



# Drucker Horizon 755 Centrifuge Field Troubleshooting Guide

REV.2020.09

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**Client Services**  
800.800.5655  
[www.aclab.com](http://www.aclab.com)

1400 Industrial Way  
Redwood City, CA 94063

**Problem:** The centrifuge's lights and indicators will not turn on when the On/Off switch is turned on.

**Solution 1:** Check that the unit is plugged in to an outlet.

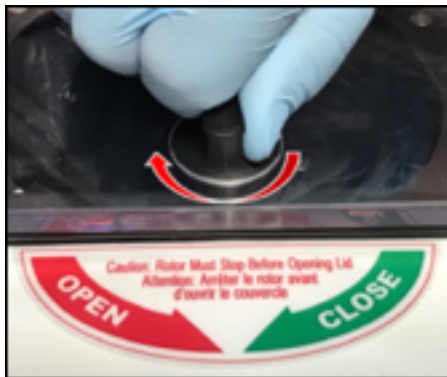
**Solution 2:** Check that the centrifuge is not on a switched outlet (one that requires a light switch to turn it on or off).

**Solution 3:** Press the Power button and check that it's lit up.



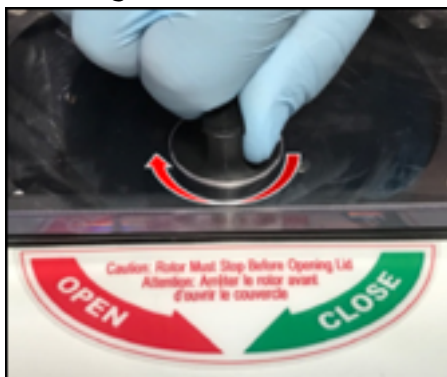
Button glows orange when the unit is powered on.

**Solution 4:** Make sure the lid latch is turned completely clockwise to its Stop position.



**Problem:** The centrifuge will not start spinning when a cycle is started.

**Solution 1:** Check that the cover is properly closed and the knob is turned completely clockwise. The centrifuge cannot run if the cover isn't closed and the locking mechanism engaged.



**Solution 2:** Check that the "Latched" indicator is on.



The light indicates that the lid is closed and the locking mechanism is locked.

**Problem: The centrifuge is vibrating excessively or making unusual noises.**

**Solution 1:** Verify that the rotor has stopped spinning, then unlatch the lid by turning the knob counterclockwise. Check that the load is balanced by verifying that opposing tube carriers are identical.

**Solution 2:** Visually make sure that nothing's accidentally fallen into the rotor chamber.

**Solution 3:** Check that the opposing tube carriers have an equal number of equally weighted samples. (Note: If an odd number of tubes are to be spun, fill an extra, same sized tube with water to counterbalance the unpaired tube.)

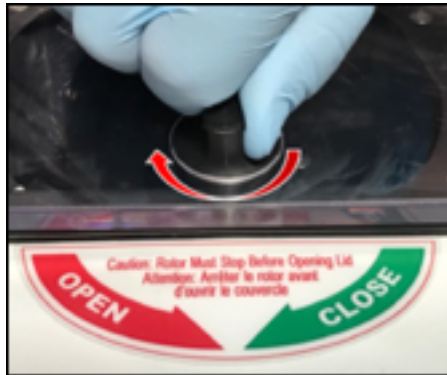
**Problem: The latch light does not come on when the lid is closed.**

**Solution 1:** Verify that the centrifuge isn't on a switched outlet that's turned off.

**Solution 2:** Verify that the centrifuge has power and that the Power button is glowing orange.



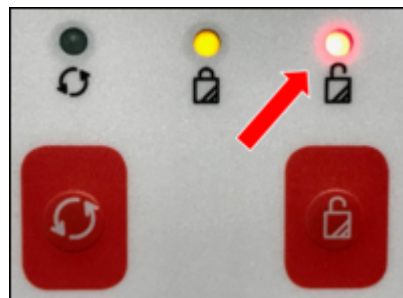
**Solution 3:** Verify that the lid latch is turned completely clockwise to its stop position.



**Problem: The centrifuge won't unlock after a run has completed.**

**Solution 1:** The lid will not open until 60 seconds after the rotor has come to a full stop to ensure all moving parts have ceased moving.

**Solution 2:** Verify that the red light is on, indicating that the centrifuge is locked, but can be unlocked.



For more information, please contact Client Services at 800.800.5655, Option 1.



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