SP200 Series

Microprocessor-controlled syringe pumps

Serial No.____________________
GENERAL SAFETY SUMMARY

Please read the following safety precautions to ensure proper use of your syringe pump. To avoid potential hazards and product damage, use this product only as instructed in this manual. If the equipment is used in a manner not specified by the manufacturer, the protection provided by the equipment may be impaired.

To Prevent Hazard or Injury

Use Proper Power Supply
The pump is supplied with an approved power supply and line cord.

Use Proper Line Cord
Use only the line cord shipped with the product and make sure line cord is certified for country of use.

Ground the Product
This product is grounded through the grounding conductor of the power cord. To avoid electric shock, use only approved line cord with the product and insure it is connected to earth ground.

Make Proper Connections
Make sure all connections are made properly and securely.

Orient Equipment Properly
Do not position the equipment such that it is difficult to reach the disconnecting device.

Observe all Terminal Ratings
Review the operating manual to learn the ratings on all connections.

Avoid Exposed Circuitry
Do not touch any electronic circuitry inside of the product.

Do Not Operate with Suspected Failures
If damage is suspected on or to the product do not operate the product. Contact qualified service personnel to perform inspection.

Avoid Pinch Hazard
A pinch hazard may exist between the Pusher Block and End Blocks. Avoid placing fingers between these points while the pump is running.

Observe all Warning Labels on Product
Read all labels on product to ensure proper usage.

NOTE: This pump is not registered with the FDA and is not for clinical use on human or veterinary patients. It is intended for research use only.
GENERAL DESCRIPTION

This manual applies to infusion pumps SP200i, SP220i, SP250i; infusion/withdrawal pumps SP210iw and SP230iw; push/pull pump SP260p; and continuous cycle pump SP210c.

Most features are common to all pumps. However, the infusion/withdrawal models, SP210iw and SP230iw have additional modes and related RS232 commands not available in infusion-only models.

Operation of the pumps is simplified by using a keypad to select features from a menu on the alphanumeric display.

All control functions are performed automatically by the pump microcontroller and are based on the syringe diameter and linear motion of the pusher block to deliver a known volume. After entering the syringe diameter, either directly or from a table in memory, a dispense volume and flow rate can be entered, and then all calibration and control functions are performed by the pump automatically.

<table>
<thead>
<tr>
<th>Model</th>
<th>No. of Syringes</th>
<th>Infusion</th>
<th>Withdrawal</th>
<th>Push/Pull</th>
</tr>
</thead>
<tbody>
<tr>
<td>SP200i</td>
<td>2</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SP210iw</td>
<td>2</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>SP210c</td>
<td>4</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>SP220i</td>
<td>10</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SP230iw</td>
<td>10</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>SP250i</td>
<td>4</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SP260p</td>
<td>4</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

FEATURES

Syringe identification

**Look up Table** — The pump contains a table of standard syringes arranged by manufacturer, material and size. Once the syringe is identified in the table the pump automatically enters the appropriate diameter.

**Direct Entry** — If the syringe used is not included in the table, the internal diameter of the syringe barrel can be measured in millimeters and entered directly from the keypad.
Infusion and Refill Rates
The infusion rate and, where applicable, the withdrawal rate can be set independently and can be changed while the pump is running. After the operating mode selection is made the program will prompt only for the relevant rates associated with that mode.

Volume
A target volume can be entered for infusion and refill independently, and the pump automatically stops when this volume is reached. The pump displays an initial volume of zero and increases as the dispense process proceeds to the target volume. The target volume can be reviewed or changed as the pump continues to operate.

Modes of Operation
- **Infusion** — Rate and volume settings: pump infuses to the set volume and stops. Rate setting only: pump runs until manually stopped or stalls.
- **Withdrawal** — Rate and volume settings similar to above.
- **Infusion/ withdrawal** — Infusion automatically followed by withdrawal. Rate and volume settings can be made independently for infusion and withdrawal, hence the pump can infuse at one rate and volume and then change to a different withdrawal flow rate and volume setting.
- **Withdrawal/ infusion** — Withdrawal immediately followed by infusion. Separate settings for rate and volume can be made for withdrawal and infusion.
- **Continuous operation** — The pump cycles from infusion to withdrawal continuously. The volume is identical in infuse and withdrawal directions.

**NOTE:** The displayed menu which prompts the operator for Rate and Volume settings changes with Mode selection. For convenience, only the relevant settings associated with the selected mode are prompted. For example, in the Withdrawal / Infusion mode the menu prompts for withdraw and then infuse volumes, followed by withdraw and infuse rates. In Infusion only mode, the menu prompts only for infusion volume and infusion rate. In the Continuous mode only one volume is prompted for followed by infusion and withdrawal flow rates.

RS232C Interface
Multiple pumps can be controlled in a “daisy chain” by a single PC. Programming is reduced to a small number of simple commands.

TTL
Input and output controls are available, such as, direction change, run indicator, footswitch or timer control, and valve or relay actuation.
Stall Detection

The motor is monitored by an optical encoder to confirm the programmed movement. If the back pressure increases due to jamming or flow restriction the motor may stall. Stall detection by the encoder results in a pump shutdown. The display will read “Stalled”. The stall message can be cleared with the select key.

Power Disruption

When power is returned after a temporary power disruption the pump can be programmed to resume operation or remain stopped. However, if a dispense volume is set then the pump always remains stopped.

Non-volatile Memory

All operational settings are stored in non-volatile memory for convenience and are used to set the pump when first switched on.

Selection of Rate and Volume Units

Units of volume (μL or mL) and flowrate (μL or mL per min or hr) can be changed if required.

OPERATING INSTRUCTIONS

Power Switch

The power switch is located on the right corner of the rear panel.

Syringe Loading

To simplify syringe loading, the pusher block can be disengaged from the leadscrew by turning the knob(1) and manually moved along the guide rods. Alternately, the Fast forward, Fast reverse feature can be used (press Run and respective Arrow key simultaneously).
Knob (1) is rotated to release the drive nut from the leadscrew. When the white line on the knob is facing toward the syringe barrel the drive nut is engaged and when the white line faces the keypad the nut is disengaged.

Raise and rotate the spring loaded retaining arm (2) and place the syringe barrel in the “V” of the syringe holder. With the syringe in place release the retaining arm so that it clamps down on the barrel and holds it securely in place.

