

## Meter Return - General Troubleshooting

When receiving a meter return from your customer, please make sure the customer has included the meter, adaptor and all probes. **Before offering a warranty or shipping the meter back to the factory for repairs, here are a few troubleshooting options to try.**

### Common Problems to Check for:

#### 1. Physical Check

- Physically check the probe for any broken or missing parts. eg. Calibration screw (trim pods), TDS and pH Probe, Adapter and the Meter itself.

#### 2. Probe Cleanliness

- Check the TDS and pH probes to ensure that they are clean.
- If the probes are not clean, submerge the probe in pH down for one to two minutes then rinse thoroughly with water.
- You can also try cleaning the probe with a Q-tip or a toothbrush and water.

#### 3. Diagnosing the Problem

- Plug in the meter.
- Check if everything is powering up.

#### Testing the pH Probe

- Connect the pH probe to the meter and plug the A/C adapter into power.
- Using 2 separate containers, fill one container with 1 cup of pH 7.0 and the other container with 1 cup of pH 4.0
- Submerge the pH probe into the pH 7.0 solution and calibrate it to 7.0.
- Rinse off the pH probe with pH 4.0 solution.
- Submerge the pH probe into the pH 4.0 solution, if the reading is still close to 7.0 then the pH probe should be replaced and calibrated again to ensure it will calibrate correctly.

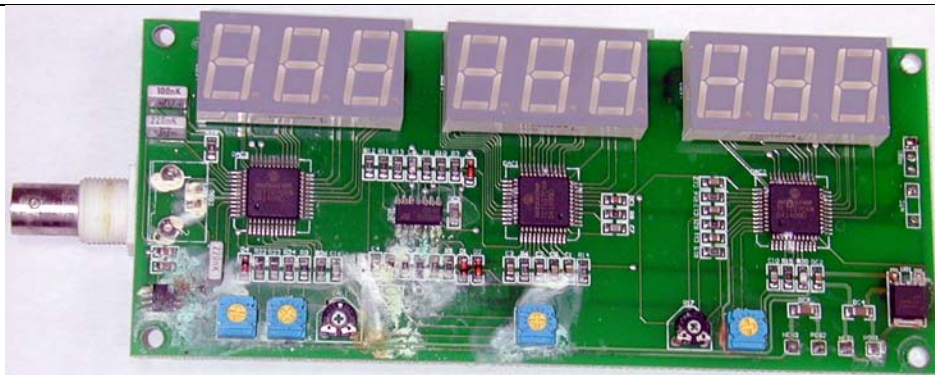
#### 4. Testing the TDS Probe

- Plug in the meter and submerge the TDS probe into 1 cup of TDS solution. Allow the probe to sit in the solution for a few minutes to allow the temperature to compensate.
- Your reading should stabilize once this is complete; calibrate to match reference solution used.
- If your reading is 00, your probe has likely failed and needs replacing.

#### 5. Checking for Water Damage

- A visual inspection of the unit should reveal water damage.
- Inspect outer housing including serial number decal (water smug)
- Remove the four screws from the back. Look for white build up around the display blocks, parts and also check for a film on the board itself.
- If the blocks or board display signs of water penetration, then it should be returned to the factory for repair at end users expense.

Figure 1



Board with water damage

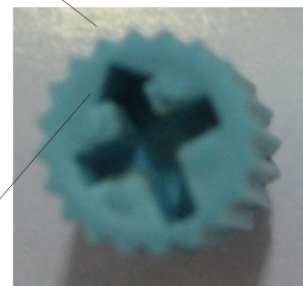
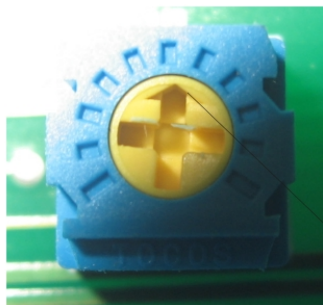
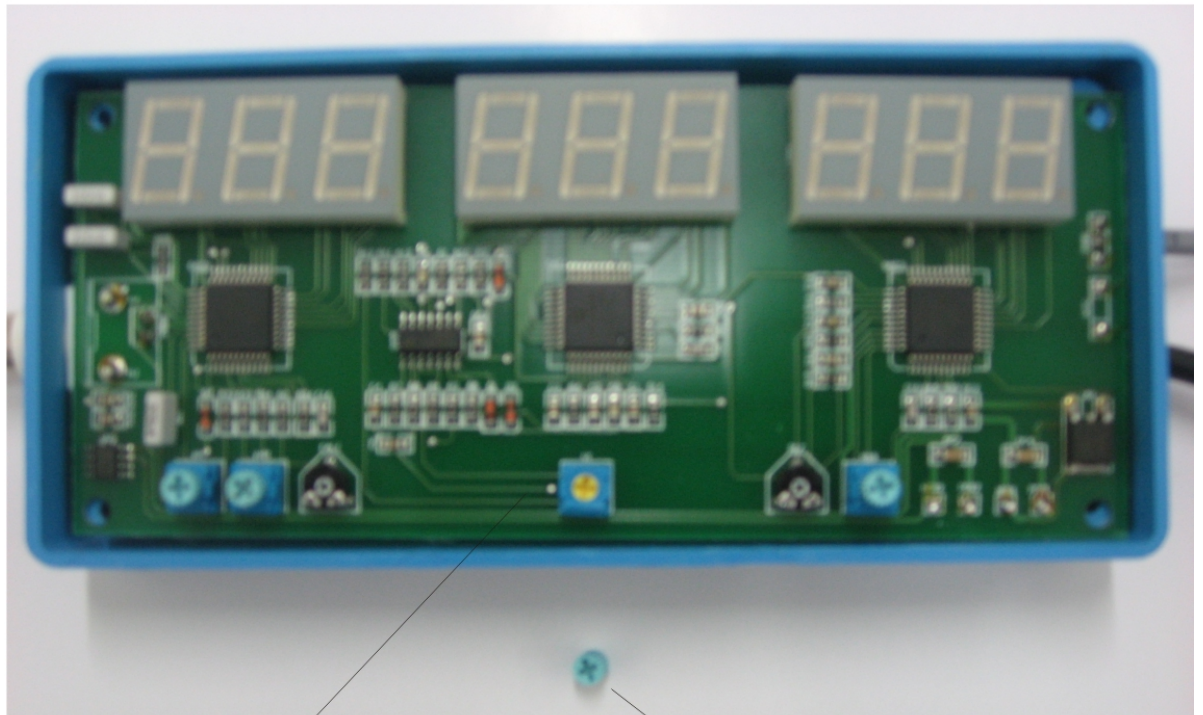
## 6. Calibration Screw (Trim Pod) Replacement

- If a calibration screw is broken, it is easily repaired.
- Remove screws from casing as above.
- Remove any remains of Blue Trim Tab until the Yellow portion is visible.
- Line arrows up with the replacement Tab (See figure 2)
- Firmly seat the Blue Tab into the grooves of the yellow Tab.
- Replace cover and confirm calibration on the replaced Tab.

These are some of the basic steps you can use to check the meter yourself and maybe avoid the high cost of shipping back to the factory. If you have any further questions or require more information, please contact Mike at Future Harvest Development 1-866-491-0255.

Figure 2

## nutradip trimeter - Trim Pod Replacement



These arrows MUST  
be aligned