



TROUBLESHOOTING AND RESOLVING THE TOP 8 MOST COMMON SERVICE ISSUES

#1 Check System No flash

If during the measurement at least two times in series there is no pressure increase measured, or there was at least two times in series no ignition, and no flash point was detected, the instrument gives this warning.

Tip: Clean the oven surface with a tissue, the arc pins with the brass brush and the sample cup.

Perform the "Daily Maintenance Procedure" this should clean the entire system.

#2 Check System TFlash "CS" Will be seen next to flash result

If there was during measurement at least two times in series no pressure increase measured, or there was at least two times in series no ignition, but the instrument measured a **flashpoint**, then the instrument gives this warning/error.

Tip: Clean the oven surface with a tissue, the arc pins with the brass brush and the sample cup.

Perform the "Daily Maintenance Procedure" this should clean the entire system.

#3 Cool and refill

If a test is needed to be performed where the start temperature "Ti" is near or below ambient temperature and the sample itself is too warm for starting the test this error/message will be seen.

Tip: Check sample temperature, place cup and carrier in the freezer to chill.

#4 Arc problems

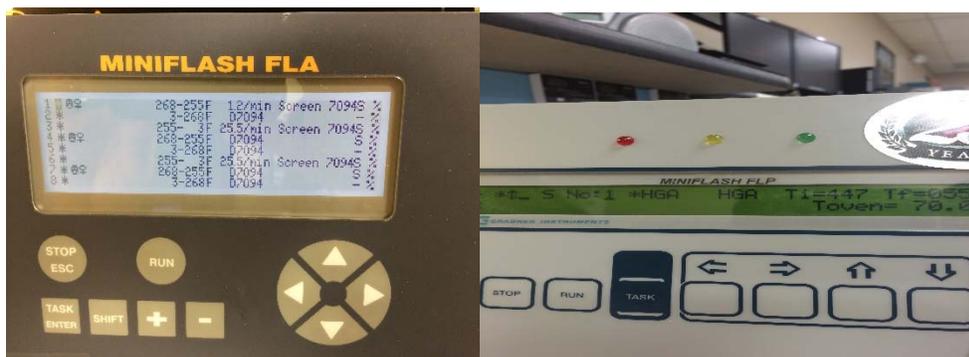
- The arc between both arc pins can't be observed.
- No arc between both arc pins but quiet ignition sound can be heard.
- The ceramic insulation of the arc pin may be cracked/broken. The connection between the ignition coil and electrode is loose or burnt.

Tip: Contact Petrolab Company for a "Return Authorization" number for service/calibration.

#5 Display shows unknown characters

Tip: Perform software reset "Software reinitialization".

You will also see “RAM FAIL” when the analyzer is turned on if the battery is very weak or the jumper is missing on the processor.



#6 Check Thermocouple

If one of the thermocouples for temperature measurement of the oven or the sample has been broken or strongly bent, this error message will be seen.

Tip: Check if the temperature probe in the measuring chamber is bent, if so try to bend it carefully back down vertically in its original position and retry the test. If the error appears again one or both temperature probes must be replaced or the instrument must be recalibrated. Contact Petrolab Company for a “Return Authorization” number for service/calibration.



#7 Pressure detection problems “No Pz”

If the Delta p values are very low or Zero during the measurement

Tip: Check the sample cup for dings or scratches.

Check to see if the ignition is working.

Make sure that the sample cup is tight up against the oven surface during test.

Check the calibration constants along with the ambient pressure reading, no large negative numbers.

Lightly sand sample cup surface or replace the cup(s)

Clean the arc pins/perform daily maintenance procedure.

Adjustment of lift assembly/service may be required.

Replacement of the pressure transducer recommended.

#8 D7094 Testing

Arc pins and oven surface covered in sample, analyzer unable to find proper grounding point.

Tip: Please dry arc pins and oven surface after every test.

