

Temperature

Controlled Shaking



Leading Safety Standards

Superior Ease of Use

Reduced Cost of Ownership

Operating Manual

Page 2

Incubator system Hei-MIX Incubator 1000
Operating manual must be read before initial start-up.
Please follow the safety instructions provided.
Please keep for future reference.

Original-Betriebsanleitung

Seite 28

Incubationssystem Hei-MIX Incubator 1000
Betriebsanleitung vor Erstinbetriebnahme unbedingt
lesen. Sicherheitshinweise beachten.
Für künftige Verwendung aufbewahren.

About this Document	4
Version and variants	4
About this manual	4
Symbols and keywords.....	5
Safety Instructions	6
General safety instructions.....	6
EU Declaration of Conformity.....	6
Intended use.....	6
Installation / electrical safety	7
Qualifications of employees.....	7
Obligations of the operator	7
Installation site	7
Modifications to the device.....	8
Employee safety	8
California Residents	8
Safety during use	9
Disposal	9
Device Description	10
Device overview	10
Hei-MIX Incubator 1000, high hood, overall view	10
Hei-MIX Incubator 1000, heating module, overall view.....	10
Hei-MIX Incubator 1000, control panel	10
Start-Up	11
Setting up device	11
Connect/disconnect power cord	11
Switch unit on and off	12
Operation	13
Heating	13
Start / stop heating	13
Cleaning and Maintenance	14
Cleaning.....	14
Maintenance	14
Troubleshooting	15
Possible errors and how to resolve	15

Assembly	16
Electrical connections	16
Mount hood	17
Disassembly and Storage	20
Dismantling, transportation and storage	20
Dismantling	20
Transportation and storage	20
Accessories and Spare Parts	21
Scope of delivery	21
Accessories	21
Attachments	22
Technical data	22
China RoHS Declaration of Conformity	23
Service	25
Contact / Technical Service	25
Warranty	26
Confirmation of condition	27



About this Document

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Any violations will result in an obligation to provide compensation for damages. Other claims remain unaffected.

➤ Version and variants

Version

This manual describes the function, operation and maintenance of the incubator system Hei-MIX Incubator 1000.

Version	Alteration date
1.1	11/2019

Variants

The device is available in different variants. Certain features or functions are only available in specific product variants. These variants are described in this operating manual.

➤ About this manual

This operating manual is an integral part of the device described here.



- Carefully read through this operating manual and observe all of the safety instructions and warnings notices.
- Ensure that every user has carefully read the operating manual before using the device for the first time.
- Store this operating manual so that it is accessible to all users at all times.
- Pass the operating manual on to any subsequent owner.



The current version of this operating manual can also be found at:
[https://heidolph-instruments.com/en/service/downloads/operation-manuals#Shakers & Mixers \(Incubator 1000\)](https://heidolph-instruments.com/en/service/downloads/operation-manuals#Shakers & Mixers (Incubator 1000))

In addition, also observe the local regulations at the installation site.

➤ Symbols and keywords

Standardized symbols and signal words are used in this operating manual to warn against any dangers and provide important instructions. These instructions must be strictly observed to avoid accidents and damage.

The following terms and basic symbols are used:

Symbol	Additional signal words / explanation
Warning signs 	The yellow triangle indicates hazardous situations. It is used in combination with the following signal words: DANGER: Indicates a hazardous situation which, if not avoided, will result in serious injury or death. WARNING: Indicates a hazardous situation which, if not avoided, may result in serious injury or death. CAUTION: Indicates a hazardous situation which, if not avoided, may result in property damage and minor or moderate injury.
Prohibitory signs 	Prohibited: The red circle indicates a situation that should be avoided under all circumstances and which, if not avoided, may result in serious injury or death.
Mandatory signs 	Must be observed: The blue circle indicates important information. Please observe this information to avoid any property damage.

Other symbols used:

Symbol	Description
➔	Handling instruction, action required
✓	Result of action
▪	List of information
▪	
▪	
a.	List of variants
b.	
c.	



