

Warranty/Repair Questionnaire Model 360E

Company: _____ Contact Name: _____

Phone Number: _____ Fax Number: _____ Email: _____

Site Address: _____

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

Model 360E 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	0-10 to 0-2000 ppm	Bench Temperature	°C	48 ± 1
Zero Stability	ppb/ppm	< 0.15 ppm	Wheel Temperature	°C	68 ± 2
Measure at Zero	mV	3600 - 4800	Box Temperature	°C	ambient temp + 7 ± 10
Reference at Zero	mV	1400 - 2000	Photo-detector Temperature	mV	250mV to 4750mV
Zero Measurement Reference Ratio	-	2.5 ± 0.3	Slope	-	1.0 ± 0.3
Sample Pressure	In-Hg-A	~2" < ambient absolute pressure (29.9 at sea level, 24.9 at 5,000', and 20.6 at 10,000')	Offset	-	0 ± 0.2
Sample Flow	cc/min	800 ± 10%	Time of Day		hh:mm:ss
Sample Temperature	°C	48 ± 4			

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

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.

