

# Warranty/Repair Questionnaire Model 100E

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

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

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

MODEL 100E SERIAL NO.: \_\_\_\_\_ FIRMWARE REVISION: \_\_\_\_\_

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

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

\*IF OPTION IS INSTALLED

Parameter	Recorded Value	Acceptable Value
RANGE	PPB/PPM	
STABIL	PPB	≤1 PPB WITH ZERO AIR
SAMP PRESS	IN-HG-A	AMBIENT ± 2 IN-HG-A
SAMPLE FLOW	CM <sup>3</sup> /MIN	650 ± 10%
PMT SIGNAL WITH ZERO AIR	mV	-20 TO 150 mV
PMT SIGNAL AT SPAN GAS CONC	mV PPB/PPM	0-5000 mV 0-20000 PPB
NORM PMT AT SPAN GAS CONC	mV PPB/PPM	0-5000 mV 0-20000 PPB
UV LAMP	mV	2000 TO 4000 mV
LAMP RATIO	mV	30 TO 120%
STR. LGT	PPB	≤ 100 PPB/ ZERO AIR
DARK PMT	mV	-50 TO 200 mV
DARK LAMP	mV	-50 TO 200 mV
SLOPE		1.0 ± 0.3
OFFSET	mV	< 250 mV
HVPS	V	≈ 400 – 900
RCELL TEMP	°C	50°C ± 1
BOX TEMP	°C	AMBIENT + ~ 5
PMT TEMP	°C	7°C ± 2° CONSTANT
IZS TEMP*	°C	50°C ± 1
ETEST	mV	2000 mV ± 500
OTEST	mV	2000 mV ± 1000
Values are in the Signal I/O		
REF_4096_MV	mV	4096mv±2mv and Must be Stable
REF_GND	mV	0± 0.5 and Must be Stable

3. WHAT IS THE SAMPLE FLOW & SAMPLE PRESSURE W/SAMPLE INLET ON REAR OF MACHINE CAPPED?

SAMPLE FLOW - \_\_\_\_\_ CC      SAMPLE PRESS - \_\_\_\_\_ IN-HG-A

4. WHAT ARE THE FAILURE SYMPTOMS? \_\_\_\_\_

**TELEDYNE API CUSTOMER SERVICE**

Email: [api-customerservice@teledyne.com](mailto:api-customerservice@teledyne.com)

PHONE: (858) 657-9800    TOLL FREE: (800) 324-5190    FAX: (858) 657-9816

**Warranty/Repair  
Questionnaire  
Model 100E**

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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