

## 7 Service and repair

If an error occurs during operation, you will find troubleshooting and corrective information in this chapter.

Repairs to the equipment may only be performed by Bühler authorised personnel.

If you have any questions, please contact our service department:

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

Further information about our individual service solutions for repair, modification and commissioning can be found at <https://www.buehler-technologies.com/service>.

If, after rectifying any faults and switching on the mains voltage, the device does not function correctly, it must be checked by the manufacturer. Please send the equipment inside suitable packaging to:

**Bühler Technologies GmbH**

**- Reparatur/Service -**

**Harkortstraße 29**

**40880 Ratingen**

**Germany**

In addition, please attach the completed and signed RMA decontamination declaration to the packaging. Otherwise, your repair order cannot be processed. You can find the form in the appendix of these instructions, or simply request it by e-mailing:

**[service@buehler-technologies.com](mailto:service@buehler-technologies.com)**.

### 7.1 Troubleshooting

#### CAUTION



#### Risk due to defective device

Personal injury or damage to property

- Switch off the device and disconnect it from the mains.
- 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                   |
|                        | – Ball valve closed                     | – Open ball valve                       |
|                        | – Blowback (optional) not responding    | – Check compressed air supply           |
| No heat output         | – No/incorrect power supply             | – Check power supply                    |
| Condensation forming   | – Heater defective                      | – Send in probe for repair              |
|                        | – Thermal bridges at the sampling point | – Insulate to eliminate thermal bridges |

## 7.2 Spare Parts

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                                                               |
|----------|---------------------------------------------------------------------------|
| 9009105  | Measuring outlet seal                                                     |
| 9009079  | Flange seal DN65 PN6                                                      |
| 9009042  | Flange seal ANSI3" 150 lbs                                                |
| 9009068  | Flat seal FD 40 WS                                                        |
| 46222012 | Seal kit for filter element and probe, material: Viton                    |
| 46222024 | Seal kit for filter element and probe, material: Perfluoroelastomer       |
| 46222010 | Downstream filter, sintered stainless steel, material: Viton              |
|          | Please see the accessories data sheet in the appendix for filter elements |