



FAQs SensorTack® 1 gel

How do I know which sensors can be repaired with SensorTack® 1 gel?

In our web shop this information is shown in the sensor article texts. In addition, the SensorTack® App can be used to show which vehicle can be repaired with SensorTack® 1.

Can other sensors be repaired with SensorTack® 1?

Yes, SensorTack® 1 can be used for all optical units which are filled with gel. It can be applied to big round sensors, as well as for small round and/or droplet-shaped sensors.

How many sensors can be filled with one syringe content?

With one syringe content of SensorTack® 1 one big round gel sensor can be filled. As small sensors as for example Audi, Toyota, VW etc. require only 1/3 of the total quantity of the syringe, three small sensors can be repaired.

I have repaired a small sensor. What do I do with the rest of the gel in the syringe?

Remove the mixer jet from the syringe and seal the syringe with the closing cap. The remaining gel in the syringe can be re-used, as the components are not mixed.

The mixer jet however cannot be re-used. For this reason we offer replacement mixer jets in a packaging unit of 10 pieces (article no. 133601208-10).

The gel does not cure fast enough. What is the reason?

When replacing windscreens in mobile situations, the temperature is often 15°C or less. As the gel will require additional time to cure effectively at low temperatures, the gel should be warmed up in order to accelerate the reaction time. When using our SensorTack® heating box (article no. 133601210), SensorTack® 1 can even be processed at temperatures of minus 15°C.

When has the SensorTack® 1 gel cured completely and how can I check it?

If you work with the SensorTack® heating box the curing process takes 6-8 minutes at normal ambient temperatures of 20°C. At lower ambient temperatures of below 15°C the reaction time is longer. We recommend to wait 10-15 minutes. You can test the reaction of the SensorTack® 1 gel at the edge of the sensor by carefully touching the outer gel surface with a clean object (e.g. blade of screwdriver).

Do I need the SensorTack® heating box?

We recommend using the heating box, as it does not only serve to heat up the sensor, but also to position the sensor unit completely level and protect the gel from contamination such as dirt etc.

When closing the lid of the heating box, it touches the sensor. Why?

The black protection cap of the optical unit or the control unit has not been removed. For this reason the sensor is too high and will foul the lid of the heating box.



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The gel has spilled over or into the sensor eye (lens). Why?

This could be caused by various reasons:

1. The sensor was not kept level during the refilling process and the gel has spilled over the eye.
We recommend our SensorTack® heating box, article no. 133601210 with built-in level indicator and fully adjustable feet.
2. Perhaps there was residue of old gel on the edge of the sensor as this will affect the forming of a convex shape when filling. For perfect cleaning results we recommend our PT 310 sensor cleaner, article no. 13345045.
3. Or maybe directly after the re-filling process (before the gel could cure), the sensor was jarred or moved suddenly which could affect the surface tension of the liquid gel and thus it spilled over the eye.

I have the impression that there is too little gel in the syringe. Is that possible?

The capacity of the syringe generally ensures that there is more than sufficient gel, rather than less.

Should a syringe appear to have less contents then it is likely that one, or more of the following conditions may be applicable:

1. The sensor to be filled is not placed on a level surface. Therefore, when filling the sensor the gel flows to one side which will give the impression that there is not enough gel on the other side.
2. Expelling air bubbles from the syringe prior to use may cause additional or too much gel to be released – always ensure that you expel as little as is necessary.
3. The syringe is not emptied completely (residues remain in the syringe).
4. Using a syringe which has already been previously used to fill a small sensor.

Research and trials have shown that there is generally enough gel in the syringe to ensure a complete refill and thus a correct function of the sensor. If however the level of the gel requires additional material, it is acceptable to open a second syringe and fill the sensor up to the desired level, but this must be done within the processing time.

When installing the sensor, there are air pockets between gel and windscreen. Is that ok?

Air pockets between gel and windscreen can affect the function of the sensor. Tests have shown that this may occur when the sensor is being placed directly onto the windscreen during installation. It is better to start placing the sensor from one side to the screen and then mount it in a rolling motion into the sensor holder. Experience has shown that remaining air pockets will disappear normally after 1 to 30 minutes.

I see micro bubbles in the gel during or after the filling of the sensor unit. Is that ok?

Air bubbles that remain in the gel can affect the function of the sensor. Tests have shown that air bubbles can form when filling the sensor unit if the gel is expelled too quickly from the syringe, so it is important to press out the gel slowly and evenly. Usually, any remaining bubbles will dissolve from the gel after 1-2 hours (diffusion). Also bubbles may form if there was air already in the syringe and this can easily be expelled by placing the syringe in a vertical position for a few minutes to allow the bubbles to rise to the top. Then with a little pressure on the plunger, you can expel the air out of the syringe through the mixer nozzle.



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Air bubbles can form where the old sensor unit has been cleaned with an alcohol-based cleaner, prior to re-filling. The reason for this is that the gel can become sensitive to alcohol and we therefore recommend to wait at least 5 minutes after cleaning the sensor before starting the filling process. If possible use a cleaner free of alcohol. High temperatures of 30°C or more during the filling process can also cause bubbles to form as the air may not have enough time to diffuse from the liquid material. One method to help remove surface bubbles is to blow gently, as this can help to burst them.

The adjustable feet of the heating box fall off. Why?

The height-adjusting feet should be tightened after using the box. Otherwise they may become loose due to vibration during transport etc.

The SensorTack® heating box does not heat up. What is the reason?

When using 12V, the cigarette lighter in some vehicles will only function with the ignition activated. We can supply an alternative adapter cable that can be connected directly to the battery, article no. 133601212.

How do I store SensorTack® 1?

SensorTack® 1 should be stored in a dry place at temperatures between 15°C and 25°C.

Does the repair have any effects on the proper functions of the rain/light sensor?

SensorTack® 1 should not affect the function of the optical unit, as the pad has been designed to OEM specifications and providing all the necessary pre-checks and procedures have been carried out, the sensor should function correctly. It is important therefore to perform a function test on the original sensor **before removing the glass** (by using water to test the wipers and by covering the sensor eye to check the lights), to check that all features are working correctly.

If however the sensor fails to function correctly after the repair, then it will be necessary to use specialist diagnostic equipment, to check the error and re-activate the affected function.

What are the differences between SensorTack® 1, 2, Ready+ and Ready+ Plus?

Each product has been designed to offer an individual repair solution for most vehicle and installation applications.

Notice: An application video is available on www.pma-tools.com

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