

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 – BZL

Halle A1 – Aircompark

Halskestr. 24

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

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 plugged	– Clean or replace filter element, clean sampling tube
Temperature alarm	– Heat-up not yet completed – Pt100 defective – Heater / controller defective	– Wait for heat-up to complete – Send in probe for repair – Send in probe for repair
No heat output / no display	– No / incorrect voltage – Controller defective	– Power supply – Send in probe for repair
Condensate or salt collecting inside the probe	– Heater defective – Thermal bridges at the sampling point	– Send in probe for repair – Insulate to eliminate thermal bridges
Error messages on the display		
 Error 01	– Probe temperature too high, line Pt100 disconnected	– Check Pt100 connection inside the controller or send probe in for repair
 Error 02	– Probe temperature too low, Pt100 short-circuit	– Send in probe for repair
 Error 03	– Heated adapter temperature too high, line Pt100 disconnected	– Check Pt100 connection inside the controller or send probe in for repair
 Error 04	– Heated adapter temperature too low, Pt100 short-circuit	– Send in probe for repair

Tab. 1: Troubleshooting

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
46222024	O-ring kit for filter element and probe, material: Perfluorelastomer
46222026P	Filter element ceramic 3 µm perfluor
46222010P	Filter element sintered VA 5 µm perfluor
46222500040	Glass receptacle DeNox
441004271	Glass beads
44920035014	Peristaltic pump replacement hose
44921120104	Peristaltic pump