

# ***MIC SAS<sup>®</sup> II 5800***

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***SUB-SIEVE AUTOSIZER***



**micromeritics<sup>®</sup>**

***ERROR MESSAGES***

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Dec 2024

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## ***CORPORATE PROFILE***

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Micromeritics Instrument Corporation is the world's leading supplier of high-performance systems to characterize particles, powders and porous materials with a focus on physical properties, chemical activity, and flow properties. Our technology portfolio includes: pycnometry, adsorption, dynamic chemisorption, particle size, intrusion porosimetry, powder rheology, and activity testing of catalysts. The company has R&D and manufacturing sites in the USA, UK, and Spain, and direct sales and service operations throughout the Americas, Europe, and Asia. Micromeritics systems are the instruments-of-choice in more than 10,000 laboratories of the world's most innovative companies and prestigious government and academic institutions. Our world-class scientists and responsive support teams enable customer success by applying Micromeritics technology to the most demanding applications. For more information, please visit [www.Micromeritics.com](http://www.Micromeritics.com).

## ***CONTACT US***

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### **Micromeritics Instrument Corporation**

4356 Communications Drive  
Norcross, GA 30093-2901 USA  
Phone: 1-770-662-3636  
[www.Micromeritics.com](http://www.Micromeritics.com)

### **Instrument Service or Repair**

Phone: 1-770-662-3666  
International: Contact your local distributor or call 1-770-662-3666  
[Service.Helpdesk@Micromeritics.com](mailto:Service.Helpdesk@Micromeritics.com)

### **Micromeritics Application Support**

[Support@Micromeritics.com](mailto:Support@Micromeritics.com)

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## ***ERROR MESSAGES***

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If the *Action* response indicates to contact a Micromeritics Service Representative, record the error message, then make backup copies of any files involved in the operation.

**1      Piston could not be engaged in [n]s. Analysis canceled.**

*Cause:* Obstructing piston movement will result in this error.

*Action:* Remove obstruction.

**2      Initial porosity [n] could not be reached in [n]s. Analysis canceled.**

**3      Porosity [n] could not be reached in [n]s. Analysis canceled.**

**4      Porosity [n] could not be reached. Analysis canceled. Check entered mass and density of sample.**

*Cause:* Sample mass or density is incorrect, or mass and density are not within 5%.

*Action:* Check the sample mass and density.

**5      Flow rate adjustment timed out. Analysis canceled.**

**6      Flow rate ramp timed out. Analysis canceled.**

*Cause:* Particle size may be outside of instrument specifications. There may be a problem with the gas supply.

*Action:* Check that the gas supply pressure is adequate and consistent. Check that the regulator pressure is set according to the instrument Operator Manual. Check for leaks or kinks in the external gas lines. Check for blockages or obstructions on the piston, anvil, and sample tube plugs.

**7      Reserved for future use.**

**8      Pressure build-up detected. Flow stopped.**

*Cause:* High pressure caused by combination of flowing gas while an obstruction on the anvil is present.

*Action:* Remove blockage.

**9      Could not set flow rate during initialization. Check gas supply.**

*Cause:* During initialization of the instrument, the MFC is set to 5 sccm and then back to 0 sccm. If the MFC cannot be set, this most likely means that the gas supply is dis-

connected.

*Action:* Check that the gas supply pressure is adequate and consistent. Check that the regulator pressure is set according to instrument Operator Manual. Check for leaks or kinks in the external gas lines. Check for blockages or obstructions on the piston, anvil, and sample tube plugs.

**10 USB printer is not attached. Print job is queued.**

*Cause:* Print after analysis is selected, but the printer is either not configured, not connected to a USB port, or not turned on.

*Action 1:* Ensure that the printer is connected to the instrument and turned on. Ensure that the printer is configured for use with the instrument. The report will be sent when the printer is ready. See the MIC SAS II 5800 Operator Manual part number 580-42800-01.

*Action 2:* Turn off printing after analysis in the *Maintenance* view. See the MIC SAS II 5800 Operator Manual part number 580-42800-01.