Release the pusher block mechanism and slide the block along the guide rods until the block presses firmly against the syringe plunger. Rotate the knob (1) to re-engage the drive nut.

**SP210iw and SP230iw Withdrawal Operation**

For withdrawal, or refill operation, the syringe plunger and barrel flange must be secured by additional brackets.

Loosen screws (3) on the syringe holder and, after loading the syringe, press the retaining bracket against the barrel flange to secure the flange between the bracket and syringe holder. Tighten screws (3).

To restrain the plunger, rotate knob (4) to release the retaining bracket and position the syringe plunger between the pusher block and retaining bracket. Turn knob (4) clockwise to tighten the retaining bracket and then re-engage the drive nut knob (1). The mechanism is designed to accommodate a wide range of syringe sizes however, there are some syringes which require additional attention (see page 10).

**SP260p Push-Pull Syringe Pump**

Push-Pull operation: Operate in Withdraw Mode.

Large volume dispenses using large syringes may not require the use of the syringe rest. Increase travel is possible if the infusion syringe is retained in the left syringe holder without use of the syringe rest.

**SP260p** has all the features of a model **SP210iw** and, for the push-pull operation the Withdrawal Mode should be selected from the menu. In this mode the pusher block will travel from right to left, as shown above.
Menu Features
When the pump is first turned on the LCD will display the last Rate or Volume setting. Pressing select repeatedly will always return the display to the main menu. The main menu consists of seven variables, three of which are displayed at all times. The center variable pulses to indicate that this option can be reviewed or changed. The menu acts as a continuous loop and the arrow keys, ← →, are used to move around the loop. The variable to be changed can be selected with the select key.

DIA TABLE RATE VOL MODE RS232 PWR UP

Keypad Functions
A keypad is used for selection of features from the displayed menu and numerical entries.

These keys move the displayed menu left and right, respectively.
- select: Used to select the highlighted menu feature (flashing).
- enter: Used to select features and, when the numerical parameters of the feature selected are set, then enter places all the settings in memory ready for operation. All settings are stored in non-volatile memory and will be used next time the pump is operated.
- 0 - 9, .: Numerical and decimal entry keys.
- run / stop: Starts and stops the motor. Acts as a pause during a dispense.

Fast Forward, Fast Reverse
Keys run and ⓫ or ⓫ pressed simultaneously causes the pump to run at maximum speed. This feature can be used for loading, purging and reversing out of a stall condition.

Syringe Diameter Entry
The pump must be calibrated by identifying the internal diameter of the syringe used. Once entered this data is stored in non-volatile memory and need be modified only when a different syringe is used.

Table
Use the arrow keys to move TABLE to the center of the display and press select to select this feature. The display now reads abbreviated names of syringe manufacturers and the type of syringe (plastic or glass).
Use the arrow and select keys to scroll through the list and select the manufacturer’s name of the syringe used. The display now lists the size of syringe. Again, use the arrow and select keys to identify and enter the syringe used.
Diameter

If the syringe used is not listed in the table of syringes then the internal diameter of the syringe must be measured and entered directly. Scroll through the main menu and select DIA. The display now prompts for entry of the syringe barrel internal diameter measured in millimeters. Enter by using the numerical keys and enter.

NOTE: If the diameter is changed, the volume and rate settings are set to zero.

Volume Setting

Volume can be reached directly from the main menu or will be prompted after mode selection.

Volume prompt: Vol: 00.00 mL >

1. Enter target volume from the numerical keypad.
2. If the units and value displayed are correct, enter.

The underlined display, or pulsing display segment, indicates that this parameter can be changed. The arrow symbol signifies direction of travel (< indicates withdrawal) and pulses when the pump is running.

When dispensing, the volume display increments in units of the last significant figure of the volume entered. Therefore, to increment by 0.01 the volume should be set at 1.00. Similarly, if the volume is set at 1.000 then the volume increments by 0.001.

Volume setting = 0.0

Infusion or Withdrawal modes. Volume = 0 is interpreted as no volume and the pump will run until manually stopped or a stall occurs. The LCD will display the rate setting.

Infusion/Withdrawal, Withdrawal/infusion and Continuous modes. A volume setting must be entered. If no volume is entered the display returns to the mode selection menu to select the appropriate mode.

Units Setting

prompt: Vol: 00.00 mL <

The units displayed can be changed if required.

1. Use the RIGHT arrow key to move the pulsing indicator to the units displayed.
2. Continue to use the RIGHT arrow key to scroll through the possible units.
3. The LEFT arrow key will move the active display back to the numerical value.
4. When the correct value and units are displayed press enter.
Possible units are:
- µL and mL (microliter and milliliter)
- µL/m, µL/h and mL/m, mL/h (µL or mL per minute or hour)

**Rate Setting**

Display reads: Rate 00.00 mL/h >

1. Enter the flow rate value required with the numerical keypad.
2. If necessary, change the units using the key to move to and scroll through the possible units.
3. When the displayed settings are correct press select or enter.

If the number entered exceeds the maximum flow rate possible then the pump displays the maximum feasible rate. To continue enter a rate smaller than the maximum.

To check the maximum possible rate, enter 9's to the required decimal position. For example, enter 99.9 and the maximum displayed is 12.3 whereas if 99.99 is entered, the the maximum displayed is 12.34.

**Power Up (Run or Stop)**

This option is only applicable when no dispense volume is selected. When power returns after an interruption the pump can resume operation (select RUN) or remain stopped (select STOP).

If the pump resumes operation the rate display will flash to indicate that a power interruption has occurred. Press select to clear the display to resume normal operation.

**Run/Stop**

After all settings are made the pump can be started or stopped by a single press of the run/stop key. During a volume dispense, stop acts as a “pause” and run will resume the dispense.

**Change or Review Volume Setting While Running**

While the pump continues to run, press select to return to the main menu. Scroll through the menu and select Volume to display the set dispense volume.

- no volume change — Press select. The display returns to the incrementing display volume.
- volume change — Make the changes with the numerical keypad and enter. The display moves to RATE, permitting a change if required. Use the numerical keypad and enter to make changes. The pump immediately changes to the new flow rate and the volume continues to increment, uninterrupted by the review process, to the new target dispense volume when it will stop automatically.
If the volume is changed to a volume smaller than the volume already accumulated then the pump will stop as soon as the new, smaller target volume is entered.

