

# INSTRUCTION MANUAL

## G.M. COUNTING SYSTEM



TYPE : GC 601A

## NUCLEONIX SYSTEMS PRIVATE LIMITED

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File Name : NSPL/DOC/MAN/GC601A/01

VER\_20170706

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# CHAPTER - I

## INTRODUCTION

Geiger Counting System(AT) Type : GC601A manufactured by NUCLEONIX systems Pvt.Ltd., is an economy model designed around eight bit micro controller chip. This system with accessories is an ideal choice for teaching/demonstrating various G.M.experiments as part of experimental physics course to U.G,P.G, Science, Engineering & Instrumentation students for other streams such as Radiation physics, Radiation chemistry, Radiation Biology and Agricultural sciences can also uses the system for experiments.

This counting system is an essential tool for counting Beta activity in radioactive samples in Nuclear Research Institutes, Atomic power stations, Reprocessing Plants & Enrichment Plants etc. It can also be used for carrying out a number of Nuclear physics, Radiation Physics & Radio Chemistry experiments in academic institutions, Universities etc.

**Some important features of this unit are :**

- State of art microcontroller based design.
- 20x2 LCD dotmatrix display for counts, elapsed time and EHT.
- Counts capacity 999999, preset time 9999 sec.
- Variable EHT (0-1500V), 1mA.
- Store and recall facility for data.

**Note :** This HV has been reduced to maximum of 800V in this Unit though it can go upto 1500V. This is done mainly to protect the G.M Detector, from accidentally by any student intensely or un-intensely applying Voltage which can damage the G.M Tube.

## CHAPTER - II

### FRONT PANEL & REAR PANEL CONTROLS

#### 2.1. FRONT PANEL CONTROLS AND INDICATIONS

##### 2.1.1. POWER ON SWITCH

It is a miniature ROCKER switch that is used to power the unit. When the switch is put 'ON', power is made available to the unit, through +12V adaptor.

##### 2.1.2. EHT ( 0-1500V )

A knob to be rotated in the clockwise direction for increasing HV this is to be applied to the G.M.Detector. Current HV value is indicated on the LCD dotmatrix display.

##### 2.1.3. INTELLIGENT KEYPAD

(a) PROG key button : This key facilitates the user to programme the operation of the instrument in different modes / conditions. Further details are covered under "CHAPTER IV OPERATING INSTRUCTIONS".

(b) START key button : For starting of acquisition, once all the programme parameters have been set.

(c) STOP key button : To terminate acquisition in between. In the normal course, acquisition will stop automatically at the end of preset time.

(d) INC/DEC key button : These keys are for setting the programme parameters to increment and decrement a value or to change the option selected to another value.

(e) STORE key button : This key is used for storing.

At the end of acquisition for a preset time if user presses the button, data counts with or without EHT will be stored and the SI.No. in the display automatically increments to the next value.

In CPS/CPM modes the current reading is saved on pressing the button.

##### 2.1.4. LCD DOTMATRIX DISPLAY

This is a 20 X 2 alpha numeric LCD dotmatrix and that displays programme parameters, current HV, data counts, preset and elapsed times etc.,.

#### 2.2. REAR PANEL CONTROLS AND INDICATIONS

##### 2.2.1. +12V ADAPTOR SOCKET

##### 2.2.2. G.M.DETECTOR

MHV socket for connection to GM detector through MHV-MHV cable.

##### 2.2.3. Banana socket for DC 12V, +5V and GND, Measurement.

**FRONT VIEW OF G.M COUNTING SYSTEM (AT) TYPE : (GC601A)**



**REAR VIEW OF G.M COUNTING SYSTEM(AT) TYPE : (GC601A)**



## **CHAPTER - III**

### **SPECIFICATIONS**

G.M.Input	:	
(a) Polarity	:	Negative
(b) Amplitude	:	500 mV (min)
Resolving time	:	6 micro sec. (approx)
EHT output	:	Variable EHT using ten turn pot upto a maximum of 1500 volts at 1 mA. Line and load regulation better than 0.05%.
Display	:	20 X 2 LCD dotmatrix display to indicate data counts, Elapsed time and EHT
Counts capacity	:	999999 counts
Preset time	:	0 - 9999 seconds
Data storage	:	Upto 6665 readings
Command Buttons	:	START, STOP, PROG, STORE, INC & DEC command buttons.
Programmability	:	Includes selection of preset time, storing/ recalling of data, starting and stoping of acquisition.
G.M.Socket	:	MHV connector for connecting to G.M.Detector.
Power	:	+12V adaptor at 1.4A (230,50Hz)
Mechanical Dimensions	:	250mm(W) X 140mm (H) X 300mm (D)

### **ACCESSORIES (ESSENTIAL)**

a.	End Window G.M.Detector Stand	Type : SG200
b.	End Window G.M.Tube	Type : GM 120 (or) GM125
c.	Radioactive Source Kit	Type : SK210
d.	Aluminium Absorber Set	Type : AA270

### **OPTIONAL ACCESSORIES**

e.	Lead Castle	Type : LS240
f.	External Keypad with one meter cable	

## CHAPTER - IV

### OPERATING INSTRUCTIONS

#### 4.1. SYSTEM INTERCONNECTIONS

Connection		Remarks
From	To	cable to be used
+12V adaptor	Socket or Rear panel	+12V adaptor O/P
G.M. Detector MHV Socket on Rear Panel of GC601A	MHV Socket on G.M.Stand	MHV to MHV cable

#### 4.2. INSTRUCTIONS ON INTELLIGENT KEYPAD COMMANDS

When we switch on the unit, the display,

G M COUNTING  
SYSTEM

for 3 Sec.

