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KB004: No data for depth xxx.

See also KB005: No data found in tool

There are two reasons why you may see this error message: (1) low batteries or (2) high vibration environment.

The most likely reason for this error is low batteries. When the tool wakes up to take a shot, the electrical load on the batteries is quite large (as all the sensors are turned on). If the batteries are weak, then the battery voltage may momentarily dip low enough to reset the tool's microprocessor, causing the tool to miss that reading. This problem is usually only encountered in long and/or cold holes (batteries don't like cold).

Battery chemistry is somewhat strange. Often, a set of old batteries will cut out for a while and then get a "second wind" recording more shots. This leaves a "hole" in the readings from the tool.

There are two ways around this problem: (1) use fresh batteries before a long survey and (2) lengthen the shot interval from the minimum (10 seconds) to 20 or 30 seconds. This last option will permit the batteries to "rest" between shots.

A fresh set of alkaline batteries will record a full set of 4000 shots at 10 second interval in freezing temperatures.

A second problem might be excessive vibration, although this is a rare occurrence (this problem only occurs in older non-IrDA instruments). The vibration may be disconnecting the batteries momentarily. When this happens, the tool often misses the next shot. The battery pack has a screw to adjust the pressure on the batteries. This may need adjustment if you are switching brands of battery since different manufacturers produce batteries of different lengths.