

MOUNTING AND OPERATING INSTRUCTIONS



EB 8315 EN

Translation of original instructions



Type 3379 Pneumatic Actuator

Edition September 2022

Note on these mounting and operating instructions

These mounting and operating instructions assist you in mounting and operating the device safely. The instructions are binding for handling SAMSON devices. The images shown in these instructions are for illustration purposes only. The actual product may vary.

- For the safe and proper use of these instructions, read them carefully and keep them for later reference.
- If you have any questions about these instructions, contact SAMSON's After-sales Service (aftersaleservice@samsongroup.com).



Documents relating to the device, such as the mounting and operating instructions, are available on our website at www.samsongroup.com > **Service & Support > Downloads > Documentation.**

Definition of signal words

DANGER

Hazardous situations which, if not avoided, will result in death or serious injury

WARNING

Hazardous situations which, if not avoided, could result in death or serious injury

NOTICE

Property damage message or malfunction

Note

Additional information

Tip

Recommended action

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1 Safety instructions and measures

Intended use

The Type 3379 Pneumatic Actuator with spring-return mechanism is used in conjunction with a valve as a control unit suitable for the food and pharmaceutical industries. In combination with the valve, the actuator is used to shut off the flow of liquids, gases or vapors in the pipeline. Depending on the version, the actuator is suitable for throttling or on/off service.

The actuators are designed to operate under exactly defined conditions (e.g. thrust, travel). Therefore, operators must ensure that the actuators are only used in operating conditions that meet the specifications used for sizing the actuators at the ordering stage. In case operators intend to use the actuators in applications or conditions other than those specified, contact SAMSON.

SAMSON does not assume any liability for damage resulting from the failure to use the device for its intended purpose or for damage caused by external forces or any other external factors.

→ Refer to the technical data and nameplate for limits and fields of application as well as possible uses.

Reasonably foreseeable misuse

The actuator is not suitable for the following applications:

- Use outside the limits defined during sizing and by the technical data
- Use outside the limits defined by the accessories connected to the actuator

Furthermore, the following activities do not comply with the intended use:

- Use of non-original spare parts
- Performing service and repair work not described

Qualifications of operating personnel

The actuator must be mounted, started up, serviced and repaired by fully trained and qualified personnel only; the accepted industry codes and practices must be observed. According to these mounting and operating instructions, trained personnel refers to individuals who are able to judge the work they are assigned to and recognize possible hazards due to their specialized training, their knowledge and experience as well as their knowledge of the applicable standards.

Safety instructions and measures

Personal protective equipment

We recommend wearing the following personal protective equipment when handling the Type 3379 Pneumatic Actuator:

- Protective gloves and safety footwear when mounting or removing the actuator
 - Eye protection and hearing protection while the actuator is operating.
- ➔ Check with the plant operator for details on further protective equipment.

Revisions and other modifications

Revisions, conversions or other modifications of the product are not authorized by SAMSON. They are performed at the user's own risk and may lead to safety hazards, for example. Furthermore, the product may no longer meet the requirements for its intended use.

Safety devices

The Type 3379 Actuator does not have any special safety features.

Warning against residual hazards

To avoid personal injury or property damage, plant operators and operating personnel must prevent hazards that could be caused in the actuator by the signal pressure, stored spring energy or moving parts by taking appropriate precautions. Plant operators and operating personnel must observe all hazard statements, warning and caution notes in these mounting and operating instructions.

Responsibilities of the operator

Operators are responsible for proper use and compliance with the safety regulations. Operators are obliged to provide these mounting and operating instructions as well as the referenced documents to the operating personnel and to instruct them in proper operation. Furthermore, operators must ensure that operating personnel or third parties are not exposed to any danger.

Responsibilities of operating personnel

Operating personnel must read and understand these mounting and operating instructions as well as the referenced documents and observe the specified hazard statements, warnings and caution notes. Furthermore, operating personnel must be familiar with the applicable health, safety and accident prevention regulations and comply with them.

Referenced standards, directives and regulations

According to the ignition hazard assessment performed in accordance with Clause 5.2 of ISO 80079-36, the non-electrical actuators do not have their own potential ignition source even in the rare incident of an operating fault. As a result, they do not fall within the scope of Directive 2014/34/EU.

→ For connection to the equipotential bonding system, observe the requirements specified in Clause 6.4 of EN 60079-14 (VDE 0165-1).

Referenced documentation

The following documents apply in addition to these mounting and operating instructions:

- Mounting and operating instructions for the valve on which it is mounted
- Mounting and operating instructions for mounted valve accessories (positioner, solenoid valve etc.)

1.1 Notes on possible severe personal injury

DANGER

Risk of bursting in the actuator.

Actuators are pressurized. Improper opening can lead to actuator components bursting.

- Before starting any work on the actuator, depressurize all plant sections affected and the actuator.

1.2 Notes on possible personal injury

WARNING

Crush hazard arising from moving parts.

The actuator contains moving parts (actuator stem), which can injure hands or fingers if inserted into the actuator.

- Do not touch the actuator stem or insert hands or finger into the yoke while the air supply is connected to the actuator.
- While working on the actuator, disconnect and lock the pneumatic air supply as well as the control signal.

Risk of personal injury when the actuator vents.

The actuator is operated with air. As a result, air is vented during operation.

- Install the control valve in such a way that vent openings are not located at eye level and the actuator does not vent at eye level in the work position ¹⁾.
- Use suitable silencers and vent plugs.
- Wear eye and hearing protection when working near the actuator.

¹⁾ If not described otherwise in the valve documentation, the work position for the control valve is the front view looking onto the operating controls (including valve accessories).

⚠ WARNING**Risk of personal injury due to preloaded springs.**

Actuators with preloaded springs are under tension. Incorrect opening of the actuator can lead to personal injury through the sudden and uncontrolled projection of parts.

- Only perform the activities described in these mounting and operating instructions.
- Do not open the actuator housing.

Risk of personal injury through incorrect operation, use or installation as a result of information on the actuator being illegible.

Over time, markings, labels and nameplates on the actuator may become covered with dirt or become illegible in some other way. As a result, hazards may go unnoticed and the necessary instructions not followed. There is a risk of personal injury.