NUCLEONIX  
SYSTEMS

for 3 Sec.

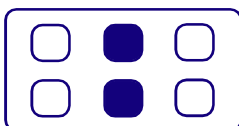
##### 4.2.1. ACQUISITION MODE SELECTION

By default, display is,

ACQ MODE      HV  
PR.TIME      XXXX

By default "acquisition is in preset time mode". Because in majority of the situations counting is done for a preset time.

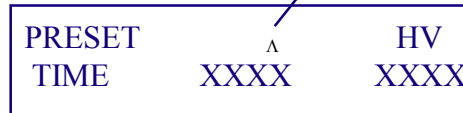
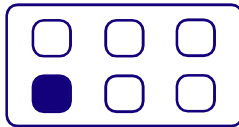
If you want other modes of acquisition such as CPS (Counts per second) or CPM (Counts per minute) then press **s** or **t** keys to select required mode or else proceed as follows.



Always displays the current HV. one can vary the HV by using helipot knob on the front panel. As you turn the knob in clockwise direction HV increases. This is the HV that is applied to G.M. detector.

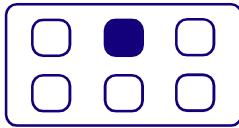
#### 4.2.2. PRESET TIME SETTING

By pressing PROG key, display changes to,

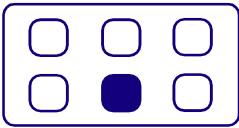


Cursor position

This displays the previous preset time for counting. One can change the preset time.



Increment Key can be used to increase the value at the cursor position. Decrement Key can be used to shift the cursor position to the left.

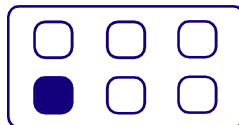


#### NOTE:

increment and decrement keys are UP and DOWN keys

#### 4.2.3. READINGS STORE

Now by pressing PROG key again display changes to,

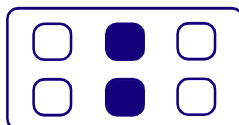
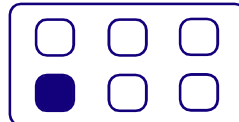


This displays the current no. of reading stored in the EEPROM.

#### 4.2.4. SAVING PROGRAMMED PARAMETERS

All the programmed parameters are to be saved by the user before he can start of acquisition. Without saving, the system will use the previous solved parameters for acquisition.

By pressing PROG key, display changes to,



#### SAVE?

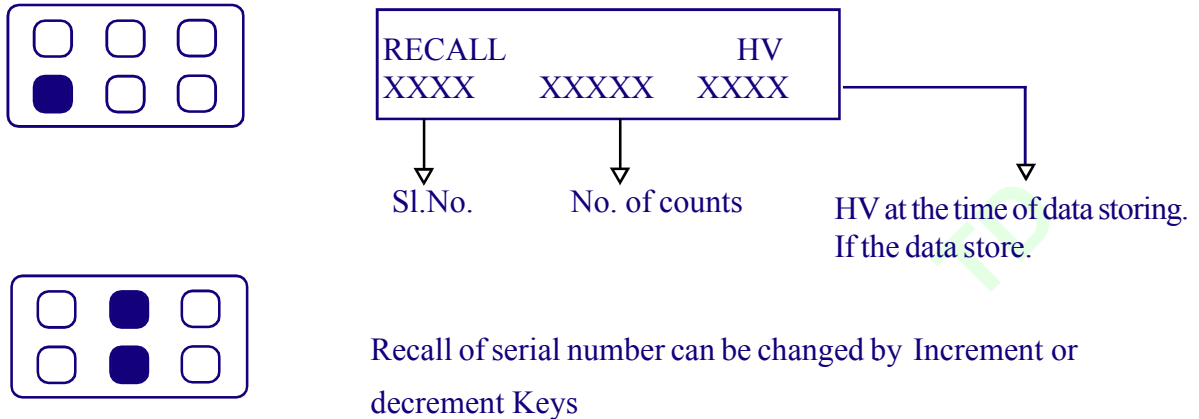
To save the above parameters press increment and decrement keys

"OK" will be displayed on saving of parameters (PRG)

#### 4.2.5. RECALL DATA READINGS

It is a very useful feature that has been provided. At the end of storing/saving of a set of readings, this feature will enable the users to recall the readings on to the display, from the SI.No. set in the "RECALL" mode. Changing of the SI.No. is on similar lines as explained above.

