

Installation, Operation, and Maintenance Manual

VELTRON DPT

Ultra-Low Range
Pressure & Flow Transmitter

Installation, Operation & Maintenance

Air Monitor Corporation provides complete
technical support between the hours of
7 a.m. and 5 p.m. PST, M-F

Contact our Service Department
Toll Free: 1-800-AIRFLOW

or fax us at 1-707-526-2825



TABLE OF CONTENTS

INSTRUMENT WARRANTY	i	
 SECTION 1 – GENERAL INFORMATION		
1.1 DESCRIPTION	1	
1.2 THEORY OF OPERATION	1	
 SECTION 2 – PERFORMANCE SPECIFICATIONS		
2.1 TRANSMITTER	2	
2.2 INDICATION	2	
2.3 INPUT/OUTPUT	2	
2.4 POWER	2	
 SECTION 3 – FEATURES		
3.1 ACCURACY	3	
3.2 PRIMARY SIGNAL NOISE FILTER	3	
3.3 SQUARE ROOT FUNCTION (Optional)	3	
3.4 CONTINUOUS DISPLAY OF PROCESS (Optional)	3	
3.5 HIGH TURNDOWN RATIO OPERATION	3	
3.6 HAZARDOUS LOCATIONS	3	
3.7 ENCLOSURE	3	
 SECTION 4 – INSTALLATION		
4.1 RECEIVING AND INSPECTION	4	
4.2 LOCATION	4	
4.3 MOUNTING	5-6	
4.4 PROCESS CONNECTIONS	7-8	
4.5 POWER/SIGNAL CONNECTIONS	9	
 SECTION 5 – OPERATION		
5.1 START-UP	10	
5.2 NORMAL OPERATION	10	
5.3 SETTING SIGNAL NOISE FILTER	10	
 SECTION 6 – CALIBRATION		
6.1 REQUIRED EQUIPMENT	11	
6.2 PREPARATION	11	
6.3 TRANSMITTER CALIBRATION	12-13	
6.4 RESPANNING	13	
 SECTION 7 – MAINTENANCE		14
 SECTION 8 – TROUBLESHOOTING		15
 SECTION 9 – PARTS LIST		16
 SECTION 10 – CUSTOMER SERVICE		17

INSTRUMENT WARRANTY

Air Monitor Corporation (hereinafter referred to as "Seller") warrants that at the time of shipment, products sold pursuant to this contract will be free from defects in materials and workmanship, and will conform to the specifications furnished or approved in writing by Seller. No warranty is given that delivered products will conform to catalog sheets, data sheets, and the like, which are subject to change without notice.

Seller will repair or replace, at its option, any products listed under this warranty which is returned freight prepaid to Seller within the earlier of three (3) years after start-up or thirty-nine (39) months after shipment that upon test and examination, proves defective within the terms of this warranty. Listed products sold without Seller provided start-up must be returned freight pre-paid to the Seller for repair or replacement. The warranty period for any item repaired or replaced shall be for the time remaining on the warranty period of the original components. Purchaser shall notify Seller in writing of such defect within sixty (60) days of discovery of the defect.

This warranty does not extend to any product sold by Seller which has been the subject of misuse, neglect, accident, damage or malfunction caused by interconnection with equipment manufactured by others,

improper installation or storage, or used in violation of instructions furnished by Seller, nor does it extend to any product which has been repaired or altered by persons not expressly approved by Seller. Nor does Seller warrant equipment against normal deterioration due to environment; nor items such as lamps, glass, and similar items subject to wear or burnout through usage. Adjustments for items or equipment not manufactured by Seller shall be made to the extent of any warranty of the manufacturer or supplier thereof.

Seller shall not be liable for any special or consequential damages or for loss of damage, directly or indirectly arising from the use of the products. Seller's warranty shall be limited to replacement of defective equipment and shall not include field removal and installation expenses.

The warranty set forth above is in lieu of all other warranties either express or implied and constitutes the full extent of Air Monitor Corporation's liability to the customer, or any other party for breach of warranty.

THERE ARE NO EXPRESS WARRANTIES EXCEPT AS SET FORTH HEREIN AND THERE ARE NO IMPLIED WARRANTIES OF MERCHANTABILITY OF FITNESS FOR ANY PARTICULAR PURPOSE, WHICH ARE PARTICULARLY DISCLAIMED.

NOTICE OF PROPRIETARY RIGHTS

This document contains confidential technical data, including trade secrets and proprietary information which are the sole property of Air Monitor Corporation. The use of said data is solely limited to use as specified herein. Any other use is strictly prohibited without the prior written consent of Air Monitor Corporation.

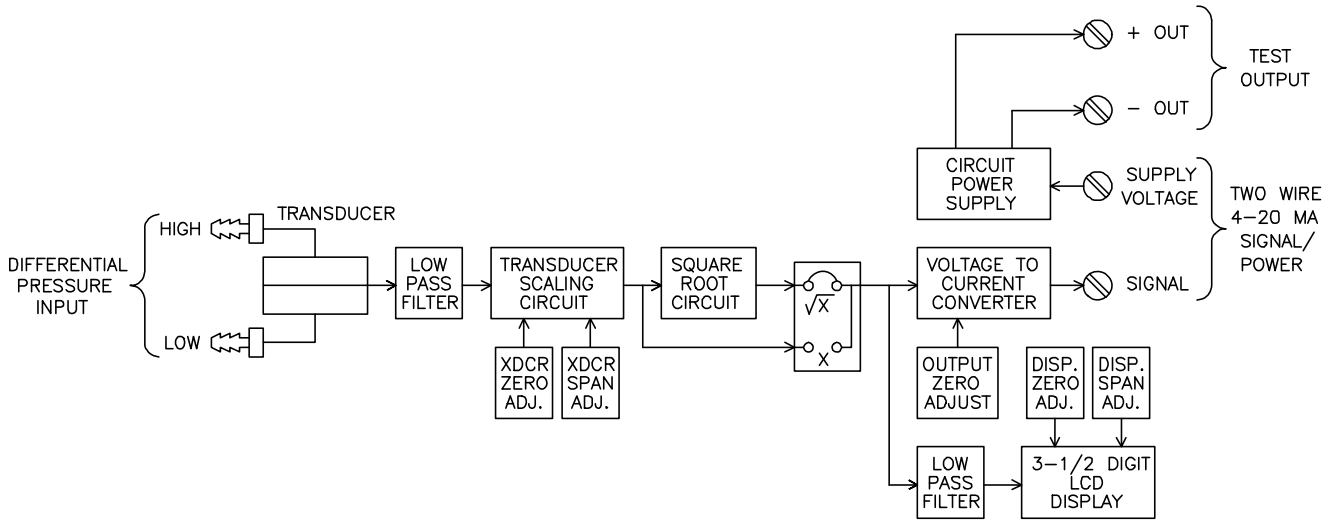
1 – GENERAL INFORMATION

1.1 – DESCRIPTION

The VELTRON DPT ultra-low range pressure and flow transmitter is designed to receive signals of space or duct pressurization and reference pressures from static pressure sensors, or signals of total and static pressure from an airflow station or traverse probe(s), and convert the sensed differential pressure into a 4-20mA DC current output signal proportional and linear to the static or velocity pressure. The VELTRON DPT is packaged in a NEMA Type 4X enclosure with industry-standard process connections, and is 2-wire loop powered. An optional integral LCD digital display provides local indication of the measured process in appropriate engineering units (i.e IN w.c.; CFM; lb/hr; %, etc.). A pair of test terminals exist on the output terminal board that can be used for calibration and test purposes.

1.2 – THEORY OF OPERATION

High and low pressure signals generated by airflow stations and probes, or static pressure sensors act upon opposite sides of a flexible diaphragm within the transducer. The differential between the two pressure signals displaces the diaphragm; the magnitude of the displacement being measured creates an electrical DC output from the transducer. The resulting signal representing differential pressure or velocity pressure can be "manipulated": square rooted for velocity or flow application; scaled for units of measure and area for process output; filtered and scaled for local data display.



2 – PERFORMANCE SPECIFICATIONS

2.1 – TRANSMITTER

Type. Differential Pressure

Ranges. Natural Full Span Min Calibrated Span
 0 to 10.00 IN w.c. 0 to 4.00 IN w.c.
 0 to 5.00 IN w.c. 0 to 2.00 IN w.c.
 0 to 2.00 IN w.c. 0 to 0.80 IN w.c.
 0 to 1.00 IN w.c. 0 to 0.40 IN w.c.
 0 to 0.50 IN w.c. 0 to 0.20" IN w.c.
 0 to 0.25 IN w.c. 0 to 0.10 IN w.c.
 0 to 0.10 IN w.c. 0 to 0.04 IN w.c.

Accuracy. $\pm 0.5\%$ of Natural Full Span, including non-linearity, hysteresis, deadband, and non-repeatability.

Stability. $\pm 0.5\%$ of Natural Full Span for six months.

Vibration Effect. $\pm 0.05\%$ of Natural Full Span/5G to 60 Hz.

Temperature Effect.

Zero. 0.015% of Natural Full Span/ $^{\circ}$ F.

Span. 0.015% of Natural Full Span/ $^{\circ}$ F.

Mounting Position Effect. Zero shift only; corrected through transmitter manual zeroing.

Span and Zero Adjustment. Via multi-turn potentiometers located inside the field wiring end cap.

Zero Elevation and Suppression. Maximum zero elevation. 60% of calibrated span. Requires an optional bi-polar trans-ducer. Maximum zero suppression. 100% of calibrated span.

Damping. Standard: 1.25 seconds to 98% Full Span step. Adjustable: 0.25 to 10 seconds via socketed resistor.

Overpressure and Static Pressure Limit. 25 psig.

Temperature Limits. -20 to 180° F Storage; $+32$ to 140° F Operating.

Humidity Limits. 0-95% RH, non-condensing.

2.2 – INDICATION

Display. Optional $3\frac{1}{2}$ digit LCD.

2.3 – INPUT/OUTPUT

Input. Differential pressure (high and low).

Output. 4-20mADC.

2.4 – POWER

Power Supply. 14-40 VDC. Two wire basic configuration.

Circuit Protection. Power input is reverse polarity protected.

3 – FEATURES

3.1 – ACCURACY

The VELTRON DPT transmitter is designed to maintain an accuracy of $\pm 0.50\%$ of Natural Full Span. For a span of 0 to 0.10 IN w.c., this accuracy is equivalent to an output accuracy of ± 0.0005 IN w.c. differential pressure or ± 6.33 FPM velocity.

3.2 – PRIMARY SIGNAL NOISE FILTER

To eliminate background noise and pulsations from the flow signal, the VELTRON DPT is equipped with a user selectable low pass filter.

3.3 – SQUARE ROOT FUNCTION (optional)

When equipped with the square root option, the VELTRON DPT can provide an output signal linear to velocity or volume.

3.4 – CONTINUOUS DISPLAY OF PROCESS (optional)

The VELTRON DPT transmitter can be optionally equipped with a 3½-digit LCD display to provide a continuous readout of the measured process in engineering units (Inches w.c., SCFM, lbs/hr, etc.).

3.5 – HIGH TURNDOWN RATIO OPERATION

The VELTRON DPT transmitter, with its high level of accuracy, can maintain linear output signals on applications requiring velocity turndown of 5 to 1 (equal to a velocity pressure turndown of 25 to 1).

3.6 – HAZARDOUS LOCATIONS

The VELTRON DPT transmitter is Factory Mutual approved for the following:

- Explosion Proof: Class 1, Division 1, Groups B, C, D.
- Dust Ignition Proof: Class II, III, Division 1, Groups E, F, G.
- Suitable for indoor and outdoor NEMA Type 4X hazardous locations.

3.7 – ENCLOSURE

The VELTRON DPT transmitter is packaged in a NEMA Type 4X enclosure with standard industrial process connections.

