

Troubleshooting

Refer to the following table for common problem messages or symptoms, possible causes and corrective actions.

| Error/Warning | Description | Solution |
|---------------------------------|--|---|
| Close lid and push Read. | The lid is open or lid detection failed. | Make sure that the lid is closed during reading and re-read. |
| Low Battery! | Battery is low. | <ul style="list-style-type: none"> • Insert new batteries • Connect USB/power module if rechargeable batteries are used |
| ADC Failure! | Hardware error causing reading to fail. | Repeat the reading. |
| Detector signal too low! | Insufficient light on the 180° detector. | <ul style="list-style-type: none"> • Check for obstructed light path. • Check the lamp. |
| Overrange! | Turbidity too high-caused probably by calibrating with RapidCal™ only. | <ul style="list-style-type: none"> • Calibrate the upper range. • Dilute the sample. |
| Underrange! | The measured absorbance is below the calibration range. | Repeat calibration |
| Please check the lamp! | Signals are too low on the 90° and 180° detector. | <p>2100Q: The lamp is defective. Change the lamp (refer to Replace the lamp on page 19).</p> <p>2100Qis: Contact technical support.</p> |

| Error/Warning | Description | Solution |
|--|---|--|
| Temperature too high! Switch off instrument. | Temperature has exceeded the meter limits (>60 °C or >140 °F). | Turn off the meter and let it cool down. |
| RST: Average value! | Solids are settling too slowly. The reading mode is not suitable for this sample. | Select Normal or Signal Average reading mode. |
| Confidence level is < 95% | The reading mode Rapidly Settling Turbidity did not meet the range of ≥ 95% confidence. | <ul style="list-style-type: none"> • Invert the sample several times so that the solids allocate. Repeat the reading again. • Switch to the Normal reading mode if the sample is stable and does not have settable solids. |
| Standard value out of range. Insert standard and push Read | Used incorrect standard value for the reading. | Insert the appropriate standard and read again. |
| ID already in use. Enter new ID | The Operator or Sample ID is unavailable as it is already assigned. | Create a new ID. |
| Error - Security Please set password before activating security | No password is created. | Create a new password. |
| Please enter at least one character. | Password must contain minimum of one character. | Create a password of at least one character. |
| Password incorrect. Please retry. | Incorrect password was entered. | Enter the appropriate password. |

| Error/Warning | Description | Solution |
|--|--|---|
| Please disconnect the USB cable from your computer. | Data storage does not respond while connected to the meter and the computer. | Disconnect the USB cable from the meter and try sending data again. |
| USB module memory full. Delete data and try again. | Data storage is full. | <ol style="list-style-type: none"> 1. Connect USB/power module to the computer. 2. Download the stored data to the computer. 3. Delete Data Log on the module. |
| Delete Last Reading Failed! | Error in the data storage. | Turn the meter off and on. If the error message still occurs, contact technical support. |
| Delete Data Log failed! | | |
| Can't read data set! | | |
| Can't store data! | | |
| Can't store to the Reading Log! | | |
| Can't store to the Verify Cal Log! | | |
| Error storing data! | | |
| Error reading data! | | |

Replacement parts and accessories

Replacement parts

| Description | Quantity | Item no. |
|---------------------------------|----------|----------|
| StablCal ampule calibration kit | 1 | 2971205 |
| 10 NTU verification standard | 100 mL | 2961701 |

² Not available in all regions

Replacement parts (continued)

| Description | Quantity | Item no. |
|--|----------|----------|
| Silicone Oil | 15 mL | 126936 |
| Insert, molded bottom | 1 | 2971507 |
| Sample cell oiling cloth | 1 | 4707600 |
| 1" glass sample cell (10 ml) w/cap (Turb) | pkg/6 | 2434706 |
| Carrying case (includes insert) | 1 | 2971500 |
| Battery set, AA alkaline batteries | pkg/4 | 1938004 |
| Lamp assy | 1 | 4653900 |
| Blank module | 1 | LZV797 |
| Rubber foot set | 1 | LZV821 |
| Lamp cover (includes screws) | 1 | LZV822 |
| Battery cover (includes 2 feet) | 1 | LZV823 |
| Module cover | 1 | LZV824 |
| Connector cover for USB/power module | 1 | LZV825 |
| Connector cover for power module | 1 | LZV826 |
| Lid (includes magnet) | 1 | LZV827 |

Accessories

| Description | Quantity | Item no. |
|---|----------|------------------------------|
| USB/power module (includes: universal power supply, USB cable, instruction sheet) | 1 | LZV813.99.00002 ² |
| Power module (includes: universal power supply, instruction sheet) | 1 | LZV804.99.00002 ¹ |