Mode Selection
Mode selection is available only on infusion/withdrawal models.
Select MODE from the main menu and then scroll through the options displayed and select the mode required. (For bidirectional modes a volume is required.)

- **infusion** — Pump infuses at the set rate and stops automatically when the target volume is reached. The pump can be manually stopped and restarted at any time; that is, the dispense is paused and, when restarted, will continue to the set dispense volume.
- **withdrawal** — Pump withdraws at the set rate to the set volume.
- **infusion / withdrawal** — The pump first infuses and when the target volume is reached it immediately changes direction and withdraws. The volume settings for infusion and withdrawal can be different, as can the infusion and withdrawal flow rates.
- **withdrawal / infusion** — The pump runs first in the withdrawal direction and then automatically changes to the infusion direction. Different setting of rate and volume for withdraw and infusion are permitted.
- **continuous** — The pump first infuses and then withdraws, and then cycles continuously. Only one volume setting for infusion and withdrawal is permitted. Different flow rates can be set for infuse and withdraw. If the pump is matched to a valve, which is actuated by a TTL pulse from the pump, this mode can be used to infuse and then refill the pump for continuous operation.

The menu now prompts for volume and rate settings relevant to the mode selected.

Manual Stall Setting and Microliter Syringes
A movable collar, located on the rear guide rod of infusion only pumps, can be set to limit travel of the pusher block. The block moves until stalled against the collar when the electrooptical sensor detects the stall and stops the pump.

Damage to the fine wire plungers of microliter syringes caused by forcing the plunger into the end of the syringe barrel can be prevented by careful adjustment of the collar position.

Glass Syringes
In the withdrawal mode the retaining bracket on the pusher block clamps on the head of the plunger. With some glass syringes the corners of the plunger head are rounded and this may cause the head to ride up out of the retaining bracket. Similarly, in the infusion mode the rounded corners of the syringe barrel flange cause a tendency for the syringe barrel to ride up out of the syringe holder.

To give a more secure, flatter surface to clamp against, an O-ring or metal collar can be placed over the barrel and pressed against the flange.
Clearing a Stall Condition
Should a stall occur the pump motor is stopped to prevent damage.
To clear the display press select.
To move the stalled mechanism use the fast forward or fast reverse to move the pusher block. Using the fast forward or fast reverse feature is not only the most simple way to deal with the stall, it also reduces potential damage to the mechanism which could be caused by using the cam to release the halfnut from the leadscrew.

NV RAM Failure
If the settings in the non-volatile memory become corrupted the display will read “NV Ram Failure” and the pump will not operate. To recover from this condition, the pump must be powered down and then turned on again after a few seconds’ delay. The pump will be re-initialized to the default settings and can now be programmed as normal.
If the above fails to work, the “NV Ram Failure” message can also be cleared by pressing select and programming a new flow rate. The pump should then be turned off and on to save the settings.

RS232C Connections
The RS232 connections are made through two modular telephone connectors, labelled IN and OUT, located on the rear panel.
A single PC can control up to 100 pumps via a “daisy chain” using the IN and OUT connectors. When using the daisy chain each pump must be assigned an address and set to the same baud rate. A splitter may be required with greater than 50 pumps.
When controlled via RS232 the pump will still respond to keypad commands but will not respond to keypad and RS232 commands simultaneously. All RS232 command settings, similar to keypad settings, are stored in non-volatile memory.
Select RS232 from the main menu.

BAUD RATE 300, 1200, 2400, 4800, 9600
The available baud rates will now be displayed and can be selected using the arrow and select keys. The display now prompts for assignment of a pump address.
ADDRESS If no address is assigned then the pump defaults to a 0 setting. All pumps with the same address respond simultaneously to the same commands. Use the arrow key to enter an address, 0 - 99, and press select to return to the main menu.

RS232C Commands
RS232 is used for remote computer control of up to 100 pumps, identified with an address from 0 to 99 and set to the correct baud rate. Each pump can be controlled
either from the keypad or via RS232 at all times but the pump can only respond to one command at a time. When under RS232 control the display reads “REMOTE”. All settings made via RS232 are stored in nonvolatile memory.

To move the pump from Remote (RS232) to keypad control press select.

After each command is received and executed by the pump, the pump responds with a message and a prompt.

Commands are not case sensitive. Abbreviations used below: carriage return <CR>; line feed <LF>; space <SP>; and no space <NSP>.

Command:  \text{Address<SP>command<CR><LF>}
Response:  \text{<CR><LF>address<NSP>prompt}

For example:

Query pump 2 for withdrawal flow rate (which is 0.2 ml/minute)
command: 2<SP>ratew?<CR><LF>
response: 0.2<SP>ml/m<CR><LF>2:

Query a single pump for infusion flow rate (which is 0.2 ml/minute)
command: ratei?<CR><LF>
response: 0.2<SP>ml/m<CR><LF>:

Prompts

\begin{itemize}
\item > running in infusion direction
\item < withdrawing
\item : stopped
\item NA not applicable
\item E error (see error? command)
\item <CR> All pumps in the chain interpret this as a stop command.
\end{itemize}

pump address, <CR> Pump with the specified address responds with a prompt.

pump address (optional), command, <CR> Pump at the address executes the command and responds with a prompt.

If there are multiple pumps in the daisy chain and a pump address is not used, then all pumps will respond to the non-specific command and return prompts. Multiple prompts results in a communications breakdown.

\textbf{Pump Commands and Responses}

Note that mode selection and withdrawal and continuous mode commands are recognized only by the infusion/withdrawal models.

