

Technical Support Checklist:

Please gather the following information, if possible, before contacting the GEOKON Technical Support Group: <https://www.geokon.com/Technical-Support>

- The Model and Serial Number of the malfunctioning equipment and any other equipment used in conjunction with it (e.g. sensor and datalogger).

Model Number:

Serial Number:

Other equipment used:

- Date the equipment was installed:
- Date the issue arose:
- What software program is being used to view the data?
- Have any splices or repairs been performed on the cable? Yes No
If yes, what type?
- Do the factory zero readings closely match the field zero readings? Yes No
- Are other gauges installed in the same borehole or connected to the same datalogger?
 Yes No • If yes, are those gauges functioning correctly? Yes No
- Has the faulty gauge been tested using another readout or datalogger? Yes No
- Are there any sources of electrical noise near the instrument or cable (e.g., generators, pumps, high-power utility lines, etc.)? Yes No
- Take pictures of the installation, including the wiring inside the datalogger or readout.