

Photometer Support Checklist

If you feel that your photometer result is incorrect, we urge you to complete this checklist. If you continue to have concerns regarding your photometer, please [contact our team](#).

Reagents and Method

Please check the following items, if you have not completed all actions, please repeat your test.

- Are the reagents in date?
- Have the reagents been used in the correct order?
- Has the method been followed as described in the instructions?
- Have you completed the required stand time of the sample once the reagent has been added? Please note, not all tests require a stand time.
- Have the tablets been fully crushed? The tablet should be fully dissolved to release the chemicals.
- Did you 'blank' your instrument using a test tube of your sample water without any reagents?
- Have you noticed any unexpected colour change or turbidity (cloudiness) in your sample? If so, repeat the test.
- Have the test tubes been wiped down to remove any water marks or fingerprints before inserting them into the photometer?
- Was the light cap in use before taking measurements?

Instrument and Equipment Maintenance

Cleaning and maintenance of your photometer is critical for ensuring the longevity of your instrument life. A regular cleaning and maintenance procedure should be completed.

- Clean the optical area carefully with a solvent free anti-static foam and a lint free cloth. For further instructions, please see our [website FAQs](#).
- Develop a cleaning schedule, which is completed every month as a minimum. Test tubes and crush rods should be cleaned once a week using a weak detergent solution.
- Discard any discoloured crush rods or stained test tubes as these can be a source of cross contamination.

Check Standards

Photometer check standards can be used to verify that your instrument is operating within range, to view our range of check standards, please [click here](#).

- Use your check standards regularly to check instrument performance.
- Are your check standards in date? Please note this only applies to liquid check standards.