



TOTALFLOW

Technical Bulletin 145

# **NGC 8206 losing pressure and timing settings when analog board resets**

Totalflow Technical Bulletin

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## Purpose

To describe a rare problem that could occur on installed NGC 8206 chromatographs. The unit could revert back to default pressure and timing parameters causing erroneous results.

## Description

A small number of cases have been reported where the Analog Board in the NGC will reset and lose some factory pressure and timing settings. The carrier pressure and analysis time could revert back to original pre run-out test settings. Both carrier pressure settings will be 25 psig and the cycle time will be in the three minute range.

Steps to recover from this problem are as follows:

- Place your PCCU-NGC Software into factory mode setting
- Make sure the NGC is in Hold and at the end of a cycle
- Using PCCU-NGC, select entry mode and go to the top of the tree view and select the “Applications tab”
- Find the GCM Interface which should be Application 30. Change from “GCM Interface” to “Spare” from the drop down menu which appears when you click on GCM Interface.
- Press the “SEND” button
- Go back in to the same table, to Application 30 and from the drop down menu change from “Spare” to “GCM Interface”
- Press the “SEND” button
- This process should recover the appropriate settings for the carrier pressure and cycle time.
- Go to the peak find and run a single cycle to confirm both chromatograms have the peaks labeled correctly and are similar to what was run before. If this has been running on the short cycle for some time it may take a few cycles to clean the columns up.
- If chromatograms do not have peaks labeled correctly or they do not appear like previous runs, you should place the analyzer into automatic peak find.



Once the analyzer is set up and running there is one last step that **MUST BE DONE**. If you are starting up or working on an existing site, this step should be done to avoid the possibility of the analyzer reverting back to the old pre run-out settings.

- Go to the tree view and select GCM Interface. Under the GCM Interface is Operation. Click on Operation and then select the “Manual Operation” screen. Once on the Manual Operation screen go to “Save Setup to Memory” and click on the value slot, a drop down menu will appear, select “ON” and hit the SEND button. This will keep the analyzer from going back to the same carrier settings and the 3 minute cycle.

## **Conclusion**

If you have an NGC that appears to lose pressure settings without being changed by the user then we recommend you upgrade the FLASH in that particular unit. This data loss is only occurring on a small number of units so we don't believe there is a need to replace the FLASH on all units unless there is a need or desire to keep all units at the same revision level.

The next release of the FLASH -017 will address this issue and correct it.

If you have questions call Totalflow support at (800) 442-3097 option 2.