

Question:

I have a D25 NC serial number 251513. The distance measurement seems to be stuck at 90mm when reading a sample. I have run the diagnostics >distance Sensor check, and the distance does change if different height samples are presented, however when a normal reading is performed, it always states the distance at 90mm.

Answer:

In the Global Options for the sensor scroll to the Measure Settings. The choices are Fixed or Auto. Based on your description the setting must be Fixed, with a setting of 90mm. If you change the selection to Auto, distance correction will be applied based on the actual measured distance.