

Checklist for returning Testomat® instruments (Complaint or repair)

If you return a Testomat device to us, please note:

1. Use a suitable cardboard box

- ✓ Large enough so that there is room for the device. In addition, please use only clean filling material.
- ✓ Pack sturdy enough.
- ✓ Use strong adhesive tape to seal.

2. Prepare device for shipment

- ✓ **Be sure** to remove the indicator bottle.
- ✓ Secure hoses with solid fluid or place in a plastic bag.
- ✓ Secure the DosiClip (with a cardboard or adhesive tape).
- ✓ Do not leave loose items in the unit, either remove or secure.
- ✓ Also wrap the device with bubble wrap or similar material.

3. Enclose delivery bill

- ✓ Specify the name, address and company of the sender.
- ✓ Type of instrument and serial number (e.g. Testomat ECO, 234.456).
- ✓ Error description - Be sure to indicate on the delivery bill why you are returning the device.



Tips for describing errors:

- What message was displayed?
(MST analysis, water storage, etc.)
- Has the indicator used had a shelf life?
(Item number, batch number, expiration date)
- Does the device display a plausible measured value?

The completed checklist from the operating instructions supports us in determining the cause.

Block 3 / Visual inspection and functional test	Please mark appropriately (X)		If applicable, values / comments
	Yes	No	
Is the instrument connected to the mains voltage specified on the rating plate?			
Does a message appear on the display?	Yes	No	
Does the instrument display a plausible measured value? (possible manual measurement value)	Yes	No	Measured value:
Are the measuring chamber and sight-glass windows clean?	Yes	No	
Are the measuring chamber and the water-carrying hoses free of leaks?	Yes	No	
Is the indicator's expiry date still valid? (See expiry date printed on the indicator bottle)	Yes	No	Expiry date:
Has the correct indicator type been programmed? (TH 2025 => 0.25 to 2.5 °dH = factory setting)	Yes	No	Type:
Is the water pressure within the specified range (400 ml/min)? (See the type plate on the instrument)	Yes	No	Plant pressure:
Does the drain hose prevent the risk of backwater? (No "siphoning effect"!)	Yes	No	
Is the drain hose free of blockages? (Microorganisms caused by contamination, etc.)	Yes	No	
Does the set flushing time/quantity of flush water ensure that only freshwater is measured?	Yes	No	Flushing time:
Are the hoses at the dosing pump free from air bubbles? (Operate the pump manually / Carry out a manual analysis)	Yes	No	
CARRYING OUT A (MANUAL) ANALYSIS			
Does the water column rise evenly up to the overflow borehole when filling the measuring chamber (5 mm below the upper edge of the measuring chamber)? (If not, check the water pressure, water throughput/flow controller)	Yes	No	
Does the indicator pump dose correctly when starting an analysis? (LED at the pump illuminates!)	Yes	No	No. of dosing strokes:
Have the indicator and water been mixed properly in the measuring chamber after the dosing process? Check the magnetic stirring bar! =>see maintenance manual "Adjust mode"	Yes	No	
PROGRAMMING DATA / OPERATING CONDITIONS			
Have the limit values been set correctly? (Within the measuring range/according to the performance limit of the plant?)	Yes	No	Limit values:
Is the Testomat instrument always supplied with mains voltage – except during maintenance work/emergency situations? (Temporary shutdown only via the "Standby" key or the "Stop" input)	Yes	No	See the "General instructions for operating Testomat 2000® and Testomat® ECO"

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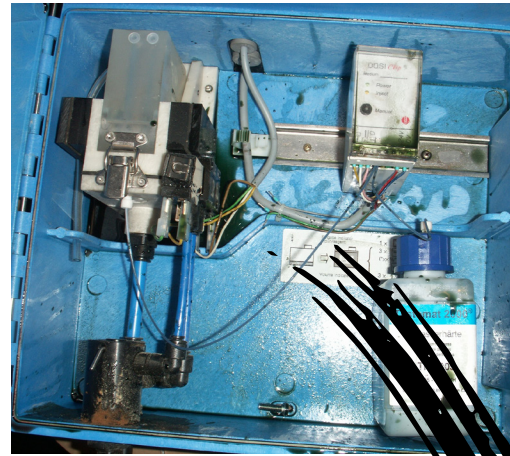
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With a clean device, there are no additional costs
for time-consuming and expensive cleaning.



Indicator bottles that are still connected cause severe contamination and damage the device. It leads to inefficiency of the repair.

