

Customer Service/Certificates

We are active...

in solving your quality assurance problems

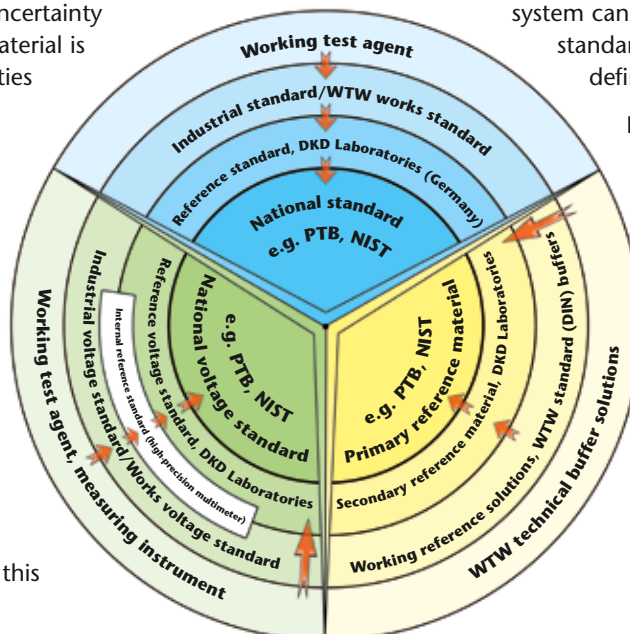
Every measured value includes errors. This applies particularly when calibrating a device against standard materials. It is necessary to quantify this error in order to know the deviation in comparison to international standards.

In chemical analysis reference materials are used. The relevant properties of such materials are determined by metrological facilities. The uncertainty of a measurement for such a material is documented. Examples of facilities that can provide such qualified evidence are the National Institute of Standards (NIST, Gaithersburg MD, USA) and the Physikalisch-Technische Bundesanstalt (PTB, D-Braunschweig).

In further steps (secondary, tertiary, etc.) reference materials are derived from the primary reference materials by comparative measurements. The uncertainty of each of these steps compared to the original standard can be given; this

takes into account the equipment and methods used. It is important that the calibration of a measuring system can be traced back to the particular standard in an unbroken chain with defined uncertainty.

In practice so-called working reference buffer solutions are used; these are obtained by comparing them with primary or secondary material. WTW pH buffers meet these requirements. The individual certainty of the pH of a particular buffer solution is documented by a certificate.



What we can offer you

IQ/OQ/PQ

WTW offers the qualification of measuring systems particularly for the pharmaceutical industry. As a starting point, any requirements the measuring system has to fulfill, are specified in the design. This is where the customer decides what he intends to measure, in which environment the measurement will take place and which measuring task is to be completed. After selecting suitable components, WTW provides the documentation on demand for qualifying the system on location. This will be done by a WTW staff member after an appointment is agreed.

Scope of services:

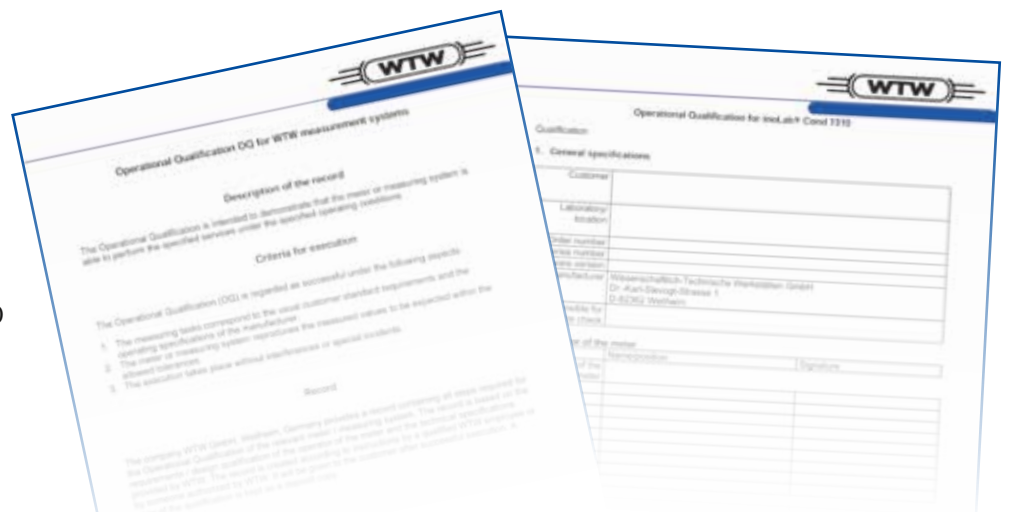
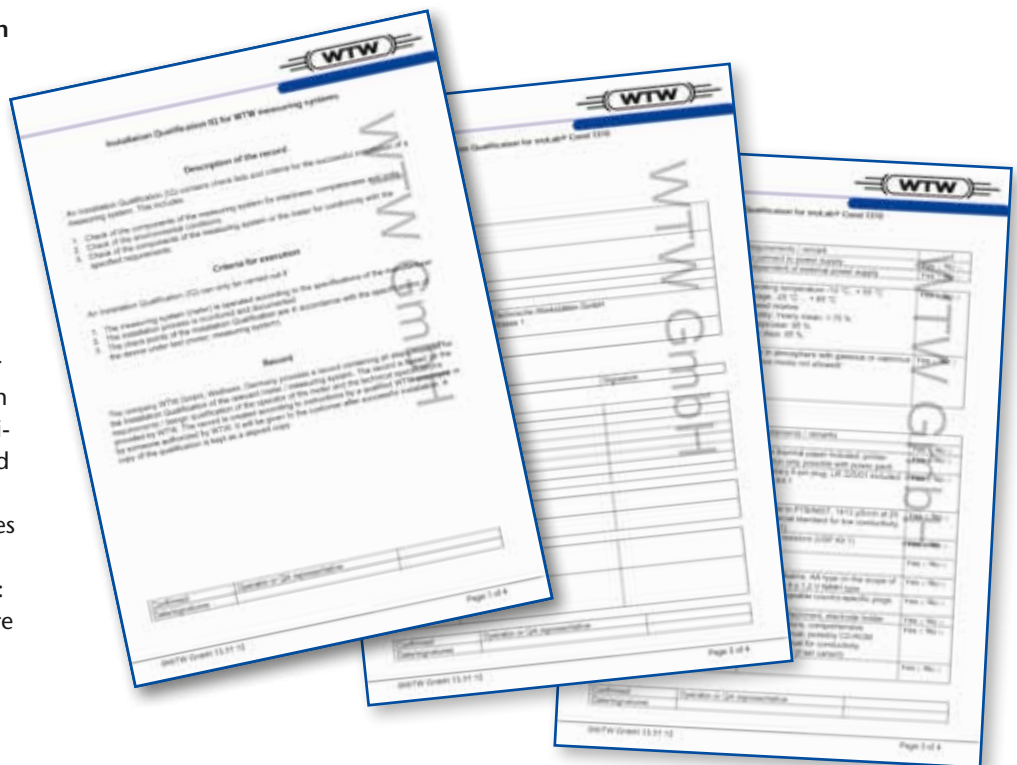
The **Installation Qualification (IQ)** reviews the scope of delivery regarding completeness and purpose as well as considering the environmental conditions. The documentation is processed by a prefabricated and signed record.

The **Operational Qualification (OQ)** serves for reviewing the correct function of the instrument under specified conditions. The processed calibrations have the advantage that the measuring values are verifiable against certified reference material (exception: D.O.). Also here the results are recorded.

Regarding the **Performance Qualification (PQ)** the customer receives WTW documents that he can mainly use for two conditions: One is the routine verification and the other is the procedure in case of an incident. For this purpose the customer may make any necessary copies of the provided documents.

WTW offers documents for the following products:

inoLab® 7110, 7310, 9310 IDS, 9420 IDS, 9430 IDS, 7320 (only pH!) as well as ProfiLine handheld instruments. MultiLine® IDS on request.



... certified

Calibration of measuring systems for determination of conductivity, pH, and dissolved oxygen in aqueous media

No certification to DIN ISO 9000 without test agent monitoring

The perfect functioning of the test agent used is a constant requirement for the accuracy and comparability of measured values. This is why it belongs to the basic rules of **quality assurance** and **Good Laboratory Practice** that the accuracy of each test agent is monitored at regular intervals after a defined period of use by carrying out a calibration. This task is faced by a continually increasing number of companies and laboratories that are trying to achieve or have already achieved certification of their QA system according to the DIN ISO 9000 series of standards.

Why you should make use of the manufacturer's technical expertise

Proper calibration requires specially qualified personnel with particular knowledge of the individual instrument and the presence of suitable calibration facilities. This is why it is usually more efficient and economical to allow test agent monitoring to be carried out by an external calibration laboratory or directly by the manufacturer.

WTW provides this service for all WTW measuring systems for the determination of conductivity, pH, and dissolved oxygen.

We have been certified to ISO 9001 since 1993 and are completely familiar with the requirements of the standard. Our calibration facilities are linked to national standards. Calibration agents for which no national standards exist are prepared in accordance with recognized national and international standard methods.

We carry out calibration and provide you with a calibration certificate.

If required, we can also carry out test agent monitoring for our photometers and BOD measuring instruments. Please ask for our advice.



WTW offers different types of certificates

1. Certificate of Compliance

General certificate (without mentioning the serial number) which certifies that the product complies with the technical data given in the operating instructions. The certificate is not signed and is free of charge.

2. Manufacturer's Test Certificate

Individual certificate (mentioning the serial number) which states that the product has been tested and complies with the information given about accuracy on the certificate. Contains a passage about the regular calibration of the test agents used by us and their traceability to national and international standards. Can be produced by the customer as evidence for ISO 900 purposes.

Certificate for brand-new products:

These Certificates are added to all instruments. The certificate is not signed and is free of charge.

CE Declaration of Conformity

Certifies that the product complies with the valid EC directives.

Certificates according to FDA regulations

Validation of instruments according to FDA regulations, including IQOQPQ, on request.

Manufacturer's certificate for calibration solutions

When ordering or within 3 months of purchase we can supply a manufacturer's certificate for the pH buffer solutions and conductivity calibration solutions offered in our range of products; this certifies their controlled manufacture on the basis of national and international standards.

Calibration certificates available for a fee

Calibration certificate for an instrument

The measuring functions of the instrument are calibrated independently of the signal generator by using electrical standards.

Calibration certificate for a signal generator

For pH electrodes and conductivity cells the calibration is made by using calibration solutions. For dissolved oxygen sensors the slope is calibrated by using air saturated with water vapor and the zero current by using a zero solution or in pure nitrogen.

With pH electrodes and dissolved oxygen sensors a gradual alteration to the technical data occurs (aging). This is why they have to be calibrated by the operator at regular intervals; the procedure is described in the instruction manuals of the corresponding instrument.



Certificate for used products:

Provided at the customer's request in association with a repair contract. Test data are listed in a protocol. The certificate is signed by our QM officer and will be invoiced.

Analog

Monitors
EcoLine/QuadroLine®
and sensors

- High accuracy and enhanced EMC performance using integrated pre-amplifier
- Integrated lightning protection
- EcoLine 170: Monitors for field installation
- QuadroLine® 296: Monitors for panel mounting
96 x 96 mm
(3.78 x 3.78 in)

D.O.
pH
Cond
Turb

NH_4

NO_3

NO_2

Analyzer

TresCon®/
TresCon® Uno

TresCon®: Multi-parameter analyzer for up to three parameters
Self-calibrating systems: easy-to-use – easy-to-extend
Also available as a compact single parameter unit

Digital

Multi-parameter System

IQ SENSOR NET

System 182 (XT) and 2020 XT

TSS

NH₄

NO₃

COD

TOC

DOC

SAK

BOD

P_{Total}

PO₄

- One system for all parameters
- High accuracy and enhanced EMC performance using – integrated pre-amplifier & digital processing
- Integrated lightning protection
- Sensor can be pre-calibrated in Lab
- Universal sensor connection – Standard for all digital sensors
- Easily expandable using 2-wire technology
- 0/4 ... 20 mA
RS 232, RS 485, PROFIBUS-DP, Modbus RTU



Are you interested?

