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Questions and Answers about Repair, Inspection and Calibration

● For 2000 Series:

Q: “Waiting for RTS signal” appears and no key operation is accepted. Why?

A: Communication with PC has been set while connection has not been established with PC.
How to solve:
In case of 2000 Series: Number stated in SHIFT → 1 → “None”
By this operation, communication setting is cancelled. For more details, see the manual.

Q: There is a problem about variation and reproducibility of measurement data (measured values were different despite quite the same sample was repeatedly measured). How can we solve this?

● For the models with a replaceable lamp:

A: A lamp quality may have been deteriorated.
Refer to the manual and replace a lamp with the specified new one.
In this case, be sure to turn off the power and make its replacement after a lamp itself and main body of equipment have been well cooled down. When you use a lamp other than specified, it may cause unexpected trouble like equipment failure or you may not be able to get correct values of measurement. So, always use the specified type of lamp.

● For all the models using a standard plate:

A: Be sure that there is no dirt or flaw on a standard plate. Also, confirm that the value mentioned on a standard plate is identical to the one that has been input to your equipment.

Q: Printer does not print or printed letters are faint and patchy.

● For the models with a printer:

A: Be sure that a roll paper has been correctly set by checking its obverse or reverse side.
There might be some effects of paper powder or dust.
Clean a printer head using a brush or an air blower.

Q: How shall we do daily inspection?

A: For its detail, refer to the part of daily inspection in the manual.

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● Software for PC:

Q: What about the compliance of software to Windows 7?

A: The followings are complying with Windows 7.
- Color Mate Pro, Color Mate 5, Quick Get, WA Quick Get, NDH5000 and VG7000

Q: What about the compliance of software to Windows 8?

A: Verification is now under way, and results will be reported as soon as our verification work is complete.

Q: Communication is impossible between a product and PC.

A: Be sure that communication has been selected and set in the communication setting items at the side of your product. Also, be sure that your settings of port number, baud rate, stop bit, parity, etc. are identical between the sides of your product and software.

■ About WA6000:

Q: Is it possible to print working curve as a graph?

A: It was not possible to display and print working curve as a graph by the WA6000 main unit but its function has been added to the latest software (Ver.3.00). So, its printing becomes possible by updating the firmware. This firmware updating can be done only at our factory, so please feel free to contact us if you have such a request.

Q: How about the linearity of working curve?

A: In the term of water quality standard, it is 0.9995 to 0.9999 as the correlation coefficient at 2 degree in turbidity and 5 degree in chromaticity. Even in the low concentration area, measurement is possible with good reproducibility.

Q: What is the automatic changeover function of calculation formulae?

A: When you use WA6000, you can select one of the calculation formulae from the approximate linearity expression (regression line) and the approximate curve expression of second order (or polygonal line). This function means that those 2 calculation formulae are automatically switched over by making the value you arbitrarily set for the 2 formulae as a boundary.

To be more precise, the value lower than the set concentration is calculated by applying the approximate linearity expression, and the value higher than that is automatically calculated by applying the approximate curve expression of second order (or polygonal line; to be arbitrarily selected).

In other words, 2 different calculation formulae can be arbitrarily set by one working curve, which makes it possible to calculate the low concentration values with high linearity by the approximate linearity expression and the high concentration values by the approximate curve expression of second order (or polygonal line).

(Default at the time of shipment: 2 degree in turbidity and 5 degree in chromaticity

* The setting values can be arbitrarily changed.)

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■ About Calibration

Q: Can we know the recommendable frequency of calibration for a standard plate and equipment?

A: For the purpose to keep equipment's condition best, periodic calibration for one a year is recommended. It can be cone by us based on the ISO9001 verification system.

By doing the calibration, you will have the following merits:

- Reliability of measurement data is improved.
- Early detection of problematic area becomes possible.
- Equipment's performance is maintained.

Please feel free to consult with us for any request of such calibration.

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Request for Repair/Inspection/Calibration

Please fill in the following and attach it to the product.

Request: □ Repair □ Inspection □ Calibration (Calibration report • Certificate • Traceability)

* Client's information (company's name to be mentioned on the calibration document)

Company name

Division/department Name

Address

Tel. No. Fax No.

* Distributor information

Company name
Division/department Name
Address
Tel. No. Fax No.

Please give our price quote number or your order number, if any:
Price quote No.: Order No.:

Product name Product serial No.
Accessories

In case of your repair request, please fill in the following:
(1) How about the frequency of failure?
□ It always happens. → to (2)
□ It happens intermittently. (Mention below its intervals, etc. in detail.)
How or under which condition it happens?
□ When the temperature is low, e.g. in the morning.
□ When certain setting or operation is made (in detail).
□ There is no specific ordinality.
(2) Please specify the situation of your problem in detail.

Address to return the product: □ to Client □ to Distributor
(If not specified, the product will be returned to the dispatched party.)

Ver1.0.0

The given information will be confidentially treated with our careful security according to our personal information protection standard. For its detail, please visit our website.