➤ General safety instructions

EU Declaration of Conformity



This device complies with the following EC-Directives*:

- 2006/42/EC Machinery Directive
- 2014/30/EU Electromagnetic Compatibility Directive

*Also see the attachment "EU Declaration of Conformity".

The device has been manufactured according to state-of-the-art technology and in compliance with recognized safety regulations. However, risks may still arise during installation, operation and maintenance.

→ Please ensure that the operating manual is available at all times.

The device may only be used under the following conditions:

- Only operate the device if it is in a technically perfect condition.
- Only operate the device if you are properly aware of the risks and required safety measures.
- Only operate the device in accordance with the instructions given in this operating manual.
- If any information is ambiguous or missing, ask your superior or contact the manufacturer.
- Do not operate anything on the device without authorization.
- Only use the device in accordance with its intended use.

Intended use

The device may only be operated by authorized personnel.

The device is suitable for the following uses:

Heating solvents in combination with one of the following shakers and mixers:

- Titramax 1000
- Unimax 1010
- Promax 1020
- Duomax 1030
- Polymax 1040

The device may be operated in research laboratories, other laboratories and production facilities in the following sectors:

- Chemistry
- Pharmacy
- Biology
- Environmental analytics
- Basic research
- Similar research laboratories

Unintended use/Reasonable foreseeable misuse

Any use which deviates from the device's intended use is considered to be improper. The manufacturer is not liable for damage that occurs as a result. The risk is borne by the operator alone.

When used in medical and food sectors the operator alone is responsible for compliance with the applicable regulations and standards.



Installation / electrical safety

- The device may only be connected up if the available power supply voltage corresponds to the information stated on the rating plate for the device.
- The power supply connection must be easily accessible at all times.
- An RCD circuit breaker (residual current circuit breaker) must be fitted to the electrical system in the building so that the device is disconnected from the power circuit in the event of a fault.
- Repairs may only be performed by electricians authorised by Heidolph Instruments.
- Never operate the device with a damaged power cord.
- Always turn the device OFF and disconnect the power cord before carrying out any maintenance or repair work.

Qualifications of employees

- The device may only be operated by trained personnel.
- The device may only be operated by persons who have been instructed and supervised in its proper use by trained specialist personnel.
- The device may only be operated by specialist personnel who are above the legal minimum age.
- Other persons may only work on the device under the constant supervision of experienced and trained specialist personnel.
- This operating manual must be read and understood by all persons working with the device.
- Personnel must receive safety training that ensures responsible and safe working practices.

➤ Obligations of the operator

Installation site

- The device must be installed in a suitable location.
- The device must be installed on a firm, stable and temperature resistant surface.
- Ensure that the device and all of its components are easily accessible at all times.
- Maintain a sufficient safety clearance to, in particular, any moving and/or hot equipment components.
- It is not permitted to place or store any objects such as accessories, tools or chemicals within this clearance area during operation.
- All screw connections must be securely tightened.
- It is not permitted to operate the device near to highly flammable or explosive substances.
- Operate the device in conjunction with an extractor hood, if working with potential harmful media (see DIN EN 14175 and DIN 12924).



Safety Instructions

- The device is designed for indoor use in dry spaces only and under the following ambient conditions:

Ambient temperature	5 - 31 °C at 80 % relative humidity
	32 - 40 °C decreasing linearly to a maximum 50 % relative humidity
Installation altitude	0 - 2,000 m above sea level
Contamination level	2
Overvoltage category	II
Permissible supply deviations	± 10 %

- If the device is operated in corrosive atmospheres, the service life of the device will decrease based on the concentration, duration and frequency of the exposure to the corrosive atmosphere e.g. concentrated hydrochloric acid (HCl).

Modifications to the device

- It is not permitted to make any unauthorised modifications or changes to the device.
- Do not attach or install any parts that have not been approved by the manufacturer.
- Unauthorised modifications or changes will void the EC Declaration of Conformity for the device and operation of the device will no longer be permitted.
- The manufacturer is not liable for any damage, dangers or injuries that result from unauthorised modifications and changes or due to the non-observance of the instructions in this manual.

