

# Warranty/Repair Questionnaire Model 400E

CUSTOMER: \_\_\_\_\_ PHONE: \_\_\_\_\_

CONTACT NAME: \_\_\_\_\_ FAX NO. \_\_\_\_\_

SITE ADDRESS: \_\_\_\_\_

MODEL 400E SERIAL NO.: \_\_\_\_\_ FIRMWARE REVISION: \_\_\_\_\_

1. ARE THERE ANY FAILURE MESSAGES? \_\_\_\_\_

\_\_\_\_\_

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

2. \*IF OPTIONS ARE INSTALLED

Parameter	Recorded Value	Acceptable Value
<b>RANGE</b>	PPB/PPM	1 – 10,000 PPB
<b>STABIL</b>		<= 0.3 PPM WITH ZERO AIR
<b>O3 MEAS</b>	mV	2500 – 4800 mV
<b>O3 REF</b>	mV	2500 – 4800 mV
<b>O3 GEN*</b>	mV	80 mV. – 5000 mV.
<b>O3 DRIVE*</b>	mV	0 – 5000 mV.
<b>PRES</b>	IN-HG-A	~ - 2"AMBIENT ABSOLUTE
<b>SAMPLE FL</b>	CM3/MIN	800 ± 10%
<b>SAMPLE TEMP</b>	°C	10 – 50 °C
<b>PHOTO LAMP</b>	°C	50 °C ± 1 °C
<b>O3 GEN TMP*</b>	°C	48 °C ± 3 °C
<b>BOX TEMP</b>	°C	10 – 50 °C
<b>SLOPE</b>		1.0 ± .15
<b>OFFSET</b>	PPB	0.0 ± 5.0 PPB
Values are in the Signal I/O		
<b>REF_4096_MV</b>	mV	4096mv±2mv and Must be Stable
<b>REF_GND</b>	mV	0± 0.5 and Must be Stable

3. WHAT IS THE SAMPLE FLOW AND SAMPLE PRESSURE WITH THE SAMPLE INLET ON REAR OF MACHINE CAPPED?

**SAMPLE FLOW** - \_\_\_\_\_ - CM3/MIN    **SAMPLE PRESSURE** - \_\_\_\_\_ IN-HG-A

4. WHAT ARE THE FAILURE SYMPTOMS?

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

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

**TELEDYNE API CUSTOMER SERVICE**

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