



Frequently Asked Questions

QUESTION	ANSWER
1 What type of plug is supplied with your 220V products?	Yamato does not supply a specific plug for its 220V products because each facility has various power supply requirements for their power receptacles. Instead, Yamato leaves the power cord as an open-wire connection for your convenience of installation.
2 Are Yamato products CE marked or have regulation certificates?	While numerous products of Yamato are CE and CSA-US marked (OSHA approved, UL alternative), all of Yamato's products fall under the standards of ISO 9000 Quality Management, which is an important recognition for safety and reliability among all consumers.
3 What is the difference between forced convection, gravity convection, radiant, inert, and horizontal heating?	<p>Our ovens are manufactured differently for a wide array of use.</p> <p>Forced convection ovens - use fan motors for vertical forced air circulation. This provides a more uniform heat flow.</p> <p>Gravity convection ovens - do not use fans. The heat rises by natural air convection for a slower heat flow.</p> <p>Radiant heating – has no air convection. It is used when air flow cannot be produced due to chamber enclosure. The heat is evenly distributed from the arrangement of the heaters against the outer chamber walls.</p> <p>Inert ovens – uses vertical forced convection and are ported with gas lines which enable the user to inert gas (typically N2) for the purpose of their production.</p> <p>Horizontal heating - uses forced convection from a horizontal air flow as opposed to vertical. This method provides a more accurate and uniform heat flow</p>
4 Does Yamato sell used, demo, or refurbished products?	Yes. Yamato frequently sells refurbished items which are not listed on our website at a discounted prices. Please inquire with any of our customer service representatives to check the availability.
5 Does Yamato provide on-site training for their products?	With the exception of purchasing our spray dryers, Yamato does not provide on-site training for our products. Please refer to the operator's manual or contact any of our technical representatives for further assistance.
6 How long is the manufacturer's warranty for?	The manufacturer's warranty for your product is for one year from the date of shipment. All warranty-related issues are subject to determination after being evaluated by one of our customer service representatives.
7 Our newly purchased Yamato product will be modified at our facility to meet our production's requirements. Will this void the one-year warranty?	Yes. Any modifications or customizations to our products performed by anyone other than Yamato will result in the one-year warranty being voided.
8 My Yamato product is under warranty and is experiencing some technical problems. What should I do?	Please contact any of our customer service or technical service representatives immediately to assist you with the problem your product is having.
9 My Yamato product is experiencing technical problems. It is no longer under warranty and there are no engineers available at my facility. Does Yamato have any certified technicians available in my area?	Yamato Scientific America is based in Santa Clara, CA and can provide technical field service locally. In certain cases, Yamato will provide field service outside of the local area. If you are experiencing technical problems with your product and need further assistance other than over-the- phone support, Yamato can authorize a return for maintenance and repair services. Please contact any of our technical service representatives for further assistance.
10 I will be replacing a part and performing tasks provided by Yamato to resolve a technical problem. Will this void the product's one-year warranty?	No. The product will still be entitled to its one-year warranty if the procedures are performed correctly according to any provided technical documentation and no further steps are taken to potentially damage the product. Consequently, it is highly recommended that all products experiencing technical problems be tested and repaired by an experienced technician or by a technical representative at Yamato.



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11	I'm trying to troubleshoot a problem with a Yamato product. Do you provide service or operator's manuals electronically?	Yes. Yamato can electronically provide service and operator's manuals in PDF format. Visit our website under the Technical tab for access to the operator's manuals. If your product is not available online, please inquire with any of our customer service or technical representatives over the phone or via email for further assistance.
12	Can I send my product back to Yamato for labor repairs or maintenance?	Depending on the product and inquiry, Yamato can perform basic repairs and maintenance at our Santa Clara facility. Please consult with any of our technical representatives to assist you by evaluating your inquiry and providing you with a quote and estimated lead time.
13	My Yamato product is due for annual calibration. Does Yamato provide calibration service?	Unfortunately, Yamato does not provide recalibration services at this time. YSA will soon provide this service for local users. Outside of the local service area, will be by appointment only and determined on a case-by-case basis. Please contact a local Certified Calibration Technician to perform the necessary tests for your product's annual calibration certificate.
14	I need to request a calibration certificate for my Yamato product. Does Yamato provide calibration certificates?	Yes. Please inquire with any of our customer service representatives to provide you with the specific product's original calibration certificate. If you are seeking a calibration report which includes detailed data of the diagnostic tests performed by Quality Control for a specific product, it must be requested in advance. Please inquire with any of our customer service representatives for more information.
15	I am performing calibration tests on a Yamato vacuum oven. Why do the specifications not list the vacuum oven's temperature uniformity?	Our vacuum ovens are enclosed with a solid chamber, which means there is no air convection for heat circulation. Without heat circulation, there can be no uniformity. Instead, Yamato manufactures its vacuum ovens with heaters that surround the outer surface wall of the chamber to achieve an even heat distribution.
16	How do I change the temperature measurement to display in degrees Fahrenheit instead of Celsius?	Unfortunately, all of Yamato's products with output temperature are programmed to display in measurement of degrees Celsius and cannot be formatted to display in Fahrenheit.
17	My oven is displaying an F.11 alarm but I do not see it in the manual. What does this mean?	F.11 is the digital characters "FIX" abbreviated for Fixed Temperature. This means that the previous cycle ended in a Fixed Temp mode and it is not an error or alarm
18	I am getting an error 19 alarm on my oven and it won't stop beeping. What should I do?	As the most common and misinterpreted error alarm, error 19 is an overheat error which can be caused due to adjustment of the calibration offset. Make sure the calibration offset is set to the factory setting of 0 and that the overheat prevention setting is set at least 12 degrees above your set temperature. If you do not have the operation manual to perform these procedures, please contact any of our customer or technical service representatives to further assist you
19	Our product has been discontinued and there are no longer any parts available for purchase through Yamato. What should we do?	Unfortunately, after an item has been discontinued and its replacement parts are no longer available, your product may be completely unsalvageable. Yamato can provide you with the best quote possible for upgrading to a current replacement model for the one which has been discontinued. Please contact any of our customer service representatives for further assistance.
20	We are getting a deviation in temperature between our oven's thermostat the actual temperature reading in the chamber, what could be the problem?	The temperature calibration may have been inadvertently offset. Confirm that temperature calibration offset value is set to zero. Then, check your readings again.
21	What are the exhaust/ventilation requirements for Yamato ovens and/or sterilizers? None are specified. These requirements are generally left to up the customer or state/local regulations.	None are specified. These requirements are generally left to up the customer or state/local regulations.
22	Where can I find manuals to download?	All Yamato equipment have user manuals shipped with the equipemnt. If you need an extra copy you can download at our Technical Support Center, https://yamatoscientificamerica.freshdesk.com you MUST be login or signup to our center.