



NEW STYLE MICRO-DEOX/2000 WET SIDE

Dear Evoqua Team Members,

A recent increase in peristaltic pump motor gearbox failures has revealed an anomaly in the machining dimensions that have resulted in the occlusion ring being mounted too close to the centerline of the motor shaft. This causes increased pressure on the motor shaft while compressing the sample water tube, which leads to an over torque condition and results in gearbox failure. To correct the condition we have taken several steps:

Corrective Action For Existing Field Units

A special new style Micro-DEOX/200 repair kit with part number W3T327839 is now available from customer service and should be used to repair any failed motor/gearbox assemblies in the field.

The repair kit consists of a new 2 rpm replacement motor gearbox assembly, one redesigned occlusion ring, two new shoulder bolts, one replacement sample tube, silicone grease and an instruction sheet. All parts included in the repair kit must be utilized to minimize future failures of the motor gearbox assembly.

Please note not all units with the original casting dimensions experience increased motor gearbox failure rates and replacement under warranty will be considered on a case by case basis based on failure rate, typical motor life is 2-5 years depending on site conditions.

Corrective Action For Complete New Micro-DEOX/2000 Wet Sides

All new Micro-DEOX wet sides will be retrofitted at the factory to include the redesigned occlusion ring. A slight revision of the casting dimensions will also be in place in those units marked with a – RC as part of the 2014 serial numbers. It is important to note that all new Micro-DEOX/2000 wet sides delivered from this date forward have been modified to minimize motor gearbox failures.

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