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ENMET
Creative Gas Detection Solutions



Recon B Series Operation and Maintenance Manual

Table of Contents

1.0 INTRODUCTION	2
1.1 Unpack	2
1.2 Check Order	2
1.3 Serial Numbers.....	2
2.0 FEATURES	3
2.1 Recon/B Series Features	3
3.0 DESCRIPTION OF PUSHBUTTONS	4
4.0 OPERATION	5
4.1 Activation of the Recon B Series	5
4.2 Deactivation of the Recon B Series	5
4.3 Checking Recon/B Series Status	6
4.4 Recon/B Series Operational Perimeters	6
4.5 Alarms.....	7
4.6 Automatic Zero Calibration	8
5.0 MAINTENANCE OF THE RECON/B SERIES	9
5.1 Calibration of the Recon/B Series.....	9
5.1.2 Zero calibration.....	9
5.1.3 Calibration Point Adjustment	10
5.2 Alarm Levels Adjustment of the Recon/B Series	11
5.2.1 Set up of L-alarm (Low Alarm).....	11
5.2.2 Set up of H-alarm (High Alarm)	11
5.3 Battery Charging	11
5.4 Sensor Replacement.....	12
6.0 SPECIFICATIONS AND TROUBLESHOOTING TIPS	12
6.1 Specifications.....	12
6.2 Troubleshooting Tips	12
7.0 ACCESSORIES AND REPLACEMENT PARTS	13
7.1 Replacement Sensor part numbers	13
7.2 Parts and Accessories.....	13
7.2 Calibration Equipment and Gas	13
8.0 TERMS AND CONDITIONS	14
8.1 Ordering Information	14
8.2 Shipping Terms	14
8.3 Payment	14
8.4 Warranty Information and Guidelines	14
8.5 Return Policy	15
8.6 Returning an Instrument for Service Instructions	15

List of Figures

Figure 1: Recon B Series Features	3
Figure 2: Recon B Series Display	4

List of Tables

Table 1: Recon/B Series Factory Set Parameters.....	12
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Reference Information:

NOTE: [important information about use of instrument]

CAUTION: [affects equipment – if not followed may cause damage to instrument, sensor etc....]

WARNING: [affects personnel safety – if not followed may cause bodily injury or death.]



Attention / Warning



Earth Ground

1.0 Introduction

The **RECON/B SERIES** is a portable-single gas detector for detection of combustible or toxic gases. It is intended for detection of combustible or toxic gas in commercial or industrial facilities to keep workers safe, and/or detect a potentially explosive gas environment.

The **Recon/B Series**, adopting excellent-quality sensor, makes detection in the way of natural diffusion. It has good sensitivity and reproducibility. The detector adopts embedded MCU controller, easy to operate.

The **Recon/B Series** incorporates a special high strength, anti-slip rubber case providing anti slip handle ability. The **Recon/B Series** has an ingress protection rating of 65.

NOTE: *All specifications stated in this manual may change without notice.*

1.1 Unpack

Unpack the **Recon/B Series** and examine it for shipping damage. If such damage is observed, notify both **ENMET** customer service personnel and the commercial carrier involved immediately.

Regarding Damaged Shipments

NOTE: *It is your responsibility to follow these instructions. If they are not followed, the carrier will not honor any claims for damage.*

- This shipment was carefully inspected, verified and properly packaged at **ENMET** and delivered to the carrier in good condition.
- When it was picked up by the carrier at **ENMET**, it legally became your company's property.
- If your shipment arrives damaged:
 - Keep the items, packing material, and carton "As Is." Within 5 days of receipt, notify the carrier's local office and request immediate inspection of the carton and the contents.
 - After the inspection and after you have received written acknowledgment of the damage from the carrier, contact **ENMET** Customer Service for return authorization and further instructions. Please have your Purchase Order and Sales Order numbers available.
- **ENMET** either repairs or replaces damaged equipment and invoices the carrier to the extent of the liability coverage, usually \$100.00. Repair or replacement charges above that value are your company's responsibility.
- The shipping company may offer optional insurance coverage. **ENMET** only insures shipments with the shipping company when asked to do so in writing by our customer. If you need your shipments insured, please forward a written request to **ENMET** Customer Service.

