

# **SMART VACPREP<sup>TM</sup>**

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**INTELLIGENT VACUUM SAMPLE PREPARATION SYSTEM**



**micromeritics®**

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## ***ERROR MESSAGES***

Apr 2023

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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 and shape, 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, 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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## ***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.

**4400 The computer does not have the communications port specified for the SmartPrep(s). Cannot initialize.**

*Cause:* The communications port associated with this unit was not valid.

*Action:* Run the setup program and set up the unit on a valid port.

**4401 The communications port specified for the SmartPrep(s) is already in use. Cannot initialize.**

*Cause:* The communications port associated with this analyzer is in use by some other program in the system.

*Action:* Close the other program to release the port. Restart the analysis application.

**4402 The communications port specified for the SmartPrep(s) cannot be accessed. Cannot initialize.**

**4403 Cannot communicate with SmartPrep Unit [n].**

*Cause:* The communications port associated with this unit was not valid.

*Action:* Run the setup program and set up the unit on a valid port.

**4404 The application version of the SmartPrep Unit [n] is invalid.**

*Cause:* The controller application running on the designated analyzer is invalid.

*Action:* Use the SmartPrep setup program to download the proper controller application to the analyzer, or if unavailable, contact a Micromeritics service representative.

**4405 Fatal communications error with SmartPrep Units[n].**

*Cause:* There was a fatal error in the serial communications between the application and the SmartPrep Instrument Controller. All displays for that SmartPrep will be closed.

*Action:* Ensure that the SmartPrep is properly chained to the computer on the communications port configured in the *Setup* program. Stop and restart the application. Contact a Micromeritics service representative if this error message continues.

**4406 A maximum of [n] files may be selected.**

*Cause:* Too many files were selected for the SmartPrep start degas operation.

*Action:* Retry the operation with the proper number of files (1 per port).

**4407 Error searching for installed Smart VacPreps. The registry could not be read.**

*Cause:* The application was not installed properly.

*Action:* Reinstall the application. Contact a Micromeritics service representative if this error message continues.

**4408 The [n] in [n] already has Smart VacPrep S/N [n]. The Smart VacPrep must be removed from the [n] before it can be added.**

*Cause:* The Smart VacPrep was already installed for another application / unit.

*Action:* Remove the Smart VacPrep from the installed unit before adding it to the preferred unit.

**4409 A free IP address on the same subnet as [n] could not be found.**

*Cause:* All IP addresses on the network for the Ethernet card specified during installation are in use by other Micromeritics applications on this computer.

*Action A:* Uninstall unused Micromeritics applications.

*Action B:* Configure a different Ethernet card for use by the application using the application installer.

**4410 The .INI file could not be updated with configuration for Smart VacPrep S/N [n].**

*Cause:* The application .INI file is opened by another application and could not be updated.

*Action:* Close all open applications and add the Smart VacPrep again using the Smart VacPrep menu.

**4411 Error dosing.**

*Cause:* The backfill timed out.

*Action:* Ensure there is gas available and the pressure regulator is set to the appropriate pressure. Also ensure that the gas supply regulator shutoff valve is open.

**4412 Error calibrating the servo.**

*Cause:* Calibration results are out of range.

*Action:* Follow standard calibration procedures and try again. Contact a Micromeritics ser-

vice representative if this error message continues.

**4413 Error overheating on port [n]. Current = [n] [n], Target = [n] [n], Limit = [n] [n].**

*Cause:* The temperature of the indicated mantle exceeded the maximum allowed value.

*Action:* Ensure the power and thermocouple connectors for the mantle are properly installed. Contact a Micromeritics service representative if this error message continues.

**4414 Error thermocouple unplugged on port [n]. Target = [n] [n].**

*Cause:* The thermocouple is unplugged or has malfunctioned.

*Action:* Ensure the thermocouple is plugged in. Contact a Micromeritics service representative if this error message continues.

**4415 Degas transducer zero calibration failed. Current Offset = [n] counts, Current Pressure = [n] [n], New Offset = [n] counts, Nominal = [n] counts.**

*Cause:* The pressure transducer offset exceeds the recommended limit.

*Action:* Ensure that the vacuum pump is on. Repeat the pressure offset calibration. Contact a Micromeritics service representative if this error message continues.

**4416 Degas transducer scale calibration failed. Reference = [n] [n], Current = [n] [n], New Scale = [n] [n] count, Nominal = [n] [n] count.**

**4417 Degas vacuum gauge low point calibration failed. Reference = [n] [n], Current = [n] counts.**

*Cause:* The transducer offset calibration was rejected.

*Action:* Contact your Micromeritics Service Representative.

**4418 Degas vacuum gauge high point calibration failed. Reference = [n] [n], Current = [n] counts.**

*Cause:* The vacuum gauge calibration was rejected.

*Action:* Contact your Micromeritics Service Representative.

**4419 Error reading servo DAC.**

*Cause:* There is a problem with the servo DAC timing out.

*Action:* Contact your Micromeritics Service Representative.

**4420 Communications error.**

*Cause:* The application failed to connect to the Smart VacPrep.

*Action:* Ensure the unit is powered and properly connected to the network specified during installation. Check the power cable, power switch, and Ethernet cable, then reconnect to the Smart VacPrep either through the Smart VacPrep menu for this analyzer or by restarting the application. Contact a Micromeritics service representative if this error message continues

**4421 Smart VacPrep S/N [n] is busy and could not be removed.**

*Cause:* The Smart VacPrep cannot be removed because it is currently performing an operation.

*Action:* Wait until the Smart VacPrep completes the current operation and try again.

**4423 The sample [n] is already selected on port [n].**

*Cause:* The selected sample file is already selected for use on a different port.

*Action:* Select another sample file for this port.

**4424 The file [n] on port [n] could not be opened. Check if the sample file is already in use for editing or analysis.**

*Cause:* The selected sample file is already open by this or another application.

*Action A:* The selected sample file is damaged.

*Action B:* Select another sample file.

**4425 The sample [n] on port [n] has an invalid status and cannot be used for degassing.**

*Cause:* The status of the file is not consistent with the current operation.

*Action:* Select a sample file that has not been used for an analysis. Only sample files with a status of *No Analysis* or *Prepared* may be selected.

**4426 Port [n] is currently in use. Operation cannot be started.**

*Cause:* The current operation cannot be completed because the port is already in use.

*Action:* Wait for port to terminate operation or perform the desired operation on an unused port.



**4427 Smart VacPrep S/N [n] is already in use.**

*Cause:* The Smart VacPrep is configured for use by another Micromeritics application.

*Action:* Remove the specified Smart VacPrep from other Micromeritics applications before using it with this application.

**4428 Error no response on port [n]. Current = [n] [n], Target = [n] [n].**

*Cause:* The Smart VacPrep cannot be removed because it is currently performing an operation.

*Action:* Wait until the Smart VacPrep completes the current operation and try again.