By pressing PROG key, display changes to,



#### 4.2.6. STORING OF DATA READINGS

This system has CMOS memory to store up to 6665 readings. Storing can be initiated in two ways.

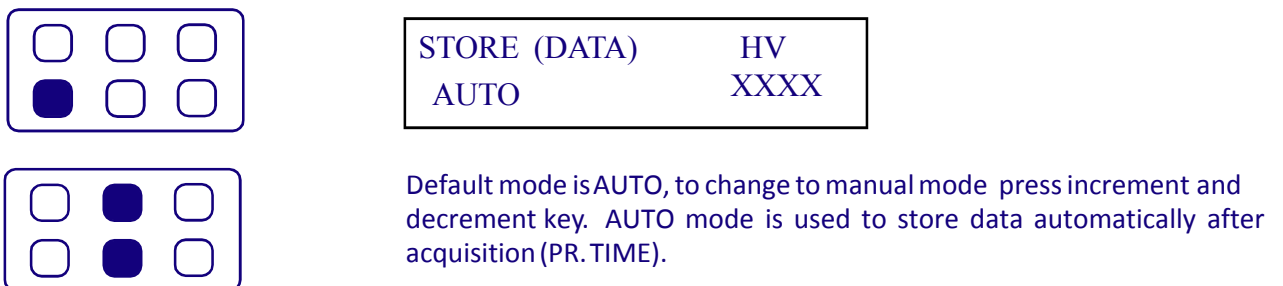
- (a) MANUAL      (b) AUTO

User can select any of these options. In manual mode at the end of acquisition of each reading the user has to press "STORE" command button once for each reading.

In AUTO mode, each of the data readings gets automatically saved into memory along with label.

While acquisition is going on, user may observe that at the end of each acquisition, the SI.No. pointer is incremented by one.

By pressing PROG key, display changes to,



#### 4.2.7. STORING OF DATA READINGS : (WITH HV / WITHOUT HV)

By pressing PROG key , display changes to



#### 4.2.8 ERASE MEMORY



Press increment and decrement keys. erase memory content

### 4.3. OPERATING PROCEDURE

#### 4.3.1. GENERAL

After making the interconnections as detailed under 4.1., the unit can be switched ON.

Before switching ON ensure that the G.M. Detector is mounted inside the G.M.Stand and interconnections are made . Wrong connections will damage the G.M. tube permanently.

Ensure that EHT knob is in anti-clockwise(home) position ,HV applied is almost zero volts.

Now user can place a radioactive source in the source tray and increase the HV after switching ON the unit. User can observe that HV value will be displayed on the dot matrix display.

Now go through the instructions given in 4.2. "Instructions on intelligent keypad commands. Having practiced the commands on keypad, user can carryout the experiments as detailed in the manual for "Experiments with G.M. Counter" or use the system for sample counting.

#### 4.3.2. NORMAL SETTINGS

After confirming that there are no visual damages to the unit keep all the controls in the NORMAL positions as indicated under general operating procedure in 4.3.1.

#### 4.3.3. POWER TO WORK

Connect the +12V adaptor to the unit of rear panel and switch ON the unit.

#### 4.3.4. OPERATION

The counting system can be operated under two following modes:

- (a). Variable high voltages. (for G.M.characteristics experiments).
- (b). Fixed high voltage (known as operating point) - for all other experiments and sample counting.

##### (A) VARIABLE EHT

Having made all connections properly and the controls in NORMAL settings "switch on" the counting system. One can find the dotmatrix LCD display indication as given under "4.2. Instructions on intelligent keypad commands". Now refer to these instructions and select a desired preset time and press START button to acquire data counts for G.M. detector.

User may gradually increase the EHT from 300V to find that the counts would just start getting recorded and displayed on dotmatrix display.

User may just look for a HV setting at which the unit starts counting. This point is called 'STARTING VOLTAGE' of the G.M.tube.

Now press STOP command button and reduce the EHT slightly by 10 to 15V and restart the acquisition from there onwards and each time, take readings for EHT Vs Counts for the preset time till around 900V, from the starting voltage which you have already identified.

One would observe that counts will increase first drastically for the first two or three readings. The initial steep rise after starting voltage for this region is called knee portion of the characteristics. There after it remains more or less constant with small increase (positive slope) for considerable number of HV readings. At one stage there will be steep rise in data counts. At this stage one should stop recording further readings and reduce the EHT. This region of steep rise in data counts is called discharge region. Continuous operation of the detector in this region can reduce the life of the tube or permanently damage it.

The part of the characteristic curve between knee position and discharge region is called plateau region. The mid point of this region is called operating point.

##### (B) FIXED HIGH VOLTAGE

The mid region of the G.M. Characteristics is called PLATEAU REGION. The mid point of the plateau is called OPERATING VOLTAGE of the G.M. detector. Normally when it is required to operate the G.M. tube at fixed voltage, it is required to set the bias equal to OPERATING VOLTAGE.