Regarding Shortages

If there are any shortages or questions regarding this shipment, please notify **ENMET** Customer Service within 5 days of receipt at the following address:

Items included with the Recon/B Series : <ul style="list-style-type: none"> ▪ Instrument ▪ Charger ▪ Screwdriver ▪ Manual 	ENMET 680 Fairfield Court Ann Arbor, MI 48108 734-761-1270 Fax 734-761-3220 Toll Free: 800-521-2978
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1.2 Check Order

Check the contents of the shipment against the purchase order. Verify that the **Recon/B Series** is received as ordered. Each **Recon/B Series** is labeled with its target gas. If there are accessories on the order, ascertain that they are present. Check the contents of calibration kits. Notify **ENMET** customer service personnel of any discrepancy immediately.

1.3 Serial Numbers

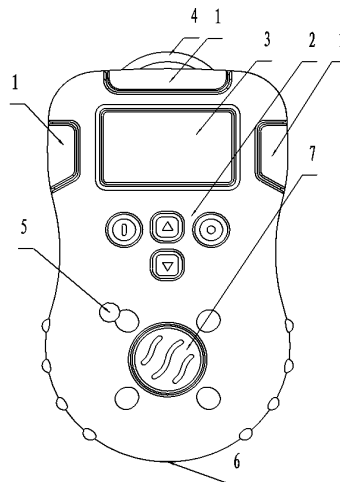
Each **Recon/B Series** is serialized. These numbers are on tags on the equipment and are on record in an **ENMET** database.

2.0 Features

2.1 Recon/B Series Features

See Figure 1 for location of features:

	Feature	Description
1	Visual Alarms	Red indicators clearly visible on 3 sides and located at the top of the Recon/B Series LED's activate when alarm thresholds are exceeded
2	Pushbuttons	POWER, UP, SET and DOWN Buttons See section 3.1 for description of each pushbutton
3	Display	The Liquid Crystal Display (LCD) allows messages to be read clearly: <ul style="list-style-type: none"> • 4 digits (7 segments), for displaying the measurement • pictograms symbols used to indicate supplementing the audio and visual alarms relating to the exceeding of thresholds, battery faults, maintenance mode etc....
4	Belt Clip	Clip to outside of clothing for hands-free operation Attached to back of the instrument
5	Audio Alarm	Loud buzzer located on the front of the instrument The audio alarm (Buzzer) is on when the unit is in alarm.
6	Charging Socket	Battery Charging Connection, to plug in battery charger
7	Sensor	Located in front of the Recon/B Series <ul style="list-style-type: none"> • Type varies depending on the target gas



Front View

Figure 1: Recon B Series Features

LCD, Display	Number	Function
	1	Battery
	2	Lock
	3	sound
	4	vibration
	5	Alarming conditions
	6	Warning or the maximum level
	7	numeric value
	8	Error
	9	<i>Not Used</i>
	10	Clock
	11	Zero calibration
	12	Calibration point or calibration status
	13	<i>Not Used</i>
	14	Set-up of the parameters
	15	Indication of the gas concentration units


Figure 2: Recon B Series Display





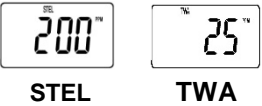

3.0 Description of Pushbuttons

Push Button	Function Description
POWER 	Activate / deactivate the instrument, press and hold it for 3 seconds Maintenance operations, See section 4 Cancel an operation
UP 	Increase the display value Check the instrument status the LCD will display Temp. °C, time, STEL & TWA levels, maximum level, see section 4 Set up the instrument parameters, see section 4
DOWN 	Decrease the display value Maintenance operations, See section 4
SET 	Confirmation of the parameters set-up Maintenance operations, See section 4

4.0 Operation


4.1 Activation of the Recon B Series

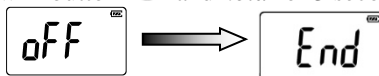
To activate the detector, press the **POWER** button  and *hold* for 3 seconds.
The detector begins a self-test sequence, *example* listed below

