

Troubleshooting

1. Eliminate common error sources:
 - a. Are the sample window and glass bottom of the sample cup clean and scratch-free? (see manual, section 2.6.)
 - b. Is the black adapter ring on?
 - c. Did you set up the sample cup with the transfectance insert before starting the referencing?
 - d. Was a reference or a sample cup with substance set up instead of the sample cup with the transfectance insert?
2. If you are not sure whether or not an error occurred during referencing, repeat the entire measurement process.
3. If you are still unable to obtain a valid measurement for the transfectance reference, please contact our customer service.

