

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

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

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

SERIAL NO.: \_\_\_\_\_ FIRMWARE REVISION: \_\_\_\_\_

1. Are there any failure messages? \_\_\_\_\_

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

Please complete the following table:

PARAMETER	DISPLAYED AS	OBSERVED VALUE	UNITS	NOMINAL RANGE
Range	RANGE		PPM, MGM PPB, UGM	1 – 100 PPM
Stability	CO STB		PPM	<1.0 PPM with Zero Air
CO Measure	CO MEAS		mV	2500 – 4800 MV
CO Reference	CO REF		mV	2500 – 4800MV
Measure/Reference Ratio	MR RATIO		–	1.1 – 1.3 W/ Zero Air
Auto Zero M/R Ratio	AZERO RATIO		–	1.1 – 1.3
Pressure	PRES		In-Hg-A	-2”Ambient Absolute
Sample Flow	SAMP FL		cm <sup>3</sup> /min	1800 ± 20%
Bench Temp	BENCH TEMP		°C	48 ± 2
Wheel Temp	WHEEL TEMP		°C	68 ± 2
Box Temp	BOX TEMP		°C	Ambient + 7 ± 10
Photo Drive	PHT DRIVE		mV	250 mV – 4750 mV
Slope of CO Measurement	CO SLOPE		–	1.0 ± .3
Offset of CO Measurement	CO OFFSET		PPM	0 ± 0.3
Dark Cal Reference signal	REF DARK OFFSET		mV	125 ± 50 mV
Dark Cal Measurement Signal	MEAS DARK OFFSET		mV	125 ± 50 mV
Electric Test			PPM	40 ± 2 PPM

**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

2. Have you performed a leak check and flow check? \_\_\_\_\_

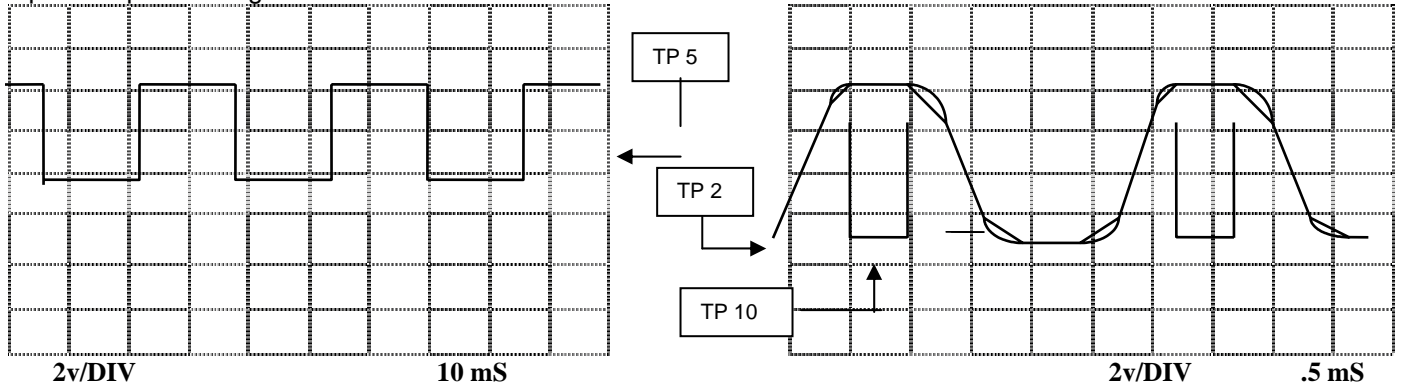
3. What are the failure symptoms? \_\_\_\_\_

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

4. What test have you done trying to solve the problem? \_\_\_\_\_

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

5. Please check these signals and verify the correctness. Look for the signals annotated on the diagram. What are the peak-to-peak voltages?



5. If possible, please include a portion of a strip chart pertaining to the problem. Circle pertinent data.

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

**OTHER INFORMATION:** \_\_\_\_\_

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