

COLORMIX TROUBLESHOOTING

Sartorius recommends that the Colormix scale be powered up and left on constantly. Shutting down the system at night may cause temperature compensation errors when the system is rebooted after the unit has been off for several hours.

Please be advised that the Colormix scale and it's related components need a PC in order to function. The scale will not operate at all without a PC, as the power to the unit comes directly from the PC. Most, but not all problems encountered with the Colormix system may be software related, and not necessarily be the fault of the scale or it's components.

Please contact you Support Entity's Help Desk for any formula retrieval or mixing problems first.

DISPLAY:

Should the screen appear dark, with the icons barely visible, ensure that the blue cable connecting the back of the Colormix terminal to the silver Ex-Links box is secure. Try pushing the cable further into the sockets at the silver box and the terminal. Always be sure to secure the cable with the clips provided on the Colormix terminal. If they appear loose, try bending the tabs on the blue cable slightly to pull the cable further into the socket. **NOTE: ALWAYS SHUT DOWN THE COMPUTER FIRST BEFORE DISCONNECTING AND RECONNECTING ANY EQUIPMENT. FAILURE TO DO SO WILL BURN OUT THE VGA CONTROLLER CARD INSTALLED IN YOUR COMPUTER!** If the problem persists, contact Sartorius for service.

At the Ex-Links box (YCO05), always be sure to install the small metal strap provided with the unit over the blue cable connector. If this piece is not in place, the cable could conceivably become slightly disconnected, causing various different display problems such as: bad or no backlighting, lines in the upper display, half-screens, or the like. For MSDOS applications, you may also change the contrast on the VGA flat panel display by removing the small white plastic plug located on the left side of the display housing, and adjusting the potentiometer with a small flat blade screwdriver. Several turns in either direction should make a significant change.

(Also see "RECOMMENDED CONTROL PANEL SETTINGS..." for Windows95 based applications.)

WEIGH WINDOW:

Partial or no display means that the black cable from the scale base has become disconnected.

Secure the cable and reboot the system. Failure to restart the system will cause zero point errors on the scale, and poor color matches will result, as well as overall volume discrepancies.

Any error code in the weigh window indicates that a weight cell problem exists. Place the pan on the scale and restart the system. If the problem persists, contact Sartorius Corp. for service.

Drifting or instability problems are usually caused by an outside influence on the weighing pan. Ensure that there is nothing touching the pan, and that there is no debris between the pan and pan support. If the unit continues to drift, try to access the scale setup menu to adjust the scale to the ambient conditions of the mixing room (see COLORMIX MENU ACCESS PROCEDURE).

Should you need further assistance please contact Sartorius Corporation at 1-800-635-2906, ext. 8337

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