

## 7 Service and repair

This chapter contains information on troubleshooting and correction should an error occur during operation.

Repairs to the unit must be performed by Bühler authorised personnel.

Please contact our Service Department with any questions:

**Tel.: +49-(0)2102-498955** or your agent

If the equipment is not functioning properly after correcting any malfunctions and switching on the power, it must be inspected by the manufacturer. Please send the equipment inside suitable packaging to:

**Bühler Technologies GmbH**

**- Reparatur/Service -**

**Harkortstraße 29**

**40880 Ratingen**

**Germany**

Please also attach the completed and signed RMA decontamination statement to the packaging. We will otherwise be unable to process your repair order.

You will find the form in the appendix of these instructions, or simply request it by e-mail:

**service@buehler-technologies.com.**

### 7.1 Troubleshooting

#### CAUTION



#### Risk due to defective device

Personal injury or damage to property

- a) Switch off the device and disconnect it from the mains.
- b) Repair the fault immediately. The device should not be turned on again before elimination of the failure.



| Problem / malfunction  | Possible cause                          | Action                                  |
|------------------------|-----------------------------------------|-----------------------------------------|
| No or reduced gas flow | – Filter element clogged                | – Clean or replace filter element       |
|                        | – Gas circuit clogged                   | – Clean sampling tube                   |
| No heat output         | – No / incorrect voltage                | – Check power supply                    |
| Condensation forming   | – Heater defective                      | – Send in probe for repair              |
|                        | – Thermal bridges at the sampling point | – Insulate to eliminate thermal bridges |

Tab. 2: Troubleshooting

### 7.2 Spare Parts and Accessories

Please also specify the model and serial number when ordering parts.

Upgrade and expansion parts can be found in our catalog.

Available spare parts:

| Item no.   | Description                                                               |
|------------|---------------------------------------------------------------------------|
| 90 091 05  | Measuring outlet seal                                                     |
| 90 090 79  | Flange seal DN65 PN6                                                      |
| 90 090 42  | Flange seal ANSI3" 150 lbs                                                |
| 90 090 68  | Flat seal FD 40 WS                                                        |
| 46 222 012 | Seal kit for filter element and probe, material: Viton                    |
| 46 222 024 | Seal kit for filter element and probe, material: Perfluoroelastomer       |
| 46 222 010 | Downstream filter, sintered stainless steel, material: Viton              |
|            | Please see the accessories data sheet in the appendix for filter elements |