HORIBA LAQUA

Troubleshooting LAQUAtwin Ca-11, NO3-11, K-11, Na-11 & Salt-22

Does the meter switch on?

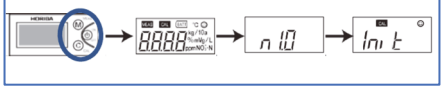
- Yes → Is it possible to calibrate the meter?
- No → Replace the batteries. Does this work?
  - No → Fill out the QUALITY form and send to waterquality@horiba.com
  - Yes → Problem solved

Is it possible to calibrate the meter?

- Yes → The issue might be application related. Please send an email to waterquality@horiba.com with the following information:
  - What is the application?
  - What is the sample?
  - Did the meter work before in this application?
  - What is the expected measurement value?
  - Which calibration points were used?
- No → **Reset to factory defaults**

All settings will be reset to the factory default settings. Calibration data will be deleted.

1. Power OFF the meter.
2. Simultaneously press and hold **MEAS**, **ON/OFF** and **CAL** keys (approx. 3 seconds).
3. Press **CAL** to confirm or **ON/OFF** to cancel



→ Calibrate the meter. Did this work?

- Yes → Problem solved
- No → Check if the correct calibration points are set in the meter.

These values should be the same as on the calibration standard

Open settings menu

1. Power OFF the meter.
2. Simultaneously press and hold **MEAS** and **ON/OFF** keys (approx. 3 seconds).
3. Press **CAL** to confirm and go to the next setting.

Set Low calibration point

Set the value to match the standard solution.
Value can be set from 5 to 990ppm.

4. Press **MEAS** to scroll. Keep pressed to increase scrolling speed
5. Press **CAL** to confirm and go to the next setting

Set High calibration point

Set the value to match the standard solution.
Value can be set from 160 to 9990ppm.

6. Press **MEAS** to scroll. Keep pressed to increase scrolling speed
7. Press **CAL** to confirm and go to the next setting

Change the values if needed and calibrate again, did this work?

- Yes → Problem solved
- No → Condition the electrode
  1. Power OFF the meter.
  2. Place some drops of 2000 ppm standard solution on the sensor.
  3. Wait a few hours.
  4. Dispose of the standard solution.
  5. Rinse the sensor with DI or tap water.

  → Calibrate the meter. Did this work?
  - Yes → Problem solved
  - No → Do you have another electrode of the same type?
    - Yes → Place this electrode on the meter and calibrate, does it work?
      - No → The meter is not working properly
      - Yes → The electrode is not working properly
    - No → Fill out the QUALITY form and send to waterquality@horiba.com Include a close up picture of the electrode, we might be able to give further assistance. If it is a sensor problem than please include a clos-up picture of the sensor as shown below.

Calibration worked but the measurements are not like expected.

This is where the MFG numbers are