SYMPTOMS

• ACQUITY QDa crash vented during acquisition.
• ACQUITY QDa failing to pump back down, only reaches 40% turbo speed.
• Failure occurred two weeks after system installation.
• Turbo pump power very high (>70W)
• Turbo speed does not reach 100%
• Cannot pump down

ENVIRONMENT

• ACQUITY QDa (Standard)

CAUSE

Diaphragm pump not performing at optimum efficiency.

FIX or WORKAROUND

1. Replace diaphragm pump (Part Number 700009640)
2. Pump down instrument
3. Verify that turbo pump power is now within normal range (around 45W)
ADDITIONAL INFORMATION

| Part Number | 700009540 |

https://support.waters.com/KB_Inst/Mass_Spectrometry/WKB3794_ACQUITY_QDa_turbo_timeout
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