

Evosep Pod for Waters NanoLockSpray Troubleshooting Guide

UM-018A

This troubleshooting guide is a companion document to the Evosep Pod for Waters NanoLockSpray User Manual (UM-017). The user manual contains instructions for Evosep Pod use. The troubleshooting guide lists potential failure modes with their possible causes and resolutions.

No light in Control Unit

1. Issue: the control unit is not powered.
 - Solution: attach the grey cable to the Evosep Eno instrument.

Blinking green light in Control Unit

1. Issue: the heater has not yet reached the desired temperature.
 - Solution: wait a few minutes.

Blinking blue light in Control Unit

1. Issue: the heater is too warm and is powered off
 - Solution: disconnect the Pod control unit and reconnect.

Constant blue light in Control Unit

1. Issue: the control unit does not recognize the heater
 - Solution: check the cable to the heater is properly inserted.

Constant red light in Control Unit

1. Issue: the control unit has experienced a malfunction
 - Solution: disconnect the Pod control unit and reconnect.

High backpressure (bad heater performance)

1. Issue: the Evosep Pod lid was not properly closed
 - Solution: close the lid and wait ~5 minutes for the temperature to stabilize
2. Issue: the column and/or transfer line is not properly covered
 - Solution: ensure that the column and transfer line exit out the back, and not out the side, of the Evosep Pod

Lid cannot close or bad performance

1. Issue: unsupported column
 - o Solution: verify an EVOSEP Performance column is being used and the correct adaptor (see manual)
2. Issue: Nanoviper knurled black nut was not removed
 - o Solution: remove the Nanoviper knurled black nut

What to do when an EVOSEP Pod issue persists:

If a resolution cannot be found, or for all other inquiries, please contact EVOSEP Support at support@evosep.com.