1	Display Test	The LCD displays all of the screen elements. 
2	Alarm Function Test	The audio alarm beeps, the visual alarm flashes the backlight activates briefly and the detector emits one vibration
3	Indication of Version	Displays software version 
4	Date and Time	Displays the date and time automatically in the following order: Year, Month & Date, Hour & Minute  Year Month & Date Hour & minute
5	Indication of Alarm settings	Displays Low Alarm level then High Alarm level <i>Example: CO</i>  L-alarm H-alarm
6	Indication of STEL and TWA For toxic instruments only	Displays STEL then TWA levels for toxic instruments only <i>Example: CO</i>  STEL TWA
7	Warm Up Count Down	If detector passes the self-test, it enters a short warm up count down. 3 – 30 seconds, depending on type of gas sensors installed. Then displays ambient gas reading. <i>Example: CO in clean air</i> 

Proper operation of the **Recon B Series** requires that the instrument be zeroed. With the **Recon/B Series** ON and in clean air, the display should read 0 or 20.9 for oxygen units. See Section 4.6.



4.2 Deactivation of the Recon B Series

To deactivate the **Recon/B Series**, press the **POWER** button  and *hold* for 3 seconds.
The **Recon/B Series** will “beep” and display:






4.3 Checking RECON/B SERIES Status

To activate the detector, press the **POWER** button  and *hold* for 3 seconds.






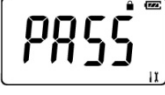











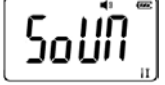









When the **Recon/B Series** has finished its startup sequence. Press **UP**  and **SET**  buttons at the same time, the display will indicate Temp., time, STEL & TWA levels (for toxic) and maximum level


4.4 RECON/B SERIES Operational Perimeters

In this menu, you can adjust: Time, Date, change instrument password, Activate/Deactivate the audio associated with the pushbuttons switches and Activate/Deactivate the vibratory alarm.

With the **Recon/B Series** activated, press and *hold* the **UP**  and **DOWN**  buttons at the same time until the display 




Recon/B Series menu options press the **DOWN**  button to scroll through the option.

Display	Function	
	Press SET  button to select date and time adjustment	Use the UP  and DOWN  buttons to adjust display and SET  button to accept and advance to next option
	<p>CAUTION: <i>If you change the password for the factory set password 1270, record your new password for future reference.</i></p> <p>Press SET  button to select the Change Password option.</p> <p>Press the SET  button and enter the new password.</p> <p>Use the UP  and DOWN  buttons to increment digit.</p> <p>Use SET  button to accept digit and advance the cursor.</p>	<p> Will be displayed. Then press SET  button.</p> <p> Will be displayed. Enter the Old password. When the correct Old password is entered,</p> <p> will be displayed.</p> <p>Then enter the new password. When the last digit is entered,</p> <p> will be displayed. Re-enter the new password.</p> <p>When the completed password is entered, the display will show the date information.</p>
	<i>Not Used</i>	
	Press SET  button to select Sound ON or OFF <i>Does Not affect Alarm Audio</i>	Press SET  button to accept display indication or Use the UP  button to change. Then press SET  button.
	Press SET  button to select Vibration ON or OFF	Press SET  button to accept display indication or Use the UP  button to change. Then press SET  button.








To exit without saving the option state change, press the **POWER**  button.


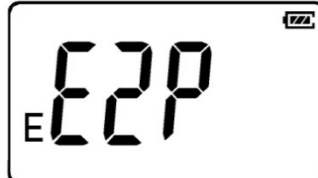

NOTE: using the **UP**  button reverses the menu.

4.5 Alarms

When alarming continuously, you can press **SET**  button to turn off the audible alarm and vibration when the  and  are flashing.

The following table describes **Recon/B Series** alarms and shows examples of display for each alarm.

