

Date

20.11.2020

Case #

00163069

Buyer's reference

Online

O-00004040/33/004513727

1

Alfred-Wegener-Institut
Hannes Probst

	Products	Serial number
1	<p>HMT330</p> <p>Service(s) performed Humidity Calibration, 5 Points Additional Analog Output Calibration, 3 points</p> <p>--Reason for return--</p> <p>--Problem(s) found-- Calibration out of specs.</p> <p>--<Action(s) taken>-- Operation checked, adjustments made, calibrated. Calibration certificate numbers HEL204750078 (before and after adjustment) and H37-20470002 (analog outputs) issued.</p>	A4650017
2	<p>HMT330</p> <p>Service(s) performed Humidity Calibration, 5 Points Additional Analog Output Calibration, 3 points Repair Service for HMT330 Transmitter</p> <p>--Reason for return-- Measured humidity values are constant at 100%RH when ambient RH>65%. Temperature measurement works fine.</p> <p>--Problem(s) found-- Unstable humidity readings due to dirty/contaminated humidity sensor.</p> <p>--<Action(s) taken>-- Humidity sensor replaced. Operation checked, adjustments made, calibrated. Calibration certificate numbers HEL204750090 (after adjustment) and H37-20470003 (analog outputs) issued.</p>	L0830822

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	Products	1	Serial number
3	HMT330		H1020003
	Service(s) performed Humidity Calibration, 5 Points Additional Analog Output Calibration, 3 points Repair Service for HMT330 Transmitter		
	--Reason for return-- Measured humidity values starting to jump around +-20%RH when ambient RH > 65%. Temperature measurement works fine.		
	--Problem(s) found-- Unstable humidity readings due to dirty/contaminated composite sensor.		
	--<Action(s) taken>-- Composite sensor replaced. Operation checked, adjustments made, calibrated. Calibration certificate numbers HEL204750096 (after adjustment) and H37-20470004 (analog outputs) issued.		
4	HMT330		A4650018
	Service(s) performed Humidity Calibration, 5 Points Additional Analog Output Calibration, 3 points Repair Service for HMT330 Transmitter		
	--Reason for return-- Sensorhead may be loose. Measurement seems to be ok.		
	--Problem(s) found-- Intermittent readings due to faulty composite sensor.		
	--<Action(s) taken>-- Composite sensor replaced. Operation checked, adjustments made, calibrated. Calibration certificate numbers HEL204750130 (after adjustment) and H37-20470006 (analog outputs) issued.		

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	Products	1	Serial number
5	HMT330		G3140102

Service(s) performed

Humidity Calibration, 5 Points
Additional Analog Output Calibration, 3 points
Repair Service for HMT330 Transmitter

--Reason for return--

Humidity sensor is damaged. Temperature measurement works fine.

--Problem(s) found--

No humidity readings due to broken humidity sensor.

--<Action(s) taken>--

Humidity sensor replaced.
Operation checked, adjustments made, calibrated.
Calibration certificate numbers
HEL204750134 (after adjustment) and
H37-20470005 (analog outputs) issued.