Please order the
WTW Online Catalog

Company highlights	
1945	Company founded by Dr. Karl E. Slevogt
1948	Renamed to <i>Wissenschaftlich-Technische-Werkstätten (WTW)</i>
1954	Introduction of first WTW pH meter
1965	Introduction of first WTW dissolved oxygen meter
1976	Bavarian State Award for the Combibox compact multi-parameter system
1982	Introduction of the world's first zero-current-free (stable zero point) dissolved oxygen sensor for field measurements
1983	Start of WTW's online measuring technology program
1986	First company to offer a 3-electrode dissolved oxygen sensor (TriOxmatic®) with automatic calibration on air (OxiCal®)
1987	First company to offer a 4-electrode conductivity sensor (TetraCon®) for portable water analysis
1993	First manufacturer of D.O., pH and conductivity measuring systems to be certified to ISO 9001
1995	<ul style="list-style-type: none"> • Introduction of the mercury-free OxiTop® system for manometric BOD determination • First company to offer monitors with built-in lightning protection
1997	New photoLab® laboratory photometers combine precision with outstanding ease of use
1998	<ul style="list-style-type: none"> • Introduction of the PurCon® sample preparation system as a replacement for conventional filtration systems • First WTW spectrophotometer
1999	The new laboratory instruments of the inoLab® family set new standards for the measurement of pH, D.O., conductivity, ISE and temperature
2000	Introduction of TresCon® – the modular analytical system for the continuous measurement of ammonium, nitrite, nitrate, phosphate
2001	<ul style="list-style-type: none"> • IQ SENSOR NET – the multi-parameter measuring system offers unlimited possibilities for online measurements • The new VisoTurb® and ViSolid® turbidity and solid sensors with their revolutionary ultrasonic keeping clean system give "low-maintenance" a completely new meaning
2002	<ul style="list-style-type: none"> • AmmoLyt® 700 IQ enables reliable Online direct measurement of Ammonium • PurCon® IS: Sample Preparation – directly without pump

About us

As a Xylem brand WTW is committed to use our expertise and innovative technology to provide our customers with solutions to their most challenging problems.



As part of that commitment WTW continues to develop and launch new innovative product lines, building upon our proven sensor and analytics technology. We take pride in improving and setting new standards in the markets which we serve.

If you want to know more about Xylem please visit www.xylem.com

Laboratory & Field Instrumentation

The product range from WTW offers the world's most complete line of pH/ORP, D.O./ BOD/Respirometry and Conductivity Instruments, Turbidity Meters and Photometers including reagents. WTW systems range from rugged waterproof, portable field meters to an integrated line of laboratory instruments and accessories, as well as completely new multi-parameter instruments with state-of-the-art technology for lab and field applications.

The MultiLine® multi-parameter instruments, with high-resolution graphic display, feature extreme durability for measurements in a variety of applications where parameters can be measured sequentially or simultaneously.

The new inoLab® laboratory meter line include digital high-performance multi-parameter instruments with IDS technology taking advantage of the innovative new digital IDS sensors, which convert the measuring values directly in the sensor and transfer the digital signals to the measuring instrument, delivering precision and convenience.

WTW offers premium optical technology instruments with the spectrophotometers of the photoLab® 6000 series for the UV and VIS range.

Online Instrumentation

For many years, the IQ SENSOR NET has set the standard for online measuring technology. It is suitable for conventional instrumentation with analog outputs as well as for field bus instrumentation. The innovative digital sensors in this system represent the state of the art in process measuring.

A new controller family MIQ/MC2 with integrated USB and LAN interfaces opens the IQ SENSOR NET System to the future-proof world of internet communication via TCP/IP technology. The new spectral UV-VIS sensors CarboVis®, NitraVis® and NiCaVis® allow for chemical-free measurements of COD, TOC, BOD, SAC, NO₃ and TS directly in the wastewater process. Their new optical design, integrated ultrasonic cleaning system and high-tech materials Titanium and PEEK assure high measurement reliability, simple handling and extreme durability.

The new interface level sensor IFL 700 IQ is ideal for sludge management at wastewater treatment plants: based upon the ultrasonic measuring principle it detects sludge-water interface levels via runtime of ultrasound signal echoes. The IQ SENSOR NET system is therefore the most flexible, digitally based system providing from 1 to 20 measuring points.

For the measuring and control of wastewater, WTW offers the world's most complete line of pH/ORP, D.O., Conductivity, Nitrogen, Carbon, Phosphate and unique self-cleaning Turbidity instrumentation as well as comprehensive accessories.

