Error "Shutter failed to home" on ACQUITY PDA detector - WKB1193

SYMPTOMS

• The error "PDA Detector: Shutter failed to home" occurs
• Recycling the power does not correct it
• Flushing the flow cell with Mobile Phase does not correct it
• Shutter assembly could not home when 2998 is powered-on after a shutdown

ENVIRONMENT

• ACQUITY UPLC PDA Detector
• 2998 Photodiode Array Detector

CAUSE

Air bubbles is in the flow cell.

FIX or WORKAROUND

1. Flush flow cell with 100% water, 100% methanol, or 100% acetonitrile
   1. reboot PDA with 100% water, 100% methanol, or 100% acetonitrile in the flowcell
   2. If step 1 does not resolve issue move to step 2
2. Follow the Controlling Contamination Cleaning Procedure
3. Reset communications.
ADDITIONAL INFORMATION

comms, eluent