Alarm Type	Display
Low Alarm <ul style="list-style-type: none"> ▪ Slow tone ▪ Flash ▪ Vibration <input type="checkbox"/> 	
High Alarm <ul style="list-style-type: none"> ▪ Fast tone ▪ Flash ▪ Vibration <input type="checkbox"/> 	
High concentration protection <input type="checkbox"/> <ul style="list-style-type: none"> ▪ Slow tone ▪ Flash 	
Sensor Fault <ul style="list-style-type: none"> ▪ Fast tone 	
STEL alarm <ul style="list-style-type: none"> ▪ Slow tone ▪ Flash ▪ Vibration <input type="checkbox"/> 	
TWA alarm <ul style="list-style-type: none"> ▪ Slow tone ▪ Flash ▪ Vibration <input type="checkbox"/> 	
Over F. S. alarm <ul style="list-style-type: none"> ▪ Slow tone ▪ Flash 	







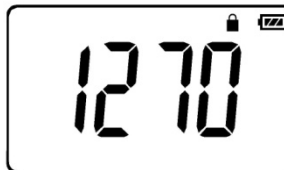



<p>Time error In this condition, the device will try to renovate it by itself. If succeeded, after start-up, it enters the menu of time set up. Please set up the time according to the local time. If failed, the device will turn off. Please contact the supplier for repair.</p>	
<p>Memorizer error When detecting, the device will try to renovate it by itself. If failed, it will turn off. Please contact the supplier for repair.</p>	
<p>Low voltage</p> <ul style="list-style-type: none"> ▪ Modified tone alarming sound per second ▪ If the serious low voltage, the icon will flicker. Then the device can continue to work for 15 min at most. Please recharge it at a safe place, otherwise it will turn off. 	

NOTES: If vibration option is On - For Combustible gas

4.6 Automatic Zero Calibration

In clean air, if detecting value is not 0, choose this function to make the zero calibration.

With **Recon/B Series On**, press both **DOWN**  and **SET**  buttons for 1 second.

Status	Example of Display
<p>Press both DOWN  and SET  buttons. After 1 second, it advances to the next status</p>	
<p>When 0000 is displayed:  Enter the password, factory set to 1270, by using the UP  button to increment the digit and the SET  button to accept the indicated digit and move the cursor. When the correct password is entered, the display will advance. NOTE: Incorrect password will exit auto zero menu.</p>	
<p>When display is stable. Press SET  button to confirm the operation. NOTE: the display may not indicate 0 prior to confirmation.</p> 	

NOTE: Not applicable for oxygen instruments.



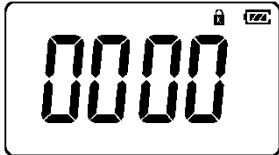



5.0 Maintenance of the Recon/B Series

To maintain proper battery function and life the Recon should be operated once a week for 6 to 8 hours and then placed on charge see Section 5.3

The **Recon/B Series** maintenance section allows access to Zero, Calibration, Calibration target gas and alarm point adjustment menus. To enter the maintenance menus section you must start with the instrument OFF.

WARNING: *As all the parameters of this mode may endanger the safety of the operator, so please perform the operation carefully*

5.1 Calibration of the Recon/B Series

<p>With the instrument <i>OFF</i>, press POWER  and SET  buttons and <i>hold</i> for 5 seconds, the RECON/B SERIES begins a self-test. If the self-test passes, then after a short time, it indicates request for password.</p>	
<p>Enter the password, factory set to 1270, by using the UP  button to increment the digit and the SET  button to accept the indicated digit and move the cursor. A display of 30 will appear and count down to 0.</p>	



Only when the correct password is entered can the detector enter the maintenance menu.



If there is no operation or the password is wrong, the detector will be deactivated. So, please input the correct password in time.

5.1.2 Zero calibration





WARNING: *This operation should be carried out in the clean air. Otherwise the accuracy of the detector will be affected. When entering the next mode, if the displays shows E, the air is not clean, or the sensor is destroyed. Choose another calibration location or replace the sensor.*

NOTE: *Not used with Recon Oxygen units.*

<p>At this time, if SET  button is pressed or no operation within 1 minute, the Recon/B Series will accept the present concentration as the zero point, and then enters into the mode of calibration point set up.</p>	
<p>Connect the calibration cover to the instrument, attach the regulator to the gas cylinder.</p>	









To Exit press **POWER**  button, menu will bypass the calibration step to enter into the mode of alarming level set up, press **POWER**  button advance and exit.