The procedure to follow the G.M. tube at fixed voltage (operating voltage) is similar. Repeat the procedure as under "At varied voltages" and plot the characteristics to obtain the plateau. The mid point of the plateau, ultimately becomes the operating point (voltage), for this mode of operation.

**PRECAUTION :** Always it is advised to keep the EHT in minimum position before starting the experiments.

It is also advised to keep EHT low before switching off the system.

## CHAPTER - V

### BLOCK DIAGRAM & DESCRIPTION

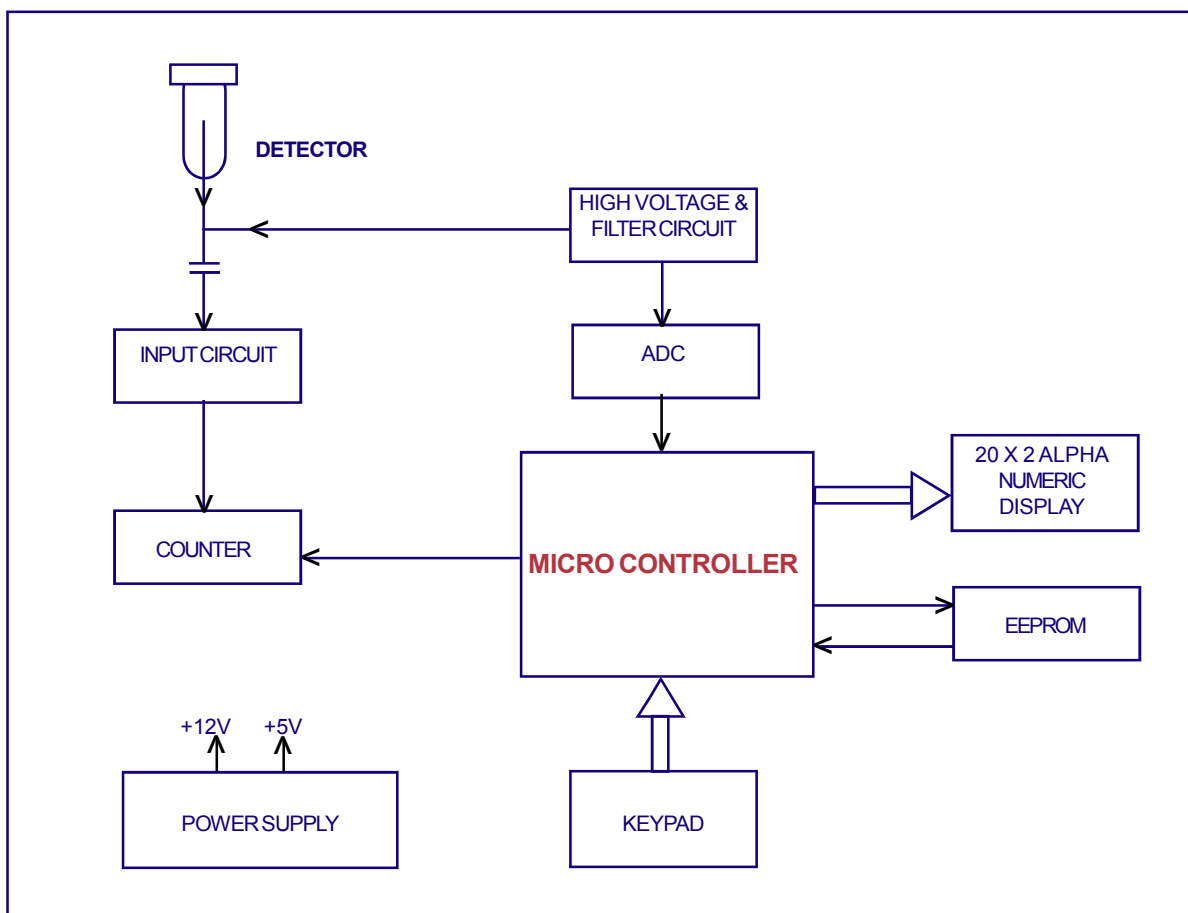
Refer to the following block diagram. This is an advanced Nuclear counting system (Integral) designed around micro-controller chip AT89S52.

This unit has a High Voltage, Micro-controller, LV Power supply and GM pulse shaper circuit PC'B and 20 X 2 LCD dot matrix display.

HV circuit consists of DC to DC converter with external drive oscillator. This typically operates in the frequency range of 25 K Hz to 35 KHz. R.F. transformer steps up the voltage. A voltage doubler, filter, regulator etc., will provide highly stable EHT that is variable in the range of (0-1500V) @1mA.

Display for EHT is through a ADC which logs sample HV and through the micro-controller, it is led to LCD display under software control and HV indication.

