

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

For further information about our services and customised maintenance visit <http://www.buehler-technologies.com/service>.

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 plugged	– Clean or replace filter element, clean sampling tube
Temperature alarm	– Heat-up not yet completed	– Wait for heat-up to complete
	– Pt100 defective	– Send in probe for repair
	– Heater / controller defective	– Send in probe for repair
No heat output / no display	– No / incorrect voltage	– Power supply
	– Controller defective	– Send in probe for repair
Condensate or salt collecting inside the probe	– Heater defective	– Send in probe for repair
	– Thermal bridges at the sampling point	– 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