



TROUBLESHOOTING AND RESOLVING THE TOP 5 MOST COMMON SERVICE ISSUES

Problem	Cause	Solution
Pgas too high - above approx. 1 psi.	Luer inlet or inlet tube is leaking (air introduction).	Replace inlet tube or luer inlet. Also, check filter screen for plugging.
*Instrument also fails leak test.	Cell is leaking due to worn O-ring.	Replace piston O-ring.
Measurement results are wrong.	Sample too cold (high Pgas) or too warm (low Pgas). Wrong measuring Temp. programmed.	Adjust sample preparation/handling procedures according to Standard; 32 – 34 Degrees F. Verify measuring Temp. (100 Degrees F).
Incorrect Date/Time appears.	Backup battery is defective Time to replace battery. Nominal open circuit voltage = 3.0V (may read higher) Replace at or below 2.7V	Replace backup battery
DVPE results are wrong.	Wrong formula was set or chosen. Sample preparation was not correct according standard.	Set correct formula according the required standard; Comply with sample preparation according to standard.
Maintenance Note: Cleaning / Replacing inlet filter	Avoid tubing and valve clogging	Filter disc can be cleaned or replaced. Clean w/ Toluene, N-Hexane etc..