

## Evosep Pod for Thermo Flex Troubleshooting Guide

UM-022B

This troubleshooting guide is a companion document to the Evosep™ Pod for Thermo Flex User Manual (UM-021). 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 Evosep 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 Evosep 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](mailto:support@evosep.com).