
Controller Setup or Configuration

The information that you are looking for is not readily available and requires us to search through our records. This includes requests for:

- Controller's error message(s)
- Controller's operation and functionality
- Controller's profile or recipe entry (ramp(s) and soak(s) steps, event relay(s))
- Controller's setup or configuration parameters
- Controller's calibration
- Controller's specification data

We would be happy to research the information requested. This is not a free service and will require a purchase order to perform the work. We will respond within three (3) to five (5) business days of receipt of a copy of your purchase order or a written acknowledgment of our rates (by fax or mail).

Most of the above items are typically included within the equipment's original operating instruction manual. The operating instruction manual contains:

- Equipment's specification data
- Vendor documentation
- Despatch supplemental controller instruction manual
- Electrical schematic(s) and a mechanical assembly drawing

In addition, we have available for most of our standard controller's a supplemental manual.

Replacement operating instruction manual are available through our Parts Department at 1-800-473-7373 Option #2. The cost is not based on the material content, but time required to research and assemble the replacement manual. On standard models the cost for a replacement manual will generally range from \$200 to \$400. On special or large engineering system equipment, a review of the equipment would be needed to determine the replacement manual cost.

- Depending on the age of the equipment, the documentation may be limited or no longer available. We will waive part of the research fee in this case.

We hope you will find this information useful. THANK YOU for contacting us and allowing us to be a service to you. Please contact us at 1-800-473-7373 if you have any questions.