

MODEL 1561 DANREADER ACCESS CONTROL UNIT

REFERENCE GUIDE

Part Number: 3-9000-721 Revision E MAY 1999



DANIEL INDUSTRIES, INC. DANREADER ACCESS CONTROL UNIT REFERENCE GUIDE

NOTICE

DANIEL INDUSTRIES, INC. AND DANIEL MEASUREMENT AND CONTROL ("DANIEL") SHALL NOT BE LIABLE FOR TECHNICAL OR EDITORIAL ERRORS IN THIS MANUAL OR OMISSIONS FROM THIS MANUAL. **DANIEL MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THIS MANUAL AND, IN NO EVENT, SHALL DANIEL BE LIABLE FOR ANY SPECIAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, LOSS OF PRODUCTION, LOSS OF PROFITS, ETC.**

PRODUCT NAMES USED HEREIN ARE FOR MANUFACTURER OR SUPPLIER IDENTIFICATION ONLY AND MAY BE TRADEMARKS/REGISTERED TRADEMARKS OF THESE COMPANIES.

COPYRIGHT © 1999 BY DANIEL MEASUREMENT AND CONTROL HOUSTON, TEXAS, U.S.A.

All rights reserved. No part of this work may be reproduced or copied in any form or by any means - graphic, electronic or mechanical - without first receiving the written permission of Daniel Measurement and Control, Houston, Texas, U.S.A.

WARRANTY

Daniel Measurement and Control ("Daniel") warrants all equipment manufactured by it to be free from defects in workmanship and material, provided that such equipment was properly selected for the service intended, properly installed, and not misused. Equipment which is returned, transportation prepaid to Daniel within twelve (12) months of the date of shipment (eighteen (18) months from date of shipment for destinations outside of the United States), which is found after inspection by Daniel to be defective in workmanship or material, will be repaired or replaced at Daniel's sole option, free of charge, and return-shipped at lowest cost transportation. All transportation charges and export fees will be billed to the customer. Warranties on devices purchased from third party manufacturers not bearing a Daniel label shall have the warranty provided by the third party manufacturer.

Extended warranty - Models 2470, 2480 and 2500 are warranted for a maximum of twenty-four (24) months. The Danalyzer valves are warranted for the life of the instrument and the columns for five years.

The warranties specified herein are in lieu of any and all other warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose.

Daniel shall be liable only for loss or damage directly caused by its sole negligence. Daniel's liability for any loss or damage arising out of, connected with, or resulting from any breach hereof shall in no case exceed the price allocable to the equipment or unit thereof which gives rise to the claim. Daniel's liability shall terminate one year after the delivery of the equipment except for overseas deliveries and extended warranty products as noted above.

In no event, whether as a result of breach of warranty or alleged negligence, shall Daniel be liable for special or consequential damages, including, but not limited to, loss of profits or revenue; loss of equipment or any associated equipment; cost of capital; cost of substitute equipment, facilities or services; downtime costs; or claims of customers of the purchaser for such damages.

TABLE OF CONTENTS

SECTION 1

INTRODUCTION	1-1
MANUAL OVERVIEW	1-1

SECTION 2

PRODUCT OVERVIEW	2-1
GENERAL DESCRIPTION	2-1
<u>CARD READER</u>	2-2
<u>KEYPAD</u>	2-3
DISPLAY	2-3
ACU PROCESSOR	2-3
SPECIFICATIONS	2-4
<u>SIZE</u>	2-4
WEIGHT	2-4
<u>INPUT</u>	2-4
<u>COMMUNICATIONS</u>	2-4
ACCESS CARD	2-4
DISPLAY	2-5

ENVIRONMENTAL	2-5
<u>CERTIFICATIONS</u>	2-5

SECTION 3

INSTALLATION	3-1
MECHANICAL	3-1
ELECTRICAL	3-1
ADDRESS SELECT	3-2
DATA RATE SELECT	3-2

SECTION 4

OPER	ATION	4-1
	CARD READER	4-1
	LEDS	4-1
	DISPLAY	4-1
	КЕҮРАД	4-2

SECTION 5

MAINTENANCE	5-1
CARD READER	5-1

MODEL 1561 DANREADER	MAR 1	996
MICROSWITCH ADJUSTMENT	••	5-1
КЕҮРАД	••	5-2
CARD READER COMPONENT ACCESS	••	5-3

APPENDIX

DRAWINGS		A-1
DRAWINGS	••••••••••••••••••••••••	A-

This page intentionally left blank.

INTRODUCTION

Model 1561 Danreader is a computer controlled Access Control Unit (ACU) intended for use in distributed systems to restrict access to controlled areas or equipment operation. The Danreader provides an operator interface for the entry and access control portion of the system. The Danreader is made up of a Weigand-effect card reader, membrane keypad, LCD readout, two indicator LEDs and a microprocessor board with memory and communication interface to the central control computer. It is housed in a NEMA 4X weatherproof, aluminum enclosure and is intrinsically safe, rated for installation in Class I, Group C and D, hazardous locations. One of the two enclosure door latches has provisions for installing a padlock to limit access to the inside of the enclosure to authorized personnel.

The Model 1561 is powered by an external DC power source of 12 to 15 Vdc and uses a 4 - 20 mA current loop link to provide serial communication with the central computer. The control computer and DC power source are located outside the hazardous area. Diode barriers are installed in the communications and DC power lines to maintain intrinsic safety for Division 1 locations. No barriers are required for Division 2 installations.

MANUAL OVERVIEW

This manual provides information about the application, installation, operation and maintenance of the Danreader. Because it is a peripheral component of a much larger system, refer to the installed system manuals to obtain detailed information on how the ACU fits into the overall system operation.

This page intentionally left blank.

The Danreader Access Control Unit contains the necessary display, interface, communication and control functions to implement the steps of personnel identification for access to controlled areas or operation of controlled equipment by the card holder. The actual steps required to verify information entered by the ACU user are a function of the microcontroller program stored in two EPROMS on the Danreader processor board and an operating system program downloaded to RAM from the central computer at the time the ACU is activated. A Weigand-encoded card is issued to each of those requiring access and the card code number is validated and stored in a security file in the central computer. The first time the card is used, the card holder enters a Personal Identification Number (PIN) code and it is stored with the card information to form the basis of identification for future right to access by that cardholder.

