

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

- 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.



CAUTION



Hot surface

Burning hazard

According to the product type and operation conditions, the temperature of the housing may exceed 50 °C during operation.

Depending on the conditions at the installation site it may be necessary to provide these areas with appropriate warning signs.

Malfunction	Cause	Action
Pump doesn't start up	- Broken or incorrectly connected lead - Defective motor	- Check connection or fuse and switch - Replace motor
Pump doesn't convey	- Defective or dirty valves - Bypass valve open - Defective bypass valve O-ring - Torn bellow	- Carefully blow out or replace valves or see chapter Replacing the inlet and outlet valves [> page 15]. - Close bypass valve - have repaired by Bühler service technician or see Replacement of the O-ring of the bypass valve (optional) [> page 16]. - have repaired by Bühler service technician or see Replacing bellow and connecting rod-eccentric-combination [> page 15].
Noisy pump operation	- Crankshaft out of alignment - Engine bracket damaged	- have repaired by Bühler service technician or see Replacing bellow and connecting rod-eccentric-combination [> page 15]. - Replace motor
Protective device is triggering	- Coil- and terminal short circuit - Start-up time exceeded	- Measure insulation resistance - Check start-up requirements

Malfunction	Cause	Action
Poor performance	– Leakage	– Tighten head screws, note torque (see chapter Maintenance [> page 14]).
	– Torn bellow	– have repaired by Bühler service technician or see Replacing bellow and connecting rod-eccentric-combination [> page 15].
	– Defective or dirty valves	– Carefully blow out or replace valves or see chapter Replacing the inlet and outlet valves [> page 15].

Tab. 1: 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:

Spare part		Item no.	Position in assembly drawing 42/025-Z02-01-2
P4.3	Bellow	4200015	12a
	Plunger / eccentric combination	4200075	10a, 11
	Set of 100 °C valves	4201002	2x 17a
	Set of 160 °C valves	4202002	2x 17b
	Bypass O-ring	9009115	21a
P4.83	Bellow	4200071	12b
	Plunger / eccentric combination	4200034	10c, 11
	Set of 160 °C valves	4202002	2x 17b
	Bypass O-ring	9009115	21a

Tab. 2: Spare Parts and Accessories