



## TROUBLESHOOTING

The Instalab performs a number of self-checks to verify proper unit operation. If a fault is detected due to an operator procedural error, a machine error, or a problem with the sample, an error code will appear on the top digital display. When an error code is displayed, the operator can refer to the Error Card, located in the pullout tray below the keyboard, for an explanation of the error condition. Error codes listed on the Error Card are also outlined as follows.

### ERROR 0

**Probable Cause:**

1. Sample not reflective.

**Corrective Action:**

1. Clean sample cup or change the sample.

### ERROR 1

**Probable Cause:**

1. Sample too reflective.

**Corrective Action:**

1. Clean sample cup or change the sample.

### ERROR 2

**Probable Cause:**

1. Drawer moved during measurement.

**Corrective Action:**

1. Do not close the sample drawer until the INSERT SAMPLE message is backlit. Do not move the drawer from its closed position until a reading appears on the digital display.

### ERROR 3

**Probable Cause:**

1. Drawer position error.

**Corrective Action:**

1. Open drawer and wait for the INSERT SAMPLE message to appear.



## ERROR 4

### Probable Cause:

1. Drawer closed too slowly. No more than 5 seconds may elapse between the fully open and fully closed positions when inserting a sample.

### Corrective Action:

1. Open the drawer and wait for the INSERT SAMPLE message to appear. Close the drawer swiftly.



Key switch

## ERROR 5

### Probable Cause:

1. Operation prevented by **Key** switch position.
2. Invalid MODE selected.

### Corrective Action:

1. Correct the **Key** switch position.
2. Use the correct MODE number.

## ERROR 6

### Probable Cause:

1. System or excessive reference log drift.

### Corrective Action:

1. If error does not self-correct, clean the reference disk and aperture glass. If error continues, perform a Reference Logs and Base Gain Setting - MODE 8 procedure.

## ERROR 7

### Probable Cause:

1. System noise.

### Corrective Action:

1. Typically self-corrects. If error persists, contact DICKEY-john Service Department.

## ERROR 8

### Probable Cause:

1. No constants for the selected product/constituent.

### Corrective Action:

1. Select another.



## ERROR 9

### **Probable Cause:**

1. Timing error. An error occurred during the stepping of the filter disk.

### **Corrective Action:**

1. Open the sample drawer. If error persists, contact DICKEY-john Service Department.

## ERROR 10

### **Probable Cause:**

1. An attempt was made to store a calibration having more than 6 non-zero constants.

### **Corrective Action:**

1. Select only a maximum of six filters per calibration.

## ERROR 11

### **Probable Cause:**

1. Constant error. A constant has been altered in memory.

### **Corrective Action:**

1. Reenter proper constants into memory.

## ERROR 14

### **Probable Cause:**

1. Constant storage error. Data being stored in nonvolatile memory has not stored properly.

### **Corrective Action:**

1. Reenter constants.

## ERROR 15

### **Probable Cause:**

1. Program memory failed. Stored program for the computer altered.

### **Corrective Action:**

1. Turn unit OFF, then back ON. If error persists, contact DICKEY-john Service Department.



## ERROR 16

### **Probable Cause:**

1. Read/write memory failed.

### **Corrective Action:**

1. Turn the machine OFF, then back ON. Error should clear. If problem persists, contact DICKEY-john Service Department.

## ERROR 17

### **Probable Cause:**

1. Product/constituent selection requires additional wavelengths.

### **Corrective Action:**

1. Rerun sample.

## ERROR 18

### **Probable Cause:**

1. Incompatible gain settings for the same product.

### **Corrective Action:**

1. Check the format entries.

## ERROR U

### **Probable Cause:**

1. Percent reading displayed is higher than the upper limit stored in calibration. Accuracy cannot be guaranteed.

### **Corrective Action:**

1. Rerun sample.

## ERROR L

### **Probable Cause:**

1. Percent reading displayed is lower than lower limit stored in calibration. Accuracy cannot be guaranteed.

### **Corrective Action:**

1. Rerun sample.