- Keep all relevant markings and inscriptions on the device in a constantly legible state.
- Immediately renew damaged, missing or incorrect nameplates or labels.

1.3 Notes on possible property damage

📌 NOTICE**Risk of actuator damage due to incorrectly attached slings.**

- Do not attach load-bearing slings to the mounting parts of the actuator.

Risk of actuator damage due to excessively high or low tightening torques.

Observe the specified torques when tightening actuator components. Excessive tightening torques lead to parts wearing out more quickly. Parts that are not tightened far enough may loosen.

- Observe the specified tightening torques.

Risk of actuator damage due to the use of unsuitable tools.

Certain tools are required to work on the actuator.

- Only use tools approved by SAMSON.



! NOTICE

Risk of actuator damage due to the use of unsuitable lubricants.

The lubricants to be used depend on the actuator material. Unsuitable lubricants may corrode and damage surfaces.

→ Only use lubricants approved by SAMSON.



1.4 Warnings on the device

Warning symbols	Meaning of the warning	Location on the device
	<p>Warning to indicate that the springs in the actuator are preloaded.</p> <p>Actuators with preloaded springs are under tension. Incorrect opening of the actuator can lead to personal injury through the sudden and uncontrolled projection of parts. Do not remove the actuator.</p>	

2 Markings on the device

2.1 Actuator housing inscription

The details on the device version are lasered onto actuator housing underneath the exhaust port. No nameplate is used. The inscription includes all details required to identify the device:

Item	Inscription meaning
1	Type number
2	Material configuration number Country of origin
3	Serial number
4	Bench range in bar/psi Rated travel in mm
5	Operating range in bar/psi Operating travel in mm (only when different from bench range/ rated travel)
6	Max. permissible supply pressure p_{max} in bar/psi
7	Actuator area
8	Fail-safe action  Actuator stem extends (FA)  Actuator stem retracts (FE)
9	Country of origin · Year of manufacture
10	Thread size
11	Warning (see the 'Warnings on the device' section)
12	Data Matrix code

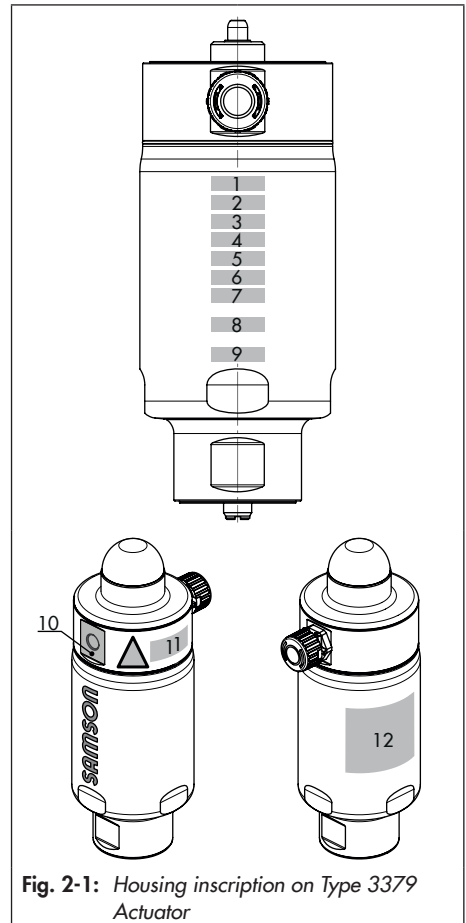


Fig. 2-1: Housing inscription on Type 3379 Actuator

3 Design and principle of operation

The Type 3379 Pneumatic Actuators with spring-return mechanism are used in conjunction with a valve as a control unit suitable for the food and pharmaceutical industries.

The signal pressure p_{st} creates a force on the piston surface (5) which is counteracted by the spring(s) (4). The bench range is determined by the number of springs used and their compression, taking into account the rated travel.

The actuators are designed for a maximum travel of 15 mm. A spring compression is only possible with smaller travels.

The travel H is proportional to the signal pressure p_{st} . The direction of action of the actuator stem depends on how the springs are installed in the actuator.

The supply air is connected for both operating directions to the top connecting plate.

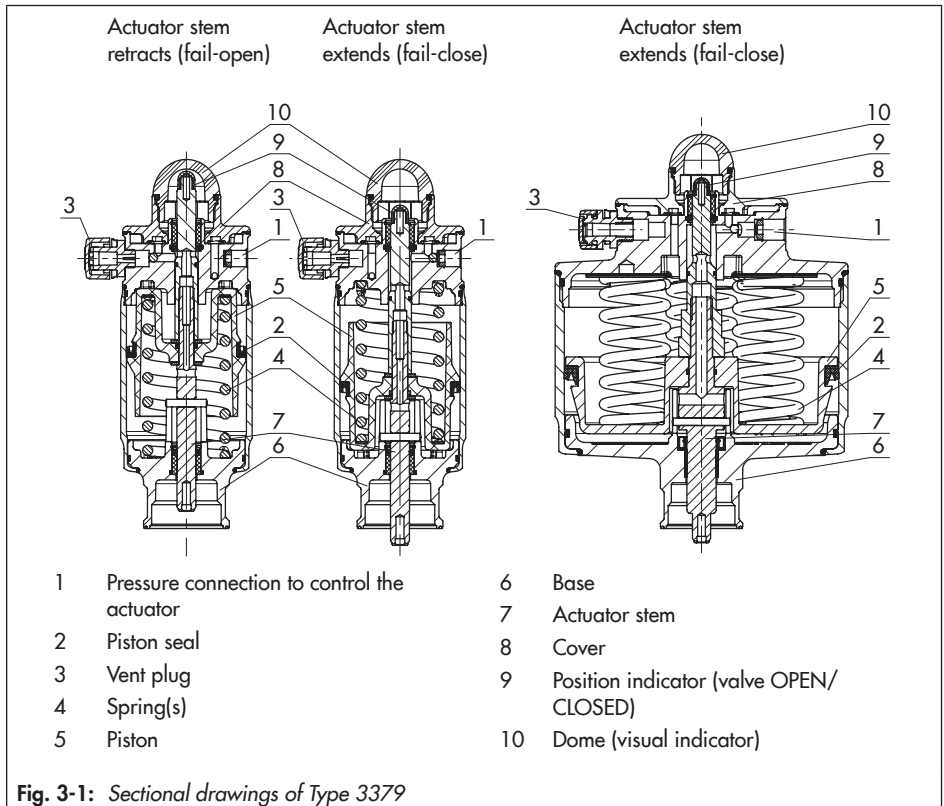


Fig. 3-1: Sectional drawings of Type 3379

Design and principle of operation

The connection between the actuator stem and the valve's plug stem differs depending on the valve used. Refer to the mounting and operating instructions of the corresponding valve for more details.