GENERAL DESCRIPTION

The Model 1561 is composed of a Weigand-effect card reader head with "card in" microswitch and two LED indicators mounted in a card reader housing, a membrane keypad, a reflective LCD readout and a microprocessor board housed in a weatherproof, aluminum box. The card reader housing is mounted on the front of the enclosure by three bolts. The door of the enclosure is removable and may be replaced without dismounting the enclosure from its permanent mounting. The door is hinged on the side and may be fully opened for access to the field wiring terminals or to change settings on the microprocessor board. When closed, the door is pulled into a locked position by two screwdriver turned, vise-action latches.

CARD READER

The card reader provides the means by which the access card data is read and stored in a data buffer. The Weigand encoded access card is the size of a standard credit card and has a unique 32-bit code imbedded within the lamination at the time the card is manufactured. Unlike the standard "magnetic stripe" card, the encoding information cannot be corrupted or erased without destroying the card itself. The card has two rows of special alloy wires laminated in the card; one row representing "zeroes" and other "ones". Permanent magnets in the reader head set up a magnetic field through the wires as they pass the sensor and induce a signal in the sensing coil. The location of the coding wires in the card determine the polarity of the signal induced and thus whether it is read as a "zero" or "one". This type of coding generates a relatively high level signal in the sense head which provides a more reliable "read" under noisy or difficult conditions.

The card is inserted into the card reader slot past the scanner head and up to a mechanical stop. When the card approaches the stop a "card in" microswitch is actuated to signal the microprocessor of the access request and the authorization process begins. The card must remain in the reader with the microswitch actuated throughout the authorization procedure, otherwise the process is stopped and the system is reset to prepare for the next access request.

The red and green LED's on the card reader are controlled by the central computer and are used to call the attention of the card holder to changes in the information on the display. Red indicates an error or stop condition while green shows normal progression in the authorization process.

To insure intrinsic safety, four rectifier clamp diodes are installed across the inductive card reader head. The diodes are physically located on the back of the card reader and are potted in RTV to provide electrical isolation from the housing. The keypad is the data entry terminal for the card holder to respond to queries from the control computer when desiring access. It is a passive, membrane switch panel with 16 keys arranged in a 4 column by 4 row configuration and is connected by ribbon cable to a socket on the processor board. When a key is pressed, the closure is encoded into a four bit binary word by an integrated circuit on the processor board and transmitted to the control computer. An insert sheet behind the transparent top layer in the panel identifies the keys as follows:

0 - 9 CLEAR ENTER YES NO LOAD COMPLETE CLEAR MESSAGE

DISPLAY

The display board consists of a 32 character, wide temperature range, liquid crystal display (LCD) with onboard character generator and segment drivers mounted on a carrier and interconnect board. A +5 Vdc to -5 Vdc inverter chip is provided on the interconnect board to provide the negative voltage for LCD contrast adjustment. A potentiometer is provided on the board to allow for contrast adjustment for the particular installation conditions. The display connects to a memory bus socket on the processor board via a ribbon cable. The display is assigned a memory address block and data is transferred to the display buffers the same way data is stored in RAM. The board is mounted on the back of the membrane switch for easy viewing through the transparent panel window. Connections are also available to drive additional 6-digit, numeric displays.

ACU PROCESSOR

The processor board contains the microprocessor and its associated peripherals including RAM, PROMs, +5 Vdc voltage regulator, DIP switch for unit address, and adjustable links for data rate and other selectable functions. The LED drivers, current loop communication receiver/driver and field wiring terminals are also mounted on this board. The low power CMOS, CDP1802 microprocessor operates from a single +5 Vdc supply at a clock frequency of 2.4 MHz. It utilizes 2 Kbytes RAM and 4 Kbytes EPROM for program and data storage.

SPECIFICATIONS

<u>SIZE</u>

14.50"	(368 mm)	Wide
14.75"	(375 mm)	High
4.75"	(121 mm)	Deep

WEIGHT

15.50 LBS (7 kg)

<u>INPUT</u>

Power Source 12 - 15 Vdc, 35 mA

COMMUNICATIONS

Passive 2 wire, 4 - 20 mA Current Loop Serial Data 8 data bits No parity 1 stop bit Selectable 300 or 1200 baud rate by soldered wire link Address selectable 1 - 255 by DIP switch on pc board Optically isolated Distance from current loop driver - Maximum 1000 ft. with 18 AWG wire

ACCESS CARD

Vinyl Weigand encoded, 32-bit Size - 3.375" (85 mm) long x 2.125" (54 mm) wide x 0.037" (1 mm) thick

DISPLAY

Liquid crystal, twisted nematic (TN) Reflective type - no backlight Wide temperature range: -20 to +50°C (-4 to +122°F) Dot Matrix: 5 X 7 dot pattern Character size: 0.144" x 0.214" 32 characters: arranged 16 characters x 2 lines 8 bit direct interface to microprocessor

ENVIRONMENTAL

Operating Temperature	-20 to $+50^{\circ}$ C (-4 to $+122^{\circ}$ F)
Storage Temperature	-40 to $+85^{\circ}$ C (-40 to $+185^{\circ}$ F)
Humidity	5 to 95%, non-condensing

CERTIFICATIONS

UL rated for use in Class I, Division 1, Groups C and D locations when installed in accordance with DWG CE-12442. For Class 1, Division 2, Groups C and D installations refer to DWG CE-12425.

Housing rated NEMA 4X

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment to a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.



CAUTION: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This page intentionally left blank.

MODEL 1561 DANREADER _____

INSTALLATION

MECHANICAL

The Model 1561 Danreader should be mounted on a vertical surface near the controlled access point or the equipment to be operated. The box is mounted using 4 each, 3/8" or M8 diameter fasteners through holes in the mounting tabs welded to the back of the box. Refer to DWG DE-19065 in the Appendix for the mounting pattern dimensions. For the convenience of those using the cardreader, it should be mounted under a cover or shelter that provides protection from rain or direct sunlight. Since the LCD visibility is best when viewed from directly in front, the box should be mounted such that the LCD display is at eye level and, for night and low ambient light conditions, should be illuminated from a source above and behind the user.

A padlock may be installed in the hasp over one of the door latches to deter access by unauthorized personnel.

ELECTRICAL



WARNING: To maintain the intrinsically safe characteristics of the Model 1561 Danreader in hazardous locations, it must be installed in accordance with DWG CE-12442 for Division 1 locations or DWG CE-12425 for Division 2 locations (see Appendix A).

To reduce the possibility of interference from other equipment or wiring, the power and communications wires should be separate, twisted, shielded pairs. Maximum distance between the active current loop driver and the Danreader is 1000 feet using 18 AWG wire.

