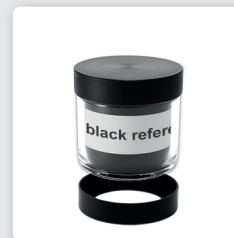


There can be different reasons for non-identification of substances

Black reference

The black reference measurement is incorrect

1. Please check that the black reference measurement surface is clean and that the distance ring is fitted correctly.
2. Please re-run the black 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: