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

This article is a portion of a Troubleshooting Path. To begin troubleshooting this issue, please select the link below.

Shutter failed to home

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SYMPTOMS

The error "PDA Detector: Shutter failed to home" occurs.

ENVIRONMENT

- ACQUITY Console
- Empower
- MassLynx
- ACQUITY PDA detector

CAUSE

Powering the detector off and on while an air bubble is in the flow cell.

FIX or WORKAROUND

1. Flush the flow cell with compatible solvent.
2. Start the flow of solvent to eliminate air bubbles.
3. Power the detector off and on again so that it initializes with fresh solvent in the flow cell.
4. Reset communications.