4 – INSTALLATION

4.1 – RECEIVING AND INSPECTION

- Carefully remove the VELTRON DPT from the shipping container and inspect for any damage. If any damage has occurred in transit, contact freight carrier.
- Save the shipping container for possible future use in returning the VELTRON DPT to the factory for recalibration.
- Included in the shipping container is a Mounting Bracket Kit consisting of: two-piece mounting bracket, U-bolt, and necessary hardware. If any items are missing, contact the Customer Service Department at 1-800-AIRFLOW.
- Review the Factory Setup Information Sheet provided separately and verify the W.O. # and Serial # match those on the VELTRON DPT. Verify that the configuration recorded on the Factory Set-Up Information Sheet is correct for your application. If not, contact Air Monitor's Customer Service Department at 1-800-AIRFLOW for further guidance.

Note: The VELTRON DPT has been configured and calibrated to customer specified parameters (see "Factory Setup Information Sheet", and requires no additional calibration/verification prior to installation.

4.2 – LOCATION

- The VELTRON DPT is housed in a NEMA Type 4X enclosure which is suitable for outdoor locations.
- The VELTRON DPT is Factory Mutual approved as explosion proof for Class I, Division 1, Group B, C, and D; dust-ignition proof for Class II/III, Division 1, Groups E, F, and G hazardous (classified) location, indoor and outdoor (NEMA Type 4X).
- The ambient temperature of the selected mounting location must be between 32° – 140°F. Consideration should be given to units installed in enclosures exposed to direct sunlight.
- The VELTRON DPT may be mounted in any position or attitude and is not affected by any reasonable shock or vibration.

4.3 – MOUNTING

Although not required, the most convenient method for mounting the VELTRON DPT is utilizing the included Mounting Bracket Kit. Figure 4.1 shows how the various components are assembled, and Figure 4.2 depicts a variety of mounting orientations.

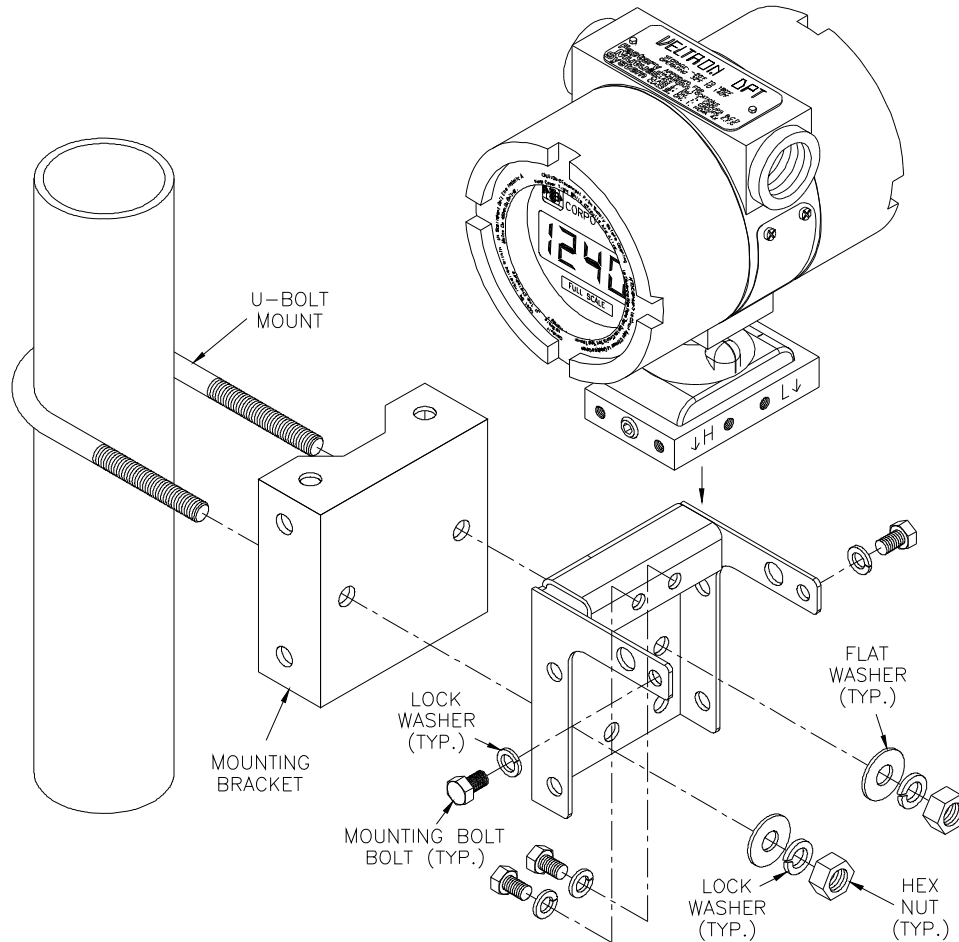


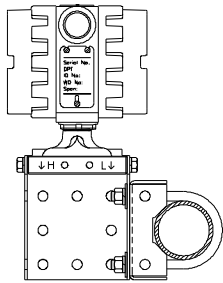
Figure 4.1

CAUTION

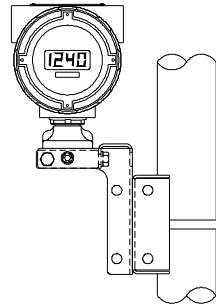
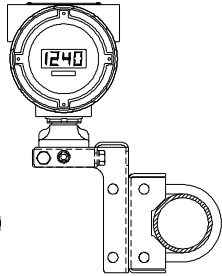
Do not rotate the electronics enclosure relative to the base. Internal signal tubing could become twisted or kinked, causing possible transducer overpressurization, voiding warranty.

4.3 – MOUNTING (con't)

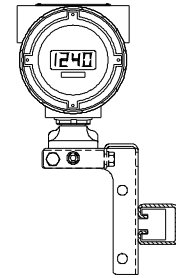
If using the Mounting Bracket Kit, Figure 4.2 depicts a variety of mounting orientations.



