

ALERT 8200 Series

Troubleshooting Guide

Underfill

- **Problem**

When I open the software “DAQ Error” appears on screen

Cause

This is the first time that this particular USB Box has been used on this machine

The program has been opened before the box was connected

Solution

Using the “Hardware” section of the software configure each individual channel to its corresponding physical channel, i.e. channel 0 to channel 0

Close the Program down and restart the program

- **Problem**

All the Channels are “grayed out” and can’t be activated

Cause

This is the first time that this particular USB Box has been used on this machine

The program has been opened before the box was connected

Solution

Using the “Hardware” section of the software configure each individual channel to its corresponding physical channel, i.e. channel 0 to channel 0

Close the Program down and restart the program

- **Problem**

When I go to the “Test” tab my loadcell displays a fixed number

Cause

There is an open circuit on the cable

The “Loadcell” has been overloaded

Solution

Return equipment to Purpora Engineering for repair

- **Problem**

After placing my loadcell and probe in the tank my numbers are not between 0.5 and 1.7

Cause

The “Loadcell” calibration is wrong

The Probe is too high/too low

The incorrect amount of ballast has been added

The incorrect specific gravity of the fuel has been entered

Solution

Check the calibration of the “Loadcell” using a 1lb weight and the calibration software

Adjust the height of the “Loadcell”

Check the weight of the probe against the probe pre-load weight on the “Test” tab

Take a sample of fuel from the tank bottom to confirm product SGU

Problem

My test starts trending down halfway through a test

Cause

Liquid is leaving the tank

Atmospheric conditions are changing

Solution

Check for anyone dispensing

Extend test to allow for the conditions to stabilize or abort the test for the day

- **Problem**

During my test the graph is bouncing all over the screen

Cause

This is usually due to the incorrect ration between the specific gravity of the fuel and the buoyancy of the probe

Solution

Check for excessive (over 3 inches) of water in the tank.

Check the measured numbers entered into the “Test” tab

Check the probe weight vs the probe pre-load weight

- **Problem**

When you start the test, display numbers are 1.234567

Solution

This usually indicates the Signal Box device driver is locked up.

Reboot Laptop and restart test. If running multiple tests, check all channels before starting the tests.

Ullage

- **Problem**

On the reference tab the screen shows “Analog input #0 not installed”

Cause

This is the first time this USB box has been used with this particular laptop

The USB box was connected to the machine after the software was opened

The USB driver has no initialized before the software opened

*** If you have not updated to V 1.3, this can happen as well. Uninstall V 1.2, Instacal and download V 1.3 and reinstall drivers. (Steps 16-20 in software installation instructions.)

Solution

Run Instacal (Found under **All Programs, Measurement Computing, Instacal 32**), your board should display in the window.

Close the software down and re-open it

Problem

Unable to run a reference due to too much noise

Cause

Poorly grounded laptop/equipment

Excessive noise either in the tank or on site

Solution

Disconnect the power supply to the Laptop or use the provided grounding cable

Isolate potential noise sources e.g. Hot running STP, Diesel trucks nearby etc

Problem

“Start” test button is grayed out

Cause

Incomplete or no Reference

Solution

Run a complete reference before attempting the test

Problem

Unable to generate graph for report

Cause

Excel is not installed

Solution

Install excel

Problem

“Data Overrun” error

Cause

You are running the software version 1.2

Solution

Upgrade to version 1.3. Register and Log into www.purporaengineering.com and download software under Tank Testing page.

If you have any problems with any of the above or you have an issue that is not listed above please contact Purpora Engineering at 262-536-4081 and someone will be more than happy to assist.