

**Troubleshooting Guide – General Advice for All MCM Hygrometers**Document ref: MCM_UG_003
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SYMPTOM	CHECK PROCEDURE	RESULT	DIAGNOSIS	REMEDY
Sudden change in displayed reading to a "wet" value	Apply known "dry" gas and monitor displayed reading	No Change OK	Short circuit or electrical fault Wet gas in system	Return for service Check sample system for leaks / purge with known "dry" gas
Sudden change in displayed reading to a "dry" value	Apply known "wet" gas and monitor displayed reading	No change OK	Open circuit Sample system problem	Return for service Check for back-flushing
Gradual increase in displayed reading	Apply known "dry" gas and monitor displayed reading	No change Some change OK	Sensor or sample pipes contaminated Loss of sensitivity / sensor contamination Leak in sample system	Return for service / fit pre-filter to sample system Apply Push Purge®. If no change then send for service Fix leak
Slow response to step changes	Check sample gas flow rate	No change	Possible sensor contamination	Clean sample system and apply Push Purge®. If no change then send for service
Error codes showing other than e00	Check error codes		Follow code descriptions	If unable to rectify then return for service.
Sensor temperature <45°C	Check sample gas flow and adjust to minimum recommended level	No change	Fault on temperature control circuit	Return for service
Sensor temperature unable to reach 100°C with Push Purge®	Check sample gas flow and adjust to minimum recommended level	No change	Fault on temperature control circuit	Return for service
Displayed reading off-scale "wet" with desiccant seals connected	Purge sensor with known "dry" gas and change desiccant in seals	No change	Wet desiccant	Oven bake desiccant at >105° for 12 hours and repeat

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