

# Warranty/Repair Questionnaire Model 200EH/EM

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

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

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

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

Model 200EH/EM 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
RANGE	ppb/ppm	1 ppm -5000 ppm	PMT TEMP	°C	7 ± 2
NO <sub>x</sub> STB	ppb/ppm	≤ 1 ppb with zero air	O2 TEMP	°C	50 ± 1
Sample FL	cm <sup>3</sup> /min	200EM=250+-25 200EH=300+-30	MOLY TEMP CONV TEMP	°C	315 ± 5 700 ± 10
Ozone FL	cm <sup>3</sup> /min	250 ± 25	RCEL pressure	in-Hg-A	<10
PMT signal with zero air	mV	-20 to 150	SAMP pressure	in-Hg-A	Ambient - ~1
PMT signal at span gas conc	mV ppb/ppm	0-5000 0-5000 ppm	NO SLOPE		1.0 ± 0.3
NORM PMT at span gas conc	mV ppb/ppm	0-5000 0-5000 ppm	NO OFFS	mV	-50 to 150
AZERO	mV	-20 to 150	NO <sub>x</sub> SLOPE		1.0 ± 0.3
HVPS	V	400-800	NOX OFF	mV	-50 to 150
RCELL TEMP	°C	50 ± 1	ETEST	PMT mV	2000 ± 1000
BOX TEMP	°C	Ambient + ~5	OTEST	PMT mV	2000 ± 500
O2 CELL TEMP	°C	50 ± 1			

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

You can access and submit an online version of this form at:  
<http://www.teledyne-api.com/forms/p-fm200ehem.asp>

