

Service Options

Choose a service option below. An **inspection report** will be provided detailing all work performed, including a status update on the condition of the analyzer, recommended actions and repairs, if needed. Photos of damaged parts will also be included in report. Turnaround time and return shipping cost will be advised. Contact us if you need assistance deciding which service option to use. Our parts and accessories for the UVF-500D are 100% compatible with the older TD-500 and TD-500D models made by Turner Designs Hydrocarbon Instruments, Inc.

SERVICE OPTION 1 – INSTRUMENT INSPECTION: \$500

SKU: SERVICE 1

Service includes inspection of analyzer, including battery compartment, sample well and keypad functions. Condition and performance of the cuvette adapter, glass cuvette and solid standard, if provided, are also checked. The analyzer and components are cleaned as needed. The inspection report includes the analyzer’s calibration diagnostic (DIAG) values and standard (STD) values stored on Channels A and B. Quality control tests are performed using a solvent blank and internal standard to check measurement response and repeatability.

Note: The analyzer is not recalibrated. No repair costs are included in the inspection.

SERVICE OPTION 2 – INSTRUMENT INSPECTION & CALIBRATION: \$750

SKU: SERVICE 2

Includes analyzer inspection in Service Option 1 plus a new calibration to ensure your analyzer performs properly. See suggestions below:

- Calibrate analyzer to 100 ppm TPH using CAL-056H-500D in hexane for oil in water analysis on Channel A with 8 mm glass cuvettes.
- Calibrate analyzer to 100 ppm TPH using CAL-056M-500D in methanol for oil in soil analysis on Channel A with 8 mm glass cuvettes.
- Alternative calibrations at other concentrations can be performed, including the use of Channel B and minicell glass cuvettes, if preferred, to mimic the calibration you normally use for your application.

The inspection report includes the analyzer’s new calibration DIAG values of blank and standard, repeatability and response of other standards tested for quality control and performance acceptance criteria. In addition, the solid standard will be adjusted so it can be used to check the new calibration or used to recalibrate the analyzer, if necessary.

Note: Calibration kits or standards used to calibrate the device are not included with order, but can be purchased separately. See page 2.

SERVICE OPTION 3 – INSTRUMENT INSPECTION & CALIBRATION USING OIL FROM YOUR SITE: \$1,500

SKU: SERVICE 3

Includes analyzer inspection in Service Option 1 plus new calibrations on Channels A and B using an oil sample provided with the analyzer. This option is recommended if the source oil is available to calibrate. The analyzer is calibrated to the concentration desired by customer or at a concentration recommended by Sitelab. The oil is extracted and diluted in solvent at different concentrations and tested to determine which concentration, optical channel, cuvette size and solvent is most suitable. The inspection report includes analyzer’s new calibration DIAG values of blank and oil standard, repeatability and response of other standards tested for quality control and performance acceptance criteria. The solid standard will also be adjusted so it can be used to check the new calibration or used to recalibrate the analyzer, if necessary. In addition, your oil sample will be archived by Sitelab and can be used if analyzer is returned back to Sitelab for Service Option 2 in the future.

Note: The oil standard used to calibrate the device is not included with order, but can be purchased separately. Contact Obstitech for pricing.

Instrument Repairs

If the analyzer does not function or performs poorly, it may require further inspection inside. Customer will be notified in advance of any repairs needed. Damaged parts can be returned to customer if requested. All repairs made will be summarized in the inspection report. Repair prices do not include the initial \$500 inspection fee in Service Option 1 or price to recalibrate the analyzer in Service Options 2 or 3.

FRONT PANEL REPLACEMENT: \$3,000

Front panel includes the keypad, sample well and rubber lid. This repair is most common if the sample well is damaged or cracked.

CIRCUIT BOARD REPLACEMENT: \$4,000

The printed circuit board includes the LEDs, optical filters, detector and battery compartment. This repair is most common if the analyzer’s electronics are corroded from moisture or battery damage or the LEDs, detector or other components have reached their life span.

ONLY NEW, GENUINE PARTS ARE USED!

VISIT: UVF-500D.COM



Manufactured for Sitelab Corporation by Turner Designs, Inc. San Jose, California

TURNER DESIGNS

Fluorescence-based, water quality instruments for over 45 years



Distributed Worldwide by Obstitech ApS Esbjerg, Denmark Phone: +45 7020-5771

Products Available for Quality Control

UVF-500D TPH-OIL CALIBRATION KITS AVAILABLE: \$550/EACH

SKU: CAL-056H-500D

SKU: CAL-056M-500D

Use to recalibrate analyzer or check calibration for quality control. Available in hexane or methanol solvent:

- CAL-056H-500D in hexane solvent. Use for oil in water analysis.
- CAL-056M-500D in methanol solvent. Use for oil in soil analysis.

Calibration Kits contain certified 100 ppm, 25 ppm and 5 ppm standards plus two 500 ppm reference standards used to make new calibrators, if necessary. Products supplied with 6-month expiration date. Includes calibration instructions, certificate of analysis and MSDS.



ADJUSTABLE SOLID STANDARD: \$675

SKU: 50950

Use to recalibrate analyzer or check calibration for quality control. The solid standard is adjusted and tightened to read the same as the calibration performed in Service Options 2 or 3. This product is included with the UVF-500D (p/n 50200) and is identical to the Checkpoint standard used in older TD-500D and TD-500 models, now obsolete.



Shipping Instructions

Contact Obstitech or Sitalab Corporation and describe what problems you are having with your analyzer, schedule service and receive an RMA number for your order. Customer is responsible for shipping costs to Sitalab. Shipping return costs will be included in the service price.

- Pack the analyzer using the original box provided with the UVF-500D or use your own box and protect the analyzer with bubble wrap. Include the batteries, either installed or uninstalled.
- Include any solid standards, cuvette adapters and cuvettes used with the analyzer, if available.
- Label the airway bill and box with the RMA number provided with your order.
- Include your shipping address and contact information for returning the instrument.
- If oil sample is included, collect sample in a small glass vial, wrap the vial in bubble wrap for protection and place in separate container or resealable bag to help protect from leakage. Contact us for questions or if further instructions are needed.

Ship To:

Sitalab Corporation
86 Coffin Street
West Newbury, MA 01985
United States

Attn: Steve Greason, Laboratory Manager
Phone: +1 978-363-2299 Email: sgreason@site-lab.com

Payment & Turnaround Time:

Obstitech will provide a proforma invoice in advance with payment details. Payment can be made by credit card or by bank wire transfer. Payment is required prior to returning your instrument. Turnaround time is typically a few days, depending on inspection required and repairs needed.

Contact: Peter Jakobsen, Sales Manager
Phone: +45 7020-5771 Email: pj@obstitech.dk

Please contact us today to schedule service. To order cuvette adapters, glass cuvettes or other supplies and accessories, visit Obstitech's web shop at: UVF-500D.COM.

What to Ship?



Analyzer with or without batteries

Plus...



TPH Solid Standard or Checkpoint Standard, Cuvette Adapter and Glass Cuvettes, if available.



Sitalab's UVF-500D replacement parts are fully compatible with older TD-500D and TD-500 models made for Turner Designs Hydrocarbon Instruments, Inc. by Turner Designs, Inc.