Employee safety

- Ensure that the device is only operated by qualified specialist personnel and trained employees.
- Observe the following instructions to avoid any personal injuries and property damage:
 - Laboratory regulations
 - Accident prevention regulations
 - Hazardous Substance Act
 - Other generally accepted occupational health and safety regulations
 - Local regulations

California Residents

- Important information for California residents regarding Prop 65. Please visit www.P65Warnings.ca.gov for more information.



➤ Safety during use

- Wear the appropriate protective clothing when working on the device (protective glasses and, if necessary, safety gloves).
- Do not use the device in potentially explosive areas. The device is not protected against explosion. There is no explosion or ATEX protection available.
- Do not carry out work with naked flames in the vicinity of the device (risk of explosion).
- Do not operate any devices in the vicinity which may exhibit electromagnetic fields in the frequency range 9×10^3 Hz to 3×10^{11} Hz.
- Do not operate or assemble devices in the vicinity which are emission or radiation sources (electromagnetic radiation) for the frequency range 3×10^{11} Hz to 3×10^{15} Hz (in the optical spectral range wavelengths from $1,000\mu$ to 0.1μ).
- Do not operate or assemble appliances in the vicinity of the device which constitute emission or radiation sources for ionizing radiation or in the ultrasonic range.
- Do not operate the device where adiabatic compression or shock waves might occur (shock wave combustion).
- Do not use substances, where the energy input due to mixing might pose a hazard.
- Avoid putting pressure on the display when you are not operating the device.
- Do not spill liquids over the device or any parts of it.
- Remove any accidentally spilled liquids immediately.
- Eliminate errors immediately.
- Do not use abrasive material to clean the surface. Only wipe with damp cloth.
- Always switch the device OFF after use.

➤ Disposal



- Check the device components for hazardous substances and solvents.
- Clean all components before disposal.
- Dispose of the device in accordance with the relevant national regulations.
- Dispose of the packaging material in accordance with the appropriate national regulations.



➤ Device overview

Hei-MIX Incubator 1000, high hood, overall view



Hei-MIX Incubator 1000, heating module, overall view



Hei-MIX Incubator 1000, control panel





➤ Setting up device



Warning:
Risk of slipping device!

As a result of vibrations generated during operation the device might slide off the table top.

The surface must be smooth and clean and should be properly leveled.

- ➔ Locate the shaker on a stable, horizontal surface.
- ➔ Clean surface and feet with a damp cloth and ethanol regularly.

➤ Connect/disconnect power cord

Connect power cord

The power cord comes with a three-wire plug which is recessed on the bottom side.



Unit plug

Power cord

The socket is located on the back side of the unit.

- ✓ The device is switched OFF.
- ➔ Connect plug to socket with the recess facing down.
- ➔ Push plug up against socket until securely attached.
- ➔ Connect plug to power socket.



Unit socket

Disconnect power cord

- ➔ Disconnect plug from power socket first.
- ➔ Then disconnect plug from socket on unit.



➤ Switch unit on and off

The ON/OFF switch is situated on the right side of the device.

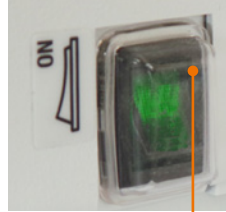
Switch unit on

- ➔ Press ON/OFF switch on the upper side.
- ✓ The green control light switches on.
- ✓ Unit is switched on.

Switch unit off

- ➔ Press ON/OFF switch on the lower side.
- ✓ The green control light switches off.
- ✓ Unit is switched off.

ON/OFF-switch



Device switched on



Device switched off



➤ Heating



Caution: **Possible damage of device**

If the ventilation slits around the motor are not kept free of foreign matter the motor and the fan can get damaged.

Do not cover ventilation slits of heater module.

