

### **Waterlink Spin Meter Support**

The Waterlink Spin meters are fully supported by Watertest Products NZ Ltd, in conjunction with LaMotte Pacific Pty Ltd. Any support required for your meter should be directed to sales@watertest.co.nz and you will be guided through the support process.

If you are experiencing any issues with your meter, or you suspect it is out of calibration, please follow the procedure outlined below:

1. Place your MCD (Meter Check Disc) into the meter, select MCD as the disc type, and run the test. Compare the results of this test with the parameters written on the white packet of the MCD. If the results are within the parameters your meter is calibrated.
2. If you still require assistance, please send an email to sales@watertest.co.nz with the following information:
  - Describe the issues you are having
  - Confirm that the MCD has been run and whether the results were within the parameters or if one or more of the channels is outside the parameters
  - Advise the meter's serial number
  - Advise the model of Waterlink Spin meter you have – Classic is triangular in shape whereas Touch is rectangular with a touch screen
3. Watertest Products will then liaise with you (the customer requiring assistance) and the IT support team in Sydney, who will remote into your meter via TeamViewer. If your meter requires recalibration, this will be done during the remote session, without the need to send your meter away. The IT Support team are also able to troubleshoot and resolve many other issues via remote session.
4. If there is an issue that can't be resolved remotely, IT Support in Sydney will advise that the meter is returned to them for further inspection. If this is the case, you will need to send the unit to Watertest Products in Auckland and we will get it to Sydney on your behalf. **Please do not send your meter to us unless we have advised you to do so.**
5. We will remain in contact with you and let you know the outcome of the inspection once we have further details. If your meter is under warranty, and it is a warranty issue, it will be resolved immediately and the meter returned to Watertest Products. We will then return the meter to you. If your meter is no longer in warranty, or the issue is outside the scope of the warranty, we will be in touch with a report of the issues and a quote to repair. We will not go ahead with any repairs until we have your acceptance of the repair quote.

**\* Please see important notes overleaf \***

**Important notes:**

- An MCD (Meter Check Disc) is supplied with your meter. It comes in a small white packet with a list of test parameters on it and a desiccant pouch inside it. The MCD should always be kept in this packet with the desiccant pouch and sealed when not in use. We have replacement MCDs available for sale should you wish to purchase one. Please email sales@watertest.co.nz to place your order.
- When needing remote support, please ensure you have TeamViewer installed on your computer and that your meter is plugged in to that computer. You will be asked for the TeamViewer ID and password when we are ready. It is important to keep the TeamViewer application open after giving the ID and password otherwise you will need to generate a new one.
- The MCD can be run whenever a calibration check is required. It is advised that you run a calibration check at least monthly. In times of high usage you may wish to run it more frequently.
- Please ensure that your meter gets charged with **mains power** regularly. A computer will not fully charge the meter and eventually it will lose residual charge and will not operate. If this happens the meter needs to be returned to IT Support in Sydney for a reset, and if this is the case, freight charges will apply.
- The Waterlink Spin meters are not waterproof. Please ensure you inject water into the discs properly so that the outside of the disc is kept dry. Should you need further training on this, please contact us.
- Please ensure the meters are cleaned with the supplied wipes regularly. There should not be dust, dirt or residue of any kind in the testing well, around the LED lights or optical lenses as this can distort readings. If you have run out of wipes we have replacement boxes available for sale. Please email sales@watertest.co.nz to place your order. **Please do not use wet cloths or wipes to clean your meter.**