six-point calibration for each method of measurement, if you're measuring in P mode. Select the desired method of measurement manually, using Fe and nFe modes.
When measuring on certain substrates, the thickness reading wrong.	The current calibration preset is unsuitable for the current substrate.	Complete a two-point calibration.
When the device is placed against the measured surface, the measurement does not occur.	Incorrect device positioning relative to the measured surface.	The device must be firmly pressed against the measured surface and remain fixed until the sound signal is emitted.
When measuring on convex or concave surfaces, the readings have a large error.	Unable to firmly press the device against the surface and hold it perpendicular to the surface.	Use the Fe and nFe modes with continuous measurement.