

Warranty/Repair Questionnaire Model 100EH

CUSTOMER: _____ PHONE: _____

CONTACT NAME: _____ FAX NO. _____

SITE ADDRESS: _____

MODEL 100EH SERIAL NO.: _____ FIRMWARE REVISION: _____

1. ARE THERE ANY FAILURE MESSAGES? _____

PLEASE COMPLETE THE FOLLOWING TABLE: (NOTE: *DEPENDING ON OPTIONS INSTALLED, NOT ALL TEST PARAMETERS SHOWN BELOW WILL BE AVAILABLE IN YOUR INSTRUMENT*)

Parameter	Displayed As	Observed Value	Units	Nominal Range
Range	RANGE		PPM UG/M ³	1-5000 PPM Standard
Stability	STABIL		PPM UG/M ³	<.1 PPM with Zero Air
Vacuum	VACUUM		"Hg	4 – 10 "Hg
Sample Pressure	PRES		In-Hg-A	24 – 29
Sample Flow	SAMP FL		CC/MIN	700 ±10%
PMT Signal	PMT		MV	0 ± 100 with Zero Air
Normalized PMT Signal	NORM PMT		MV	0 ± 100 with Zero Air
UV Lamp	UV LAMP		MV	1000 – 4800
UV Lamp Ratio	LAMP RATIO		%	35 – 120%
Stray Light	STR. LGT		PPM	-50 to +100
Dark PMT	DRK PMT		MV	<200
Dark Lamp	DRK LMP		MV	-30 to 50
Slope	SLOPE		-	1.0 ± 0.3
Offset	OFFSET		MV	<200
High Voltage Power Supply	HVPS		V	400 – 750*
Reaction Cell Temperature	RCELL TEMP		°C	50 ± 1
Box Temperature	BOX TEMP		°C	Ambient + (3-7)
PMT Temperature	PMT TEMP		°C	7 ± 2
Time of Day	TIME		HH:MM:SS	

TELEDYNE API CUSTOMER SERVICE
EMAIL: api-customerservice@teledyne.com
PHONE: (858) 657-9800 TOLL FREE: (800) 324-5190 FAX: (858) 657-9816

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Test Settings		
Test Value	Observed Value	Acceptable Value
ETEST PMT Reading		2000 ± 1000MV
OTEST PMT Reading		2000 ± 20 MV

2. HAVE YOU PERFORMED A LEAK CHECK AND FLOW CHECK? _____

3. WHAT ARE THE FAILURE SYMPTOMS? _____

4. WHAT TEST HAVE YOU DONE TRYING TO SOLVE THE PROBLEM? _____

5. IF POSSIBLE, PLEASE INCLUDE A PORTION OF A STRIP CHART PERTAINING TO THE PROBLEM. CIRCLE PERTINENT DATA.

6. THANK YOU FOR PROVIDING THIS INFORMATION. YOUR ASSISTANCE ENABLES TELEDYNE API TO RESPOND FASTER TO THE PROBLEM THAT YOU ARE ENCOUNTERING.

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