MOUNT TO HORIZONTAL PIPE



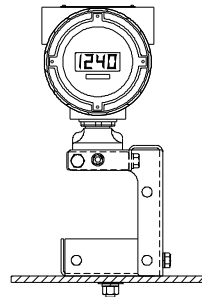
MOUNT TO VERTICAL PIPE



MOUNT TO HORIZONTAL CHANNEL

NOTE:

1. MOUNTING BRACKET KIT (P/N 100-008-50) INCLUDES 3/8-16 U-BOLT, NUTS AND WASHERS FOR 2" PIPE, PLUS 4 BOLTS AND WASHERS TO ATTACH THE TRANSMITTER TO THE MOUNTING BRACKET.



MOUNT TO FLAT SURFACE

Figure 4.2

CAUTION

VELTRON DPT should not be mounted solely by the process connections or electrical conduit, which do not provide sufficient support.

4.4 – PROCESS CONNECTIONS

The VELTRON DPT has two 1/4"-18 FPT process connections at 2-1/8" center-to-center on the bottom of the stainless steel base.

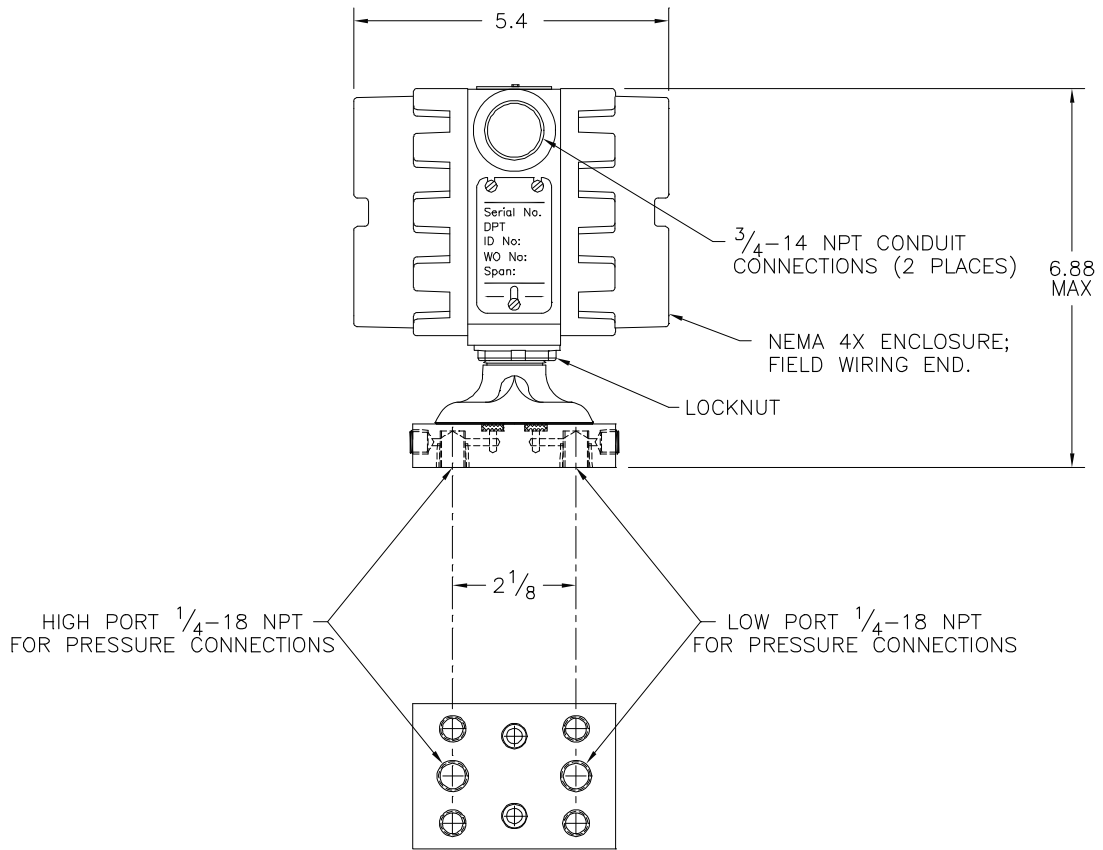


Figure 4.3

4.4 – PROCESS CONNECTIONS (con't)

To the selected process connections, customer should install appropriate fitting required to connect process signal tubing/piping from process sensor.

Note: When installing process connections, use appropriate thread lubricant/sealant.

When connecting the VELTRON DPT to an airflow measuring device, connections must be completed as follows:

- High Port on VELTRON DPT connects to Total Pressure from airflow measuring device.
- Low Port on VELTRON DPT connects to Static Pressure from airflow measuring devices.

When connecting VELTRON DPT for positive room pressurization, connections must be completed as follows:

- High Port on VELTRON DPT connects to sensor from monitored room.
- Low Port on VELTRON DPT connects to reference sensor.

When connecting VELTRON DPT for negative room pressurization, connections must be completed as follows:

- High Port on VELTRON DPT connects to reference sensor.
- Low Port on VELTRON DPT connects to sensor from monitored room.

Although any size of tube/pipe can be used, the response time of the VELTRON DPT to process change increases with increasing tube/pipe size or increasing tube/pipe length.

CAUTION

It is extremely important that no pressure be present in signal tubing at the time of installation, and the orientation of high and low pressure signal lines is maintained between the source and the VELTRON DPT.

4.5 – POWER/SIGNAL CONNECTIONS

The VELTRON DPT is a two-wire loop powered device requiring a 14-40 VDC power supply. The maximum load resistance that can be driven will depend on the power supply voltage (see Figure 4.4).

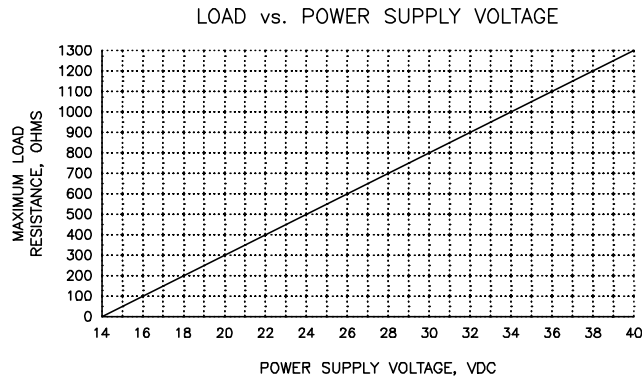


Figure 4.4

All electrical connections are done at the terminal strip located under the "Terminal Side" cover. Wiring should be routed through one of the 3/4-14 NPT conduit connections.

