

1. *Can the CH4 fitting and connector assembly (brass sensor assembly) be overhauled?*

NO. This item can only be replaced

2. *Is the Ch4 stainless snout a flameproof component?*

NO. Please refer to CH4 Assembly Matrix [HERE](#)

3. *What version of Hawkeye software am I running?*

View it on the first screen after powering up the unit or access via the Hawkeye menu

4. *How do I tell if the heater is working?*

You can determine this by feel (heat) or by using a current (Amp) meter. Consider installing the Spitfire® DataMaster for continuous, real-time monitoring.

5. *Do the Rev 3 batteries require an inline fuse for the heater connection?*

Inline fuses are NOT required as the Rev 3 battery utilises an internal resettable circuit breaker

6. *What is the recommended overhaul/replacement period for the 7.2V battery?*

NAUTITECH® recommends that you replace the battery after FOUR years in service

7. *How can I tell if my CH4 sensor has the latest software?*

A yellow ring on the bottom of the sensor identifies the unit with the latest software, which is currently 2.02. The software version can also be accessed through the system info menu on the Hawkeye display.



8. *Can I enable/disable Profiler in Hawkeye?*

Access through “configuration panel” mode to enable/disable the Profiler (**menu item 3.5**)

9. *Can I enable/disable info and warning messages in Hawkeye?*

Access through “configuration panel” mode to enable/disable messages (**menu item 3.6**)

10. *Does the 5-channel barrier need to be connected to Battery IS 0V Stud?*

YES

11. Why is my machine always displaying Override Mode?

Check if the external pressure switch is stuck in the closed position (ON). NAUTITECH® recommends replacing external pressure switch.

12. Why doesn't my Date and Time work in my Hawkeye?

Date & Time are only available with the 7.2V Rev 3 Battery which includes a Real Time Clock (RTC)

13. Can my RTDs be overhauled/recertified?

YES they can be returned to our factory for OEM repair

14. How often do I need to replace my C9 engine sensors?

Every 4 to 6 years

15. What serial number do I use for the Hybrid Snout as there are 2 different stickers?

The Methane Master has gone through several changes over the past few years.



1. The Rapsense fitting and connector was updated to include a heater. You'll know that you have this version if there is a **small hole** at the top of the assembly. Most customers have upgraded to this.
There is a Serial Number engraved into this part



OLD SNOOT

2. The old (conical) snout was replaced by the new (squared) Hybrid Snout.

The **old snout** has a sticker with a **Serial Number** (SN) which matched the RapidSense fitting.



NEW SNOOT

3. The new Hybrid Snout has a sticker with a **Serial Number** (SN) .

This SN will not match the SN on the RapidSense fitting. It is used purely for traceability of the part by NAUTITECH®