



Model 5360 XSD Troubleshooting Guide

Once the Model 5360 XSD™ is installed and operating properly, note of the signal display, baseline offset, noise levels, and relative sensitivity at the various reactor temperatures.

The following is a chart of the most common troubles that can occur when using the XSD, along with their corresponding corrective actions. Each symptom potentially may be caused by more than one problem. Before using this guide, please become thoroughly familiar with the operation and maintenance information contained in previous chapters. If a problem still exists after reviewing the following chart or if a particular problem is not addressed, contact OI Analytical Technical Support at (800) 336-1911 (USA/Canada) or (979) 690-1711 for assistance.

SYMPTOM	CORRECTIVE ACTION
High Baseline	<p>Disconnect signal probe cable. If the baseline does not go to zero, check chart recorder or data acquisition connectors. Reconnect signal probe cable.</p> <p>Verify that the reactor temperature has not been reset to a higher temperature.</p> <p>Cap off column inlet with a no-hole ferrule. If the baseline returns to "normal," check the column and injector for excessive contamination</p> <p>Check the gain and voltage range jumpers on the Model 5300 Detector Controller board, located inside the Model 5300 Detector Controller, to ensure that it has not been changed (typical gain setting = x10 (G3) and JP7 (1VOUT) installed).</p> <p>Allow time for system to stabilize.</p>
Low Baseline	<p>If baseline is less than zero, verify that the polarity jumper has not been changed (standard setting is "inverted").</p> <p>Check connections to the signal probe cable at both probe and DIN connectors.</p> <p>Check the gain jumper to ensure that it has not been changed (typical gain setting = x10 (G3) and JP7 (1VOUT) installed).</p> <p>Verify that the reactor temperature has not been reset to a lower temperature.</p> <p>Check that the oxidant and column flow rates are properly set.</p> <p>Check for degraded seals.</p> <p>Check for leaks from the gas supply lines to the detector and vent valves.</p>



SYMPTOM	CORRECTIVE ACTION
No or Low Response	<p>Verify that the power is on.</p> <p>Check column continuity, column head pressure, and septum seal quality.</p> <p>Check oxidant flow rates.</p> <p>Check connections to signal probe cables and reactor cables.</p> <p>Increase reactor temperature. If no change in baseline, check data display/acquisition cables and connections.</p> <p>Check values of vent timing (logic of vent may be set incorrectly).</p> <p>Check Kalrez O-ring seal and graphite seal on bayonet connector.</p> <p>Check vent valve for improper seating or seal.</p> <p>Check oxidant flow rates, and verify that the sweep oxidant gas flow is not obstructed.</p> <p>Check if the jet tube is bent.</p> <p>Check injection technique and unswept dead volume in injector, or cold spots between column and detector assembly.</p> <p>Check for foreign matter in detector base and reactor assembly.</p> <p>Check for flow through the jet to ensure that there is no blockage in the column or at the jet ferrule.</p> <p>Check probe assembly.</p>