3.1 Direction of action

The direction of action is determined by how the springs are arranged in the actuator and its internal design.

- Actuator stem retracts (FE)
- Actuator stem extends (FA)

i Note

It is not possible to reverse the operating direction.

3.2 Fail-safe action

Depending on the operating direction of the actuator, the actuator has different fail-safe actions that become effective when the supply air fails.

Actuator stem extends

When the air supply fails, the spring force moves the stem downwards to the end position causing the globe valve on which the actuator is mounted to close. The valve opens when the signal pressure is increased enough to overcome the spring force.

Actuator stem retracts

When the air supply fails, the spring force moves the stem upwards causing the globe valve on which the actuator is mounted to open. The valve closes when the signal pres-

sure is increased enough to overcome the spring force.

3.3 Versions

- **Type 3379-00:** Type 3379 Actuator combined with Type 3724 Electropneumatic Positioner (▶ EB 8395)
- **Type 3379-01:** Type 3379 Actuator for on/off service
- **Type 3379-02:** Type 3379 Actuator combined with Type 4740 Electric Limit Switch (▶ EB 8357)

3.4 Accessories

Vent plugs

Vent plugs are screwed into the exhaust air ports of pneumatic and electropneumatic devices. They ensure that any exhaust air that forms can be vented to the atmosphere (to avoid excess pressure in the device). Furthermore, the vent plugs allow air intake to prevent a vacuum from forming in the device.

▶ AB 07

3.5 Technical data

The housing inscription provides information on the actuator version (see the 'Markings on the device' section).

i Note

More information is available in the following valve data sheets:

- Type 3347: ▶ T 8097
 - Type 3349: ▶ T 8048-2 and ▶ T 8048-22
 - Type 3321CT: ▶ T 8115
-

Table 3-1: *General data*

Piston diameter	mm	63	90	150
	in	2.48	3.54	5.91
Actuator area	cm ²	31	63	176
	in ²	4.8	9.8	27.3
Rated travel	mm	15		
	in	0.59		
Permissible ambient temperature	°C	0 to +60		
	°F	+32 to +140		
Max. supply pressure	bar	8		
	psi	116		

Table 3-2: *Fail-close version*

Piston diameter	mm	63	90	150			
	in	2.48	3.54	5.91			
Actuator area	cm ²	31	63	176			
	in ²	4.8	9.8	27.3			
No. of springs		1	1	2	3	4	6
Control pressure	bar	4	4.5	6	4	4	4.5
	psi	58	65	87	58	58	65
Nominal range	bar	2.3 to 3.7	2.5 to 4.0	3.3 to 5.6	1.0 to 2.3	1.4 to 3.0	2.1 to 4.6
	psi	33 to 54	36 to 58	48 to 81	14.5 to 33	20 to 43.5	30.5 to 67
Travel	mm	15					
	in	0.59					
Thrust	N	710	1510	2330	1760	2280	3690
	lbf	160	340	524	396	512	830

Design and principle of operation

Table 3-3: *Fail-open version*

Piston diameter	mm	63	90		150	
	in	2.48	3.54		5.91	
Actuator area	cm ²	31	63		176	
	in ²	4.8	9.8		27.3	
No. of springs		1	1	2	3	3
Control pressure	bar	6	4	6	4	6
	psi	87	58	87	58	87
Nominal range	bar	2.3 to 3.7	1.0 to 1.9		1.0 to 2.3	
	psi	33 to 54	14.5 to 28		14.5 to 33	
Travel	mm	15				
	in	0.59				
Thrust	N	680	1320	2580	2990	6500
	lbf	153	297	580	672	1461

Table 3-4: *Materials*

Component	Material
Housing and cover	Stainless steel 1.4409 · A351 CF3M
Actuator stem	Stainless steel 1.4404 · A182 F316L
Piston	Glass-fiber-reinforced polyamide
	Stainless steel 1.4409 · A351 CF3M ¹⁾
Dome (visual indicator)	Polycarbonate
Bearing	Polymer
Springs	Spring steel
Seals	NBR

¹⁾ For Ø150 piston

Table 3-5: *Weight*

Piston diameter	mm	63	90	150
	in	2.48	3.54	5.91
Weight, approx.	kg	1.8	3.1	8.9
	lb	4	6.8	19.6

Dimensions in mm (inch)

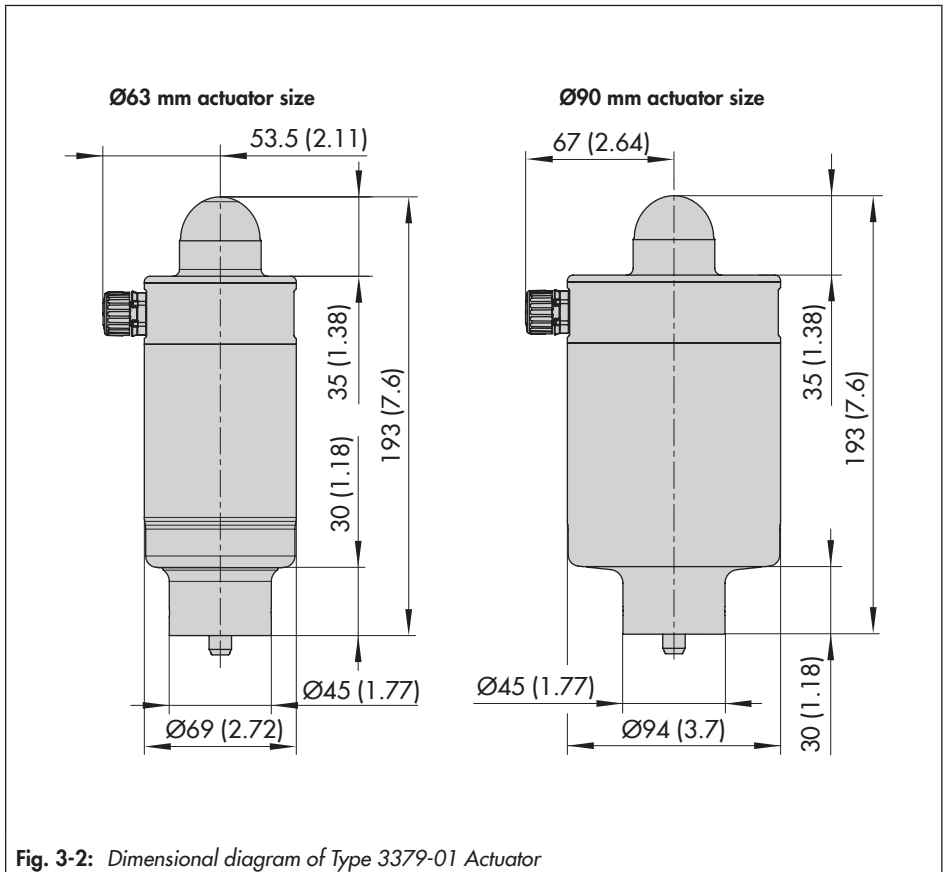


Fig. 3-2: *Dimensional diagram of Type 3379-01 Actuator*

Design and principle of operation

Dimensions in mm (inch)

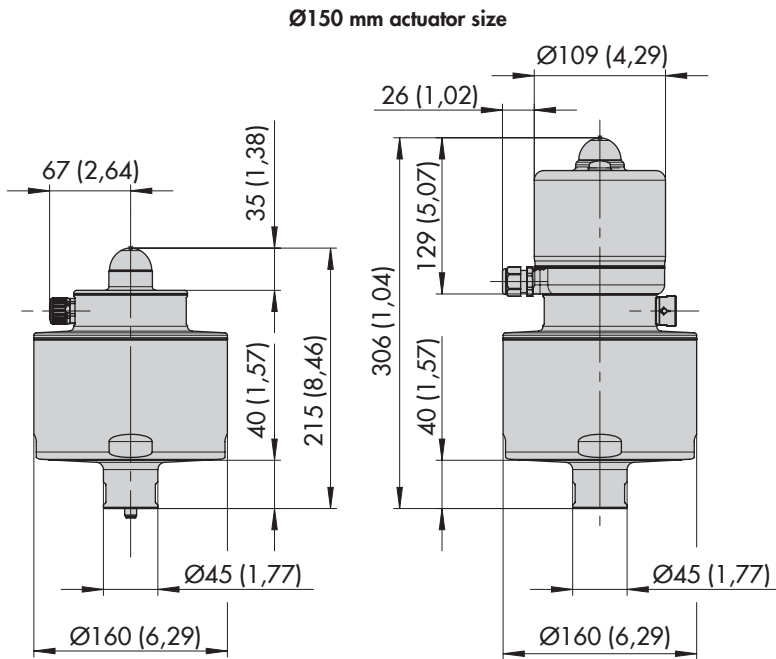


Fig. 3-3: Dimensional drawing of Type 3379-01 Actuator (left) and Type 3379-00 Actuator (right)

Dimensions in mm (inch)

