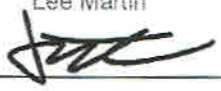


SERVICE REPORT

Job Number:	IN1272	Quote: 11414	Sage: _____
Customer:	San Francisco State University		
Contact:	Richard Dugdale, Frances Wilkerson, Jessica Rose Wilson		
Instrument:	Europa 2020, Europa GSL, GC and Orchid (not used, disconnected)		
Date of Visit:	6 th til 8 th April 2022	Days:	3
Engineer:	Lee Martin		
Reason for Visit:			
Electronics upgrade of 2020.			
Service Contract?	No	Expires:	_____
Warranty?	No	Expires:	_____
Tick as Applicable:	Call Out / Routine Service / Warranty / Emergency / Contract Visit		
Details of Visit:			
Upgrade needed after source control was lost. Replacing source, digl and analogue boards did not work. Prep not to be upgraded and existing one will be run with prep monitor and valves off the second System Controller bank. <u>6th April 2022</u> Limited control over system though valve numbers and methods noted before shutdown. Instrument pumping but vacuum not clear. Instrument vented and powered down. 2020 upgraded and units powered up. Comms with GSL not possible as RS232 cables not compatible with USB ports on the new PC. A solution will need to be generated for this. Comms with 2020 established with no prep. Mass spec valves controllable. Instrument pumping and both pump speeds and vacuum attained. Instrument left pumping overnight with filament fired (thus confirming source control established as well). <u>7th April 2022</u> After discussions with Simon and Wayne its determined that a serial to USB will be needed for GSL comms. However converter purchased at a local electronics store does not work. A PCI-RS232 card will be needed. GSL bitmap configured and ref gas checks show good instrument performance. <u>8th April 2022</u> PCI-RS232 card sourced and fitted to the PC. Comms established after TDS stack removed and grounded on top of the GSL chassis for 5 minutes. Furnaces up to temperature and sample dropped showing similar signal intensity to before the upgrade. Dual method set up and acquisition windows made. GSL manually blanked off and pressure test shows a leak on the carrier flow somewhere. Customer has been advised on how to go about finding it after the visit. <u>14th April 2022</u> Customer reports that the leak has been found.			
Recommendations:			
Run some precision tests on the GSL to check instrument performance before any significant batches are run			
Follow Up:			

SERVICE REPORT

Contact Service@sercongroup.com for support			
Parts Used:	Stock Number:	Quantity:	Charge:
Total:			_____
Engineer: Lee Martin		Date: 15 th April 2022	
Signed: 			
Customer: 		Date: 15 th April 2022	
Signed: 			

All ok although we are trying to get windows correct etc - problem with carbon!
 Also getting used to software since with the timing for the visit we didn't really get a full training!