MAR 1996

ADDRESS SELECT

Assign the Danreader communications address by setting the switches of the Address Select switch (LK1) on the processor PC board. Address numbers 1 through 255 are available. These are set using 8-bit binary coding, with switch 1 being the LSB. For example, switch settings for address 1-10 and 255 are shown below. A blank below the switch number indicates the switch is OFF and a "1" indicates the switch is ON.

Address	SW 1	SW 2	SW 3	SW 4	SW 5	SW 6	SW 7	SW 8
1	1							
2		1						
3	1	1						
4			1					
5	1		1					
6		1	1					
7	1	1	1					
8				1				
9	1			1				
10		1		1				
*								
*								
255	1	1	1	1	1	1	1	1

DATA RATE SELECT

The communications data rate is normally 1200 Baud and the Baud Rate Sel solderable link (LK17) on the processor PC board is set for this rate at the factory. If this must be changed, the appropriate link connections are:

300 Baud	link 1 to 2	link 4 to 5
1200 Baud	link 1A to 3	link 4A to 6

OPERATION

In the following paragraphs, a typical card insertion and authorization procedure is described. Although details may vary for a particular application, the procedures are representative of the steps required to complete an access authorization.

CARD READER

Hold the access card between the thumb and first two fingers of the right hand with the thumb in the upper right hand corner near the card serial number. With the wide dimension of the card horizontal, place the lower left corner of the card on the track at the entrance to the card reader slot. While holding a slight downward pressure, push the card to the left into the card slot with a smooth, continuous motion until it contacts the mechanical stop at the end of the slot. The card must remain in this position with the "card-in" microswitch actuated throughout the authorization process.

LEDS

When the card is in place, the red LED will illuminate or flash until the card ID code has been read and identified. The green LED will turn on to prompt the operator to follow instructions on the LCD display for the next step in the process. For subsequent steps, the illuminated or flashing red LED usually indicates a wait or stop condition while the green LED indicates normal progression in the access authorization process.

DISPLAY

After the access request has been acknowledged by the central control computer, the display will ask for the card holder's Personal Identification Number (PIN). The operator should continue to observe the display throughout the access process for other messages that will be displayed detailing further steps until the process is complete.

KEYPAD

When the display message asks for the card holder's PIN number, enter the numbers, in sequence, leftmost number first, pressing the appropriate keys on the panel. For security reasons, the numbers entered are not displayed on the LCD, but the cursor will move to indicate the acceptance of each key entry. When all numbers have been entered, press the ENTER key on the panel. A similar procedure is used to answer any additional queries from the control computer. However, one key responses, such as YES or NO, may not require the ENTER key be pressed to complete the response.

Once the authorization or requested equipment operation is complete, remove the card from the card reader and the equipment will automatically reset to its initial state.

MAINTENANCE

CARD READER

Periodically, the Model 1561 should be checked to ensure that the card reader slot is clean and free of dirt, grease or trash. The time between inspections will depend upon the conditions at the box location.

Slide an access card into the slot to ensure there is no interference to the normal card insertion. If a blockage is noted, insert a stiff sheet of paper (such as a piece of a manila file folder) or plastic sheet into the card slot near the closed end and then pull back to the open end to remove the offending material. Do not use screwdrivers or other metal objects as they could weaken or damage the permanent magnets in the card reader head. If a blockage occurs that can not be removed by this method, refer to the Card Reader Component Access section (page 5-3) for instructions on disassembly of the card reader housing.

MICROSWITCH ADJUSTMENT

Insert a valid access card into the card reader to initiate an access request. Just prior to the card reaching the mechanical stop, the microswitch should close and the authorization process initiated (flashing LED or display notification). If it does not, some minor adjustment of the actuation point is possible. Remove the hex head threaded plug from the end of the card reader housing to access the switch adjustment screw. Use a thin blade screwdriver to turn the adjustment screw a quarter turn clockwise then recheck. If further adjustments are required, make only small adjustments between each retest. If the screw reaches maximum travel without the proper switch closure, refer to the Card Reader Component Access section (page 5-3) for disassembly of the card reader housing for access to the switch for repair or replacement.

KEYPAD

The keypad should be kept clean and free of dirt or grease buildup in order to maintain visibility of the LCD display and the key markings. Clean only with a mild soap and water solution on a soft cotton cloth.



CAUTION: Do not use solvents or strong detergents to clean the keypad or display. The membrane covering on the panel will be damaged. Do not wipe the keypad or display opening with dry cloth or paper. Electrostatic discharge may damage electronic circuitry.

CARD READER COMPONENT ACCESS

The red and green LEDs, the "card-in" microswitch and card reader head are mounted inside the card reader housing. Follow these steps to disassemble the housing for access to the parts. Reassemble the card reader by performing the steps in reverse order.

- Unlock two vise-action latches on the door with a medium size, blade screwdriver and open the door.
- Disconnect the four LED wire connections from the ACU processor terminal board TB-1 terminals 9, 10, 11 and 12.
- Disconnect the two "card in" microswitch wires from TB-2 terminals 3 and 4.
- Disconnect the two card reader head wires from TB-2 terminals 1 and 2.
- Cut the nylon cable ties holding the cables to the LEDs, card reader head and microswitch.
- With a small blade screwdriver, loosen the RTV from enclosure at the cable entry holes.
- Support the card reader housing and unscrew the three M6 x 16 bolts holding it to the front panel. Guide the cables through the access holes as the housing is removed.
- When the card reader housing is off the panel, use a narrow blade screwdriver to remove the six M3 x 25 screws from recessed holes around the perimeter of the card reader housing base. Pull the cover plate away from the base, feeding the LED wires and current limiting resistors through the exit hole as the parts are separated.
- Either LED can be removed by unscrewing the threaded nut from the body of the LED.
- The card reader head can be removed by unscrewing the two 6-32 x 5/8" screws from the recessed holes in the housing back plate using a narrow blade screwdriver.

- The microswitch can be removed by unscrewing the four M2.5 x 6 screws from the switch mounting plate.

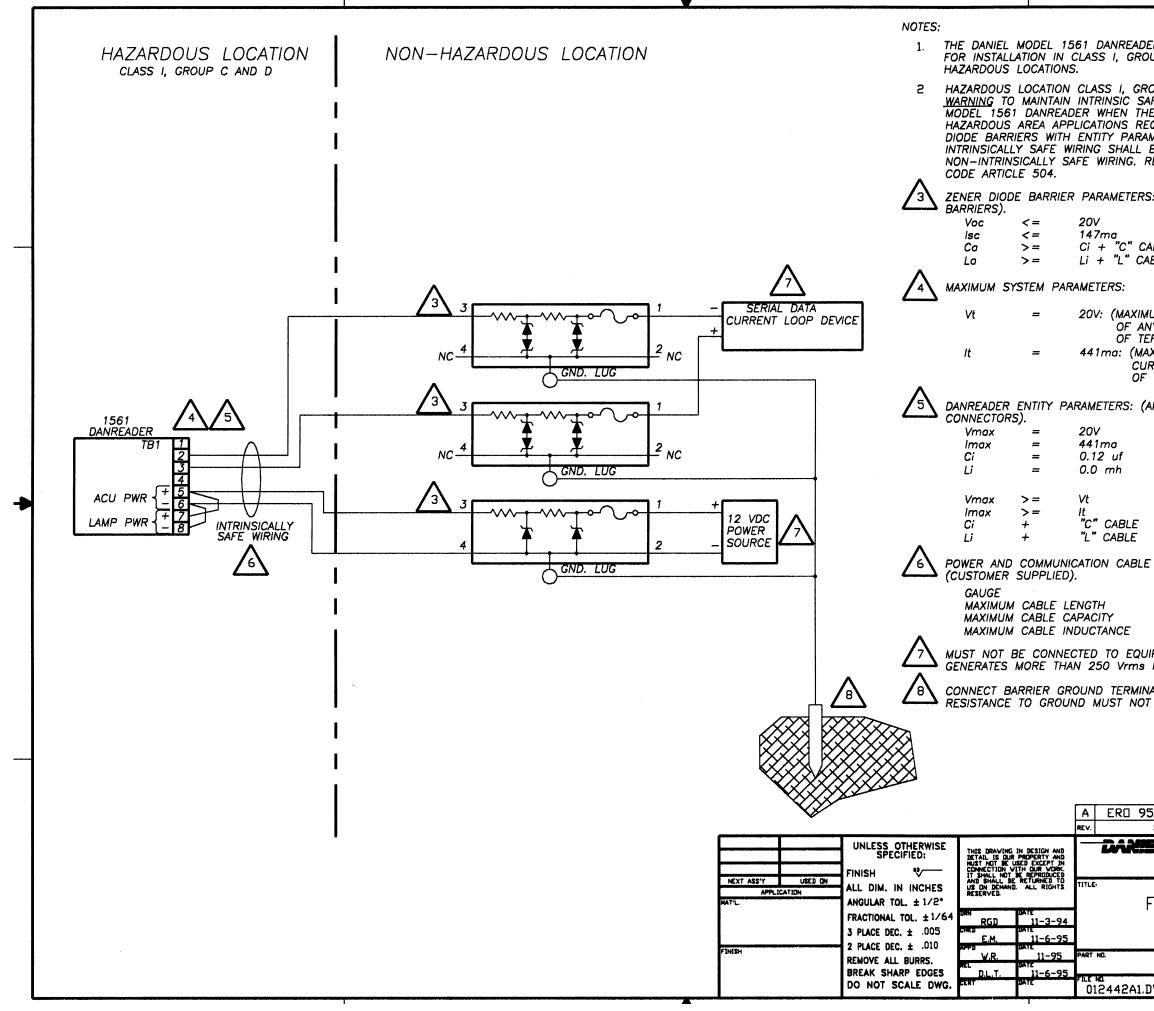


CAUTION: When the unit has been reassembled, take care to re-seal the two cable entry holes with RTV to maintain weather tightness of the enclosure.

