Model 5360A XSD Troubleshooting Guide

Once the Model 5360A XSD™ is installed and operating properly, note for future reference the signal display, baseline offset, noise levels, and relative sensitivity at the various reactor temperatures.

The following chart lists the most common problems that can occur when using the XSD, along with their corresponding corrective actions. Each problem potentially may be caused by more than one reason. Before using this guide, please become thoroughly familiar with the operating and maintenance information contained in previous chapters. If a problem still exists after reviewing the following chart or if a particular problem is not addressed, contact OI Analytical Technical Support at (800) 336-1911 (USA/Canada) or (979) 690-1711 for assistance.

Symptom	Corrective Action
High baseline	Disconnect the signal probe cable. If the baseline does not go to zero, check the chart recorder or data acquisition connectors. Reconnect the signal probe cable. Verify the reactor temperature has not been set to a higher temperature. Cap the column inlet with a no-hole ferrule. If the baseline returns to normal, check the column and injector for contamination. Check the gain and voltage range jumpers on the Detector Controller board, located inside the Detector Controller, to ensure they have not been changed (typical gain = x10 (G3) and JP7 (1VOUT) installed). Allow time for the system to stabilize.

Symptom	Corrective Action
Low baseline	If the baseline is less than zero, verify the polarity jumper has not been changed (the standard setting is inverted). Check the connections to the signal probe cable at both the probe and DIN connectors. Check the gain jumper to ensure it has not been changed (typical gain = x10 (G3) and JP7 (1VOUT) installed). Verify the reactor temperature has not been set to a lower temperature. Check that the oxidant and column flow rates are properly set. Check for degraded seals. Check for leaks from the gas supply lines to the detector and vent valves.

Symptom	Corrective Action
No or low response	Verify the power is on. Check for column continuity, column head pressure, and septum seal quality. Check the oxidant flow rates. Check the signal probe and reactor cable connections. Increase the reactor temperature. If no change in baseline is observed, check the data display and acquisition cables and their connections. Check the vent timing values. Check the vent valve for improper seating or sealing. Check the oxidant flow rates and verify the sweep oxidant gas flow is not obstructed. Check if the jet tube is bent. Check the injection technique. Check for unswept dead volume in the injector. Check for cold spots between the column and the detector assembly. Check for foreign matter in the detector base and reactor assembly. Check for flow through the jet tube to ensure there is no blockage in the column or at the jet ferrule. Check the probe assembly.