The LV and input circuit PCB generates +5V, +12V, required for circuit functioning. The negative tail pulse output from the G.M. tube is processed by a pulse shaper circuit to provide standard TTL pulse, which is led to paralysis gating logic and to counter chip as indicated in block diagram. For every second micro controller reads data from counter and displays on the 20 X 2 LCD module. Once the preset time is completed micro-controller reads the data from counter and resets the counter. The micro-controller stores the data in EEPROM and recalls the data whenever one select recall mode.

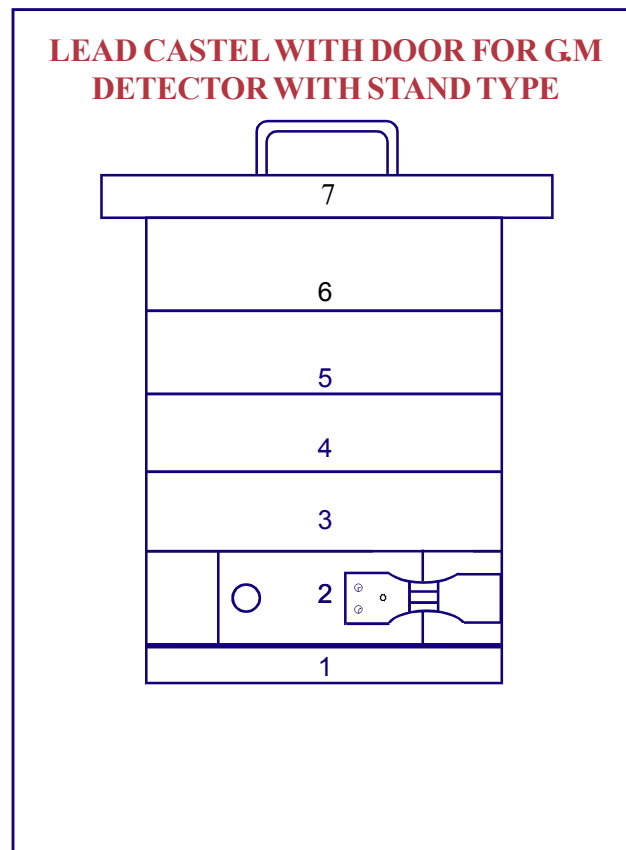


## CHAPTER - VI

### LEAD CASTLE WITH DOOR FOR G.M DETECTOR LS240

This consists of 40mm lead shielding cylindrical rings assembly with total of seven lead assembly parts. There is a hinged door in the bottom ring through which sample can be loaded in to the G.M stand sample tray.

1mm aluminum lining is provided on the inner surface of the lead shielding. When it is dispatched it is packed in four wooden boxes. So, on unpacking these parts could be assembled as shown in the following drawing.



**ASSEMBLED VIEW**

There is a small cutout on the top ring for the cable connection between G.M Stand to rear panel of the unit (GC 601/602 or RC605). The top ring is provided with handle for lifting and closes the lead castle from top side.

## CHAPTER - VII

### AVAILING OF MAINTENANCE/ CALIBRATION SERVICES AND WARRANTY CLAUSE (with in India)

#### 7.1 GENERAL

As per the warranty clause of the company, we provide one year warranty during which period we provide free service at our works. Hence in case of any mal-function in our instruments, you are requested to send the unit back to our works by RPP/COURIER/SPEED POST PARCEL/GATI/XPS/door delivery. We shall arrange immediate rectification/replacement within two weeks from the date of receipt of the equipment at our place. Please note that the equipment will be serviced at our works only.

#### **The equipment is to be sent to:**

The Servicing Department  
NUCLEONIX SYSTEMS PRIVATE LIMITED  
Plot No: 162A & B, PHASE II, I.D.A. Cherlapally,  
Hyderabad - 500 051 Ph: 040-27263701/ 7331104480, 7331104481,  
E-mail: info@nucleonix.com , www.nucleonix.com

For all the Radiation monitoring equipment, detectors build in external probes will not have one-year warranty, but only inspection warranty at the time of supply is provided. Since detectors will / may have fragile glass construction, we do not provide warranty. In case of failure of these components, Nucleonix will supply detector replacement at cost-cost price.

**Note :** In respect of all types of Portables radiation monitors , it may be necessary to checkup and recalibrate the equipment once in a year at our works.

#### 7.2 EQUIPMENT REPAIRS / SERVICING POLICY (WITH IN INDIA)

##### **(a) During Warrantee :**

The following procedure is to be followed by the customers with in India for availing services/repairing facility during warrantee period.

- Equipments are to be sent to our works for availing free repair services during warrantee, after the customer receives approval from the customer support division, by sending an e-mail.
- For all equipments, costing less than 6.0 lakhs one year warrantee & free service is offered, when the equipments are sent to our works only. For larger systems such as installed systems, networked systems, specialized systems, costing more than 6.0 lakhs during one year warrantee, free service is offered at site. Field service Engineer will be deputed subject to warrantee terms & conditions.
- This does not include personal computer related problems, for which local computer service provider of the PC vendor is to be contacted. Also for software related problems online support will be provided. Software support doesn't include cleaning of virus problems etc.
- When the equipments are sent to our works for warrantee services, they are to be properly packed with adequate cushion to prevent any transportation damages. Nucleonix Systems is not responsible for damages or loss during transportation.

