

Troubleshooting

1. Eliminate common error sources:
 - a. Are the sample window and glass bottom of the standard white reference clean and scratch-free? (see manual, section 2.6.)
 - b. Is the black adapter ring on?
 - c. Did you set up the white reference before starting the referencing?
 - d. Did you mix up white and black reference?
 - e. Did you mix up the white reference with large and small white surface area? (Use the small area only in combination with the sample insert for small amounts of substance)
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 white reference, please contact our customer service.



Troubleshooting

1. Eliminate common error sources:
 - a. Are the sample window and glass bottom of the white reference for sample insert clean and scratch-free? (see manual, section 2.6.)
 - b. Is the black adapter ring on?
 - c. Did you set up the white reference for sample insert before starting the referencing?
 - d. Did you mix up white and black reference?
 - e. Did you mix up the white reference with large and small white surface area? (Use the small area only in combination with the sample insert for small amounts of substance)
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 white reference for sample insert, please contact our customer service.

white reference for
sample insert