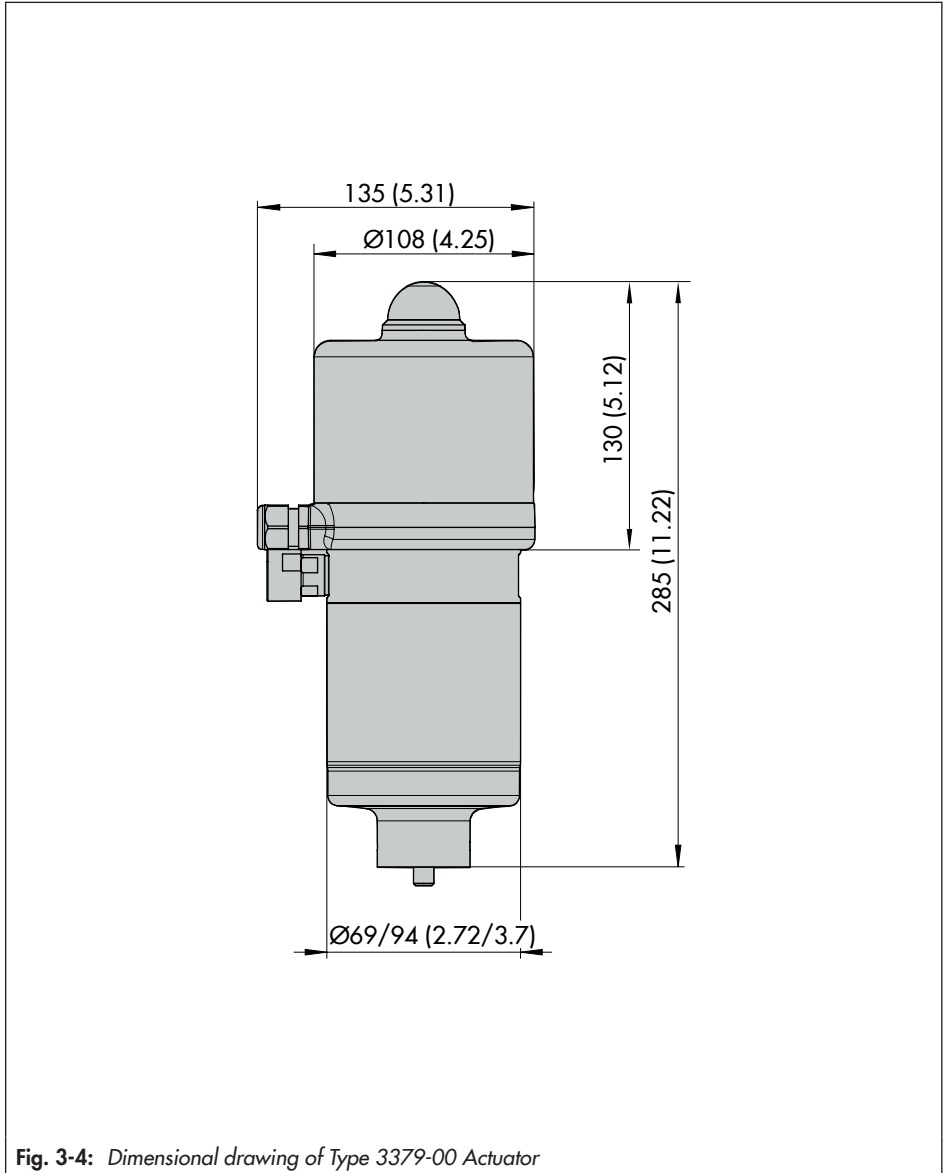


Fig. 3-4: Dimensional drawing of Type 3379-00 Actuator

Design and principle of operation

Dimensions in mm (inch)

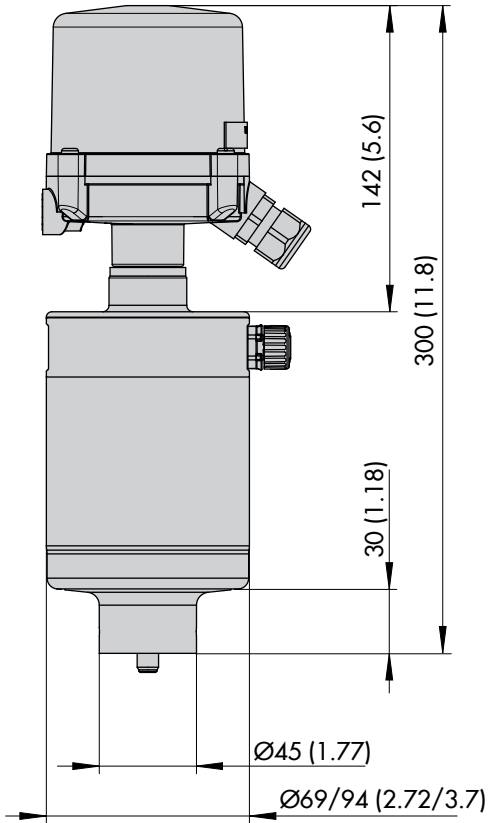


Fig. 3-5: Dimensional drawing of Type 3379-02 Actuator

4 Shipment and on-site transport

The work described in this section is only to be performed by personnel appropriately qualified to carry out such tasks.

4.1 Accepting the delivered goods

After receiving the shipment, proceed as follows:

1. Check the scope of delivery. Check that the specifications on the actuator nameplate match the specifications in the delivery note. See the 'Markings on the device' section for nameplate details.
2. Check the shipment for transportation damage. Report any damage to SAMSON and the forwarding agent (refer to delivery note).
3. Determine the weight and dimensions of the units to be lifted and transported in order to select the appropriate lifting equipment and lifting accessories. Refer to the transport documents and the 'Technical data' section.

4.2 Removing the packaging from the device

Observe the following sequence:

- Do not open or remove the packaging until immediately before mounting the device.
- Leave the device in its transport container or on the pallet to transport it on site.

- Dispose and recycle the packaging in accordance with the local regulations.

4.3 Transporting and lifting the actuator

All versions of the Type 3379 Pneumatic Actuator are delivered ready-mounted on the valve.

- See valve documentation for more information on transporting and lifting the entire control valve assembly.

4.4 Storing the actuator

All versions of the Type 3379 Pneumatic Actuator are delivered ready-mounted on the valve.

- See valve documentation for more information on storing the entire control valve assembly.

5 Installation

The work described in this section is only to be performed by personnel appropriately qualified to carry out such tasks.

5.1 Preparation for installation

Before installation, make sure the following conditions are met:

- The actuator is not damaged.
- The type designation, material and temperature range of the actuator match the ambient conditions (temperatures etc.).
See the 'Markings on the device' section for nameplate details.

5.2 Mounting the device

All versions of the Type 3379 Pneumatic Actuator are delivered ready-mounted on the valve.

- See valve documentation for more information on mounting the control valve.

6 Start-up

The work described in this section is only to be performed by personnel appropriately qualified to carry out such tasks.

⚠ DANGER

Risk of bursting due to incorrect opening of pressurized equipment or components.

Pneumatic actuators are pressure equipment that may burst when handled incorrectly.

Flying projectile fragments or components can cause serious injury or even death.

Before working on the actuator:

- ➔ Depressurize all plant sections concerned and the actuator. Release any stored energy.

⚠ WARNING

Risk of personal injury due to preloaded springs.

Actuators with preloaded springs are under tension. Incorrect opening of the actuator can lead to personal injury through the sudden and uncontrolled projection of parts.

- ➔ Do not open the actuator housing.

⚠ WARNING

Risk of personal injury due to exhaust air being vented.

The actuator is operated with air. As a result, air is vented during operation.

- ➔ Wear eye and hearing protection when working near the actuator.

ⓘ NOTICE

Risk of actuator damage due to excessively high or low tightening torques.

Observe the specified torques when tightening actuator components. Excessive tightening torques lead to parts wearing out more quickly. Parts that are not tightened far enough may loosen.

- ➔ Observe the specified tightening torques.

ⓘ NOTICE

Risk of actuator damage due to the use of unsuitable tools.

- ➔ Only use tools approved by SAMSON.

6.1 Pneumatic connection

The customary fittings for metal and copper pipes or plastic hoses can be used for the supply air connection.

The exhaust air port is delivered fitted with a vent plug. In versions with a positioner, this port is fitted with a stainless steel check valve.

6.2 Electrical connection

In versions with positioner or limit switch, also connect the electric wiring in addition to the pneumatic connection.

