

Model 4551A Troubleshooting Guide

This chapter lists problems that might occur during normal operation of the Model 4551A Vial Autosampler along with possible solutions. Any maintenance that involves the interior components of the Model 4551A should be performed by OI Analytical trained technical support personnel only. If a problem still exists after reviewing the following chart or if it is not addressed, contact OI Analytical's Customer Service Department for assistance at (800) 336-1911 or (409) 690-1711.

CAUTION: To reduce the risk of electrical shock, do not remove the Model 4551A cover (or back panel). No operator-serviceable parts are inside. Refer servicing to qualified OI Analytical customer service personnel.

Model 4551A Troubleshooting Chart

Symptom	Probable Cause	Corrective Action
Unit will not turn on	Power cord not plugged in	Plug in power cord
	Blown fuse	If back panel fuse, replace the fuse. If any other fuse, contact the Customer Service Department.
	Faulty power supply	Contact the Customer Service Department
Communication lost between Model		Turn both units off and then back on.
4551A and Sample Concentrator (locked-up or not executing com- mands)	O•I•NET BNC cable is not connected	Connect BNC cable. Press [Hold][2nd][ON] and then press [ENTER].
manus)	Units are out of synchroniza- tion	Clear the Sample Concentrator by returning to STANDBY
Model 4551A not extracting sample	If the sample pump is not running: loop fill time is "0"	Extend loop fill time
from VOA vial or wash station	Leak (sucking air)	Leak-check associated fittings
	Clogged needle	Clean the needle
	Clogged filter	Clean, remove, or replace the filter



Model 4551A not performing washesWashes turned offCheck programmingModel 4551A needle assembly not lowering to pierce vialCarousel cover removed, interlock switch interruptedReplace carousel coverWrong vial typeUse only standard 40-mL VOA vials	Symptom	Probable Cause	Corrective Action
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Needle transfer and sleeve transfer lines reversedSwitch linesModel 4551A extracts wash water from VOA vialModel 4551A has been 		No transfer gas	Turn transfer gas on
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wash or waste station		Wash fill time excessive	Reduce wash fill time
	wash or waste station	Carousel cover is off	Replace carousel cover
		Low gas pressure	Ensure gas supply



Symptom	Probable Cause	Corrective Action
Reagent (blank) water drips from spout	Siphoning effect, bottle is higher than the Model 4551A	Position bottle lower than Model 4551A
One of the following zones shows no sign of power (move- ment): • Carousel • Needle Drive • Sample Valve • Actuator • Sample Pump	Associated cable may be unplugged	Contact the Customer Service Department
Wash station completely empties when filling sample loop	Wash fill time too short Loop fill time too long	Increase wash fill time Decrease loop fill time

SAM Option Troubleshooting Chart

Symptom	Probable Cause	Corrective Action
SAM (A or B) not injecting at selected intervals	SAM A and B programming reversed	Check programming
No spike	Vent switch on	Turn vent switch off
	Reservoir fitting loose	Tighten the reservoir fitting
	Leak	Perform a leak check
	Pressure is too low	Verify that the SAM is primed