

SERVICE REPORT

Job Number:	SE0719			Quote: -----	Sage: -----
Customer:	Bfr Rechnung,Berlin, Germany				
Contact:	Stephanie Panitz				
Instrument:	Hydra 2022,GSL, HT EA,GC Pal liquid sampler,XYZ autosampler				
Date of Visit:	8-10.7.2026			Days:	3
Engineer:	Robert Kamený				
Reason for Visit:					
Service Visit					
Service Contract?	Yes / No	Expires:	30.6.2026		
Warranty?	Yes / No	Expires:	n/a		
Tick as Applicable:	Call Out / Routine Service / Warranty / Emergency / Contract Visit				
Details of Visit:					

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Situation overview:

List of jobs: re-install system controller after fix, New PC install

lost the comms when running GSL liquid PAL sampler during the run

Then customer swapped autosampler for similar type but older design

one week later, lost comms GSL (lost valve control), bitmap looked normal, but no peaks during the run, but no audible sign of working vents.

Sercon dilled in, diagnosed and confirmed lost comms between the GSL+autosampler and the PC.

Decision was to send system controller for testing back to Sercon.

Diagnosed zero issues with system controller.

Engineer attended July 2026 3 days visit.

day2

Multiple attempts to establish the comms.

Comm4 sys controller : good connection solid comms

Comm3 GSL: mostly positive connection, but has tendency to drop the comms on intermittent bases

Att. Device manager indicates correct port, but port scan doesn't

The only way to fix this is to re-install the drivers and to re-boot both PC and GSL.

Att. readbacks on both furnaces indicate negative after re-booting, but they do restart indicating again after multiple re-starts.

Positive note: despite having issues with the comms dropping out, we still managed to get the NC source tuning for both gas species

Att. Source lacks in sensitivity in N2 mode, filament replaced by a customer in Jan 2026

CETAC: difficult to establish the comms between PC and the autosampler

Once comms established, the Z arm starts injecting from position 56 as oppose the sample #1

Tried to re-install the drivers on few occasions, but that had zero effect

Also, noticed identical issue as with the GSL, where Device manager indicates correct port, but port scan doesn't

Giving the age of the standing equipment and the PC, it was decided to seek for a new usb 3.0 cables from the local shops.

Day 3

Managed to source a new USB A to USB A 3.0 cable from the stock whilst on site to improve the comms on the GSL,

New USB cables didn't solve the situation : comms dropped out within 20 mins.

And as before Device manager indicates correct port, but port scan doesn't.

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Tried to re-set the PCB board manually- zero effect
 Requested remote help from software dep.
 Observed all the symptoms as pre described above.
 Recommended powered USB hub between gsl and the pc + shorter cable (Standing cable 3m long)
 CETAC issue is still unknown: will continue investigation remotely

Further info investigation carried out remotely:

PAL : trigger cable

Liquid EA: issue with no sample peaks, suspected/ observed inop. valve control PYRO EA during sequence (re-started PC and the electronics)

ATT: lost comms after pc re-starts

ATT: GSL valves inop during the sequence too

Recommended : prep PCB re-start (worked)

ATT: unable to open .prn file (customer to investigate excel installation on the new PC)

Recommendations:

CONTACT SERCON CUSTOMER SUPPORT

Follow Up:

Parts Used:	Stock Number:	Quantity:	Charge:
Total:			N/A

Engineer: Robert Kamený

Date: 22.7.2026

Signed: Kamený R.

Customer:

Date:

Signed:

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NOTES: