

There can be different reasons for non-identification of substances

Transflectance reference

The transflectance insert may be defective

1. Please check that the transflectance insert and the glass measurement surfaces are clean and that the distance ring is fitted correctly.
2. Please re-run the transflectance reference measurement.
3. If it is still not possible to obtain a correct measurement then please contact customer service.



If you have any questions, please contact your local distributor or us: