

7 Service and repair

This chapter contains information on troubleshooting and correction should an error occur during operation.

Repairs to the unit must be performed by Bühler authorised personnel.

Please contact our Service Department with any questions:

Tel.: +49-(0)2102-498955 or your agent

If the equipment is not functioning properly after correcting any malfunctions and switching on the power, it must be inspected by the manufacturer. Please send the equipment inside suitable packaging to:

Bühler Technologies GmbH

- Reparatur/Service -

Harkortstraße 29

40880 Ratingen

Germany

Please also attach the completed and signed RMA decontamination statement to the packaging. We will otherwise be unable to process your repair order.

You will find the form in the appendix of these instructions, or simply request it by e-mail:

service@buehler-technologies.com.

7.1 Troubleshooting

CAUTION



Risk due to defective device

Personal injury or damage to property

- a) Switch off the device and disconnect it from the mains.
- b) Repair the fault immediately. The device should not be turned on again before elimination of the failure.



CAUTION



Hot surface

Burning hazard

According to the product type and operation conditions, the temperature may exceed 50 °C during operation.

Depending on the conditions at the installation site it may be necessary to provide these areas with appropriate warning signs.

Problem / Failure	Possible cause	Solution
Pump does not start	– Mains disrupted or not correctly mounted	– Check fitting, fuse and switches
Pump does not transport	– Valves damaged or spoiled	– Blow out valves carefully or replace them
	– Bypass valve open	– Close bypass valve
	– Bellow cracked	– Replace bellow
Pump noisy	– Crank gear worn-out	– Replace crank gear
Insufficient delivery rate	– Leakage	– Re-tighten the head screws, regard allowed torque (see chapter Assembly of the sample gas pump [> page 18]).
	– Bellow cracked	– Check bellow and replace it, if necessary
	– Valves damaged or spoiled	– Blow out valves carefully or replace them

Tab. 1: Trouble shooting

7.2 Spare parts and accessories

Please also specify the model and serial number when ordering parts.

Upgrade and expansion parts can be found in our catalog.

Available spare parts:

Spare part	Item no.	Pos. in spare parts drawing 42/018-Z03-01-2
Bellow	42 28 00 3	18
Set inlet/outlet valves 70 °C	42 28 06 6	2 x 23/26
O-ring bypass valve	90 09 39 8	28
Crankshaft assembly spare parts kit	42 28 06 5	6, 7, 8, 9, 10
Mounting bracket	42 28 06 0	43a
Mounting bracket for housing version	42 28 06 7	43b
Set of bumpers incl. nuts & lock washers	42 28 06 1	39, 40, 41, 42
Mounting bracket & set of bumpers	42 28 06 2	39, 40, 41, 42, 43a
Mounting bracket & set of bumpers for housing version	42 28 06 3	39, 40, 41, 42, 43b

Tab. 2: Spare parts and accessories