



Service Checklist: OsmoTECH PRO

Serial Number: _____

Service Event ID: _____

Customer Account: _____

Location: _____

Service Technician: _____

Service Date: _____

Initial Assessment

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

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

Confirm Software / Firmware Versions

Software: _____

Firmware: _____

Sample Probe Resistance / Block Probe Resistance: _____

Initial Assessment Comments:

Service Instrument

Run sample probe test

Check Solenoid plunger for sample build-up and damage. Clean as instructed

Verify solenoid plunger moves freely

Clean inside of Cooling Well

Perform A/D to verify Cooling Assembly efficiency

Verify LCD Display works as intended

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.

Verify / Calibrate Instrument

Confirm only AI standards being used

Verify instrument using 290 and 850 mOsm/kg H₂O, standards. Recalibrate if specifications are not met.

Verification Data: Run 3 samples of **290 mOsm/kg H₂O** standard and record results

Lot Number: _____

Mean: _____

Expiration Date: _____

SD: _____

Verification Data: Run 5 samples of **850 mOsm/kg H₂O** 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 H₂O** standard and record results (*optional based on customer need)

Lot Number: _____

Mean: _____

Expiration Date: _____

SD: _____

Verification Data: Run 5 samples of **2000 mOsm/kg H₂O** 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: _____