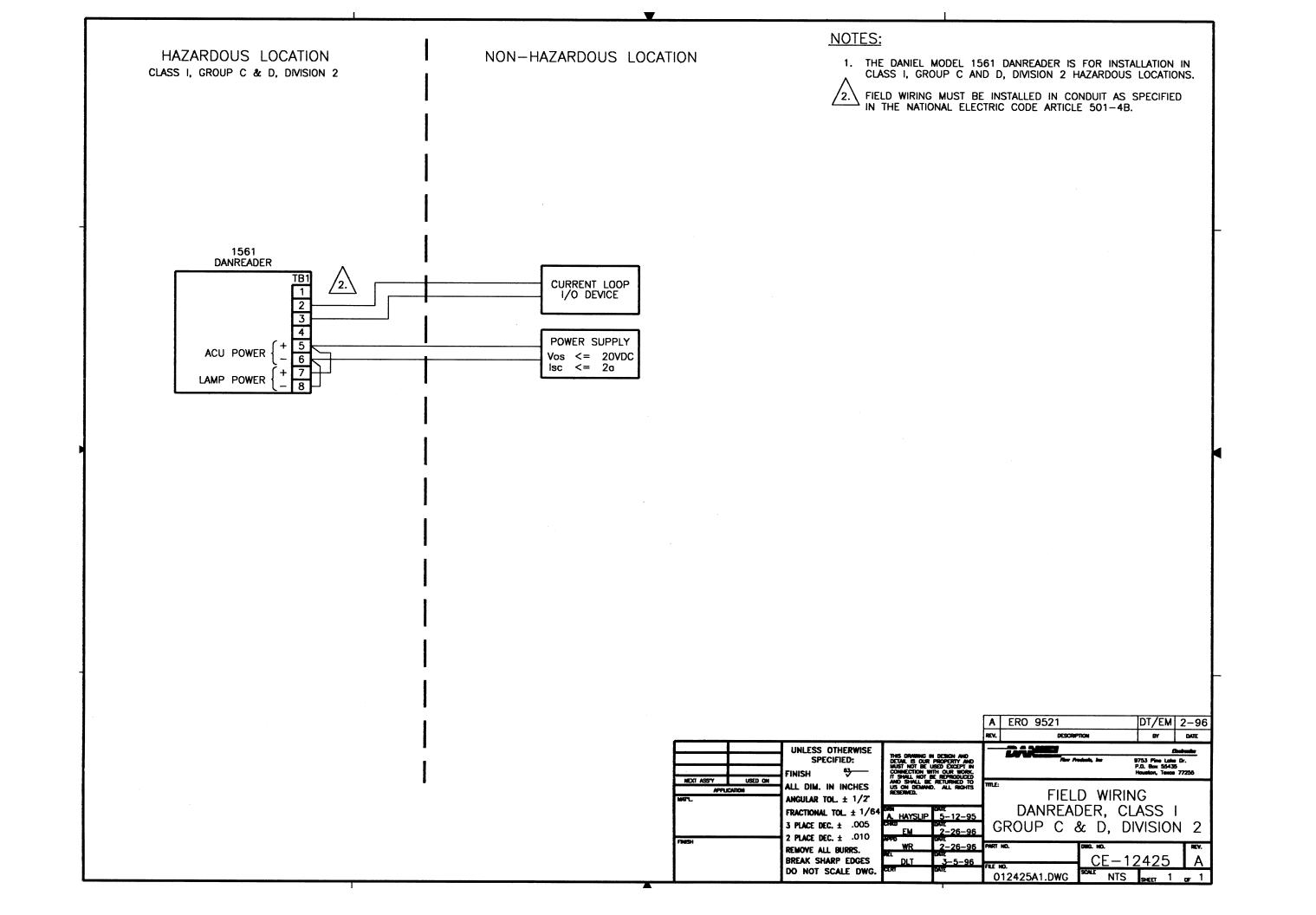
DRAWINGS

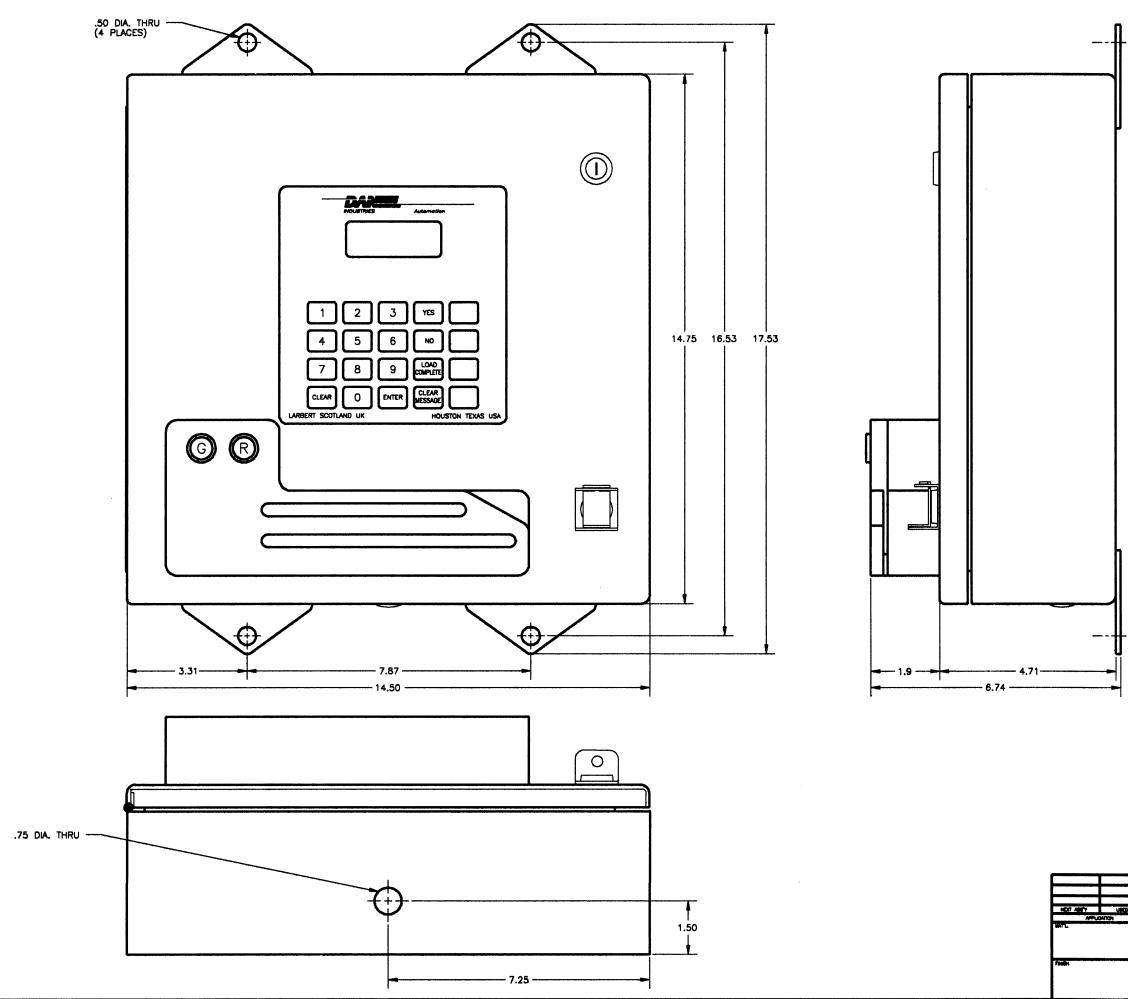
Field Wiring, Danreader, Class 1, Groups C and D, Division 1
Field Wiring, Danreader, Class 1, Groups C and D, Division 2
Outline Dimensions
1561 ACU Assembly
ACU Processor Schematic
Display Schematic

This page intentionally left blank.

