

RE: Hach Company digital pH probe warranty questionnaire

We are sorry to hear that you are having issues with your GLI differential pH probe. The sensor warranty covers the instrument against defects in materials and craftsmanship for 12 months, but also includes a pro-rated warranty that covers the sensor for 30 months from the instrument sale date for other failures.

If you would like to apply for the sensor warranty or pro-rate, please complete the fields below and email the completed form to the technical support team at techhelp@hach.com.

Section 1: Customer information	
Name:	<input type="text"/>
Phone number:	<input type="text"/>
Company:	<input type="text"/>
Hach account number:	<input type="text"/>
Shipping address:	<input type="text"/>
Billing address:	<input type="text"/>
Section 2: Probe information	
Probe part number:	<input type="text"/>
Probe serial number/order number:	<input type="text" value=" /"/>
Reading in your process:	<input type="text"/>
Expected value:	<input type="text"/>
Brief description of issues:	<input type="text"/>
Section 3: Clean the sensor	
<ol style="list-style-type: none"> 1. Clean the sensor by removing loose debris with a stream of water and soft bristled brush 2. Prepare a mild soap solution with warm water and lanolin free soap 3. Soak the sensor for 2-3 minutes in the solution 4. Use a small soft bristled brush and clean the electrode and salt bridge 5. If deposits remain after cleaning with soap, use a dilute acid, such as muriatic acid to soak the probe for 5 minutes 6. Soak the sensor for 2-3 minutes in the soap solution 7. Rinse sensor with clean, warm water 	

Section 4: Sensor calibration

Perform a 2-point sensor calibration and record pH readings from controller

pH 4.0	<input type="text"/>
pH 7.0	<input type="text"/>
pH 10.0	<input type="text"/>

Section 5: Replace salt bridge and standard cell solution

Following the salt bridge and standard cell solution replacement, perform a 2-point sensor calibration and record the readings from the controller

pH 4.0	<input type="text"/>
pH 7.0	<input type="text"/>
pH 10.0	<input type="text"/>

Section 6: Troubleshooting

1. Place the sensor in a fresh pH 7.0 buffer. Allow for the temperature to equilibrate

2. On the controller, enter the 'Sensor Setup' menu, highlight 'Diag/Test', press enter

3. Highlight 'Sensor Signal' and press enter. Record value:

4. Remove the sensor from the pH 7.0 buffer, rinse with water, and place in a pH 4.0 or pH 10.0 buffer

5. On the controller, enter the 'Sensor Setup' menu, highlight 'Diag/Test', press enter

6. Highlight 'Sensor Signal' and press enter. Record value:

7. If the sensor serial number is 1409XXXXXX or higher, provide the 'Active Elect' value in the 'Diag/Test' menu. Record value:

Once we receive your completed questionnaire, we will evaluate the information. If deemed a defect in materials or craftsmanship within the warranty period a new sensor will be sent at no cost. If not related to a manufacturing defect, but within the valid pro-rate period, you will receive an offer to purchase a new sensor at a pro-rated price. Please indicate below if a PO will be needed for this order and one of our order specialists will contact you.

- I will need to give a new PO for the purchase price of this probe
- I will NOT need a new PO for the purchase of this probe

If you have questions, please contact the technical support team via email at techhelp@hach.com or via phone at (800)227-4224 and follow the prompts to speak to a technical support representative.

Thank you for your business!

For internal use only:

Technical advisor name:	<input type="text"/>	Date:	<input type="text"/>
Sensor offset:	<input type="text"/>		
Sensor span:	<input type="text"/>		
Pro-rated replacement (y,n,n/a):	<input type="text"/>	Price:	<input type="text"/>
Warranty replacement (y,n,n/a):	<input type="text"/>		