\textbf{run} Starts pump running to present settings, returns prompt > or <. If already running, command is ignored.
stop Stops pump if running, otherwise is ignored. Returns prompt:

dia nn.nn Sets syringe diameter in millimeters n = 0 to 9

run? Queries run status, returns prompt

del? Queries delivered volume (requires a dispense volume to be set) Response: nnnnn<SP>u
nnnnn is ,, 0 to 9 and u is units (µL or mL)

dia? Requests present diameter setting.
Response: nn.nn
n = 0 to 9 (units always millimeters)

ratei? Queries infusion rate
Response: nnnnn<SP>u
nnnnn is ,, 0 to 9
u/u are units µL/m, µL/h, mL/m, or mL/h

ratew? Queries withdrawal rate
Response: nnnnn<SP>u

ratei nnnnn u/u Sets infusion rate
nnnnn is ,, 0 to 9, and u/u are units
Units required but if not specified then defaults to automatic setting based on syringe diameter.

ratew nnnnn u/u Sets withdrawal rate

voli nnnnn uu Sets infusion target volume
n = 0 to 9, and uu are units µL or mL
If units not specified, defaults to automatic setting.

volw nnnnn uu Sets withdrawal target volume

voli? Queries volume setting
Response: nnnnn<SP>uu
nnnnn is ,, 0 to 9, and u are units µL or mL

mode i Sets mode to infusion

mode w Sets mode to withdrawal

mode i / w Sets mode to infusion / withdrawal (dispense volume required)

mode w / i Sets mode to withdrawal / infusion (dispense volume required)

mode con Sets mode to continuous (dispense volume required)

mode? Query mode.
Response: I, W, I/W, W/I, CON
**dir rev** Changes direction of running pump. (If pump is not running, command is ignored.) Available only in Infusion and Withdrawal modes.

**dir?** Queries direction.  
*Response:* I (infusion) or W (withdrawal).  
Not applicable in infusion-only models.

**error?** Queries for error type after E prompt.  
*Response:*  
0 = no error  
1 = RS232 communication error  
2 = stall  
3 = RS232 error + stall  
4 = serial overrun  
5 = serial error + serial overrun  
6 = stall + serial overrun  
7 = stall + serial error + serial overrun  
Errors 8 - 15 only occur if using pressure switch.  
8 = overpressure  
9 = serial error overpressure  
10 = stall + overpressure  
11 = stall + serial overrun + overpressure  
12 = serial overrun + overpressure  
13 = serial error + serial overrun + overpressure  
14 = stall + serial overrun + overpressure  
15 = stall + serial error + serial overrun + overpressure  

*Note:* sending a query also clears all errors.

A serial error indicates a command that is too long for the input buffer.

A serial overrun indicates that a command has been sent before the prior command has been processed.

A stall error indicates that a stall condition has occurred.

After each command you must wait for the prompt (indicating that the command has been executed) before sending the next command.

The prompt will indicate whether or not the command has been executed successfully.

**prom?** Queries software version  
*Response:* number 2100.0xx or 2101.0xx or similar.
**RS232 FORMAT**

- 8 data bits
- No parity
- 1 stop (can use 2 stops)

Pump uses simple three wire communications — ground, transmit, and receive. No flow control. No handshaking.

**TTL SPECIFICATIONS**

<table>
<thead>
<tr>
<th>Pin</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Vss, ground ref.</td>
</tr>
<tr>
<td>1,6</td>
<td>Controllable output with Programmable models could be used for relay or valve control (low: infusing; high: refilling)</td>
</tr>
<tr>
<td>8</td>
<td>Trigger: Falling edge starts/stops pump, e.g. footswitch</td>
</tr>
<tr>
<td>4</td>
<td>Gate: Change from high to low — starts when running stays low, change to high, stops, e.g. footswitch, timer</td>
</tr>
<tr>
<td>2</td>
<td>Directional Output: high: infuse; low: refill (stays high when stopped)</td>
</tr>
<tr>
<td>5</td>
<td>Undefined Input or Output</td>
</tr>
<tr>
<td>7</td>
<td>Run Indicator: high: running; low: stopped</td>
</tr>
<tr>
<td>9</td>
<td>Reverse Direction: Normally high; connect to ground (pin 3) reverses direction (only applies to infuse/withdraw mode)</td>
</tr>
</tbody>
</table>

**Logic low**: 0 - 0.5V, max 2mA current sink  
**Logic high**: 2V - 5V

**FUSES**

The fuses are located in the power entry module on the rear panel. The linecord must be removed first to gain access to the fuse holder.

**Fuse**: 5 x 20 mm, 250V~ slow blow, 0.25 A
VOLTAGE SELECTOR

(CE version only)

If it is necessary to change the input voltage selection, disconnect the line cord from the entry module on the rear panel. Use a flat bladed screwdriver to open the Fuse Holder access door. Remove the Fuse Holder, flip over, and install. Close the access door. The new input voltage selection should be visible through the door window. Install a proper line cord certified for the country of use.

MAINTENANCE

Maintenance is required only for the moving mechanical parts, which should be kept clean and lubricated. Occasionally, a small amount of light machine oil should be applied to the guide rods and a small amount of grease or oil to the leadscrew.

Solvents of any type should never be used to clean the pump. A mild detergent solution may be used to clean the keypad.

Disposal

Do not dispose of this device with municipal waste — special collection/disposal is required.

The instrument may be returned to WPI for proper recycling and disposal.
# SPECIFICATIONS

**SP200i, SP210c, 210iw, SP220i, SP230iw, SP250i, SP260p**

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Syringe Size</td>
<td>10 µL to 140 mL</td>
</tr>
</tbody>
</table>
| Electrical Rating              | US model 115 V~, 0.25 A  
                                  | CE model 230 V~, 0.16 A |
| Fuse                           | 5 x 20 mm, 250 V~, Slow Blow, 0.25 A |
| Voltage Operating Range        | US model 110-120 V~, 50/60 Hz  
                                  | CE model 200-240 V~, 50/60 Hz |
| Drive Mechanism                | Microprocessor controlled stepper motor 1/2 - 1/16 microstepping, driving a leadscrew through a belt and pulley drive mechanism |
| Pusher Advance per Microstep (1/16 step) | 0.165 micron (0.0000064 inch) |
| Volume per Microstep (1/16 step) | with 60 mL BD syringe - 0.0919 µL |
| Max. Stepping Rate             | 1600 (half-step) /sec |
| Min. Step Rate                 | 1 (1/16-step) /120 secs |
| Linear Travel Rate             | Min: 4.95 x10-4 cm/hr  
                                  | Max: 12.67 cm/min |
| Flowrate Range                 | 2.757 µL/hr to 70.56 mL/min (60 mL syringe) |
| Nominal Linear Force           | 35 lb |
| Dimensions                     | 11 x 9 x 5.5 inch (28 x 23.5 x 14 cm) |
| Weight                         | 9 lb (4 kg) |

**Atmospheric Specifications**

| Temperature   | 5°C - 40°C (41°F - 104°F) |
| Humidity      | 20% - 80% RH |

**Mode of Operation**

Continuous

**Classification**

Class I

**Pollution**

Degree 2

**Installation**

Category II

**Output**

N/A

**Physiological Effects**

N/A

**Cooling Conditions**

No special considerations

**Mechanical Stability**

No special considerations

**Protective Packaging**

No special considerations

**Earth Terminals**

No external connections required

**Removable Protective Means**

N/A
APPENDIX A: PROGRAMMABLE OPTION

This section applies only to programmable pumps (–P option).

