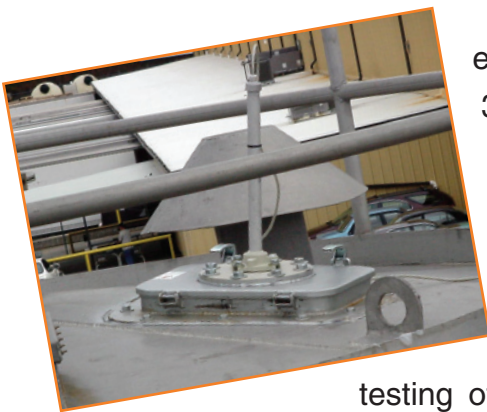




*Turn your ideas into money. If we print your application story idea, you will receive a reward. Contact Alex Orson at Monitor Technologies. [aorson@monitortech.com](mailto:aorson@monitortech.com)*



**M**onitor's expert technical support team is available via the telephone, internet and, when the situation calls for it, in the field. Bringing technical support to the customer is just one part of Monitor's **SecureCare**<sup>SM</sup> customer service.

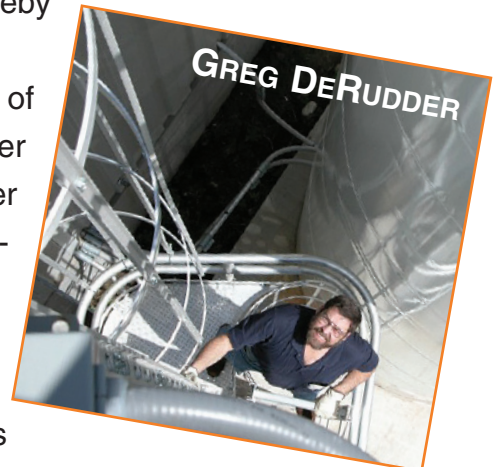


A plastic sheeting manufacturer located in Mississippi was experiencing difficulty calibrating a new Monitor **BulkSonics**<sup>®</sup> IS-30B sensor and single channel controller. The sensor was purchased with a silo from a Monitor OEM, Premier Pneumatics. The silo is 70 feet tall and 12 feet in diameter.

Several unsuccessful attempts were made to aim and calibrate the ultrasonic sensor for solids. Initial troubleshooting attempts included telephone support from Monitor and factory testing of the sensor. It became clear that hands-on assistance was needed at the Mississippi facility.

Monitor technical support specialist Greg DeRudder drove from a nearby jobsite to offer assistance. With the aid of an oscilloscope and DeRudder's directions, a maintenance employee was able to achieve successful aiming of the sensor, thereby eliminating false echoes.

Field service assistance, like this story, is a great example of Monitor's **SecureCare** customer service. **SecureCare** customer service and support exists from the very first contact a customer has with Monitor and continues through start-up and commissioning of products and beyond. The goal of **SecureCare** is to give customers "tender-loving-care" that is unmatched by any other company in the industry. **SecureCare** is Monitor's way of providing a long-term partnership with customers that is convenient, valuable, trouble-free, personal, and most of all, free-of-charge.▼



# News Briefs

## Best Value in Flow Detection

Utilizing excellent sensitivity and a non-intrusive housing design, Monitor Technologies' Solids Flow Detector (SFD-2) and Solids Flow Indicator (SFI) provide a signal indicating the flow/no-flow condition of solids and powders in gravity chutes, feeders and pneumatic pipelines.

The SFD-2 and SFI use low-power microwaves to sense motion. Microwaves are virtually unaffected by heat, humidity, ambient light, pressure, vacuum, high or low temperatures, or dust. This gives the SFD-2 and SFI with maximum effectiveness in industrial applications. Both units also carry Hazardous Location Approvals.

The non-contact/non-intrusive design ensures long-term reliability and elimination of process contamination. Intrusive probes might wear out, break off or inhibit material flow. The ability to sense through most non-metallic surfaces allows the SFD-2 and SFI to have a non-intrusive flush mounting.

The selection of either SFD-2 or the SFI is based upon the type of output required (relay or analog). With convenient remote electronics, the SFD-2 provides relay outputs. The SFI has a variable analog signal relative to the magnitude of flow. This provides more information for the user than the "on-off" flow detection of the SFD-2.▼



## Flexible Solution for Point Level Applications

For use with Monitor Technologies' rotary paddle bin level monitors, the new "flexible cable extension" can reduce the installed cost of the level control



by eliminating the need for a mounting plate, extension guard and flexible coupling. This provides application versatility, simplifies installation and reduces labor costs.

Many top mount installations require that the paddle extend into the vessel to a predetermined level. A flexible cable extension is now available. The 6.5-foot (2.0 m) flexible extension can be easily shortened in the field by the user.▼