Always work with hood closed to protect ventilation slits.

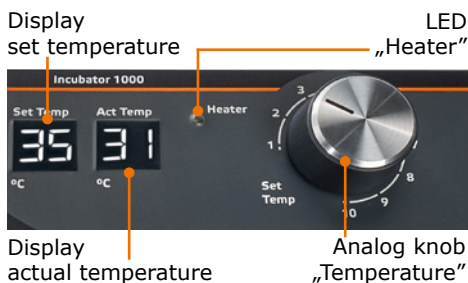
Start / stop heating

The temperature range can be set between 0 °C and 65 °C.



The device does not feature a cooling unit. The lowest possible temperature is identical with the ambient temperature.

- ➔ Turn device on with ON/OFF switch.
- ➔ Set temperature with analog knob „Temperature“.
- ✓ The set temperature will be shown in the display „Set Temp“.
- ✓ The actual temperature will be shown in the display „Act Temp“.
- ✓ As soon as heating starts the yellow LED „Heater“ will illuminate.
- ➔ To stop turn device off with ON/OFF switch.



A power cut will stop the heating. Heating will continue as soon as power is back. Sensible applications could get damaged.



As soon as device is switched on the fan starts ventilating to spread the temperature evenly.

The fan keeps running regardless of temperature set or reached.



Transfer of heat from circulating air to beakers or flasks might require some time; we recommend to pre-heat cold flasks or beakers.



➤ Cleaning

All surfaces of the unit allow for cleaning with a damp cloth and if required a mild soap lotion.



Warning:
Risk of electric shock!

If the device is still connected to power during cleaning, you might get in contact with live parts due to accidentally entering liquids.

Prior to cleaning:

- ensure that the device is switched OFF
 - ensure that the plug is pulled from the electric socket.
-



Caution:
Damage to the device

Accidentally entering liquids will cause the device to fail .

Only wipe with a damp cloth. Never use a soaked cloth.

Attention:
Risk of damage to the surfaces

All of the surfaces may be damaged by improper cleaning.

Never use:

- Chlorine bleach or any cleaning agent containing chlorine
 - Solvent-bearing agents (e.g. acetone)
 - Ammonia
 - Abrasive cleaning agents such as scouring agents, cleaning wool or agents with metallic particles
-



As a result of vibrations generated during operation the device might slide off the table top.

To ensure a stable position clean surface and feet with a damp cloth and ethanol regularly.

➤ Maintenance

The unit is maintenance-free. Any necessary repair must be performed by an authorized Heidolph distributor.

Please contact Heidolph Instruments or your local Heidolph Instruments distributor.

Troubleshooting

➤ Possible errors and how to resolve

Malfunctions	Possible reason	Troubleshooting
ON/OFF switch does not illuminate	No power	▪ Check size and shape of plug and compatibility to your electrical socket ▪ Check circuit breakers ▪ Check device fuses (see below)
	Light diode defective	Contact your local Heidolph Instruments distributor
No ventilation	▪ Ventilation blocked by an obstacle ▪ Ventilation defective	Contact your local Heidolph Instruments distributor
Heating module does not heat, ventilation keeps going	Set temperature below ambient temperature	Set temperature higher than ambient temperature
	Thermal motor circuit breaker triggered by heating overload	▪ Wait 20 minutes; when sufficiently cooled down the heating will restart automatically ▪ Check device fuses (see below)
	▪ Motor defective ▪ Control electronics defective	Contact your local Heidolph Instruments distributor

If you experience a malfunction which can not be resolved, please contact your authorized Heidolph Instruments distributor immediately.



➤ Electrical connections

- Fuses must **only** be replaced by a **professional electrician**.
- **Repairs** to the device must **only be carried out by a qualified electrician approved by Heidolph Instruments**. Improper repairs could result in serious dangers. Please contact your specialist dealer if the device needs to be repaired.



Warning: **Risk of electric shock**

The device must be connected to an earthed power socket.