5.1.3 Calibration Point Adjustment

<p>In this mode, display is the last concentration of gas used to calibrate the instrument. Press UP  or Down  button to modify the display.</p> <p>NOTE: <i>Not used with Recon Oxygen units</i></p>	
<p align="center">NOTE: <i>20.9% Oxygen is the only calibration level to be used with Recon Oxygen units</i></p>	
<p>Open the valve on the regulator Within 30 seconds, if the Recon/B Series detects the calibration gas, it will start up the calibration data analysis procedure by itself. Continue gas flow.</p>	<p align="center">The Display will indicate gas level as gas is detected</p>
<p>In 2 to 3 minutes the Recon/B Series will automatically adjust the conversion arithmetics to complete the gas response process. Then the Recon/B Series saves the best arithmetics to complete calibration.</p> <p>WARNING: <i>The RECON/B SERIES must self-calibrate, please avoid touching any buttons, otherwise the accuracy will be effected badly.</i></p> <p>After that it enters into the L-alarm set up. Press POWER  button twice to advance and exit.</p>	

If the **Recon/B Series** cannot reach half the calibration figure within 30 seconds, or the gas concentration is outside the maximum drift range of the sensor, the E icon will light and 0000 will be displayed. This means the gas is not proper for calibration or the sensor is depleted.



Verify calibration gas is correct. If correct retry calibration sequence. If failure occurs sensor may need to be replaced.


<p>Remove calibration cover from instrument.</p>	
<p>To exit calibration menu. Press SET  button 3 times and then the POWER  button 4 times.</p>	<p>Press the SET    button then Press POWER     button</p>




5.2 Alarm Levels Adjustment of the Recon/B Series

5.2.1 Set up of L-alarm (Low Alarm)

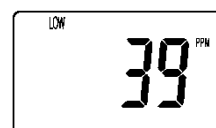
With the **Recon/B Series Off** press and *hold* the **POWER**  and **SET**  buttons until unit activates.

When 0000 is displayed, enter the password, factory set to 1270, by using the **UP**  button to increment the digit and the **SET**  button to accept the indicated digit and move the cursor. When the correct password is entered, the display will advance.




Press the **POWER**  button to advance to alarm set menu.

In this mode, the L-alarm level can be adjusted. Press **UP**  or **Down**  button to adjust the flickering figure according to your need, and then press **SET**  button to complete the set up. After that, it enters the H-alarm set up.

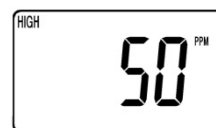
NOTE: The display will not allow an unacceptable alarm level.



5.2.2 Set up of H-alarm (High Alarm)

In this mode, the H-alarm level can be adjusted. Press **UP**  or **Down**  button to adjust the flickering figure according to your need, and then press **SET**  to complete the set up. After that the detector will automatically turn off.

NOTE: The display will not allow an unacceptable alarm level.



5.3 Battery Charging

When the battery voltage is low, the **Recon/B Series** will not function properly.

To recharge the batteries of the **Recon/B Series**: The **Recon/B Series** must be *Off*, connect the AC connector plugs of the charger to a 110VAC or 220VAC outlet and plug the charging cable into the **Recon/B Series**. The detector will activate automatically and indicates that it is being charged. When the charging cycle is completed, the display will indicate full charge.

WARNING: DO NOT start the battery charge process with the Recon/B Series power on; otherwise the charge speed will be adversely affected. Always charge the battery in normal ambient air. Do not charge the Recon/B Series in a hazardous area to be monitored, to avoid fire or explosion. Disconnect the charger after 24 hours, failure to do so will damage the battery.

Typical expected battery life and time to recharge:

Recon/B Series CO, H2S, O2	30+ Hours, non-alarm condition: Recharge time: approximately 4 – 6 hours
Recon/B Series for %LEL CH4	8 hours, non-alarm condition: Recharge time: approximately 6 hours

NOTE: To maintain proper battery function and life the Recon should be operated once a week for 6 to 8 hours and then placed on charge.

5.4 Sensor Replacement

Sensor life in the **Recon/B Series** is typically: 2 years for Carbon Monoxide & Hydrogen Sulfide and 1 year for Oxygen and Combustible.

The sensor needs to be replaced when the **Recon/B Series** can no longer be calibrated or if the sensor becomes erratic. Contact **ENMET** for sensor replacement information.

Table 1: Recon/B Series Factory Set Parameters

Model	Gas	Range	Low Alarm	High Alarm	TWA	STEL	Cal Gas
Recon/NH3-B	Ammonia	0-100ppm	25ppm	50ppm	25ppm	35ppm	
Recon/CO-B	Carbon Monoxide	0-1000ppm	35ppm	100ppm	25ppm	200ppm	500ppm
Recon/H2-B	Hydrogen	0-1000ppm	35ppm	250ppm	N/A	N/A	
Recon/HS-B	Hydrogen Sulfide	0-100ppm	10ppm	15ppm	10ppm	15ppm	40ppm
Recon/O2-B	Oxygen	0-30% vol	19.5% vol	23.5% vol	N/A	N/A	20.9%
Recon/SO-B	Sulfur Dioxide	0-100ppm	2ppm	5ppm	2ppm	5ppm	
Recon/EX-B	Methane	0-100%LEL	10%LEL	50%LEL	N/A	N/A	50%LEL
Recon/EX-B	Propane	0-100%LEL	10%LEL	50%LEL	N/A	N/A	

6.0 Specifications and Troubleshooting Tips

6.1 Specifications

Electrical Power	Working Voltage	3.6VDC Lithium battery, 1200 mAh Rechargeable
	Working time continuous, non-alarm conditions	Combustible gas: Approximately 8 hours Toxic gas: Approximately 300 hours
	Charge time	4 to 6 hours
Operation	Temperature:	-20°C to +50°C
	Relative Humidity	5 to 95% RH, non-condensing
Mechanical	Dimensions:	2.4 x 3.9 x 1.3 inches (60 x 100 x 33 mm)
	Weight:	5 oz. (140g) including battery
	Ingress Protection	IP 65
	Approval	Designed to be intrinsically safe

NOTE: All specifications stated in this manual may change without notice.

6.2 Troubleshooting Tips

Malfunction	Possible Reasons	Solutions
Unable to Turn on the detector	low voltage	Charge Battery
	Detector Fault	Contact ENMET
	Circuit malfunction	Contact ENMET
No reaction to the tested gas	Exhausted Sensor	Replace Sensor
	Circuit malfunction	Contact ENMET
Inaccurate indication	Exhausted sensor	Replace the sensor
	Overdue Calibration	Calibrate
Wrong time display	Exhausted battery	Charge and reset the time
	Electromagnetic disturb	Reset the time
Zero calibration function failed	Too much drift	Calibrate or replace the sensor

7.0 Accessories and Replacement Parts

7.1 Replacement Sensor part numbers

Sensor, % LEL Combustible Gasses	02542-005
Sensor, CO	02542-1200
Sensor, H2S	02542-0200
Sensor, Oxygen	02542-1100
Sensor, H2	02542-1500
Sensor, NH3	02542-2400
Sensor, SO2	02542-0500

7.2 Parts and Accessories

Aspirator*, with 27-inch probe and 3-foot hose (Not suitable for reactive gas, H2S, Nh3, SO2)	02602-010
Aspirator*, with 12-foot hose (Not suitable for reactive gas, H2S, Nh3, SO2)	02602-011
Motorized Sample Pump*, with 15-foot hose and 8-inch probe (for Recon/4 & Recon-B)	03700-053
Manual, Motorized Sample Pump	80021-025
Sensor Cover Assembly, for Recon-B	02543-029
Charger, 100-240 VAC, American style plug	02615-001
Manual, Recon-B Series	80006-023

*Sensor Cover Assembly 02543-029 sold separately.

7.2 Calibration Equipment and Gas

Gas Regulator Assembly*, for 34-liter steel gas cylinder (CO & O2)	02506-004
Gas Regulator Assembly*, for 34-liter aluminum gas cylinder (CO & O2)	02606-002
Sensor Cover Assembly, for RECON-B	02543-029
Cal/Zero Gas, 34-liter steel gas cylinder, 20.9% Oxygen, O2	03296-209
Calibration Gas, 34-liter steel gas cylinder, 50%LEL Methane, CH4	03220-050
Calibration Gas, 34-liter steel gas cylinder, 50%LEL Propane, C3H8	03221-050
Calibration Gas, 34-liter steel gas cylinder, 500ppm Carbon Monoxide, CO	03219-500
Calibration Gas, 34-liter steel gas cylinder, 500ppm Hydrogen, H2	03227-500
Calibration Gas, 34-liter aluminum gas cylinder, 40ppm Hydrogen Sulfide, H2S	03314-040
Calibration Gas, 34-liter aluminum gas cylinder, 50ppm Ammonia, NH3	03318-050
Calibration Gas, 34-liter aluminum gas cylinder, 10ppm Sulfur Dioxide, SO2	03315-010
Case, Calibration Equipment Holds: Gas Regulator, Calibration Adapter and up to two 34 liter Cal Gas Cylinders	73083-000

*Sensor Cover Assembly 02543-029 sold separately.

8.0 Terms and Conditions

8.1 Ordering Information

Address orders to:

ENMET
Attention: Customer Service Department
680 Fairfield Court
Ann Arbor, MI 48108

Email Orders: orderentry@enmet.com

Phone: 734-761-1270

Fax: 734-761-3220

You may also contact our customer service department by email info@enmet.com. MINIMUM ORDER IS \$50.00.

8.2 Shipping Terms

All shipments are F.O.B. ENMET's facility in Ann Arbor, MI, USA or Bowling Green, KY, USA. Shipping and handling charges are prepaid and added, and must be paid by the customer. Shipping and handling charges may be billed to VISA, MasterCard, American Express, or to the customer's preferred carrier account number. Delivery to the carrier constitutes delivery to the customer, and risk of loss passes to the customer at that time, however, title shall remain with ENMET until payment is received in full. Claims for shortages and damage must be made by the customer to the carrier within 5 days of receipt. **Refer to section "1.1 Unpack" for more information on this matter.**

A special service of \$50.00, or more, may be assessed on expedited shipments.

NOTE: Calibration gases are classified as Dangerous Goods for transportation purposes, and shipping companies charge a hazardous material fee for processing the documentation required for handling such items. Also, other restrictions apply to shipment of Danger Goods by air. Check with **ENMET** for clarification and additional information.

8.3 Payment

Open accounts must be established in advance with ENMET's Accounting department.

Address Payments to:

ENMET
680 Fairfield Court
Ann Arbor, MI 48108

Phone: 734-761-1270

We accept payments by VISA, MasterCard, and American Express. Payment by credit card must be specified at time of order placement. Your credit card will be charged on the date of shipment.

ENMET invoices for products that are shipped on open account are due and payable 30 days from the date of shipment from the **ENMET** site. **ENMET** may institute collection services should any bona fide invoice remain unpaid with no payment schedule negotiated by the customer with the **ENMET** Accounting Department. Any cost incurred by **ENMET** for professional collection services or legal fees to collect on a customer invoice will be added to any future business conducted between **ENMET** and that customer.

8.4 Warranty Information and Guidelines

Equipment must be returned prepaid to the point of origin, and ENMET will prepay the return transportation charges. Transportation prepaid by ENMET will be by most economical means (e.g. FedEx Ground). If an expedient means of transportation is requested during the warranty period, the customer must pay the difference between the most economical means and the expedient mode. ENMET warrants new instruments to be free from defects in workmanship and material under normal use for a calibration and expendable parts such as filters, detector tubes, batteries, etc. In addition, some oxygen cells and other sensors are limited to a warranty period of six months from date of shipment. Refer to the instrument manual for specific warranty details. If the inspection by ENMET confirms that the product is defective, it will be repaired or replaced at no charge, within the stated limitations, and returned prepaid by FedEx Ground to any location in the United States. ENMET shall not be liable for any loss or damage caused by the improper use or installation of the product. The purchaser indemnifies and holds harmless the company with respect to any loss or damages that may arise through the use by the purchaser or others of this equipment. This warranty is expressly given in lieu of all other warranties, either expressed or implied, including that of merchantability, and all other obligations, or liabilities of ENMET which may arise in connection with this equipment. ENMET neither assumes nor authorizes any representatives or other persons to assume for it any obligation or liability other than that which is set forth herein.