- Packing / Freight charge is to be borne by customer when he sends the equipment to our works. However when we return after servicing packing will be Nucleonix responsibility & Freight charges will be to your account. Only services are free.
- Please indicate in your correspondence equipment model & serial number.
- All the equipments are to be sent to our works only on door delivery basis.
- For Door Delivery Transportation contact XPS/GATI cargo in your city / town or a reliable courier service to pick the consignment from your place. For their nearest local address & phone no's look into their websites. Transit insurance if the customer feels is necessary it is to be covered.
- Nucleonix Systems will not receive the equipments sent by other modes of transportation, such as Rail/Road.
- After servicing, equipments will be sent back by same mode of transport such as XPS/GATI/ COURIER/RPP.
- All types of Radiation detectors, glass ware, PMTs etc which are fragile are not covered in warrantee, if the failure is due to physical damage, external or internal due to shock, dropping, miss-handling etc.
- If the failure is due to a natural fault then only it is covered under warrantee for a limited period of three months. However complete electronics is covered for 1 year warrantee.
- You can also send the equipment personally to our works for repairs either during or after warrantee, after fixing up with our service dept (Customer Support Division). If possible we may repair on same day or your person can stay for a day or two & get it repaired & or calibrated.

## **(b) After warrantee Services**

- On expiry of 1yr warrantee if you like to send the equipment (low cost less than 6.0 lakhs) for repairs to our works, you may please observe the following procedure.
- Send an e-mail with details mentioning that you agree to pay service charges which includes: Basic service charges per unit / module in the range of Rs: 2500 to Rs : 10,000 depending on the sophistication of the unit calibration charges ( if applicable for your equipment) + cost of components + packing charges + Return Freight charges @ actual.
- Once our customer support department responds & requests you to despatch the equipment to our works for repairs, you may do so by following the steps given below.
- Followed by this you can send the equipment straight away if it is with in 5 yrs old. If the equipment is beyond 5 yrs old, then also you can send it for repairs, however only after you receive confirmation from Customer Support Division, that it is repairable & is not an obsolete model.
- If the design is obsolete then customer support division (CSD) may give you 'buy back' offer to replace with new model or upgrade it with electronic circuit boards & enclosure.
- For all installed equipments costing above Rs: 6.0 lakhs which are larger in size & for which field servicing only is recommended, you can obtain a quotation with relevant details by sending an e-mail & avail the services accordingly.

- For all field servicing jobs, since we need to depute engineers, it is likely, to take time & also it will cost more which includes Engineer's TA & DA etc., apart from basic service charges + cost of spares etc.
- Please note that basic service charges will be different for different products depending upon sophistication.
- Also in some cases it may not be possible to fix-up the problems in the field itself, in such cases we may advise you to send them to our works.
- For all jobs to be serviced in the field, customer is requested to provide adequate details on the nature of problems, to enable our engineer to come prepared with adequate spares.
- For any additional information send an e-mail to [info@nucleonix.com](mailto:info@nucleonix.com), Atten: Customer support division.

### **7.3 EQUIPMENT REPAIRS /SERVICING POLICY (FOR EXPORTS)**

Equipments, manufactured & exported are subjected to a well defined quality assurance (QA) plan & Factory acceptance tests (FAT). Nucleonix systems has the following policy to provide maintenance support to overseas customers either directly or through international dealers / distributors.

#### **(a) During & after warranty:**

- For minor problems, which can be handled by customers, servicing tips have been provided in the user manual / servicing manual.
- Also most of the equipments have built-in fault diagnostic features which will indicate to the user nature of problem in the equipment. Based on the visual indication in the instrument Display, user can take corrective action or contact Nucleonix systems by email for help.
- Nucleonix systems will guide in localizing the defective part / module or sub-system by interacting with the customer if required. Skype will be used for communication.
- During warranty free replacement of sub-system or board (PCB) will be done. However customer has to send defective sub-system back to Nucleonix system with-in 15 days on arranging replacement.
- During & after warranty, any Freight charges & customs clearance charges are to be borne by customers, both ways.
- If it is a manufacturing defect, then Nucleonix system will bear the replacement cost of sub-system / unit. However any Freight charges & customs clearance charges in their country are to be borne by customer.
- After warranty, services will be similar to that of services during warranty. However, customer will have to pay for cost of parts replaced, freight charges both ways & customs clearance charges in both the countries.
- Nucleonix systems plans to introduce audio visuals on web or on CDs to facilitate product demonstration, installation & minor maintenance very soon.

