

**Appendix C**  
**Warranty/Repair Questionnaire**  
**Models T100H, 100EH**  
 (05029D DCN 6038)



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

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

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

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

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

\_\_\_\_\_  
 \_\_\_\_\_

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

Parameter	Displayed As	Observed Value	Units	Nominal Range
Range	<b>RANGE</b>		PPM UG/M <sup>3</sup>	1-5000 PPM Standard
Stability	<b>STABIL</b>		PPM UG/M <sup>3</sup>	<.1 PPM with Zero Air
Vacuum	<b>VAC</b>		In-Hg-A	4 – 10 “Hg
Sample Pressure	<b>PRES</b>		In-Hg-A	24 – 29
Sample Flow	<b>SAMP FL</b>		CC/MIN	700 ±10%
PMT Signal	<b>PMT</b>		MV	0 ± 100 with Zero Air
Normalized PMT Signal	<b>NORM PMT</b>		MV	0 ± 100 with Zero Air
UV Lamp	<b>UV LAMP</b>		MV	1000 – 4800
UV Lamp Ratio	<b>LAMP RATIO</b>		%	35 – 120%
Stray Light	<b>STR. LGT</b>		PPM	-50 to +100
Dark PMT	<b>DRK PMT</b>		MV	<200
Dark Lamp	<b>DRK LMP</b>		MV	-30 to 50
Slope	<b>SLOPE</b>		-	1.0 ± 0.3
Offset	<b>OFFSET</b>		MV	<200
High Voltage Power Supply	<b>HVPS</b>		V	400 – 750*
Reaction Cell Temperature	<b>RCELL TEMP</b>		°C	50 ± 1
Box Temperature	<b>BOX TEMP</b>		°C	Ambient + (3-7)
PMT Temperature	<b>PMT TEMP</b>		°C	7 ± 2
Time of Day	<b>TIME</b>		HH:MM:SS	

TELEDYNE API CUSTOMER SERVICE  
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<b>Test Settings</b>		
<b>Test Value</b>	<b>Observed Value</b>	<b>Acceptable Value</b>
E TEST PMT Reading		2000 ± 1000MV
O TEST PMT Reading		2000 ± 20 MV

2. HAVE YOU PERFORMED A LEAK CHECK AND FLOW CHECK? \_\_\_\_\_
3. WHAT ARE THE FAILURE SYMPTOMS? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
4. WHAT TEST HAVE YOU DONE TRYING TO SOLVE THE PROBLEM? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
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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