It is recommended that wiring be 14 AWG to 22 AWG.

The Power/Signal wires should be connected to the terminals labeled **± POWER INPUT** in accordance with Figure 4.5.

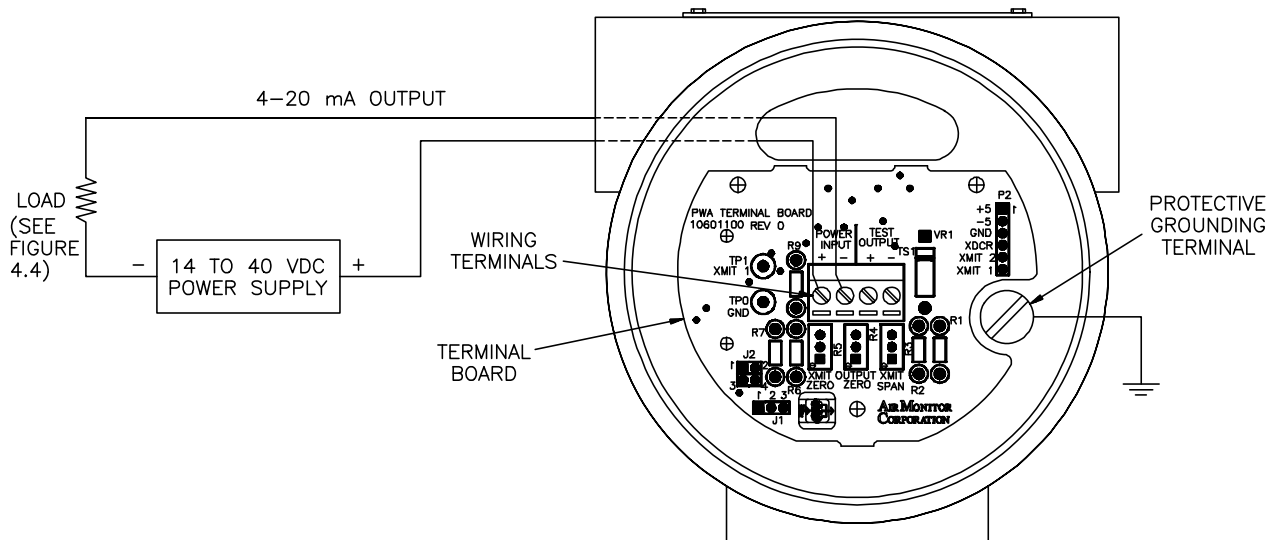


Figure 4.5

5 – OPERATION

The VELTRON DPT has been configured and calibrated at the Factory to customer specified parameters which are recorded on the VELTRON DPT Factory Setup Information Sheet. Review this information and verify that the VELTRON DPT setup is correct for the intended application. If any problems or discrepancies are detected, contact Air Monitor's Customer Service Department at 1-800-AIRFLOW prior to proceeding.

5.1 – START-UP

- Verify process connections are correct according to Section 4.4.
- Verify electrical connections are correct according to Section 4.5.
- Apply power to the VELTRON DPT and verify LCD display (if provided) is on.
- Verify output is between 4.0 and 20.0mADC (4.0mA for minimum process and 20.0mA for maximum process).

5.2 – NORMAL OPERATION

With Start-Up (Section 5.1) complete, the VELTRON DPT will continue to output and display (if provided) the monitored process without any further user interface.

5.3 – SETTING SIGNAL NOISE FILTER

If the VELTRON DPT's output and display (if provided) are continuously fluctuating due to a pulsating (noisy) process signal, the user can slow the unit's response to these fluctuations by increasing the signal noise filter.

1. Remove the terminal side cover and locate resistor R9 next to the wiring terminal strip in the Terminal Board.
2. The factory supplied value for this resistor is 90.9K ohm. To slow the unit's response time, increase the resistance value of R9. See Figure 5.1 for desired filtering (time constant) versus resistance value of R9.
3. Remove existing resistor and install new one of increased value. Operate transmitter and observe output and display. Continue to increase or decrease the value of R9 until desired results are obtained.
4. Perform Calibration (Section 6) anytime the filter resistor is changed.

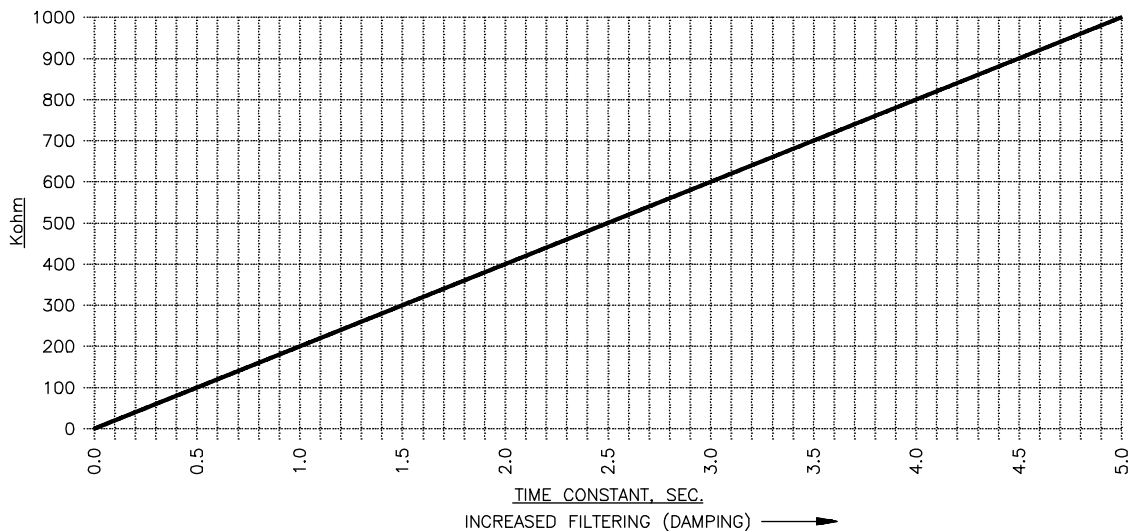


Figure 5.1

6 – CALIBRATION

- This Section will detail steps necessary to calibrate the VELTRON DPT.
- This Section can be accomplished with the VELTRON DPT mounted in its operating location or at a test bench in a calibration lab.
- If calibrated at a test bench, the VELTRON DPT should be positioned in the same attitude as in its operating location.

