



Service Event ID: \_\_\_\_\_

Customer Account: \_\_\_\_\_

Location: \_\_\_\_\_

Service Technician: \_\_\_\_\_

Service Date: \_\_\_\_\_

**Preventative Maintenance Service Event: OsmoTECH PRO**

Serial Number: \_\_\_\_\_

**Tools Check**

Confirm Temperature / RH Meter is within calibration period

Confirm Multimeter is within calibration period

**Environmental Condition Review**

Confirm surrounding environmental temperature is within 18°C to 35°C

Confirm surrounding environmental relative humidity is within 5 %RH to 80%RH

Confirm electrical service source is within 100VAC to 240VAC

Confirm there is adequate clearance on all sides of instrument for air circulation

**Initial Assessment**

Inspect instrument for signs of damage, drops, liquids, spills, etc.

Inspect power cord to ensure no damage

**As Found Data:** Complete 3 runs of 290 mOsm/kg H<sub>2</sub>O standard and record results

Lot Number: \_\_\_\_\_

Run #1 Result: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Run #2 Result: \_\_\_\_\_

Run #3 Result: \_\_\_\_\_

<b>AVERAGE:</b>	Mean: _____
	SD: _____

Check Events Database for repeated errors and/or problems and address any outstanding issues

**Comments:**

## Service Instrument

- Run sample probe test. If necessary, replace sample probe
- Verify all electrical connections are properly mated, including USB connections
- Remove excess dust that may cause issues
- Inspect instrument for loose or missing hardware.
- Clean outside surfaces of instrument
- Clean inside of Cooling Well
- Check Turntable for signs of damage and warping
- Verify that the Sample Tube is properly restrained when the Cooling Well and Sample Probe are engaged.
- Review Guide Shafts for excessive debris and signs of damage. Clean as instructed.
- Review Linear-Motor's leadscrews for dust and debris. Clean as instructed.
- Check Solenoid plunger for sample build-up and damage. Clean as instructed.
- Verify Solenoid plunger moves freely
- Check fuses
- Perform A/D to verify Cooling Assembly' efficiency
- Verify LCD Display works as intended
- Verify Barcode Scanner is working properly

  
  
  
  
  
  
  
  
  
  
  
  
  
  
  

### Comments:

## Verify / Calibrate Instrument

Confirm only AI standards being used

**Verify instrument using 290 and 850 mOsm/kg H<sub>2</sub>O, standards. Recalibrate if specifications are not met.**

**Verification Data:** Run 3 samples of **290 mOsm/kg H<sub>2</sub>O** standard and record results

Lot Number: \_\_\_\_\_

Mean: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

SD: \_\_\_\_\_

**Verification Data:** Run 5 samples of **850 mOsm/kg H<sub>2</sub>O** standard and record results

**Lot Number:** \_\_\_\_\_

**Mean:** \_\_\_\_\_

**Expiration Date:** \_\_\_\_\_

**SD:** \_\_\_\_\_

**Optional verification testing based on customer need / application:**

**Verification Data:** Run 3 samples of **0 mOsm/kg H<sub>2</sub>O** standard and record results (\*optional based on customer need)

**Lot Number:** \_\_\_\_\_

**Mean:** \_\_\_\_\_

**Expiration Date:** \_\_\_\_\_

**SD:** \_\_\_\_\_

**Verification Data:** Run 5 samples of **2000 mOsm/kg H<sub>2</sub>O** standard and record results (\*optional based on customer need)

**Lot Number:** \_\_\_\_\_

**Mean:** \_\_\_\_\_

**Expiration Date:** \_\_\_\_\_

**SD:** \_\_\_\_\_

Offer to run customer sample

**Final Comments:**

**Technician Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_