General Information

KEYPAD PROGRAMMABLE PUMPS

The “program mode” is available on all Series 200 models and permits multistep dispenses without the need for computer control.

From the pump keypad, a custom program can be entered, which will control the pump from seconds to days; permit the flowrate to be changed for discrete time periods; repeat dispenses; control output TTL signals to coordinate with other laboratory instruments (or valves); or respond to inputs from other devices, such as switches or relays, and to perform loops, where dispense sequences are repeated.

The program is divided into time periods called STEPS, each of which can be up to 12 hours long. Each step is automatically numbered and, to simplify programming, a menu prompts the user to select the options available in each STEP.

The flowrate can be ramped up or down, or kept constant for a defined time period for a volume dispense. The initial and final flowrate for each period is entered and the pump automatically makes rate changes over the time period. No need to enter increments for a ramp up or down; the pump automatically ramps the rate linearly.

The pump can be paused and then restarted, either by a time delay or by a TTL input. Both TTL inputs and outputs can be controlled by the pump. The pump can respond to switch closures or send out signals to actuate valve or other relays, switches, etc.

Two separate loops can be programmed so that steps can be repeated. The number of repeat operations is controlled by the “loop count”. For example, this is helpful when a volume dispense is required repeatedly, triggered by a switch.

The two loops can be “nested” so that the program can run for days and complex dispenses can be repeated many times.

Features

PARAMETERS WHICH CAN BE PROGRAMMED IN EACH STEP

- Time duration
- Infuse or withdraw
- Start flowrate
- End flowrate
- TTL output settings
- Pause, wait for TTL input actuation
- Loops to repeat previous steps

To simplify the programming, previously programmed settings are stored in non-
volatile memory and are displayed when Program Mode is selected. Whenever possible, options are displayed with the “active” option flashing. If flashing, this parameter can be selected or changed.

The pump can be programmed by first selecting MODE on the mainline menu and then selecting Program (PRGM).

DISPLAY AND PROGRAMMING SEQUENCE

After selecting Program Mode, display reads:

Table Dia Step Mode

DIA and TABLE

If the pump was previously used in Program Mode the pump will be initialized in Program Mode when it is switched on. For convenience, should a syringe change be required, it is possible to enter a new syringe size, either from the stored Table or DIA, without leaving the Program Mode.

If a syringe size change is made however, this will change all program values to defaults and will require reprogramming.

It is possible to review the syringe size in “Dia” or “Table” without changing the programmed settings.

In “Table” review the settings but select “QUIT”, do not enter a diameter.

In “Dia” the settings will not change if there is no change to the diameter entered.

MODE

Mode selection reverts back to other pump operations.

STEP

Step selection starts the programming sequence

Menu Operation

After selecting MODE and then PROGRAM the display will show STEP which leads into editing the program.

1. **Number of STEPS** – Menu prompts “NUM of Steps”. Enter total number of program steps using numerical keypad and press SELECT or ENTER to save a maximum of 8.

2. **Edit STEP #** – The menu automatically increments the step number, however, it is possible to enter a different number. If the step number displayed (flashing) is required then press SELECT to save and continue editing.
3. **Time**


Time xx:xx:xx in hours, minutes and seconds.

Use the ⤗ key to move from left to right and enter the time using the numerical keypad. When the correct time is displayed press ENTER to load this time into memory.

4. **Infusion/ Withdraw**

The direction of travel for each step must be selected. Initially, “Infusion” direction will be flashing. The direction keys, ⤗ and ⤘ are used to switch between directions. SELECT key is then used to load the direction into memory.

5. **Rate**—The program requires the initial rate (Start), the ending rate (End), and the units.

a. Display reads: #Start: xxxxx uuu

# is step number, automatically assigned.

xxxxx is the numerical flowrate. Enter from the numerical keypad.

uuu is flowrate unit.

Use the arrow key ⤗ to select units (displayed flashing). Repeat to move through the unit options. Options are: μl/m or μl/h, ml/m or ml/h

The ⤗ key is used to move back to the numerical display.

Press ENTER to save.

The menu now prompts for the final rate which is entered in the same manner.

b. #End: xxxxx uuu

xxxxx numerical and uuu units of flowrate

c. **Options:**

if R1=R2=0

Pump is stopped — no flowrate.

if R1<R2

Flowrate increases LINEARLY from R1 to R2 over the step duration.

if R1>R2

Flowrate decreases LINEARLY from R1 to R2 over the step time.

6. **Pin Out**—Pins 1 and 6 on the 9-pin TTL connector can be controlled to set levels high (H) or low (L). This change in status of an output pin can be used to trigger another external event.
The display reads: **# Pinout: 1= H, 6= H**

Options: HH, HL, LH, LL

The arrow keys are used to toggle through the options. Select and Enter are used to save the settings.

7. **Pause** – If the Pause option is selected in a step, the pump completes the step and pauses at the end of the step.

The display reads: Paused @ end of n where n is the step number.

The pump is programmed but stopped, waiting to be actuated, either by:

a. **Run/Stop key**

b. “RUN” command via RS232

c. TTL input, Pin 8; level change from High to Low.

The display reads: **# Pause: Inactive Active**

Use the arrow key and SELECT to save.

8. **LOOP** – A loop permits the program to return to and execute a previous step, or steps, and repeat these steps a specified number of times (up to 100).

The menu first prompts for a loop selection: **# Loop?: Yes No**

Loop selection is made using the arrow keys to move to Yes or No. SELECT to save.

a. **LOOP to STEP**

The menu now prompts for the Step # the program Loop should return to. For example, if the program is at step 5 and the loop step selected is #3, then the program executes step 3, 4 and 5 again.

**# Loop to Step ?**

The step number is entered from the numerical keypad followed by ENTER or SELECT.

**NOTE:** Maximum number of loops is two. Once both loops are entered the loop option will NOT be displayed in menu. To change loops, if two are already entered, one loop must be cancelled before the new loop can be programmed.

b. **LOOP COUNT**

After setting the initial step number of the loop, the menu will prompt for the “loop count”, the number of times the loop will be repeated.

