

# Appendix C - Repair Questionnaire - M101E

Company: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_ Email: \_\_\_\_\_

Site Address: \_\_\_\_\_

Can we connect to the instrument? If so, provide IP address or modem #: \_\_\_\_\_

Model 101E Serial Number: \_\_\_\_\_ Firmware revision: \_\_\_\_\_

The serial number can be found on the back of the instrument, the firmware revision is displayed in the upper left corner of the display when pressing SETUP on the front panel (Example: C.3).

1. List all front panel error/warning messages: \_\_\_\_\_

2. Please complete the following table: (Depending on options installed, not all test parameters shown below may be available in your instrument)

PARAMETER	RECORDED VALUE	ACCEPTABLE VALUE	PARAMETER	RECORDED VALUE	ACCEPTABLE VALUE
<b>RANGE</b>	ppb/ppm	50 ppb - 20 ppm	<b>SLOPE</b>		1.0 ± 0.3
<b>H2S STB<sup>1</sup></b>	ppb	≤ 1 ppb with zero air	<b>H2S OFFS<sup>1</sup></b>	mV	< 250
<b>SAMP FL</b>	cm <sup>3</sup> /min	650 ± 10%	<b>HVPS</b>	V	500-900
<b>PMT signal with zero air</b>	mV	-20 to 150	<b>ETEST</b>	mV	2000 ± 1000
<b>PMT signal at span gas conc</b>	mV ppb/ppm	0-5000 0-20 000 ppb	<b>OTEST</b>	mV	2000 ± 1000
<b>NORM PMT at span gas conc</b>	mV ppb/ppm	0-5000 0-20 000 ppb	<b>RCELL TEMP</b>	°C	50 ± 1
<b>UV LAMP</b>	mV	2 000 to 4 000	<b>BOX TEMP</b>	°C	Ambient + ~5
<b>STR. LGT</b>	ppm	≤ 100 ppb/ zero air	<b>PMT TEMP</b>	°C	7 ± 2
<b>DARK PMT</b>	mV	-50 to 200	<b>IZS TEMP</b>	°C	50 ± 3
<b>DARK LAMP</b>	mV	-50 to 200			

3. Has the analyzer been checked for leaks? Yes  No  For proper flows? Yes  No

4. What are the failure symptoms? \_\_\_\_\_

\_\_\_\_\_ Continue on back if necessary

5. Which tests have you done trying to solve the problem? \_\_\_\_\_

\_\_\_\_\_ Continue on back if necessary

6. If possible, fax a portion of a strip chart or email a data file to customer service.

**CUSTOMER SERVICE CONTACT INFORMATION:** 9480 Carroll Park Drive, San Diego, CA 92121.  
**PHONE:** +1 858 657 9800 or 1-800 324 5190. **FAX:** +1 858 657 9816. **EMAIL:** api-customerservice@teledyne.com.

You can access and submit an online version of this form at <http://www.teledyne-api.com/forms/csforM101E.asp>