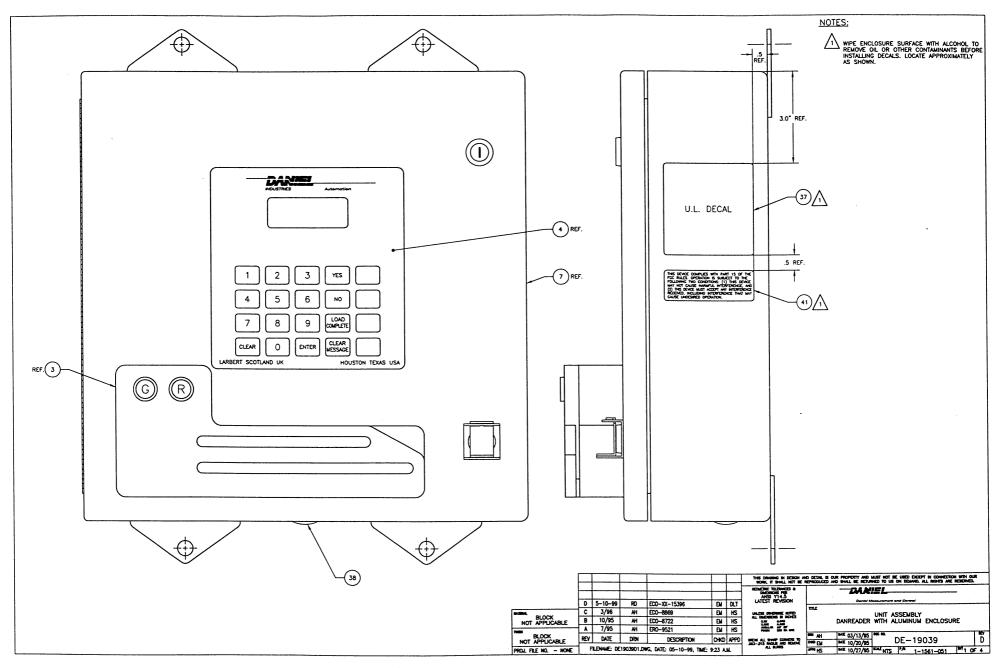


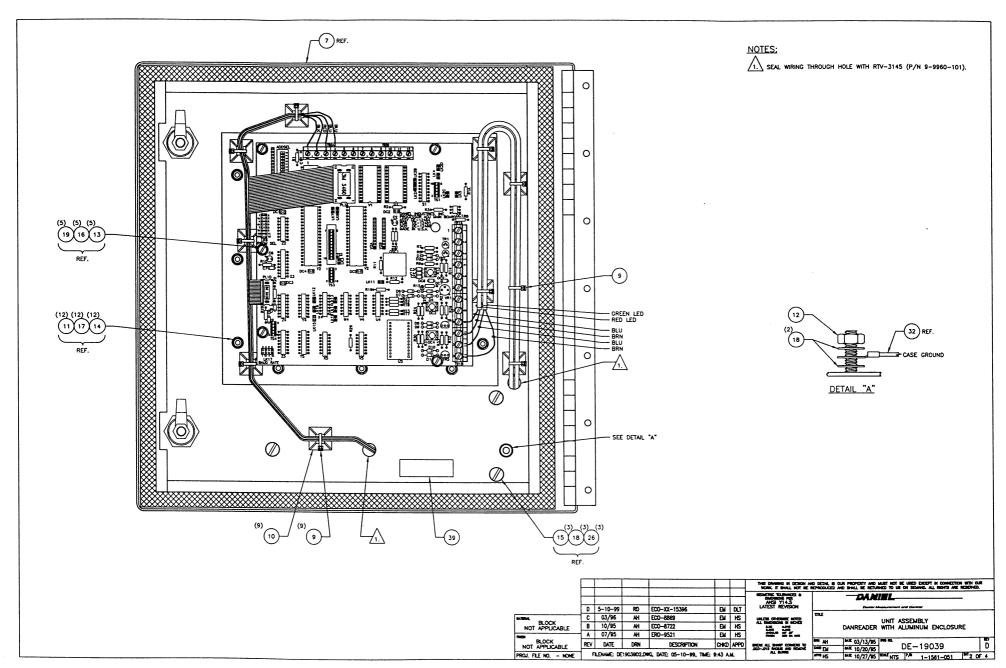
THE DANIEL MODEL 1561 DANREADER IS INTRINSICALLY SAFE FOR INSTALLATION IN CLASS I, GROUP C AND D HAZARDOUS LOCATION CLASS I, GROUP C AND D WIRING: <u>WARNING</u> TO MAINTAIN INTRINSIC SAFETY, CONNECTION TO THE MODEL 1561 DANREADER WHEN THE UNIT IS USED IN HAZARDOUS AREA APPLICATIONS REQUIRE USE OF ZENER DIODE BARRIERS WITH ENTITY PARAMETERS AS SHOWN. ALL INTRINSICALLY SAFE WIRING SHALL BE KEPT SEPARATE FROM NON-INTRINSICALLY SAFE WIRING. REFER TO NATIONAL ELECTRICAL ZENER DIODE BARRIER PARAMETERS: (APPLIES TO ALL 20V 147ma Ci + "C" CABLE Li + "L" CABLE 20V: (MAXIMUM OPEN CIRCUIT VOLTAGE OF ANY COMBINATION OF TERMINALS.) 441ma: (MAXIMUM SHORT CIRCUIT CURRENT OF ANY COMBINATION OF TERMINALS.) DANREADER ENTITY PARAMETERS: (APPLIES TO ALL 20V 441ma 0.12 uf 0.0 mh Vt It "C" CABLE Са < = "L" CABLE < == La 16 TO 24 AWG 2000 FEET = = 60 pf/FT = 2 uh/FT MUST NOT BE CONNECTED TO EQUIPMENT THAT USES OR GENERATES MORE THAN 250 Vrms RELATIVE TO EARTH GROUND. CONNECT BARRIER GROUND TERMINALS TO EARTH GROUND. RESISTANCE TO GROUND MUST NOT BE GREATER THAN 1 OHM. AH/EM 11-95 ER0 9521 Α REV. DESCRIPTION BY DATE DANE Electronics 9753 Pine Lake Dr. P.O. Box 55435 Houston, Texas 77855 TITLE FIELD WIRING DANREADER CE-12442 CALE 012442A1.DWG NTS SHEET