Maximum repeat number is 100.
Display reads: # Loop Count: x

The number of loops to be executed, x is entered from the numerical keypad followed by ENTER.

**NOTE:** It is possible to have a loop running within a loop.

**9. Saving the Step** – As there are many options in each step the program gives one more option, “Redo” to make changes before storing the Step.

Menu prompts: # Step: Save Redo

The arrow keys are used to highlight the required option which can be saved with ENTER or SELECT.

**10. Program End** – After saving the step the program prompts: # Next Step Done

“Next Step” is selected, unless all steps are completed, and the above process is repeated for the number of steps required, up to 8. When all steps are programmed “Done” should be entered, with SELECT or ENTER to complete the programming.

The pump and display will now move to Step 1 ready to start the programmed dispense.

**Running the Program**

**Run**

The Run key starts the program; the displayed time counts down and the direction arrow flashes.

**Hold / Continue**

If the Run/Stop key is pressed while running a program, the pump is stopped but gives an option to end the program, or restart the pump and continue the program to its end.

**Program changes when operating**

Once a step has commenced no changes are possible in that step. However, while dispensing changes are permitted to steps still to be executed.

**Syringe size changes**

If the pump was previously used in Program Mode the pump will be initialized in Program Mode when it is switched on. For convenience, it is possible to enter a new syringe size, either from the stored Table or DIA, without leaving the Program Mode.
NOTE: If a syringe change is made this will change all program values to the default settings and will require reprogramming. A diameter change causes the pump to stop; resets the “number” of steps to 1; resets the “activestep” to 1; and all values will be set to the initial default settings. The initialization of the new settings takes approximately two seconds.

Stall Condition

The Fast Forward & Fast Reverse features do not work in Program Mode. Should a stall occur then go to Infusion Mode where the Fast Forward/Fast Reverse features works, and use these features to end the stall condition.

By going to the infusion mode the program is still saved in memory.

RS232 Commands and Responses

All commands and responses in standard pumps remain the same, however, the program mode does have additional commands and responses.

Each pump can be controlled either from the keypad or via RS232 at all times, but the pump can only respond to one command at a time. When under RS232 control the display reads “REMOTE”. All settings made via RS232 are stored in non-volatile memory.

To move the pump from Remote (RS232) to keypad control press select.

Changes to program parameters cannot be made when the pump is running therefore parameter setting commands, such as, step, travel, rate etc. are not applicable [NA] when the program is running.

When the pump is running all queries are disallowed except activestep?, timeleft?, and loops?

Commands are not case sensitive.

After each command is received and executed the pump responds with prompt sequence:

Query commands:

<CR> <LF> text <CR> <LF> 1 or 2 digit address, prompt

Other commands:

<CR> <LF> 1 or 2 digit address, prompt

Prompts

> running in infusion direction

< withdrawing

: stopped
SP200 Series Syringe Pumps

NA       not applicable
E        error (see error? command)
P        pump is paused
<CRL>    All pumps chain interpret this as a stop command

**pump address <CR>**    Pump with the specified address responds with a prompt
**pump address (optional), command, <CR>**    Pump at the address executes the command and then responds with a prompt.

**NOTE:** If there are multiple pumps in the daisy chain and a pump address is not used then all pumps will respond to the non-specific command and return prompts. Multiple prompts results in a communications breakdown.

Note that withdrawal and continuous mode commands are recognized only by the infusion/withdrawal models.

- **mode prgm**  sets pump in program mode. Response :
- **number n**    sets number of steps in program. n = 1 - 8
- **step n**      sets step number to be programmed. n = 1 - 8
  Step number must be set before entering program settings
- **time xx:xx:xx**  sets time duration of step to be programmed. hr:min:sec
- **travel i (w)**  sets direction to infusion ( withdrawal )
- **rateb nnnnn uuu**  sets step beginning rate
  nnnnn is . , 0 to 9; uuu are units μLm, μLh, mLm, mLh.
  If set rate is out of range then response is NA; rate is set at zero.
- **ratef nnnnn uuu**  sets step finish rate
  nnnnn is . , 0 to 9; uuu are units μLm, μLh, mLm, mLh.
  If set rate is out of range then response is NA; rate is set at zero.
- **portout p**   sets status of output pins 1 and 6
  where p is HH ( 1=high, 6=high ) HL ( 1=high, 6=low )
  LH ( 1=low, 6=high ) LL ( 1=low, 6=low)
- **pause y or n**  sets status of pause
  y = active; n = inactive
- **loop y or n**   sets loop status
  y = yes; n = no
- **loopto n**     sets step number to loop to where n = 1 to 8
- **loopcnt b**    sets number of loops to be repeated where b = 1 to 100

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save

saves step settings

_important that each step is saved_

done

saves all programmed steps

_important that “done” is entered after all steps saved_

wait

stops pump (pauses), but can be restarted

continue

restarts pump after “wait” command, program continues

nextstep

causes program to jump to the next step

mode?

query mode. Response PGM

activestep?

queries step running

Response: n where n = 1 to 8

timeleft?

queries time remaining in active step

Response: xx:xx:xx where hr:min:sec

number?

queries number of steps in program

Response: n where n = 1 to 8

step?

queries step being programmed (Not the active step)

Response: n where n = 1 to 8

time?

queries time in program step (Not the active step)

Response: xx:xx:xx where hr:min:sec

travel?

queries direction of travel in programmable step (not active step)

Response: I or W where I is infusion, and W is withdrawal.

Note: Prompts > or < indicate direction of active step.

rateb?

queries beginning rate

Response: nnnnn uuu

where nnnn is ., 0 to 9; uuu is μL/m, μL/h, mL/m, mL/h

ratef?

sets finish rate

Response: nnnnn uuu where nnnnn is ., 0 to 9

uuu are units μL/m, μL/h, mL/m, mL/h.

portout?

queries status of output TTL pins 1 and 6

Response HH, HL, LH, LL

pause?

queries whether pause

Response: Y or N where Y is yes, N is no

loops?

queries whether loops in program

Response: Sn:x Sn:x

where Sn is the step number containing a loop; x is the
number of loops remaining to be executed (counts down)

loop?
queries loop status in the step
Response: Y or N where Y is yes, N is no

loopto?
queries step number to which program loops (not available if no loops)
Response: n where n = 1 to 7

loopcnt?
queries number of loop repeats (not available if no loops programmed)
Response: n where n = 1 to 100

NOTE

a. It is important to save each step before programming next step.

b. Only two loops are permitted, therefore recommend to query number of loops in an existing program before modifying the program. If loops are present it will be necessary to delete an existing loop before a new loop can be programmed.

