

Troubleshooting

Problem	Causes and Resolutions
Peaks elute at or near void.	This is caused by strong solvent causing the peaks to elute too early. Causes include: -Solvent lines reversed. -Solvent line(s) in wrong solvent. -Wrong solvent(s) chosen for run. -Contaminated solvent bottles.
Peaks have poor shape.	Sample exposed to strong solvent during run. -Sample dissolved incorrectly (100% strong solvent, usually affects first peak more). -Test sample dissolved for C18 run on silica. -Test sample dissolved for silica run on C18. -Strong solvent in system- a second run should run fine in this case. -Leak- loose solvent line.
Sample fails to elute or elutes late.	Strong solvent isn't properly running through the column. -"B" solvent line not in solvent bottle. -Wrong solvent line chosen for B solvent (no solvent or a weak solvent being delivered). -Leak (loose "B" solvent line). -Contaminated "B" solvent.
Peaks elute early with little or no resolution.	Possible weak "A" solvent delivery problem. -"A" solvent line loose. -Wrong solvent line chosen. -Contaminated "B" solvent.
Weak or no UV signal for sample.	There are two causes for this: 1. Sample didn't elute. 2. Flow Cell contamination. -Flush flow cell with 2-propanol, absolute ethanol, or acetone followed by "B" solvent, followed by "A" solvent. -Verify sample volume injected.
Weak ELSD signal.	-Fill "P" Trap. -Verify correct settings used.
Weak mass spectrometer signal.	-Verify nitrogen pressure to mass spectrometer. -Verify ion settings. -Verify tune files loaded. -Confirm carrier solvent bottle is filled. Prime carrier solvent. -Verify carrier solvent prime valve is closed.
Mass spectrometer signal doesn't align with UV peaks.	-Verify carrier solvent prime valve closed. -Verify correct delay tubing installation. -Verify correct delay tubing value in system configuration.
Split peaks.	-Poor injection. -Column problem.

Should you need assistance with these instructions, please contact Teledyne ISCO.

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