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## Safety and Support Information



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# 1 SAFETY AND DANGER INSTRUCTIONS

## 1.1 General

- Read the user manual and the safety information carefully before starting with operation!
- You will find the complete user manual on the enclosed USB stick included in shipment!
- Only use the device as intended and described in the user manual!
- Always keep the user manual and safety information available at site where the device is used!
- Keep the user manual and safety information for future operation!
- In case you sell the device or hand it to someone else, also hand over the user manual and safety information!
- Please be informed that operation and connection faults are beyond our sphere of influence. So, understandably, we cannot take over liability for resulting damages!

## 1.2 Warnings and symbols used

Pay attention to the different marks used in the user manual and safety information. See hereafter the explanation of meanings of the used marks.



**Warning:** Situation that might result in injury or death.



**Attention:** Situation that might result in damage to the device.



**Important notice:** Important notice and additional information.

## 1.3 Working with electrical voltage



### Warning

Do not connect the device directly to 110 VAC or 230 VAC!  
Only use the supply voltage and power source intended for the device!  
See the user manual for information on the permitted supply voltage and power source of the device!

By handling devices, which are supplied by electrical voltage, the valid VDE-instructions, especially VDE 0100, VDE 0550 und VDE 0700 have to be considered.

Before opening an instrument, pull off the mains plug (if existing) and make sure that the instrument is without power supply.

Parts, construction groups or instruments must only be set into operation, in case they are built into a housing and protected against touching. During installation they have to be without power.

It is only allowed to use tools at the instruments, parts or construction groups, in case it is secured that the instruments are dropped out and the electric loads which are stored in the construction groups inside the instrument, are unloaded.

Conducting cables or conductors, which are connected to the instrument, part or construction group, have to be checked continuously to isolation faults or sites of fractures. By verification of a fault in the supply cable, the instrument has to be switched-off immediately, until the defect cable has been exchanged.

Before setting into operation, generally check if the instrument or construction group is suitable for the field of application. In case of doubts, unconditionally contact specialists, experts or the manufacturer of the used construction group!

## 1.4 Warranty



### Important notice

Consider all safety instructions of the user manual in order to maintain the warranty claims for the device!

Should there be any damages in spite of proper use and maintenance, the system has to be sent back to SEBA for repair. All modifications on electronic components or cables that are beyond the described procedures, must only be conducted by SEBA. Neglecting this regulation leads to termination of all warranty claims!

## 2 WASTE DISPOSAL

### Disposal of old devices within the member countries of the European Union

In accordance with the European Union directive 2002/96/EG, SEBA takes back old devices and disposes of them appropriately.

### Disposal in all other countries

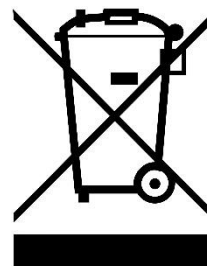
Dispose of old devices appropriately.

Consider the laws for disposal of old electronic devices that are applicable in your country.



#### Important notice

- Do not dispose of old devices or batteries in the ordinary domestic waste!
- For information on used materials, please see chapter „Technical Data“ in the user manual.



For further information on returning old devices, please contact:

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info@seba.de

## 3 SUPPORT

### 3.1 Do you have questions regarding your device or need help with the installation procedure?

1. Please read the user manual first. If you do not find an adequate solution, move on to step 2.
2. Please note the order number and the serial number of your device.

Order number/invoice number/delivery note number:	
Serial number:	
Name of measuring site:	
Purchase date:	
Source of supply (Supplier)	

3. Please provide us with your contact details:

Enterprise:	
Contact person:	
Telephone:	
Email address:	

4. Please give us information on the occurring problem(s), error message(s), and your remedial action(s) which you may have taken to solve the problem so far as detailed as possible:

Description of the problem:

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5. Please complete the form and send it to: [support@seba.de](mailto:support@seba.de).

*On business days we will look into your request and answer you within 24 hours after receiving your completed form. Please understand that we require these information in order to help you as soon and as purposefully as possible.*

## 3.2 Do you need on-site assistance with troubleshooting or in order to complete the installation?

Please, do not drive to the site without confirmation of the appointment.

### 1. Please bring the following things to help you on-site:

- a) Construction manual, circuit layout (if any).
- b) Notebook or operator unit with charged battery and current version of:
  - SEBAConfig download available via <http://download.seba-hydrometrie.eu/SEBASoftware/SEBAConfig/SEBAConfigSetup.exe> and
  - SEBAModemConfig (for telecommunication systems), download available via [http://download.seba-hydrometrie.eu/SEBASoftware/SEBAModemConfig/SEBAModemConfigPC\\_ENG.exe](http://download.seba-hydrometrie.eu/SEBASoftware/SEBAModemConfig/SEBAModemConfigPC_ENG.exe)
  - SEBAConfigPDA (for hand-held units), download available via <http://download.seba-hydrometrie.eu/SEBASoftware/SEBAConfigPDA/SEBAConfigPDASetup.exe>
- c) Fitting adapter, converter and connection cable
- d) Serial number or order confirmation and/or delivery note
- e) Required keys to open measuring site
- f) Tool kit containing different kinds of screwdrivers (Phillips/slotted screwdrivers), Allan keys set, set of open-end wrenches
- g) Mobile phone
- h) Batteries
- i) Product related tools:
  - Groundwater measuring systems: Dipper and Floater:
    - Electric contact gauge cable for control measurement
  - Online systems: SlimCom:
    - Magnet
  - PS-devices:
    - Bucket
    - Pressure line, 2 m minimum
  - Multiparameter sensors MPS:
    - Calibration and maintenance set suited for installed sensors
    - Cleaning tools (Bucket, brush, clean water, simple dish detergent, detergent for electrodes, cleaning cloth, gloves)
    - Accessory set for MPS (O-rings, petrolatum, emery cloth ...)

### 2. Please arrange an appointment (date/time) for support via telecommunication with our support team:

- a. Send the completed form to [support@seba.de](mailto:support@seba.de).
- b. After we send you the confirmation we will be happy to join you “on site” at the given day via mobile phone connection.
- c. Please be aware that some support issues may be chargeable to the client.

**Thank you very much for your cooperation!**  
**Your SEBA support team**



**Support by SEBA Hydrometrie GmbH & Co. KG**

As we are interested in a continuous improvement and extension of our products, you are always welcome to send us your questions.

Notify us about occurring bugs or send your requests to: [support@seba.de](mailto:support@seba.de)

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