

Servicing Frequently Asked Questions (FAQs)

Product Support Information

Why should I get my photometer serviced?

A service and recalibration is a vital requirement to not only ensure the accuracy of your results but also the longevity of your instrument. We recommend a yearly service on all of our instruments to ensure that they are working correctly.

What do I get in a service?

An instrument service covers an initial visual evaluation, run of check standards, software check and upgrade if necessary. The instrument is then recalibrated and issued with a new certificate.

Photometer 8000

Following an inspection of the instrument, each of these items will be replaced:

- The gear spurs which grip and hold the tube into the correct position
- The base locator which is what the tubes rest on inside the optics
- The light diffuser which is an optical part, essential for calibration

The optics will be cleaned and the instrument recalibrated. This calibration will then be verified and new certificate issued.

Multiparameter Photometers- 7500/ 7100/ Pooltest 25/ Pooltest 9

Following an inspection of the instrument, each of these items will be replaced:

- The CAM which holds the tubes in place
- The optics base plate which is what the tubes rest on inside the optics

The optics will be cleaned and the instrument recalibrated. This calibration will then be verified and new certificate issued.

Compact Photometers and Turbidity Meters

Following an inspection of the instrument, each of these items will be replaced:

- The lamp pot
- The optics sleeve which is where the tube sits

The optics will be cleaned and the instrument recalibrated. This calibration will then be verified and new certificate issued.

We can also offer servicing and repair for sensor technology products, for heater blocks and for the electrochemical range.

	Photometer 8000	Multiparameters	Compacts
Visual pre-examination	•	•	•
Software upgraded	•	•	•
Optics cleaned	•	•	•
Gear Spurs fitted	•		
Base Locator fitted	•		
Light Diffuser fitted	•		
CAM replaced		•	
Optic Base Plate replaced		•	
Lamp Pot fitted			•
Optic Sleeve replaced			•
Recalibrated	•	•	•
Calibration verified	•	•	•
New certificate issued	•	•	•

For more information on servicing, please contact the sales team on +44 (0) 191 491 0808 or email sales@palintest.com