

Kundeninformation / Customer Information				
I. PRODUKTINFORMATION PRODUCT INFORMATION		VORGANGSDATEN (KUNDE, EINGANGSDATUM USW.) SIEHE TRANSACTION DETAILS (CUSTOMER, INHOUSE DATE ETC.) SEE		RMA 300262474
TYP / AUSFÜHRUNG / SERIENNUMMER / REVISION / SOFTWARESTAND – TYPE / MODEL / SERIAL NO. / REVISION / SOFTWARE				
24x OOD103 VAN 8010060; SN: 101004; 101320; 101363; 101369; 101389; 101445; 101456; 101461; 101705; 101717; 101749; 101751; 101765; 101771; 101787; 101799; 102109; 102163; 102544; 102703; 101707; 101860; 103349; 104111				
Vandagraph Sensor Technologies Ltd.				
REKLAMATIONSBEREICH INKL. ANWENDUNGSUMGEBUNG – COMPLAINT DESCRIPTION INCL. CONFIGURATION OF APPLICATION				
- No Output, trouble calibrating				
				SIEHE ANLAGE NR. SEE ENCLOSURE NO.
II. URSACHENANALYSE REASON ANALYSIS				BEARBEITER - PROCESSED BY Schliemann
				DATUM – DATE 28.04.2023
MASSNAHMENPLAN – INVESTIGATION PLAN				
- Visual inspection and electrical test				
ERGEBNISSE – INVESTIGATION RESULTS				
Serial number	Production date	Fault Description	Failure	Air Bubbles
101004	Feb 22	Failure Calibration	Offset	Yes
101320	Mrz 22	Failure Calibration	Offset	Yes
101363	Mrz 22	0-Signal	0-Signal	
101369	Mrz 22	Failure Calibration	Offset	Yes
101389	Mrz 22	Failure Calibration	Offset	Yes
101445	Mrz 22	Failure Calibration	Offset	Yes
101456	Mrz 22	Signal low	No Failure	
101461	Mrz 22	Failure Calibration	Offset	Yes
101705	Mrz 22	Failure Calibration	No Failure	
101717	Mrz 22	Failure Calibration	No Failure	
101749	Mrz 22	Failure Calibration	Offset	Yes
101751	Mrz 22	Failure Calibration	Pressure test failure	Yes
101765	Mrz 22	Failure Calibration	No Failure	
101771	Mrz 22	Failure Calibration	No Failure	
101787	Mrz 22	instable	No Failure	
101799	Mrz 22	Failure Calibration	Pressure test failure	Yes
102109	Apr 22	0-Signal	0-Signal	
102163	Apr 22	0-Signal	0-Signal	
102544	Mai 22	Failure Calibration	No Failure	
102703	Mai 22	Failure Calibration	No Failure	
102707	Mai 22	Failure Calibration	No Failure	
101860	Jul 22	Failure Calibration	No Failure	
103349	Jul 22	Failure Calibration	No Failure	
104111	Jul 22	Failure Calibration	No Failure	

The failures which we see are typical for this kind of application.

The protective gas packaging for food often uses higher concentrations of CO₂ - this changes the PH value of our electrolyte and in turn leads to increased offset due to surface coatings, precipitation reactions of lead compounds and gas formation in the sensor are also possible.

The effect is reversible, consequently we see no failure in some sensors. This means that if the sensors are stored again for a longer period (i.e. hours) in an increased CO₂ atmosphere, all signal problems (high t90 and offset) will reappear.

According to our R&D it may help to keep the sensors well ventilated in fresh air immediately after use and overnight, this could minimize deteriorative chemical effects of high CO₂ such as crystal formation. Moreover, it is recommended to avoid (prolonged) exposure to very dry environment as this may lead to bubbles in the electrolyte.

The aforementioned issues and recommendations generally apply to all electrochemical sensors, no matter whether ours or competitors' products.

		SIEHE ANLAGE NR. SEE ENCLOSURE NO.	
REKLAMATIONSTYP TYPE OF COMPLAINT	ENTWICKLUNGSFEHLER / DESIGN PROBLEM ☐	FERTIGUNGSFEHLER / MANUFACTURING DEFECT ☐	
	DOKUMENTAT. /KENNZEICHNUNG / DOCUMENTATION / LABELLING ☐	TRANSPORTSCHADEN / DAMAGE IN TRANSPORT ☐	
	ANDERE / OTHERS 0 Signal is under warranty	RÜCKWEISUNG WG. ANWENDERFEHLER / REJECTED BEC. OF OPERATOR'S FAILURE ☐	
-			
Korrekturmaßnahmen – corrective actions - No corrective action			
REPARATUR REPAIR ☐	GUTSCHRIFT CREDIT ☐	KUNDENINFO CUSTOMER INFO ☐	AUSTAUSCH REPLACEMENT ☐
DOK.-NR. – DOC. NO.	DOK.-NR. – DOC. NO.	DOK.-NR. – DOC. NO.	DOK.-NR. – DOC. NO.
Honeywell Healthcare Solutions GmbH Alter Holzhafen 18 23966 Wismar / GERMANY Tel.: +49(0)3841 / 360 - 1 Fax: +49(0)3841 / 360 - 222			
UNTERSCHRIFT BEARBEITER/ SIGNATURE PROCESSED BY: 1205.23			

➤ REKLAMATIONSBEARBEITUNG – COMPLAINT PROCESSING