The rated voltage for the device and the supply voltage must be the same. The rated voltage for the device can be found on the rating plate on the rear of the device.

The device is supplied with a grounded power cord. In case the original plug is replaced, the new plug must have a protective conductor!

If the device is still connected to power while changing the fuse, you might get in contact with live parts.

Prior to replacing the fuse ensure that the unit is switched off and pull the plug from the electric socket. Only use original spare fuses from Heidolph Instruments.

After changing a fuse check the device for safe operating condition according to IEC 61010-1.



Rating plate

Unit socket



Fuses

Colour code for electrical connections:

Europe

GREEN/YELLOW	PE: Protective conductor (Earth)
BLUE	N: Neutral conductor
BROWN	P: Phase

North America

GREEN	PE: Protective conductor (Earth)
WHITE	N: Neutral conductor
BLACK	P: Phase

The device is connected to the mains with the power cord supplied. The power connection is located on the rear of the housing.

For countries where a different plug than the standard plug supplied is used:

- The plug supplied may only be changed by a professional electrician.
- If you wish to use an adapter, ensure that it is grounded and approved in accordance with the local regulations.
- Wiring, adapter and plug must at least meet the electrical power stated on the rating plate.



➤ Mount hood

Components with Incubator 1000:

- 1 heating module
- 1 holder
- 2 threaded screws (cross slit)
- 2 spring washers
- 1 Deflector plate
- 3 knurled screws

- 1 lower part hood
- 1 upper part hood

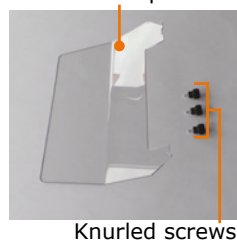
- ➔ Install holder with two screws and spring washer supplied at the bottom of heater module.
- ➔ Locate heater module on the right side of shaker.

- ➔ Plug rubber feet of shaker in cutouts of holder.

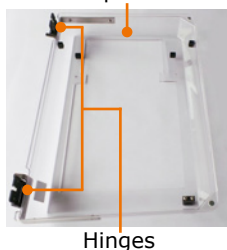
Heating module



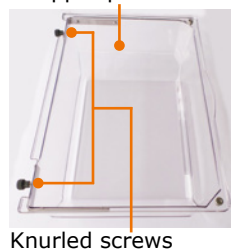
Deflector plate



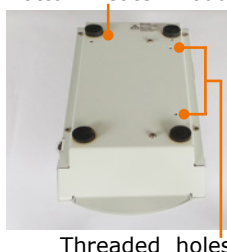
Lower part hood



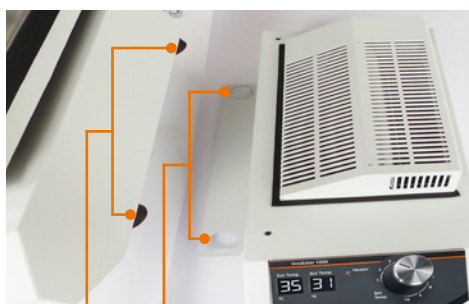
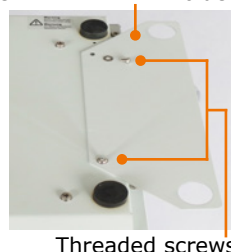
Upper part hood



Bottom heater module



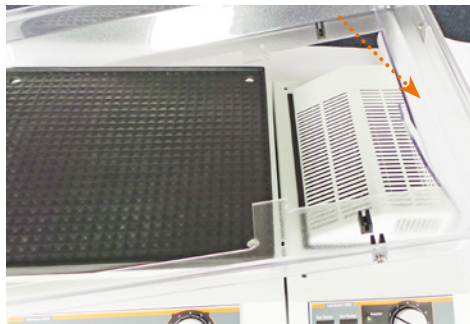
Holder



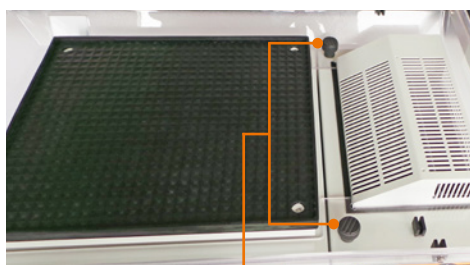


Assembly

- Place lower part hood on shaker and heater module.