- ➔ Connection of the Type 3724 Positioner (▶ EB 8395)
- ➔ Connection of the Type 4740 Limit Switch (▶ EB 8357)

6.3 Aligning the actuator (T1 version only)

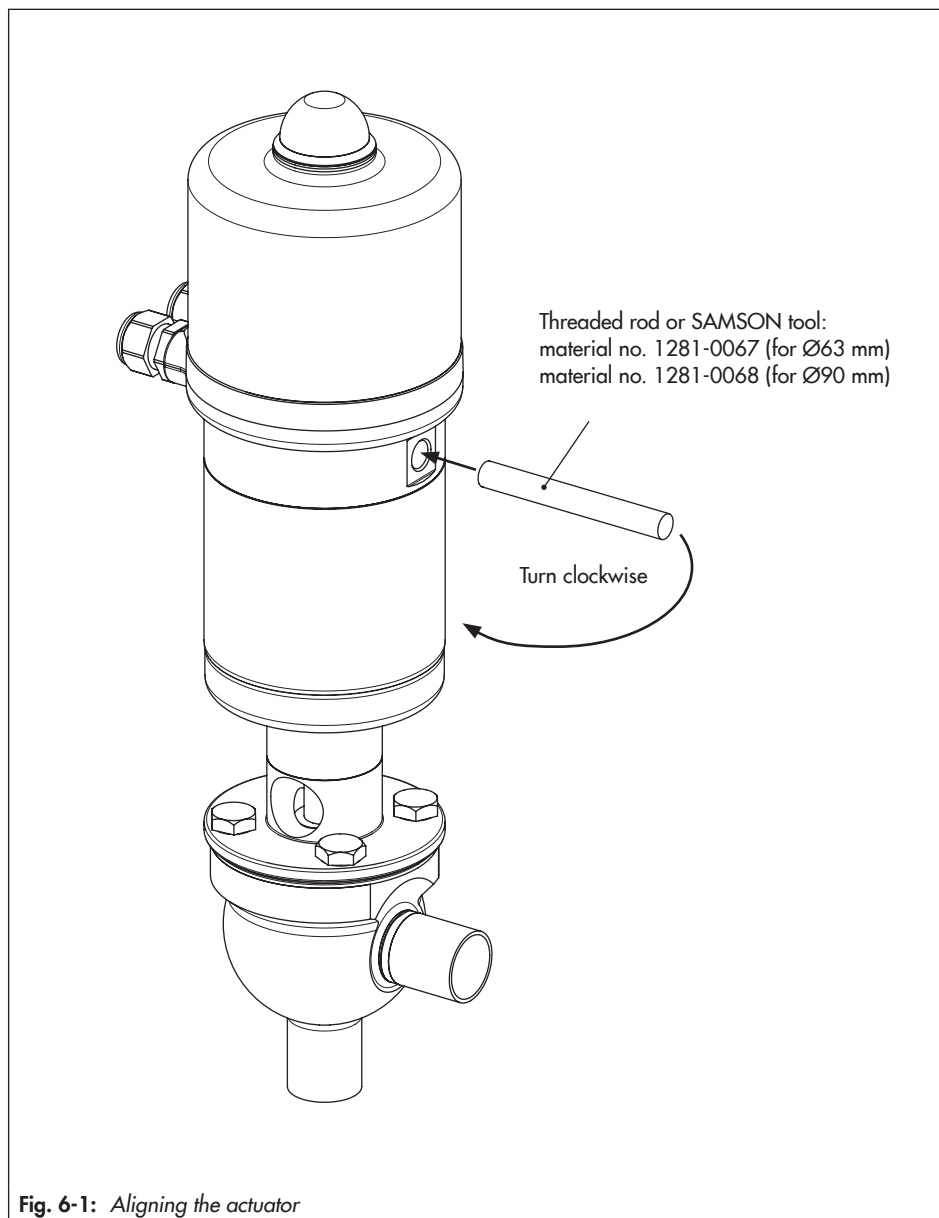
i Note

The T3 version of the Type 3379 Actuator with 150 mm piston diameter cannot be rotated.

Depending on the mounting position, it may be necessary to align the position of the pneumatic connections (see Fig. 6-1).

1. To align the actuator, insert a suitable object, e.g. threaded rod or SAMSON tool ¹⁾ into the exhaust air port and turn the actuator bonnet **clockwise** until it reaches the required position.

¹⁾ Material no. 1281-0067 for Ø63 mm actuator, material no. 1281-0068 for Ø90 mm actuator



7 Operation

The work described in this section is only to be performed by personnel appropriately qualified to carry out such tasks.

WARNING

Risk of personal injury due to exhaust air being vented.

The actuator is operated with air. As a result, air is vented during operation.

→ *Wear eye and hearing protection when working near the actuator.*

7.1 Note on operation

The Type 3379 Pneumatic Actuator is designed for a maximum supply pressure of 8 bar.

The maximum permissible supply pressure is lower when a limit switch or positioner is used (see the mounting and operating instructions of the mounted devices). The maximum permissible supply pressure is 7 bar for the Type 4740 Limit Switch and Type 3724 Positioner.

8 Malfunctions

Read hazard statements, warnings and caution notes in the 'Safety instructions and measures' section.

8.1 Troubleshooting

Malfunction	Possible reasons	Recommended action
Actuator stem does not move on demand.	Insufficient signal pressure	Check the signal pressure. Check the signal pressure line for leakage.
	Diaphragm in the actuator defective	Contact our after-sales service.
Actuator stem does not stroke through its complete travel range.	Insufficient signal pressure	Check the signal pressure. Check the signal pressure line for leakage.
	Incorrect setting of valve accessories.	Check the settings of the valve accessories.

i Note

Contact our after-sales service for malfunctions not listed in the table.

8.2 Emergency action

Plant operators are responsible for emergency action to be taken in the plant.

9 Servicing and conversion

The work described in this section is only to be performed by personnel appropriately qualified to carry out such tasks.

⚠ DANGER

Risk of bursting due to incorrect opening of pressurized equipment or components.

Pneumatic actuators are pressure equipment that may burst when handled incorrectly. Flying projectile fragments or components can cause serious injury or even death.