6.1 – REQUIRED EQUIPMENT

1. Digital Manometer capable of reading to the nearest 0.001" w.c.
2. Digital Multimeter (DMM).
3. Source of clean, dry instrument air.
4. Adjustable low pressure air regulator, such as Air Monitor's "Low Pressure Air Source" or equal.

6.2 – PREPARATION

1. Turn power to VELTRON DPT off.
2. Remove total and static pressure signal lines at the VELTRON DPT.
3. Remove terminal side cover and circuit side cover if unit is supplied with display.
4. Prepare test equipment as shown in Figure 6.1.
5. Turn power to VELTRON DPT on. Allow 5 minutes warm-up before proceeding.

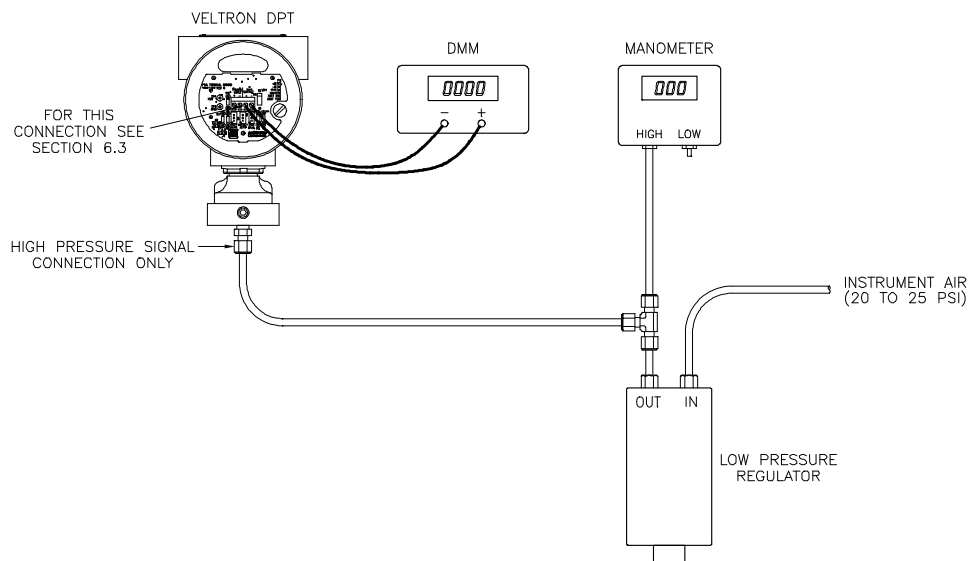


Figure 6.1

6.3 – TRANSMITTER CALIBRATION

The VELTRON DPT output and optional display will be calibrated for minimum and maximum full scale differential pressure.

6.3.1 For units with unipolar positive or negative differential pressure spans.

1. At the Terminal board, connect DMM, set to read to the nearest 0.001VDC, across test points **TP0 GND** (black) and **TP1 XMIT** (brown). See Figure 4.5.
2. With zero input pressure to the VELTRON DPT, verify the DMM reads 0.000 ± 0.001 VDC. If adjustment is required, adjust **XMIT ZERO** (R5 on Terminal board) as needed.
3. Verify the LCD display (if so equipped) reads 000 ± 001 . Adjust as necessary using **ZERO** (R9 on Display board, see Figure 6.2).

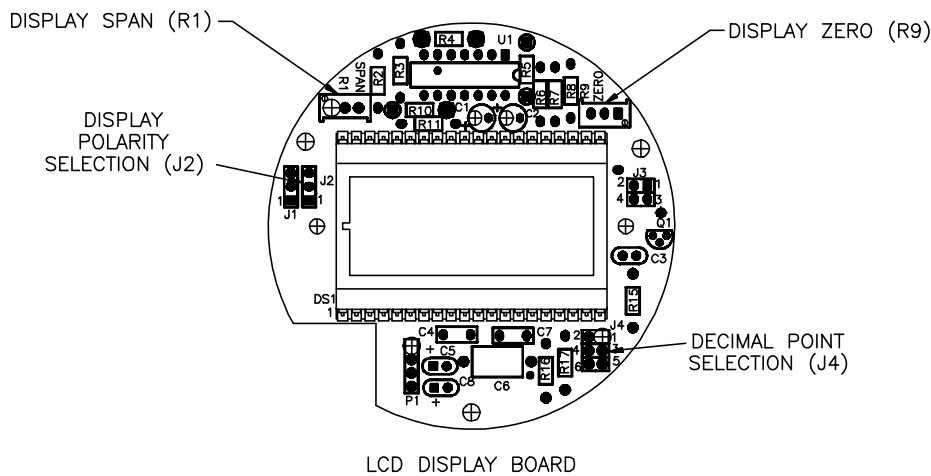


Figure 6.2

4. Connect DMM, set to read to the nearest 0.01mADC, to terminals **±TEST OUTPUT** on Terminal board. DMM should read 4.00 ± 0.01 mADC. Adjust as necessary using **OUTPUT ZERO** (R4 on Terminal board).
5. Apply input pressure (as read on manometer) to the High port of the VELTRON DPT. Adjust pressure according to the following:
 - For Positive differential pressure spans. The maximum calibrated span value as indicated on the Factory Set-Up Information Sheet.
 - For Negative differential pressure spans. The positive equivalent of the maximum negative calibrated span value as indicated on the Factory Set-Up Information Sheet.
6. Verify DMM at **±TEST OUTPUT** terminals read 20.00 ± 0.01 mADC. Adjust as necessary using **XMIT SPAN** (R3 on Terminal board).
7. Verify the LCD display (if so equipped) reads the desired full scale value. Adjust as necessary using **SPAN** (R1 on Display board) until desired reading ± 001 is achieved.
8. Repeat Steps 1 through 7 as necessary until no further adjustments are required to either zero or span.
9. Remove test equipment and replace terminal side and circuit side covers, taking care to ensure proper seal.