- Attach lower part hood to heating module with 2 knurled screws



Knurled screws

- Turn third knurled screw through left holding spigot into threaded hole of shaker on the left hand side and tighten.



Knurled screws

Holding spigot

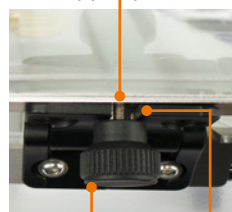
- Position hinges horizontally.
- Detach knurled nuts from threaded bolts of hood.
- Place upper part hood on mounted lower part.
- When placing upper part insert threaded bolt into recess of hinge at lower part of hood.
- Tighten knurled screws.

Hinge
lower part hood

Threaded bolt
at upper part hood



Recess



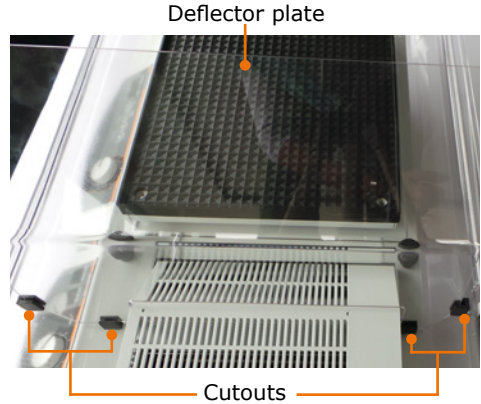
Recess

Knurled screw



Assembly

- Open hood and plug the deflector plate into the 4 cutouts of lower part.
- ✓ The deflector plate grants proper distribution of hot air under the hood.
- ✓ When closed, the integrated magnets keep hood in position.



The incubator has friction hinges. This allows the user to open it to any position. System related, a moderate force is required to open and close the hood.



For cleaning, hood can be dismounted. To do so undo knurled screws and lift off hood.



➤ Dismantling, transportation and storage

Dismantling



Warning:
Risk of injury!

While the device is plugged in you might be at harm if the device is accidentally switched to ON mode.

Prior to dismantling device ensure that the device is switched off and the plug is pulled from the electric socket.

- ✓ The device is switched off.
- Disconnect plug from power socket.
- Disconnect plug from socket on the device.
- Remove all vessels.
- Disassemble attachments.

Transportation and storage

- Store and transport the device and its components only if they were emptied, cleaned and dismantled.
- To carry the device wear safety gloves and lift the unit from below.
- Store and transport the device and parts of device in the original packing material or alternatively in an adequate container to prevent damage.
- Seal the package carefully against unauthorized or accidental opening.
- Store the device in a dry and frost-free place.



Improper storage and transportation may result in damages to the system and the mechanical components.

Avoid any kind of shocks during transportation.



➤ Scope of delivery

Component	Variant	Quantity	Product number
Hei-MIX Incubator 1000	Either Incubator hood flat*	1	549-90040-00
	or Incubator hood high*	1	549-90030-00
	or Incubator hood XL*	1	549-90060-00
Heating module		1	549-90010-00
Operating Manual English / German		1	01-005-004-23
Warranty registration / Confirmation of condition		1	01-006-002-78
EC Declaration of Conformity		1	01-001-025-06
Power cord		1	depending on country

* The product numbers are valid for 230 V devices in the european community. Please contact Heidolph Instruments for further product numbers on country specific varieties.

➤ Accessories

Component	Quantity	Product number
Incubator hood, three sizes	1	see above
Fuse for 230 V (device needs 2 fuses)	1	14-002-015-69
Fuse for 230 V (device needs 2 fuses)	1	14-002-015-48

Additional accessories are shown in the general catalog or on our website at www.heidolph-instruments.com.