Before working on the actuator:

- Depressurize all plant sections concerned and the actuator. Release any stored energy.

⚠ WARNING

Risk of personal injury due to preloaded springs.

Actuators with preloaded springs are under tension. Incorrect opening of the actuator can lead to personal injury through the sudden and uncontrolled projection of parts.

- Only perform the activities described in these mounting and operating instructions.
- Do not open the actuator housing (basis module).

⚠ WARNING

Risk of personal injury due to exhaust air being vented.

The actuator is operated with air. As a result, air is vented during operation.

- Wear eye and hearing protection when working near the actuator.

⚠ NOTICE

Risk of actuator damage due to excessively high or low tightening torques.

Observe the specified torques when tightening actuator components. Excessive tightening torques lead to parts wearing out more quickly. Parts that are not tightened far enough may loosen.

- Observe the specified tightening torques.

⚠ NOTICE

Risk of actuator damage due to the use of unsuitable tools.

- Only use tools approved by SAMSON.

⚠ NOTICE

Risk of valve damage due to the use of unsuitable lubricants.

- Only use lubricants approved by SAMSON.

i Note

- The product warranty becomes void if service or repair work not described in these instructions is performed without prior agreement by SAMSON's After-sales Service.
- Only use original spare parts by SAMSON, which comply with the original specifications.

9.1 Periodic testing

Depending on the operating conditions, check the actuator at certain intervals to prevent possible failure before it can occur. Plant operators are responsible for drawing up an inspection and test plan.



Tip

Our after-sales service can support you in drawing up an inspection and test plan for your plant.

9.2 Preparation for servicing or conversion work

1. Lay out the necessary material and tools to have them ready for the intended work.
2. Put the actuator out of operation (see the 'Decommissioning' section).

9.3 Exchanging the actuator bonnet

Fig. 9-1 shows the different combinations (actuator for on/off service, actuator with positioner and limit switch). The Type 4740 Limit Switch is mounted on the cover of the actuator. The Type 3724 Positioner is mounted without actuator cover directly to the basic module of the actuator.

If the actuator is to be replaced or upgraded, remove the bonnet (cover, positioner or limit switch) of the actuator.

9.3.1 Removing the cover

1. Unscrew dome (visual indicator).
2. Unthread both hex socket screws.
3. Remove the cover.

9.3.2 Removing the Type 4740 Limit Switch

1. Remove the limit switch as described in the Mounting and Operating Instructions ► EB 8357.
2. Leave the cover on the basic module.

9.3.3 Removing the Type 3724 Positioner

1. Remove the positioner as described in the Mounting and Operating Instructions ► EB 8395.
2. If necessary, unscrew the special screw (belonging to the positioner).

9.3.4 Mounting the bonnet

- Make sure that the O-ring and molded seal are inserted correctly on assembly (Fig. 9-2).

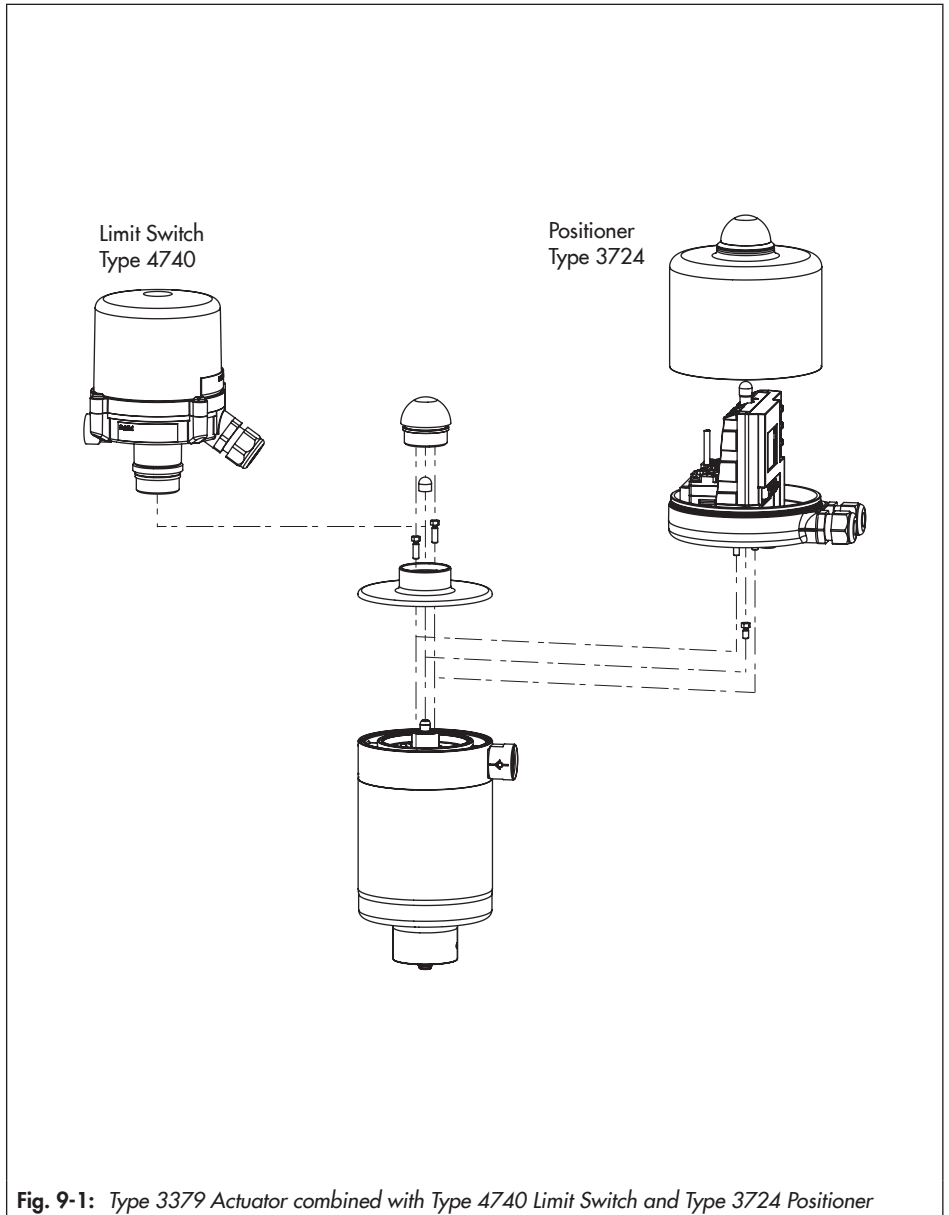


Fig. 9-1: Type 3379 Actuator combined with Type 4740 Limit Switch and Type 3724 Positioner

