



RE: Hach Company analog 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 fill in the information below and email the completed form to the technical support team at techhelp@hach.com.

Section 1: Customer information	
Name:	
Phone number:	
Company:	
Hach account number:	
Shipping address:	
Billing address:	
Section 2: Probe information	
Probe part number:	
Probe serial number/order number:	/
Reading in your process:	
Expected value:	
Brief description of issues:	
Section 3: Clean the sensor	
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 (requires a digital multimeter capable of reading DC mV, ohms)

1. Disconnect the red, green, yellow, and black sensor wires from the controller or gateway
2. Place the sensor in a fresh pH 7.0 buffer. Allow for the temperature to equilibrate
3. What is the resistance (ohms) between the yellow and black wires?
4. Reconnect the yellow and black wires
5. Connect the (+) lead to the red wire and the (-) lead to the green wire
6. What is the value (mV DC) between the red and green wires?
7. Remove the sensor from the pH 7.0 buffer, rinse with water, and place in a pH 4.0 or pH 7.0 buffer. Allow the temperature of the sensor and the buffer to equilibrate.
8. What is the value (DC mV) between the red and green wires?

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, but within the valid pro-rate period, you will receive a new sensor at a pro-rated price. If you need a new PO for this order, please indicate that below and one of our order specialists will contact you for that PO.

- 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"/>		
Pro-rated replacement (y,n,n/a):	<input type="text"/>	Price:	<input type="text"/>
Warranty replacement (y,n,n/a):	<input type="text"/>		
Notes:	<input type="text"/>		