## **7.4 HOW TO AVAIL CALIBRATION SERVICES (FOR INDIAN CUSTOMERS)**

Nucleonix Systems offers radiation calibration services to its customers. Calibration services are provided for Nucleonix Systems manufactured products only, in general, as a company policy.

### **How to avail calibration services:**

It is best advised that each of the Radiation monitors including Area monitors are calibrated once in a year. When you want to send your Radiation monitor / Area monitor / Contamination monitor for calibration to our works. You may send the equipment for calibration, by following the steps given below:

1. Our standard calibration charges per equipment (All types of Radiation monitors including portable survey meters, contamination monitors & Area Gamma Monitors) are Rs: 2500 + Packing + Freight charges. You can email a 'work order' accepting these charges.
2. Email your work order and despatch / send the equipment to our works if it is 5 years old or less including details of mode of transport sent with docket particulars.
3. Also mention in your work order & clearly indicate that you will agree to pay calibration charges & also equipment repair charges additionally if the unit is faulty & requires repairs before one can take it up for calibration.
4. You are requested to ensure good packing to avoid any transportation damages. Especially if there are external detector probes, they are to be packed with sufficient soft foam to ensure no damage in transportation.
5. Use only the specified following mode of transportation system for dispatching on door delivery basis. XPS/GATI cargo / Courier/RPP/Speed Post parcel etc. Send the equipment on freight paid basis. (Equipments sent by other methods such as Rail/Road etc will not be collected). Also you can cover for transit insurance both ways if you wish. Nucleonix system is not responsible for any transportation damages or loss during transportation both ways.
6. Immediately on receipt of the equipment, we will send an acknowledgement & also a proforma bill by email/post.
7. Based on the proforma bill, once we receive the payment, equipment will be dispatched back by similar mode of transportation as mentioned above.

## 7.5 HOW TO AVAIL CALIBRATION SERVICES (FOR FOREIGN CUSTOMERS)

Foreign customers can calibrate Nucleonix make Radiation monitors/equipments in their country at any of their accredited Radiation calibration labs. Nucleonix systems will be happy to provide any help and guidance if needed, for calibration. Alternatively if you send the equipment here to India we can also provide calibration services.

Calibration Standards Lab & Facility:

We have two calibration labs.

- i. Low Level Calibration Lab.
- ii. High Dose Rate Calibration lab.

**Low Level Calibration Lab:** This has a Cs-137, 165 mCi standard. "Gamma Survey Instruments Calibrator" from Amersham.

This calibration service has NIST Traceability standard. Calibration of all portable radiation monitors, survey meters, contamination monitors, Area monitors etc., is carried out in this lab upto 1 R/hr max dose rates.



Gamma Survey instruments calibrator has Cs-137 source 161.5 mCi as on 05 Aug 2002. It is basically a gamma survey instruments calibrator procured from AEA Technologies UK/USA. Has NIST traceability accuracy within +/- 7%.



CRC-2 camera has Co-60 standard obtained from Bhabha Atomic Research Centre, Mumbai. It is a certified source.

## **7.6 ANNUAL MAINTENANCE CONTRACT (AMC)**

### **Annual maintenance contract (AMC) services:**

For all sophisticated instruments & systems and also for installed monitors & networked systems in a nuclear facility or a Radiological lab or in a Medical cyclotron facility where no. of instruments are networked, it is advised that customer enters into an economical Annual maintenance contract with Nucleonix system.

Detailed AMC proposal can be obtained from our customer support division (CSD), by giving required inputs.

### **Inputs required by our CSD to send you AMC proposal:**

Name, year & date of purchase, Sl. Nos. of equipments, Model No's, No. of equipments for which AMC is required. Additionally no. of calls per annum required for preventive & breakdown maintenance may also be indicated.

### **Advantage of entering into AMC:**

- Equipment services offered will be prompt & timely.
- Nucleonix systems maintain required spares, spare tested PCBs, detectors & other critical components which may become obsolete.
- Obsolescence in electronics is quite rapid. If you enter into AMC guaranteed service for the period of AMC will be the responsibility of Nucleonix Systems.
- Nucleonix Systems will maintain Engineers at your disposal to attend to AMC calls on time. Without AMC prompt service calls are not guaranteed.
- If some critical components become obsolete, then Nucleonix systems may request you to upgrade the product with new model or new electronics which may be expensive if you are not under AMC.

### **Training on maintenance / servicing:**

- To a limited extent, we offer training on maintenance / repairs at our works to customers on chargeable basis. Details can be obtained from our customer support division, by customers who may require such services.

## CHAPTER –VIII

### CONTACT US FOR AVAILING SERVICES

#### Postal/Mailing Address (Phone / Fax / Email)

Nucleonix Systems Pvt Ltd.

Plot No. 162 A&B, Phase II, I.D.A.,

Cherlapally, Hyderabad - 500 051, Telangana, India.