Program Example

Syringe selected, 4.70 mm diameter

RS232 programming

mode prgm Select Program mode
Number 4 Sets number of steps in the program
Step 1 Selects Step 1 for programming
time 00:00:10 Step 1 time duration is 10 seconds
travel I Infusion selected
rateb 0 mlm Step 1 beginning rate is 0 mL/minute
ratef 1 mlm Step 1 finishing rate is 1 mL/minute
portout hh Output pins 1 and 6 set at high/high
pause n Pause inactive
loop n No loops
save Save step settings
Step 2 Ready to program step 2
time 00:00:15 Set time duration to 15 seconds
rateb 1 mlm Assumes previous travel direction (infusion), and sets step 2
ratef 0.1 mlm Finishing rate 0.1 mL/minute
loop y Select a loop
loopto 1 Program will loop back to step 1 after completing step 2
loopcnt 1 Will repeat the loop one time
save
step 3 Ready to program step 3

time 00:00:20 Time of step 3 is 20 seconds
rateb .3 mlm Sets begin rate to 0.3 mL/min. Assumes no direction change.
ratef 0 mlm Sets finish rate to 0 mL/min.
save

Step 4 Program step 4

time 00:00:12 Time duration 12 seconds
travel w Change direction to withdrawal
rateb 1 mlm Withdraw rate set to 1.0 mL/minute.
ratef 1 mlm Finish rate 1 mL/min.
loop y Select a loop
loopto 3 After step 4 will loop back to and repeat step 3.
loopcnt 1 Will repeat loop one time.
save
doneda completes and saves program

Queries:

a. loops? S2:1 S4:1 loop in step 2, loop count is 1; loop in step 4, count 1
b. step 3 portout? HH Portout set in step 1 and remained unchanged
c. step 1 ratef? 1 mL/m Finish rate in step 1 is 1.0 mL/minute
# TABLE 1: SYRINGE DIAMETERS

1. **“Air-Tite” All Plastic**
   - 1 cc 4.70 mm
   - 2.5 cc 9.70 mm
   - 5.0 cc 12.48 mm
   - 10 cc 15.89 mm
   - 20 cc 20.00 mm
   - 30 cc 22.50 mm
   - 50 cc 28.90 mm

2. **Becton Dickinson**
   *Interim, WW design, Plastipak*
   - 1 cc 4.70 mm
   - 3 cc 8.59 mm
   - 5 cc 11.99 mm
   - 10 cc 14.48 mm
   - 20 cc 19.05 mm
   - 30 cc 21.59 mm
   - 60 cc 26.60 mm

3. **Becton Dickson**
   *Glass - all types*
   - 0.5 cc 4.64 mm
   - 1 cc 4.64 mm
   - 2.5 cc 8.66 mm
   - 5 cc 11.86 mm
   - 10 cc 14.34 mm
   - 20 cc 19.13 mm
   - 30 cc 22.70 mm
   - 60 cc 28.60 mm

4. **Hamilton**
   *1000-Series Gastight*
   - 10 μL 0.46 mm
   - 25 μL 0.73 mm
   - 50 μL 1.03 mm
   - 100 μL 1.46 mm
   - 250 μL 2.30 mm
   - 500 μL 3.26 mm
   - 1 mL 4.61 mm
   - 2.5 mL 7.28 mm
   - 5 mL 10.30 mm
   - 10 mL 14.57 mm
   - 25 mL 23.03 mm
   - 50 mL 32.57 mm

5. **Popper & Sons, Inc.**
   *Perfektum glass*
   - 0.25 3.45 mm
   - 0.5 3.45 mm
   - 1 4.50 mm
   - 2 8.92 mm
   - 3 8.99 mm
   - 5 11.70 mm
   - 10 14.70 mm
   - 20 19.58 mm
   - 30 22.70 mm
   - 50 29.00 mm

6. **Ranfac**
   - 2 cc 9.12 mm
   - 5 cc 12.34 mm
   - 10 cc 14.55 mm
   - 20 cc 19.86 mm
   - 30 cc 23.20 mm
   - 50 cc 27.60 mm

7. **Scientific Glass Engineering**
   *SGE*
   - 25 μL 0.73 mm
   - 50 μL 1.03 mm
   - 100 μL 1.46 mm
   - 250 μL 2.30 mm
   - 500 μL 3.26 mm
   - 1 mL 4.61 mm
   - 2.5 mL 7.28 mm
   - 5 mL 10.30 mm
   - 10 mL 14.57 mm

8. **Sherwood - Monojet**
   *Plastic*
   - 1 cc 4.65 mm
   - 3 cc 8.94 mm
   - 6 cc 12.70 mm
   - 12 cc 15.90 mm
   - 20 cc 20.40 mm
   - 35 cc 23.80 mm
   - 50 cc 26.60 mm

9. **Terumo**
   - 1 cc 4.73 mm
   - 3 cc 9.00 mm
   - 5 cc 13.04 mm
   - 10 cc 15.79 mm
   - 20 cc 20.18 mm
   - 30 cc 23.36 mm
   - 60 cc 29.45 mm

10. **Unimetrics**
    *Series 9000*
    - 10 μL 0.46 mm
    - 25 μL 0.73 mm
    - 50 μL 1.03 mm
    - 100 μL 1.46 mm
    - 250 μL 2.30 mm
    - 500 μL 3.26 mm
    - 1000 μL 4.61 mm
### TABLE 2: FLOW RATES

