

## Evosep Pod for Thermo EasySpray Troubleshooting Guide

UM-010C

This troubleshooting guide is a companion document to the Evosep™ Pod for Thermo EasySpray User Manual (UM-002). The user manual contains instructions for Evosep Pod use. The troubleshooting guide lists potential failure modes with their possible causes and resolutions.

### **EASY-Spray display shows - -**

1. Issue: the temperature is lower than 15°C
  - Solution: let the Evosep Pod reach room temperature and try again
2. Issue: the jack plug is not inserted properly
  - Solution: ensure that the jack plug is inserted all the way
3. Issue: the Evosep Pod is not heating
  - Solution: verify the Evosep Pod is properly inserted into the EASY-Spray source, and that the EASY-Spray source has power

### **EASY-Spray display shows - - after 10 seconds**

1. Issue: EASY-Spray fail safe is activated
  - Solution: turn the temperature dial or disconnect the jack plug and reinsert

### **EASY-Spray display isn't lit up**

1. Issue: the EASY-Spray source does not have power
  - Solution: verify that the EASY-Spray power supply is properly connected (located on the bottom of the source)

### **Cannot install**

1. Issue: the Evosep Pod cannot be inserted due to bad alignment
  - Solution: verify alignment of the Evosep Pod with the EASY-Spray source (see manual)

### **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
  - Solution: verify an Evosep Performance column is being used (see manual)
2. Issue: Nanoviper knurled black nut was not removed
  - Solution: remove the Nanoviper knurled black nut
3. Issue: the Evosep Pod lid cannot close around the transfer line nut
  - Solution: verify that the Evosep Pod is correctly positioned on the EASY-Spray source so that the lid can clear the transfer line nut and properly close

### **EASY-Spray display shows 40°C, but it is not hot**

1. Issue: the Evosep Pod is not heating
  - Solution: verify the Evosep Pod is properly inserted into the EASY-Spray source, and that the EASY-Spray source has power

### **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](mailto:support@evosep.com).