

Troubleshooting

1. Eliminate common error sources:
 - a. Are the sample window and glass bottom of the black reference clean and scratch-free? (see manual, section 2.6.)
 - b. Is the black adapter ring on?
 - c. Did you set up the black reference before starting the referencing?
 - d. Did you mix up black and white reference?
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 black reference, please contact our customer service.