If a component is purchased and installed in the field, and fails within the warranty term, it can be returned to ENMET and will be replaced, free of charge. If the entire instrument is returned to ENMET with the defective item installed, it will be replaced at no cost, but the instrument will be subject to labor charges at half of the standard rate.

NOTE: When returning an instrument to the ENMET for service:

- o Be sure to include all paperwork (the “Request for Service” form).
- o Include any specific instructions.
- o For warranty service, include the date of purchase.
- o If you require an Estimate, please contact ENMET.

The “Request for Service” form is on the final page of this manual. This form can be copied or used as needed. For service requests, outside of the warranty period, please refer to the “Returning an Instrument for Service Instruction” found later in this section.

8.5 Return Policy

All returns for credit must be approved by ENMET and identified with a “Return Material Goods” number. Such returns are subject to a minimum of a \$50.00 or 20% restocking fee, whichever is greater. **Approval of equipment for return is fully at the discretion of ENMET.** All requests for return/exchange must be made no later than 30 days of the original shipping date from *ENMET*. The actual amount of any resulting credit will not be determined prior to a complete inspection of the equipment by *ENMET*. Calibration gas cylinders cannot be returned or restocked due to the Department of Transportation refill restrictions. Air Filtration Systems (AFS series & parts) cannot be returned or restocked because their internal surfaces and filters are not amenable to re-inspection.

Certain products, such as stationary systems, or instruments with custom sensor configuration (non-standard) are built to order, and cannot be returned. Cancellation of orders for custom-built products, prior to shipment, will result in the assessment of a cancellation fee. The amount of the cancellation fee will be based upon the size and complexity of the order, and the percentage of total cost expended prior to cancellation.

8.6 Returning an Instrument for Service Instructions

Contact the ENMET Service Department for all service requests.

Phone: 734-761-1270

Email: repair@enmet.com

Fill out the “Service Request Form” found at the end of this manual and return with your instrument for all needs. Please send your instrument for service to the site in which the product was purchased. A new “Service Request Form” may be requested if the one found in the manual is not available. All instruments should be shipped prepaid to ENMET.

Address for Service:

Michigan Location:

ENMET
Attention: Service Department
680 Fairfield Court
Ann Arbor, MI 48108

Kentucky Location:

ENMET
62 Corporate Court
Bowling Green, KY 42103

Providing the “Service Request Form” assists in the expedient service and return of your unit and failure to provide this information can result in processing delays. *ENMET* charges a one hour minimum billing for all approved repairs with additional time billed to the closest tenth of an hour. All instruments sent to *ENMET* are subject to a minimum evaluation fee, even if returned unrepared. Unclaimed instruments that *ENMET* has received without appropriate paperwork or attempts to advise repair costs that have been unanswered after a period of 60 days may, be disposed of or returned unrepared COD and the customer will be expected to pay the evaluation fee. Serviced instruments are returned by UPS/FedEx Ground and are not insured unless otherwise specified. If expedited shipping methods or insurance is required, it must be stated in your paperwork.

NOTE: Warranty of customer installed components.

For Warranty Repairs, please reference *ENMET*’s “Warranty Information and Guidelines” (found earlier in this section).

Mailing/Shipping Address:

ENMET
680 Fairfield Court
Ann Arbor, MI 48108
repair@enmet.com



Phone: 734.761.1270
Fax: 734.761.3220

Service Request Form

Product Name or Number:

Product Serial Number:

Describe Problem or Needed Service:

Warranty Claim? Yes No

CUSTOMER INFORMATION

Billing Address:

Shipping Address:

Contact Name:

Phone #:

Email:

Fax #:

PO/Reference

#:

PAYMENT METHOD

COD

VISA/MasterCard

American Express

Card Number

Exp. Date

Security Code:

Name as it Appears on

Card:

RETURN SHIPPING METHOD

UPS Ground

UPS 3 Day
Select

UPS Next Day
Air

UPS ND Air
Saver

UPS 2 Day Air

UPS Account #:

FedEx Ground

FedEx Air
Express Saver

FedEx Air
Overnight Std.

FedEx Air 2
Day

FedEx Air
Overnight P-1

FedEx Account #:

Insure Shipment: Yes No

Insurance \$
Amount: _____