

Top Ten Frequently Asked Questions for pHScan Testers

1. How often do I need to calibrate my tester?

Suggestion: Probably once everyday if you use it daily. Or at least once weekly if you use 2 or 3 times per week.

2. How can I tell if a pHScan tester has been abused or defective?

Suggestion: If the sticker in the battery compartment shows ink bleeding, the tester had water in it. Look for signs of rust in the tester battery contact. Other abuse includes broken pH electrode bulb, cracked housing, and dirty, clogged reference junction plug at the bottom of the tester.

Exposure to strong chemical samples and liquid under high temperature must be avoided. Preferably to use specialized pH electrodes with pHScan BNC or pHScan3 BNC.

3. What kinds of uses should be avoided for pHScan tester?

Suggestion: Never use the pHScan tester in liquids with high concentrations of heavy metals, sulfides, proteins, or oil; in temperature above 80°C; in slurry where large particles can possibly damage the glass pH electrode bulb.

4. Why my tester couldn't turn on after long usage?

Possible reasons: Batteries not properly installed or dead. Or defective keypad.

Remedy: Re-insert batteries or use new ones (check polarity when inserting). Replace new keypad through your authorized distributors.

5. Why does my tester read "Or" or show erratic reading when power on?

Possible reasons: Electrode held in air, it acts like an antenna. Not dipped or in contact with sample solution.

Remedy: Dip the electrode into sample solution up to the colored band. Note reading.

6. Why does my tester take sometime to get a stable reading?

Possible reasons: Electrode was dry or not properly conditioned. Reference junction is possibly clogged up.

Remedy: Pre-soak the electrode for 1 hour in tap water before using. Use electrode cleaning solution, EC-DPC-BT to remove any residues.

7. How should I store/maintain my pHScan?

Suggestion: Always rinse with tap water after each use, and store it with storage solution at end of the day. It is advisable to line a thin layer of sponge or cloth at bottom of cap moisten with storage solution, and keep the tester capped. Avoid storing in deionized water as it may cause the reading to be sluggish. Soak the electrode for 30 minutes in electrode cleaning solution weekly for excellent performance.

8. What applications are ideal for pHScan?

Suggestion: Treated waste water, potable water, boiler feed and cooling tower water, swimming pools, all types of naturally occurring waters (lakes, streams, ground and ocean water), agriculture, aquaculture, hydroponics chemical applications, water purification processes (R.O. and deionizing), food and beverage water testing, chemical process water and many more.

9. How do I de-code error messages on pHScan?

Suggestions: E1 means low battery. E2 means wrong buffer selected for calibration (choose pH4, 7 and /or 10). E2 can also mean the reference electrode and reference junction plug are fouled/contaminated and the tester needs to be replaced. OR or UR means the signal is over-range or under-range of the pHScan measurement range.

10. What accessories are available to keep my pHScan functioning properly?

Suggestions: Fresh calibration pH buffers, pH 7, pH 4 and pH 10 - tablets, solutions or single-use sachets. Electrode storage solution; Electrode cleaning solution for weekly soak to remove any residues. Carrying pouch (belt loop) for carrying tester with you. Lanyard to be attached on pHScan's eyelets to prevent accidental loss.