6.3 – TRANSMITTER CALIBRATION (con't)

The VELTRON DPT output and optional display will be calibrated for minimum and maximum full scale differential pressure.

6.3.2 For units with Bi-Polar Spans

1. At the Terminal board connect DMM, set to read to the nearest 0.001VDC, across test points **TP0 GND** (black) and **TP1 XMIT 1** (brown). See Figure 4.5.
2. Apply input pressure (as read on manometer) to the Low port of the VELTRON DPT. Adjust pressure to the positive equivalent of the minimum (negative) calibrated span value as indicated on the Factory Set-Up Information Sheet.
3. Verify the DMM reads 0.000 ±0.001 VDC. If adjustment is required, adjust **XMIT ZERO** (R5 on Terminal board) as needed.
4. Verify the LCD display (if so equipped) reads the desired minimum process value. Adjust as necessary using **ZERO** (R9 on Display board, see Figure 6.2) until desired reading ±001 is achieved.
5. Connect DMM, set to read to the nearest 0.01mADC, to terminals **±TEST OUTPUT** on Terminal board. DMM should read 4.00 ±0.01mADC. Adjust as necessary using **OUTPUT ZERO** (R4 on Terminal board).
6. Disconnect pressure input from Low port and connect to the High port.
7. Adjust input pressure to the maximum (positive) calibrated span value as indicated on the Factory Set-Up Information Sheet.
8. Verify DMM at **±TEST OUTPUT** terminals reads 20.00 ±0.01mADC. Adjust as necessary using **XMIT SPAN** (R3 on Terminal board),
9. Verify the LCD display (if so equipped) reads the desired maximum process value. Adjust as necessary using **SPAN** (R1 on Display board) until desired reading ±001 is achieved.
10. Repeat Steps 1 through 9 as necessary until no further adjustments are required to either zero or span.
11. Remove test equipment and replace terminal side and circuit side covers, taking care to ensure proper seal.

6.4 – RESPANNING

The calibrated span of the VELTRON DPT can be adjusted between 40% and 100% of its natural span (see Factory Set-Up Sheet for the natural span).

- 6.4.1 Determine if the new desired calibrated span is within 40% to 100% of the natural span.
 - If it is, continue with this procedure.
 - If it is not, contact the Air Monitor Service Department regarding replacing the transducer.
- 6.4.2 Follow Steps 1 through 5 of Section 6.3.1, but adjust the input pressure to the new desired calibrated span.
- 6.4.3 When performing Step 6 of Section 6.3.1, if R3 (XMIT SPAN) will not adjust output to 20.00mADC, then R1 (socketed resistor on Terminal board) will need to be replaced.

The approximate value of R1 needed to obtain the desired calibrated span can be calculated with the following formulas;

$$\text{For a 0.05" w.c. natural span: } R1 = \frac{\text{Calibrated Span}}{0.05" \text{ w.c.}} \times 100$$

$$\text{For all other natural spans: } R1 = \frac{\text{Calibrated Span}}{\text{Natural Span in IN w.c.}} \times 200$$

Select a standard resistor nearest in value to the value calculated above.

After R1 has been replaced with the appropriate value, repeat all of Section 6.3.1 to ensure proper calibration.

7 – MAINTENANCE

The VELTRON DPT is a solid state device having no mechanical parts requiring special periodic maintenance. The following maintenance steps are not requirements, but guidelines for establishing a maintenance program for your specific installation.

Operating experience should be used to set frequency of specific types of maintenance.

7.1 – CLEANLINESS

- Verify condensation (or other sources of liquids) are not present inside the VELTRON DPT.

7.2 – MECHANICAL

- Verify pressure signal connections are secure.
- Inspect pressure signal lines for any cracks or leaks.
- Verify mounting hardware is secure.

7.3 – ELECTRICAL

- Periodically inspect all wiring to the VELTRON DPT for good connections and absence of corrosion.

7.4 – CALIBRATION

- VELTRON DPT should have calibration verified annually as a minimum.

8 – TROUBLESHOOTING

Personnel should be familiar with the operation of the VELTRON DPT before performing any troubleshooting.

<i>Problem</i>	<i>Solution</i>
<p>No output and no display (if so equipped).</p>	<ul style="list-style-type: none"> – Verify input power connections (see Figure 4.5). – Verify input power is present and between 14-40VDC. – Replace Power Supply Board.
<p>Output is present, but no display.</p>	<ul style="list-style-type: none"> – Replaced LCD Display Board.
<p>Output and display do not change with change in process input.</p>	<ul style="list-style-type: none"> – Verify pressure signal lines are connected correctly. – Verify differential pressure at input fittings. – Verify internal signal tubing was not blown off transducer by excessive pressure (see drawings in Section 9). – Using a DMM set for DC voltage, measure between TP0-GND (black) and pin 4-XDCR of P2 on Terminal Board (see Figure 4.5). With full positive differential pressure applied, DMM should read $0.7 \pm 0.3VDC$. If DMM does not read $0.7 \pm 0.3VDC$, replaced Transducer Board. If DMM reads correctly, measure DC voltage between TP0-GND (black) and TP1-XMIT (brown) on Terminal Board. With full differential pressure still applied, DMM should read $0.7 \pm 0.3VDC$. If DMM does not read $0.7 \pm 0.3VDC$, replace Terminal Board. If DMM reads correctly, measure DC voltage between TP0-GND (black) and Pin 5-XMIT2 of P2 on Terminal Board (see Figure 4.5). With full differential pressure still applied, DMM should read $0.7 \pm 0.3VDC$. If DMM does not read $0.7 \pm 0.3VDC$, replace Power Supply Board. If DMM reads correctly, replace Terminal Board.
<p>If after following the Troubleshooting steps the VELTRON DPT continues to operate improperly, contact the Service Department for further assistance (see Section 10).</p>	