<table>
<thead>
<tr>
<th>Syringe</th>
<th>Diameter*</th>
<th>Minimum</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 µL</td>
<td>0.46 mm</td>
<td>0.001 µL/hr</td>
<td>21.10 µL/min</td>
</tr>
<tr>
<td>25 µL</td>
<td>0.73 mm</td>
<td>0.003 µL/hr</td>
<td>53.15 µL/min</td>
</tr>
<tr>
<td>50 µL</td>
<td>1.03 mm</td>
<td>0.005 µL/hr</td>
<td>105.8 µL/min</td>
</tr>
<tr>
<td>100 µL</td>
<td>1.46 mm</td>
<td>0.009 µL/hr</td>
<td>212.6 µL/min</td>
</tr>
<tr>
<td>250 µL</td>
<td>2.3 mm</td>
<td>0.021 µL/hr</td>
<td>527.6 µL/min</td>
</tr>
<tr>
<td>500 µL</td>
<td>3.26 mm</td>
<td>0.042 µL/hr</td>
<td>1060 µL/min</td>
</tr>
<tr>
<td>1 mL</td>
<td>4.61 mm</td>
<td>0.083 µL/hr</td>
<td>2119 µL/min</td>
</tr>
<tr>
<td>2.5 mL</td>
<td>7.28 mm</td>
<td>0.207 µL/hr</td>
<td>5286 µL/min</td>
</tr>
<tr>
<td>3 mL</td>
<td>8.59 mm</td>
<td>0.288 µL/hr</td>
<td>7360 µL/min</td>
</tr>
<tr>
<td>5 mL</td>
<td>10.3 mm</td>
<td>0.414 µL/hr</td>
<td>634 mL/hr</td>
</tr>
<tr>
<td>10 mL</td>
<td>14.57 mm</td>
<td>0.828 µL/hr</td>
<td>1270 mL/hr</td>
</tr>
<tr>
<td>20 mL</td>
<td>19.05 mm</td>
<td>1.414 µL/hr</td>
<td>2171 mL/hr</td>
</tr>
<tr>
<td>30 mL</td>
<td>21.59 mm</td>
<td>1.817 µL/hr</td>
<td>2789 mL/hr</td>
</tr>
<tr>
<td>50 mL</td>
<td>28.9 mm</td>
<td>3.277 µL/hr</td>
<td>4998 mL/hr</td>
</tr>
<tr>
<td>60 mL</td>
<td>26.6 mm</td>
<td>2.757 µL/hr</td>
<td>4234 mL/hr</td>
</tr>
<tr>
<td>100 mL</td>
<td>34.9 mm</td>
<td>4.746 µL/hr</td>
<td>7289 mL/hr</td>
</tr>
<tr>
<td>140 mL</td>
<td>38.4 mm</td>
<td>5.746 µL/hr</td>
<td>8824 mL/hr</td>
</tr>
</tbody>
</table>

Syringes from different manufacturers can have slightly different limits.

*NOTE:* This is a reference diameter used to compute the flow rate. The specific diameter should be entered for your syringe type.
DECLARATION OF CONFORMITY

WORLD PRECISION INSTRUMENTS, INC.
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DECLARATION OF CONFORMITY

We: World Precision Instruments, Inc.
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Sarasota FL 34240-9258
USA

as the distributor of the apparatus listed, declare that the products:

Title: SP200i Infusion Pump, SP210iw Infusion/Withdrawal Pump, SP220i Infusion Pump, SP230iw Infusion/Withdrawal Pump, SP250i Infusion Pump, SP260p and SP210c Push-Pull Pumps

to which this declaration relates are in conformity with the following standards or other normative documents:

EN 61000-4-2:1995
EN 61000-4-3:1996
EN 61000-4-4:1995
EN 61000-4-5:1995
EN 61000-4-6:1996
EN 61000-4-8:1994
EN 61000-4-11:1994
EN 61000-3-2:2000
EN 61000-3-3:1997


and therefore conform with the protection requirements of Council Directives 89/336/EEC relating to electromagnetic compatibility and 73/23/EEC relating to safety.

Issued on: May 4, 2007

Mr. Cliff Bredenberg
General Manager
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WARRANTY

WPI (World Precision Instruments, Inc.) warrants to the original purchaser that this equipment, including its components and parts, shall be free from defects in material and workmanship for a period of one year* from the date of receipt. WPI's obligation under this warranty shall be limited to repair or replacement, at WPI's option, of the equipment or defective components or parts upon receipt thereof f.o.b. WPI, Sarasota, Florida U.S.A. Return of a repaired instrument shall be f.o.b. Sarasota.

The above warranty is contingent upon normal usage and does not cover products which have been modified without WPI's approval or which have been subjected to unusual physical or electrical stress or on which the original identification marks have been removed or altered. The above warranty will not apply if adjustment, repair or parts replacement is required because of accident, neglect, misuse, failure of electric power, air conditioning, humidity control, or causes other than normal and ordinary usage.

To the extent that any of its equipment is furnished by a manufacturer other than WPI, the foregoing warranty shall be applicable only to the extent of the warranty furnished by such other manufacturer. This warranty will not apply to appearance terms, such as knobs, handles, dials or the like.

WPI makes no warranty of any kind, express or implied or statutory, including without limitation any warranties of merchantability and/or fitness for a particular purpose. WPI shall not be liable for any damages, whether direct, indirect, special or consequential arising from a failure of this product to operate in the manner desired by the user. WPI shall not be liable for any damage to data or property that may be caused directly or indirectly by use of this product.

Claims and Returns

Inspect all shipments upon receipt. Missing cartons or obvious damage to cartons should be noted on the delivery receipt before signing. Concealed loss or damage should be reported at once to the carrier and an inspection requested. All claims for shortage or damage must be made within ten (10) days after receipt of shipment. Claims for lost shipments must be made within thirty (30) days of receipt of invoice or other notification of shipment. Please save damaged or piffered cartons until claim is settled. In some instances, photographic documentation may be required. Some items are time-sensitive; WPI assumes no extended warranty or any liability for use beyond the date specified on the container.

Do not return any goods to us without obtaining prior approval and instructions from our Returns Department. Goods returned (unauthorized) by collect freight may be refused. Goods accepted for restocking will be exchanged or credited to your WPI account. Goods returned which were ordered by customers in error are subject to a 25% restocking charge. Equipment which was built as a special order cannot be returned.

Repairs

Contact our Customer Service Department for assistance in the repair of apparatus. Do not return goods until instructions have been received. Returned items must be securely packed to prevent further damage in transit. The Customer is responsible for paying shipping expenses, including adequate insurance on all items returned for repairs. Identification of the item(s) by model number, name, as well as complete description of the difficulties experienced should be written on the repair purchase order and on a tag attached to the item.

* Electrodes, batteries and other consumable parts are warranted for 30 days only from the date on which the customer receives these items.
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