Trutest Troubleshooting

- Check the aerosol canister. Is it inserted correctly and fully? The canister should protrude from the bottom of the receptacle by ½"(Ins.)
- Is the nozzle on the can attached and is the can at room temperature?
- Is the can empty or close to being empty?
- When/If the machine is testing, can you hear the aerosol firing/clicking?
- Is the fuse on the MCU OK?
- Have you tried using both data cables and is the same error coming up with both?
- Have you checked all of your connections?
- Is the reflector in the test cup still level by eye?
- Has the unit been dropped recently? – Are any of the test tubes loose from their collars?
- When was the last calibration performed? (refer to the sticker on the left side of the head unit)

Reset Procedure

A 'System Error Message' may sometimes be resolved by performing a reset.

NOTE: This will only work with version 2.1C and above.

1) Connect the control unit to the main unit with the cable as if you were doing the test
2) Turn on the unit (Make sure it says v2.1C or above)
3) Press [Set-Up]
4) Press [3] for number of tests
5) Press [Test Mode]. The diagnostics mode will come up.
6) Press [9] to reset the sensors
7) Press [1] for yes
8) Shut the control unit off and then back on. The sensor is now reset.
   Try running the machine now. If it still fails it MUST be returned for Calibration Diagnostic Mode.

The Trutest Request Return Materials Authorization (RMA) can be requested at:
http://www.sdifire.com/site/support/support_rma_request_form/

www.sdifire.com