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Technical Note: HydroCycle-PO4 and Cycle-PO4 Service Offerings

Introduction:

We are changing the service offering for both Cycle and HydroCycle-PO4 to better reflect users needs. Rather than a standard or abbreviated service we are now offering either an Evaluation and Calibration or Standard Service. Evaluation and Calibration is recommended every 12-18 months. If a meter cannot complete Evaluation and Calibration for some reason (e.g., needs a new pump, optical tuning, or electronics board, etc.) Service will be quoted.

To receive either of these services, an RMA is required which can be obtained by contacting service@wetlabs.com.

Detailed descriptions:

(Cycle-PO4 & HydroCycle-PO4 evaluation and calibration (SRV-PO4CAL and SRV-HCYCAL, respectively).
Cycle-PO4 & HydroCycle-PO4 Standard Service (SRV-PO4SRV and SRV-HCYSRV))

SRV-PO4CAL and SRV-HCYCAL: Calibration is recommended on a 12-18 month interval. Calibration includes evaluation (Evaluation is intended to check the sensor is currently in good operation condition. Evaluation does not guarantee future sensor operation. During evaluation your sensor is cleaned, external tubing and fittings are replaced. Current draw and communications are tested. Pump usage is checked against expected life. The internal fluid pathways are cleaned such that clean water gives >80% transmission (3000 counts) and a traceable check standard is evaluated (0.164 mgP/L \pm 8%)), tuning pump volumes back to optimum (volumes can change up to 15% with typical usage resulting in a few percent error in PO4), analysis of a blank and 0.082 mgP/L standard (\pm 0.8%, std dev < 0.001 mgP/L). Calibration results in a new calibration coefficients, pump volumes, and a device file. After calibration a mock deployment is performed and a traceable check standard is evaluated (0.164 mgP/L \pm 8%). If service is required it may be quoted at an additional price.

SRV-PO4SRV and SRV-HCYSRV: Service includes evaluation, calibration, and repair. See Calibration description. Repair can include replacing pumps, electronics, internal fluidics, optical components, mechanical components, bulkhead connectors, etc. In cases of misused equipment (e.g., no filter at intake, serious physical damage) some parts may be quoted at an additional price.