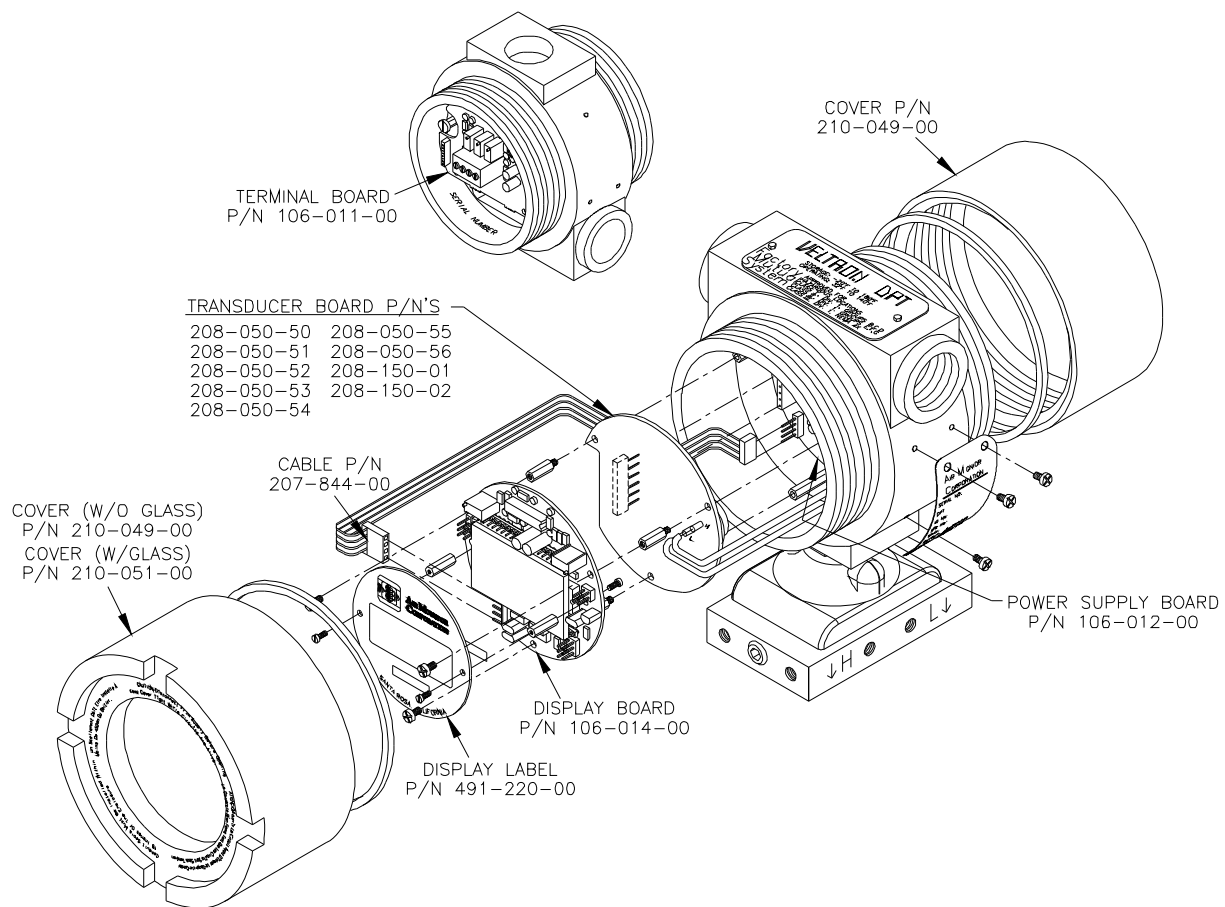
9 – PARTS LIST

- The following drawing with part numbers list components of the VELTRON DPT that are easily replaced by the user.
- To inquire about price and available of a specific part number, please contact the Customer Service Department at:

Phone – 1-707-544-2706
1-800-AIRFLOW

Fax – 707-526-2825

- When contacting the Customer Service Department about parts, please have the applicable Factory Set-Up Information sheet available for reference.



10 – CUSTOMER SERVICE

10.1 – CUSTOMER SERVICE/TECHNICAL SUPPORT

Air Monitor Corporation provides in-house technical support for our products:

Monday through Friday
7 am to 5 pm (pst)
Phone: 707-544-2706 or 1-800-AIRFLOW
Fax: 707-526-2825

Additionally, on-site technical assistance is available. Before contacting the Customer Service Department, please ensure any applicable troubleshooting steps outlined in Section 8 have been performed.

10.2 – REPAIRS/RETURNS

If after contacting the Customer Service Department it is determined that equipment will require return to Air Monitor Corporation for further repair, a Return Authorization number will be issued by the Customer Service Department. A Confirmation of Return Authorization with shipping instructions will be sent via facsimile.

Equipment to be returned to Air Monitor should be returned in its original shipping container if possible. If this is not possible, ensure equipment is packaged sufficiently to protect it during shipment.

CAUTION
All damage occurring during transit is the Customer's responsibility.

List the Return Authorization (R/A) number on the packing list and clearly mark this number on the outside of each shipping container.

Costs associated with return of equipment to Air Monitor are the customer's responsibility regardless whether the repair/return is under warranty.

10.3 – WARRANTY REPAIRS/RETURNS

Once the Customer Service Department determines that the equipment repair is under warranty, the item will be repaired and returned to the customer at no charge.

10.4 – NON-WARRANTY REPAIRS/RETURNS

Customer will be invoiced for all parts and labor required for the repair of equipment. Return shipping charges will also be added to invoice.

10.5 – FIELD SERVICE

Requests for field service should be made to the Customer Service Department, who will coordinate sending a technician to customer's site.

Phone: 707-544-2706 or 1-800-AIRFLOW
Fax: 707-526-2825

Upon completion of work, technician completes a Field Service Report and gives a copy to the customer. Field service is charged on a daily basis and all travel expenses are also added to customer's invoice.