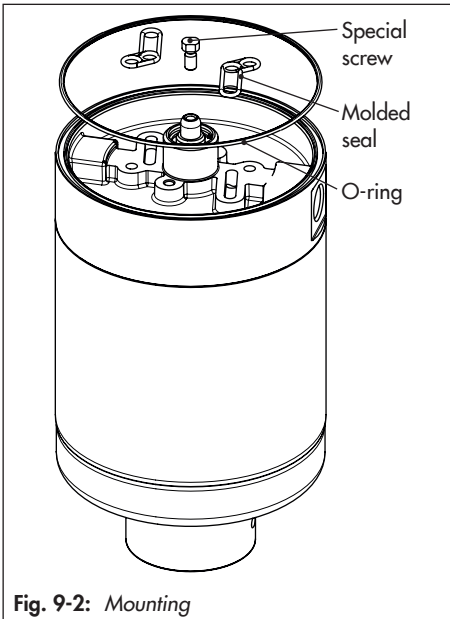


Fig. 9-2: Mounting

9.4 Ordering spare parts and operating supplies

Contact your nearest SAMSON subsidiary or SAMSON's After-sales Service for information on spare parts, lubricants and tools.

10 Decommissioning

The work described in this section is only to be performed by personnel appropriately qualified to carry out such tasks.

⚠ DANGER

Risk of bursting due to incorrect opening of pressurized equipment or components.

Pneumatic actuators are pressure equipment that may burst when handled incorrectly.

Flying projectile fragments or components can cause serious injury or even death.

Before working on the actuator:

- *Depressurize all plant sections concerned and the actuator. Release any stored energy.*

⚠ WARNING

Risk of personal injury due to preloaded springs.

Actuators with preloaded springs are under tension. Incorrect opening of the actuator can lead to personal injury through the sudden and uncontrolled projection of parts.

- *Only perform the activities described in these mounting and operating instructions.*
- *Do not open the actuator housing.*

⚠ WARNING

Risk of personal injury due to exhaust air being vented.

The actuator is operated with air. As a result, air is vented during operation.

- *Wear eye and hearing protection when working near the actuator.*

To decommission the actuator for service work or before removing it from the valve, proceed as follows:

1. Put the control valve out of operation. See associated valve documentation.
2. Disconnect the pneumatic air supply to depressurize the actuator.

11 Removal

The work described in this section is only to be performed by personnel appropriately qualified to carry out such tasks.

⚠ DANGER

Risk of bursting due to incorrect opening of pressurized equipment or components.

Pneumatic actuators are pressure equipment that may burst when handled incorrectly.

Flying projectile fragments or components can cause serious injury or even death.

Before working on the actuator:

- *Depressurize all plant sections concerned and the actuator. Release any stored energy.*

⚠ WARNING

Risk of personal injury due to preloaded springs.

Actuators with preloaded springs are under tension. Incorrect opening of the actuator can lead to personal injury through the sudden and uncontrolled projection of parts.

- *Only perform the activities described in these mounting and operating instructions.*
- *Do not open the actuator housing.*

⚠ WARNING

Risk of personal injury due to exhaust air being vented.

The actuator is operated with air. As a result, air is vented during operation.

- *Wear eye and hearing protection when working near the actuator.*

Before removing the valve, make sure the following conditions are met:

- The actuator is put out of operation (see the 'Decommissioning' section).

11.1 Removing the actuator from the valve

To remove the Type 3379 Actuator from the valve, send the entire control valve assembly to SAMSON (see the 'Repairs' section).

12 Repairs

If the actuator does not function properly according to how it was originally sized or does not function at all, it is defective and must be repaired or exchanged.

! NOTICE

Risk of actuator damage due to incorrect service or repair work.

- ➔ *Do not perform any repair work on your own.*
- ➔ *Contact SAMSON's After-sales Service for service and repair work.*

12.1 Returning devices to SAMSON

Defective devices can be returned to SAMSON for repair.

Proceed as follows to return devices:

1. Exceptions apply concerning some special device models
 - ▶ www.samsongroup.com > Service & Support > After-sales Service.
2. Send an e-mail
 - ▶ retouren@samsongroup.com to register the return shipment including the following information:
 - Type
 - Article number
 - Configuration ID
 - Original order

- Completed Declaration on Contamination, which can be downloaded from our website at
 - ▶ www.samsongroup.com > Service & Support > After-sales Service.

After checking your registration, we will send you a return merchandise authorization (RMA).

3. Attach the RMA (together with the Declaration on Decontamination) to the outside of your shipment so that the documents are clearly visible.
4. Send the shipment to the address given on the RMA.

i Note

Further information on returned devices and how they are handled can be found at

- ▶ www.samsongroup.com > Service & Support > After-sales Service.

13 Disposal

- Observe local, national and international refuse regulations.
- Do not dispose of components, lubricants and hazardous substances together with your household waste.

14 Annex

14.1 After-sales service

Contact our after-sales service for support concerning service or repair work or when malfunctions or defects arise.

E-mail address

You can reach our after-sales service at aftersalesservice@samsongroup.com.

Addresses of SAMSON AG and its subsidiaries

The addresses of SAMSON AG, its subsidiaries, representatives and service facilities worldwide can be found on our website (www.samsongroup.com) or in all SAMSON product catalogs.

Required specifications

Please submit the following details:

- Order number and position number in the order
- Type, model number, actuator area, travel, direction of action and bench range or the operating range of the actuator
- Type designation of the valve on which the actuator is mounted
- Installation drawing

EB 8315 EN



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