

8. Problem solving

Problem	Cause	Remedy
Displayed pH level doesn't seem to change	Problem with cable and/or connector	<ul style="list-style-type: none"> → Make sure that the sensor-pH Perfect connection is not short-circuited (between the central core of the cable and the exterior sheathing) → Make sure that there is no moisture and/or condensation around the BNC socket
The appliance always displays a high value or the measurement is constantly unstable	The electrode connection cable is damaged	→ Check the cable and/or the BNC socket
	The pH sensor has an air bubble in the bulb	→ Put the sensor into upright position and shake gently so that the air bubble rises back up to the top <i>Note:</i> The sensor should be fitted in a vertical position or at an angle no greater than 45°
	The pH sensor is worn	→ Replace the pH sensor
	The sensor cable is too close to a power cable causing interference	→ Reduce the distance between the appliance and the sensor and/or place the cable elsewhere
Impossible to calibrate (error message) Quality of calibration of the pH sensor < 25%	Buffer solution is ineffective	→ Make sure that the solution hasn't expired
		→ Check the pH buffer solution with a pH electronic meter
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	Problem with the sensor's porous element, dirt deposits	<ul style="list-style-type: none"> → Make sure that the electrode bulb is in good condition, that it has not been allowed to dry out of the water. As a last resort, clean by soaking the electrode in a 10% hydrochloric acid solution → Check that the porosity of the sensor is in good condition (wash the sensor in an acid solution).
	The pH sensor is worn	→ Replace the pH sensor
Slow response from the pH sensor	Static electricity on the pH sensor	→ During the calibration phase DO NOT WIPE the pH sensor with a cloth or paper, but after rinsing, shake it gently