➤ Technical data

Hei-MIX Incubator 1000

Standard supply voltage	230 V/50 Hz or 115 V/60 Hz
Power consumption (W)	335
Device fuses	T 2,0 A (230 V) or T 4,0 A (115 V)
Heating capacity (W)	290
Protective class (IEC 61140)	1
Protection class (IEC 60529)	IP 30
Sound pressure level (dB(A)) (based on IEC 61010)	< 45
Motor	shaded pole motor
Heating	finned pipe heater
Air circulation	cross current fan
Overheat protection	self-resetting
Operating mode	continuous
Temperature control	electronic
Temperature range 230 V (°C)	5* - 65
Temperature setting	digital
Temperature accuracy (°C)	± 2 up to 50 °C heating temperature ± 4 from 50 °C heating temperature
Dimensions (w x h x d) (mm)	170 x 140 x 375
Weight (kg)	5.2

Hood, 2-parts (PETG)

	flat	high	XL
Dimensions (w x h x d) (mm)	570 x 163 x 390	570 x 267 x 390	570 x 428 x 390
Volume (dm ³)	28	45	77

* The lowest possible temperature will always be approx. 5 °C above ambient temperature.



China RoHS DECLARATION OF CONFORMITY

Heidolph Instruments GmbH & Co.KG has made reasonable efforts to ensure that hazardous materials and substances may not be used in its products.

In order to determine the concentration of hazardous substances in all homogeneous materials of the subassemblies, a "Product Conformity Assessment" (PCA) procedure was performed. As defined in GB/T 26572 the "Maximum Concentration Value" limits (MCV) apply to these restricted substances:

- Lead (Pb): 0.1%
- Mercury (Hg): 0.1%
- Cadmium (Cd): 0.01%
- Hexavalent chromium (Cr(VI)): 0.1%
- Polybrominated biphenyls (PBB): 0.1%
- Polybrominated diphenyl ether (PBDE): 0.1%

Environmental Friendly Use Period (EFUP)

EFUP defines the period in years during which the hazardous substances contained in electrical and electronic products will not leak or mutate under normal operating conditions. During normal use by the user such electrical and electronic products will not result in serious environmental pollution, cause serious bodily injury or damage to the user's assets.



The Environmental Friendly Use Period for Heidolph Instruments GmbH & Co.KG products is 25 years.

此表格是按照 SJ/T 11364-2014 中规定制定。

This table is created according to SJ/T 11364-2014

MATERIAL CONTENT DECLARATION FOR Heidolph Instruments GmbH & Co. KG PRODUCTS							
有毒有害物质或元素 Hazardous substances							
部件名称 Part name	铅 Pb	汞 Hg	铬 Cd	六价铬 Cr(VI)	多溴联 苯 PBB	多溴二 苯醚 PBDE	环保期限 标识 EFUP
包装 Packaging	○	○	○	○	○	○	
塑料外壳/组件 Plastic housing / parts	○	○	○	○	○	○	
电池 Battery	○	○	○	○	○	○	
玻璃 Glass	○	○	○	○	○	○	
电子电气组件 Electrical and electronic parts	X	X	X	○	○	○	
控制器/测量设备 Controller / measuring device	X	○	X	○	○	○	
金属外壳/组件 Metal housing /parts	X	○	○	○	○	○	
电机 Motor	X	○	○	○	○	○	
配件 Accessories	X	○	○	○	○	○	



注释: 此表格适用于所有产品。以上列出的原件或组件不一定都属于所附产品的组成。

Note: Table applies to all products. Some of the components or parts listed above may not be part of the enclosed product.

- O: 表示该有毒有害物质在该部件所有均质材料中的含量均在GB/T 26572规定的限量要求以下。
O: Indicates that the above mentioned hazardous substance contained in all homogeneous materials of the part is below the required limit as defined in GB/T 26572.
- X: 表示该有毒有害物质至少在该部件某一均质材料中的含量超出GB/T 26572规定的限量要求。
X: Indicates that the above mentioned hazardous substance contained in at least one of the homogeneous materials of this part is above the required limit as defined in GB/T 26572.

