



Drucker 642E Centrifuge Field Troubleshooting Guide

REV.2020.09

Client Services

800.800.5655

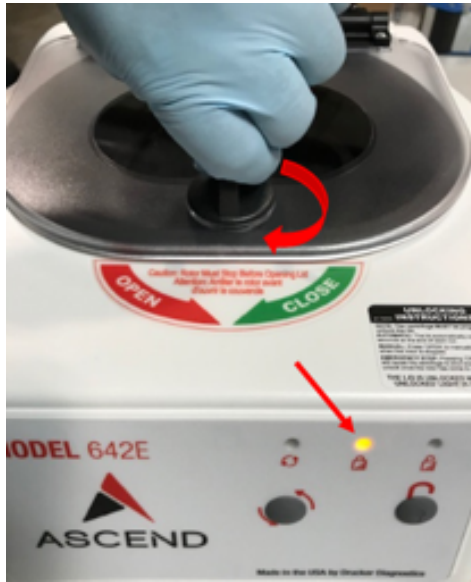
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Problem: The centrifuge's lights and indicators will not turn on.

Solution 1: Check that the unit is plugged into 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: Make sure the lid locking mechanism is turned completely clockwise to its Stop position.



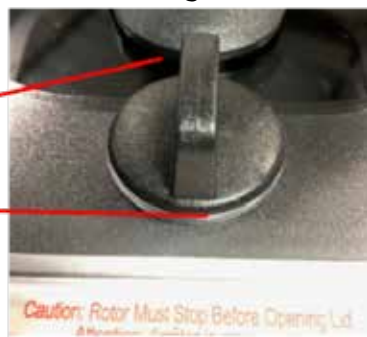
There will be a slight “click” when the locking mechanism is in the “locked” position, and the yellow “locked” light will illuminate.

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

Solution 1: Check that the centrifuge is plugged in and turned on.

Solution 2: 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 3: Check that the “latched” indicator is on by turning the knob clockwise until you feel a “click”. This indicates that the lid is closed and the lid locking mechanism is locked.



The knob will be in the vertical (“latched”) position.

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

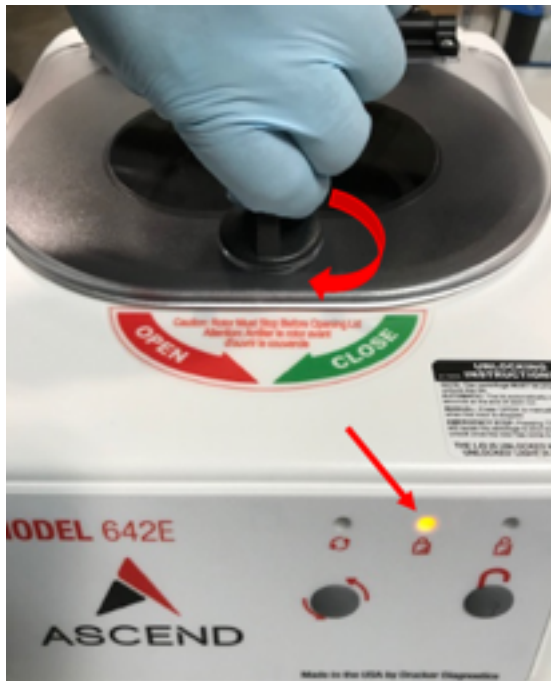
- Solution 1:** Verify that the rotor has stopped spinning, then unlatch the lid by turning the knob counterclockwise. Check that the load is balanced by verifying that opposing tube carriers are identical.
 - Solution 2:** Visually make sure that nothing's accidentally fallen into the rotor chamber.
 - 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.)
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Problem: The rotor does not spin freely.

- Solution 1:** Visually make sure nothing has fallen into the rotor chamber.
 - Solution 2:** Listen to see if you can hear the electric motor straining to spin the rotor.
 - Solution 3:** Unplug the centrifuge from the wall. Unlatch the lid. Reach into the rotor and remove any debris that may be blocking it from spinning.
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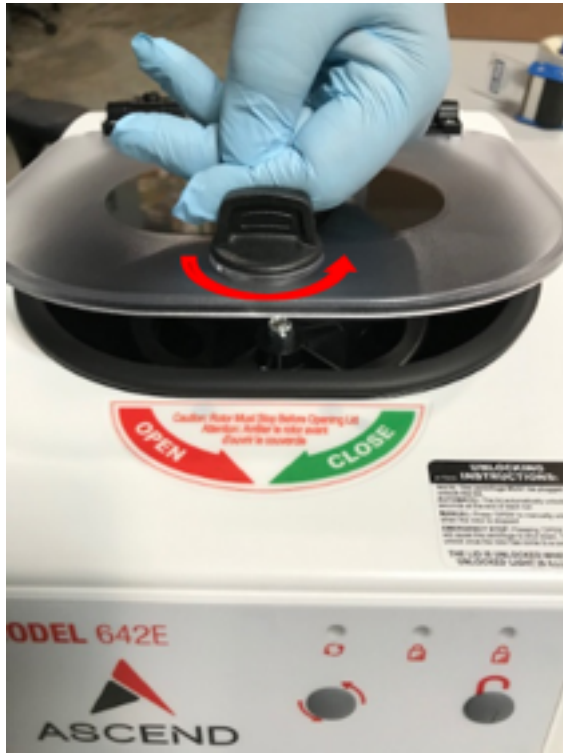
Problem: The latch light does not come on when the lid is closed.

- Solution 1:** Verify that the centrifuge is plugged into an outlet.
- Solution 2:** Verify that the centrifuge isn't on a switched outlet that's turned off.
- 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.

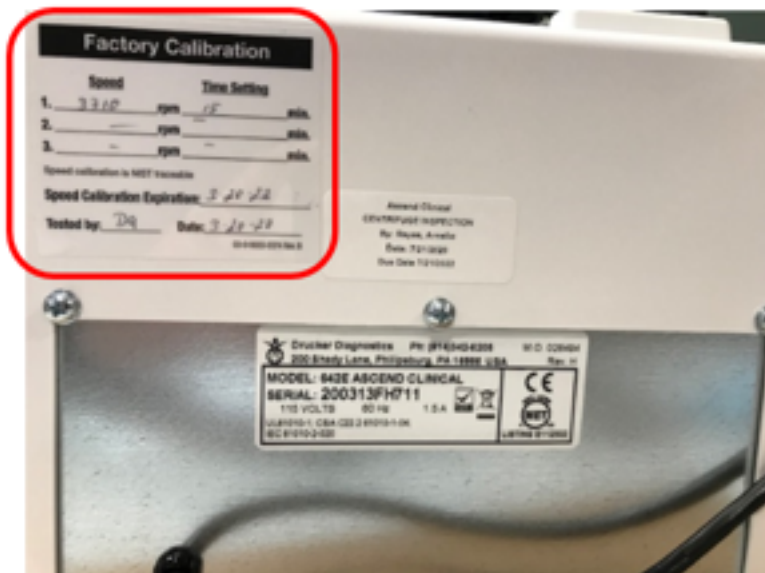
Solution 1: This is a safety feature. The lid will not open until 60 seconds after the rotor has come to a full stop to ensure all moving parts have ceased moving.



After a run has completed, the unit will gradually slow down and come to a stop. (This can take a minute or two.) When it does, rotate the latch release knob counterclockwise to the “horizontal” position, and lift the lid open.

Problem: The run time or speed are not set to the time/speed I need.

Solution 1: The centrifuge runtime/speed settings are factory set. The settings are located on the back of the unit.



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



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