The dependability, reliability, and versatility of WTW field proven Ammonia, Phosphate, Nitrite and Nitrate Analyzers, probes, and pH, ORP, D.O., and Conductivity systems and meters have established WTW products as industry standards world-wide.

WTW has built a solid reputation in its more than 60 year history by providing "best in class" products with unparalleled customer and technical support. WTW strives to deliver solutions to our customers measuring problems. Our Customer Care Centers are dedicated to ensuring each customer's individual success. WTW's extensive applications library, coupled with knowledgeable applications specialists, provide for rapid resolutions to technical challenges.

With support facilities around the globe, the WTW manufacturing center, located just south of Munich, Germany, delivers quality technical instrumentation with continuous support. We are proud to present our product offering to you and look forward to serving your needs. "Made in Germany".



Company highlights

2003	<i>NitraLyt® 700 IQ is a perfect supplementary nutrient parameter (Nitrate) for Online direct measurement</i>
2004	<ul style="list-style-type: none"> • <i>Multi-parameter portable meter Multi 350i represents state-of-the-art technology in field applications</i> • <i>NitraVis®, CarboVis® and NiCaVis® – spectral "in-situ" Online sensors for Nitrate, Carbon and TSS measurement for wastewater control</i>
2005	<ul style="list-style-type: none"> • <i>Portable photometers and turbidity meters for universal applications: pHotoFlex®/pHotoFlex® Turb Turb 430 IR</i> • <i>IQ SENSOR NET System 182 compact 2 channel transmitter</i>
2006	<ul style="list-style-type: none"> • <i>VARiON® ammonium and nitrate multisensor with automatic compensation of interference ions</i>
2007	<ul style="list-style-type: none"> • <i>The new optical D.O. sensor FDO® 700 IQ completes the WTW portfolio for online D.O. measuring</i> • <i>The new spectrophotometers of the photoLab® 6000 series combine systematic and spectral analysis with well proven quality assurance AQA.</i>
2008	<i>The IQ SENSOR NET system keeps on developing:</i> <ul style="list-style-type: none"> • <i>New terminal/controller T 2020 XT with USB and dual-processor function</i> • <i>System 182 XT-4: perfect for up to 4 sensors</i> • <i>IQ-LabLink joins online measuring with laboratory calibration</i>
2009	<i>The new ProfiLine single parameter portable meters feature extreme robustness and outstanding ease of use</i>
2010	<i>MultiLine® IDS – new digital world of portable measurement:</i> <ul style="list-style-type: none"> • <i>MultiLine® – digital multi-parameter portable meters and</i> • <i>FDO® 925 – optical dissolved oxygen sensor for field and lab</i>
2011	<i>inoLab® Multi IDS – IDS technology for the lab</i>
2012	<ul style="list-style-type: none"> • <i>UV-VIS sensors – Next generation of CarboVis®, NitraVis® and NiCaVis® sensors with new optical design, integrated ultrasonic cleaning technology and high-tech materials</i> • <i>IFL 700 IQ sensor – Interface level measurement for sludge management</i>

www.WTW.com



Information around the Clock

New Products

WTW presents its complete line of new products, innovative measuring and analytical instruments, helpful accessories, useful system extensions, special sets and much more **24 hours a day**.

Applications

WTW can provide you with solutions for all your measurement needs. In addition, you will find tech tips, application notes, *and much more*.

Downloads

Need a Manual, Application Report or a WTW Certificate? *Have a look at our Download Area.*

Contact Addresses

Looking for your local contact?

Here you can find your "local WTW":

contact addresses, representatives, distributors... Click!

General information

1. Special versions of instruments on request.
2. Accessories and spare parts for older models – please make separate inquiry.
3. In order to avoid our customers having to pay a surcharge for small-volume purchases, we supply our consumables in practical minimum ordering quantities.

Technical alterations

The technical description corresponds to the current products. Alterations because of technical improvements are possible.

Illustrations

We draw your attention to the fact that the illustrations are intended to clarify certain points. There may therefore be discrepancies between the illustrations and the written text.

Liability

We accept no responsibility for printing errors, writing errors or mistakes in the translation.

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