除上表所示信息外, 还需声明的是, 这些部件并非是有意图用铅(Pb)、汞(Hg)、镉(Cd)、六价铬(Cr(VI))、多溴联苯(PBB)或多溴二苯醚(PBDE)来制造的。

Apart from the disclosures in the above table, the subassemblies are not intentionally manufactured or formulated with lead (Pb), mercury (Hg), cadmium (Cd), hexavalent chromium (CrVI), polybrominated biphenyls (PBB), and polybrominated diphenyl ethers (PBDE).

Products manufactured by Heidolph Instruments GmbH & Co.KG may enter into further devices or can be used together with other appliances.

With these products and appliances in particular, Heidolph Instruments GmbH & Co.KG will not take responsibility for the EFUP of those products and appliances.

Place, date Schwabach, 19.09. 2019

Wolfgang Jaenicke
Chief Executive Officer CEO

Marcell Sarre
Vice President
Quality Management &
Technical Service



➤ Contact / Technical Service

Questions / Repair work

If any aspect of installation, operation or maintenance remains unanswered in the present manual, please get in touch with the following address.

For repairs please call Heidolph Instruments or your local authorized Heidolph Instruments distributor.



Warning! **Danger of poisoning!**

Contaminated devices can lead to severe injury or death of our employees!

When shipping items for repair that may have been contaminated by hazardous substances, please:

- advise exact substance
- take adequate protective action towards our parts receiving and service personnel
- mark the pack in accordance with Ordinance on Hazardous Substances

A "Confirmation of Condition" form can be found at the end of this operating manual.

➔ Prior to shipping the device for repair, complete a copy of this form and submit it in advance.

Contact details:



Heidolph Instruments Germany

Heidolph Instruments GmbH & Co. KG
Technical Service
Walpersdorfer Str. 12
D-91126 Schwabach / Germany

Tel.: +49 - 9122 - 9920-74
Fax: +49 - 9122 - 9920-84

E-Mail: service@heidolph.de
www.heidolph.com

Heidolph Instruments North America

Phone: 1-866-650-9604
E-mail: service@heidolph.com
www.heidolphNA.com

Heidolph Instruments United Kingdom

Phone: 01799 - 5133-20
E-mail: service@radleys.co.uk
www.heidolph-instruments.co.uk

All other countries

You will find contact details of your local Heidolph distributor at
www.heidolph.com



➤ Warranty



Heidolph Instruments provides a 3 year warranty for the products described here (excluding glass and wearing parts) if you register using the warranty card enclosed or online (www.heidolph.com). The warranty period begins with the date of purchase. The serial number is also valid without registration.

This warranty covers material and manufacturing defects.

In the event of a material or manufacturing defect, the device shall be repaired or replaced free of charge under the terms of the warranty.

Heidolph Instruments shall not assume liability for any damage incurred as a result of improper handling or transport.

Warranty claim?

- ➔ Please notify Heidolph Instruments or your local Heidolph distributor if you wish to make a warranty claim.



➤ Confirmation of condition

→ In the case of repair, copy and complete the Confirmation of condition form and send it to Heidolph Instruments.

1. Details about the device

Product number

Serial number

Reason for repair

2. Has the device been cleaned, decontaminated/sterilized?

Yes

No

3. Is the device in a condition which does not represent any health threats for the staff of our service department?

Yes

No

If not, which substances has the device
come into contact with?

4. Legally binding declaration

The customer is aware of being legally liable to Heidolph Instruments
for any damages arising from incomplete and incorrect information.

Date

Signature

Company stamp

Please note

The shipper is responsible for the return of the goods in well packed
condition, suitable for the mode of transport.

Sender information

Name, first name

Company

Department, research group

Street

Zip code, city

Country

Phone

E-mail