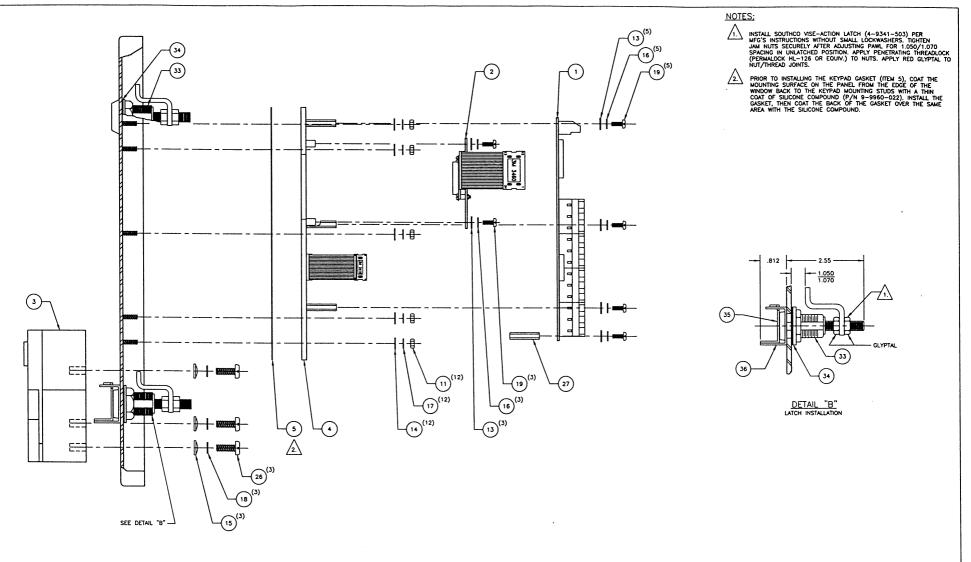




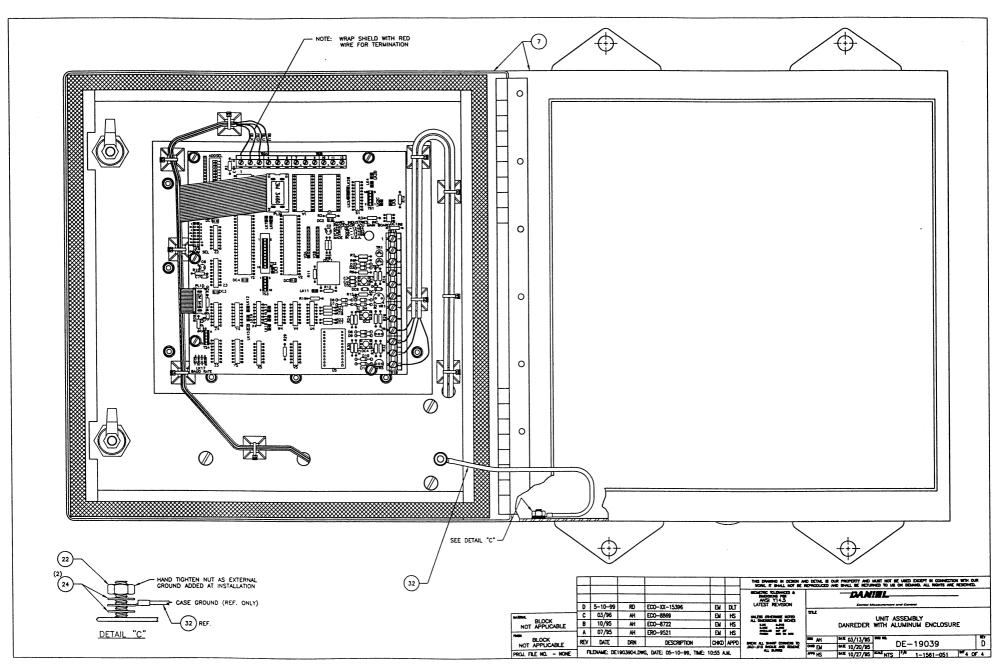
		A	ERO 9521		AH/EM	7-95	
UNLESS OTHERWISE SPECIFIED: FINISH			EACOLOGIE IN A	edeela, Ane	87 753 Pine Lote P.O. Bex 66430 Houston, Taxos	DATE Deltasta Dr. 77256	
ALL DIM. IN INCHES ANGULAR TOL. ± 1/2" FRACTIONAL TOL. ± 1/84 3 PLACE DEC. ± .005	A HAYSUP 5-30-95		OUTLINE & DANRE ALUMINUI	ADER W	ITH		
2 PLACE DEC. ± .010 REMOVE ALL BURRS. BREAK SHARP EDGES DO NOT SCALE DWG.	H.S. 9-8-95 H.S. 9-8-95 P.L.T 11-8-95 CONT CARE	nu i	HA. 1-1561-051	DE-19		A ar 1	

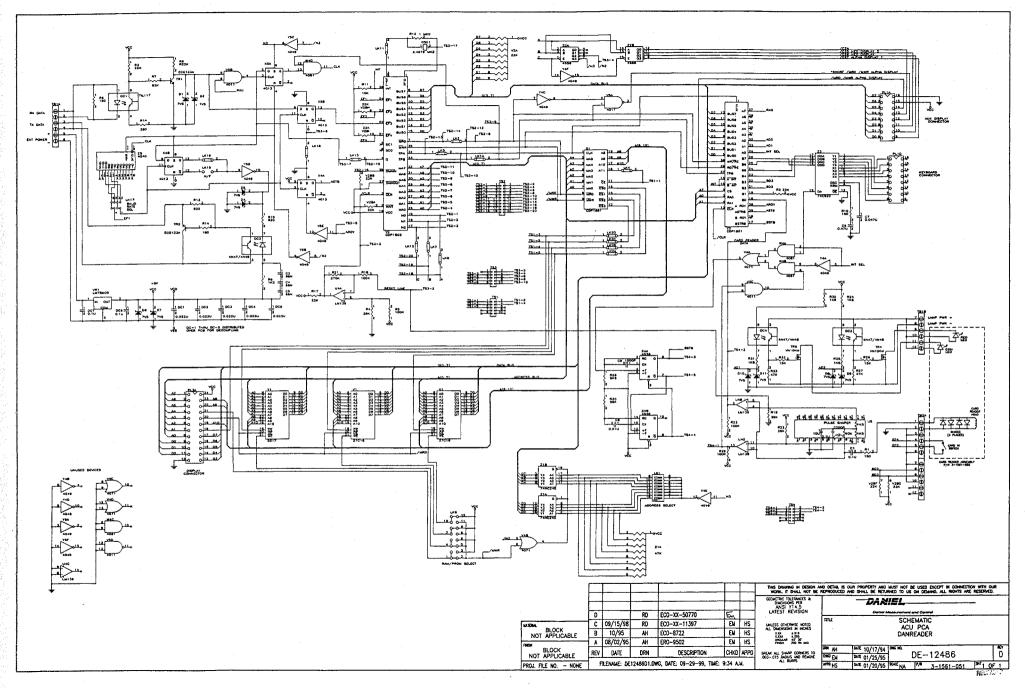


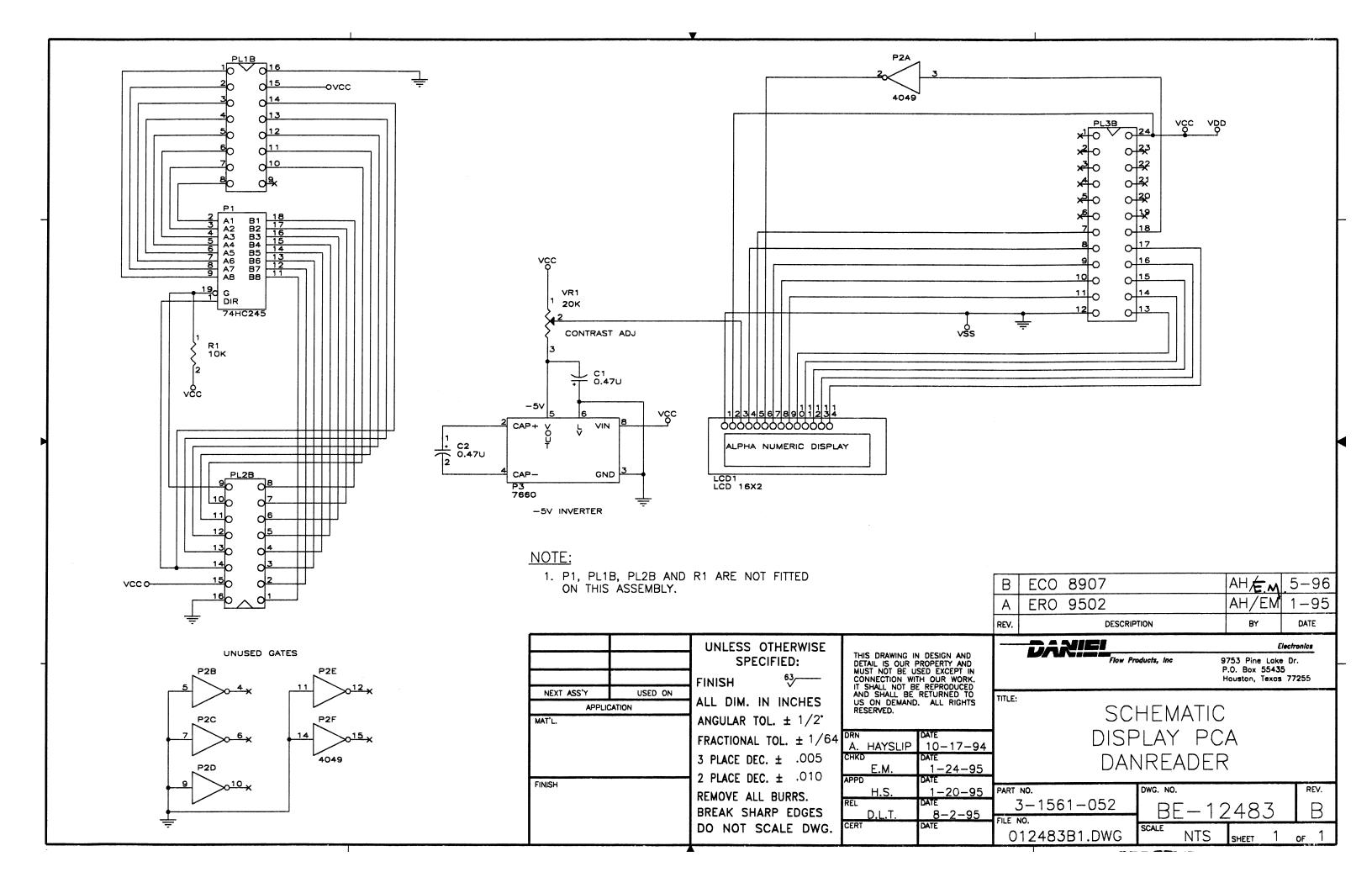




	[1	THIS DIVENDE IN DESIGN AND DETAIL IS CUR PROPERTY AND MUST NOT BE USED DEDIT IN COMPETION WITH CUR NORM: If small not be reproduced and small be retained to us on domain. All norts and residned.			
						-	1	BENETIC TURNICES & DECENSIONS PER ANSI Y14.5			
		D	5-10-99	RD	ECO-XX-15396	Ð	DUT	LATEST REVISION	Denter Missionment and Denter		
INCOME.		C	03/96	AH	ECO8869	D	HS	UNLESS ON-DWIE HOTED	UNIT ASSEMBLY		
NOT	BLOCK APPLICABLE	B	10/95	AH	ECO-8722	Ð	HS		DANREADER WITH ALUMINUM ENCLOSURE		
Page		۸	07/95	AH	ERO-9521	Ð	HS				
	ILOCK VPLUCABLE	REV	DATE	DRN	DESCRIPTION	СНК	D APPD		DE-19039 D		
PROJ. FILE	E NO NONE FILENAME: DE1903903.DWG, DATE: 05-10-99, TIME: 10:42 A.M.						AM.	AL BURKS	ATTO HS MAX 10/27/85 BOLL NTS PA 1-1561-051 ST 3 OF 4		







WARRANTY CLAIM REQUIREMENTS

To make a warranty claim, you, the Purchaser, must:

- 1. Provide Daniel with proof of the Date of Purchase and proof of the Date of Shipment of the product in question.
- 2. Return the product to Daniel within twelve (12) months of the date of original shipment of the product, or within eighteen (18) months of the date of original shipment of the product to destinations outside of the United States. The Purchaser must prepay any shipping charges. In addition, the Purchaser is responsible for insuring any product shipped for return, and assumes the risk of loss of the product during shipment.
- 3. To obtain Warranty service or to locate the nearest Daniel office, sales, or service center call (281) 897-2900, Fax (281) 897-2901, or contact:

Daniel Measurement Services 19203 Hempstead Highway Houston, Texas 77065

When contacting Daniel for product service, the purchaser is asked to provide information as indicated on the following "Customer Problem Report".

Daniel Measurement Services offers both on call and contract maintenance service designed to afford single source responsibility for all its products.

Daniel Industries, Inc. reserves the right to make changes at any time to any product to improve its design and to insure the best available product.

DANIEL INDUSTRIES, INC. CUSTOMER PROBLEM REPORT

COMPANY NAME:		
TECHNICAL CONTACT:		_ PHONE:
REPAIR P. O. #:	IF WARRAN	ITY, UNIT S/N:
INVOICE ADDRESS:		
SHIPPING ADDRESS:		
RETURN SHIPPING METHOD:		
EQUIPMENT MODEL #:	S/N:	FAILURE DATE:
DESCRIPTION OF PROBLEM:		
WHAT WAS HAPPENING AT TIME O	F FAILURE?	
ADDITIONAL COMMENTS:		
REPORT PREPARED BY:		_ TITLE <u>:</u>
IF YOU REQUIRE TECHNICAL ASSIST DEPARTMENT AT:	ΓANCE, PLEASE FAX Ο	R WRITE THE MAIN CUSTOMER SERVICI
DANIEL MEASUREMENT SERVICES ATTN: CUSTOMER SERVICE 19203 HEMPSTEAD HIGHWAY HOUSTON, TEXAS 77065		PHONE: (281) 897-2900 FAX: (281) 897-2901

The sales and service offices of Daniel Industries, Inc. are located throughout the United States and in major countries overseas. Please contact Daniel Measurement Services at 19203 Hempstead Highway, Houston, Texas 77065, or phone (281) 897-2900 for the location of the sales or service office nearest you. Daniel Measurement Services offers both on-call and contract maintenance service designed to provide single-source responsibility for all Daniel Measurement and Control products.

Daniel Measurement and Control reserves the right to make changes to any of its products or services at any time without prior notification in order to improve that product or service and to supply the best product or service possible.