Phone: + 91-7207034546, 68888777

Mobile: 7331104480, 7331104481, 7331104482

Email : info@nucleonix.com

**For any information, Contact by email is always appreciated.  
(This will help us to respond to you quickly)**

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#### Marketing Department :

##### a) Sales / Commercial Information / Field installation and servicing

For any Commercial, Price information, Product information, customer coordination & quotation of our products customer related commercial services, please contact front office marketing staff through the listed Email Ids or Phone Nos. given below.

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#### Whom to Contact:

Business Executives:	Contact Numbers	E-mail ID
1. R.Maniram (Sr. Business Executive)	Mob:7331104481, Ph-7207034546	info@nucleonix.com
2. Ch.Gayatri (Business Executive)	Mob:7331104481, Ph-7207034546	info@nucleonix.com
3. K.Swapna (Business Executive)	Mob:7331104481, Ph-7207034546	info@nucleonix.com

**Note:** Our business executives will also connect you to concerned Engineer or General Manager for any technical clarifications if required

#### **b) Factory Services**

For **Servicing and Calibration** factory services & follow up on the above jobs including dispatch related/payment related issues of serviced & calibrated items please contact

**Ms. K.Sarika**  
**(Executive services)**

**Mob:** 7331104482

**E-mail:** info@nucleonix.com

She will also connect you to concerned engineer or general manager if required, for any clarifications & deficiencies in services

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#### **c) Dispatch Related Issues (Production Items)**

For dispatch related issues of your ordered equipments, including delays, purchase order related document deficiencies, payment proofs, dispatch docket details and bills etc.,contact

**Ms.V.Anusha / Renuka Devi**  
**(Executive Dispatch)**

**E-mail:** info@nucleonix.com

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#### **d) Product Technical Information / Clarifications**

##### **Whom To Contact:**

Contact any front office "Business Executive"- He/She will take your details and connect you to concerned product engineer for any technical clarifications. Best thing is to email your technical queries and obtain the reply, rather than on telephone.

You can also contact General Manager or Director (Tech) if required.

#### **e) Marketing Manager**

On business matters for all your marketing services / techno commercial requirements about Nucleonix Products contact:

**Bhaskara I.V.**  
**Mob:8019662500**  
**Email: info@nucleonix.com**

**f) General Manager**

**Dr.M.S.R.Murthy PhD (Nuclear physics)**

**Email: [info@nucleonix.com](mailto:info@nucleonix.com)**

Contact General Manager for all sales / servicing and technical information including customer support related issues, on the delays, gaps & lapses by our staff. Contact G.M. regarding field installations & field servicing jobs schedule etc.

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**g) H.R -Incharge**

Contact her regarding, job vacancies, sending resume for employment, H.R. related issues etc. contact

**Ms. Shanthi Sri .P**

**Mob:7331104480**

**Email: [recruit@nucleonix.com](mailto:recruit@nucleonix.com)**

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**h) Director -Technical**

**Mr. J. Dheeraj Reddy**

**Email: [jdreddy@nucleonix.com](mailto:jdreddy@nucleonix.com)**

**Mobile No. +91-7674009005**

Contact him for, any Technical Information and clarifications on products, which cannot be answered by General Manager / Customer support executives.

For any technical deficiencies in products, related issues & suggestions on product improvements you may contact by email or telephone. This will help the company to improve the product & serve you better.

Dealer's complaints, on commercials, lapses by our commercial staff, or any other discrepancy, or you like to give any feedback on any Nucleonix staff doing any wrong thing against cleaner / ethical business principles / practices can be complained to any of the directors or managing director.

**i) Director - IT**

**Mr. J. Nishanth Reddy**

**Email: [nishureddy@yahoo.com](mailto:nishureddy@yahoo.com); [info@nucleonix.com](mailto:info@nucleonix.com)**

**Mobile No. [+91-9966691000](tel:+91-9966691000)**

For any deficiencies in product software's, related issues, & any suggestions or improvisations in software's can be contact by email or telephone. This will help the company to improve the product & serve you better.

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**j) Managing Director**

**Shri. J.Narender Reddy (Managing Director)**

**Email : [jnreddy@nucleonix.com](mailto:jnreddy@nucleonix.com); [info@nucleonix.com](mailto:info@nucleonix.com)**

**Contact Managing Director for,** Foreign relations, International Business co-operation, Joint ventures, Exports, Dealership in other countries, Policy matters, Technology tie-ups etc.

**k) Dealers Complaints :**

Dealers complaints, on commercials, lapses by our commercial staff, or any other discrepancy, or you like to give any feedback on any Nucleonix staff doing any wrong thing against cleaner / ethical business principles / practices can be complained to any of the directors or managing director.

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**An innovative company working towards excellence  
in the field of Nuclear Instrumentation**



**NUCLEONIX SYSTEMS PVT. LTD.**

Plot No.162 A & B, Phase-II, IDA, Cherlapally, Hyderabad-500051 INDIA.

Ph : + 91-7207034546, + 91-7331104481, 7331104482.

E-mail : [info@nucleonix.com](mailto:info@nucleonix.com) website : [www.nucleonix.com](http://www.nucleonix.com)