

Troubleshooting Steps

If you are experiencing issues with your ATAGO refractometer, please follow these steps to help narrow down the root cause. If none of these steps help, please feel free to contact us at customerservice@atago-usa.com.

- Replace Batteries (If Applicable) – Use NEW Alkaline Batteries
- Clean the prism surface (and daylight plate, if applicable) with a cotton swab and alcohol
- After cleaning with alcohol, rinse with water and dry the prism surface (and daylight plate, if applicable). - This step removes any residue left by the alcohol
- Examine prism for damage – Look for any scratches or discoloration on the prism surface - If damage is found, continue with the steps below, but make a note of the damage
- Zero Set with Water (If RX, Mode 1 @ 20°C).
- Press the START button (If RX, Mode 1 @ 20°C). Verify reading is correct.
- Measure a known sample to verify brix or nD reading
 - Sucrose solutions and known samples should be mixed thoroughly before testing
- If measurements are within manufacturer’s specifications, the unit is working.
- If measurements or error messages continue, clean, zero set, and verify the unit one more time.
- If, after a second cleaning, the unit is still exhibiting problems, contact ATAGO to arrange for an inspection.

Tips on PAL units:

- Check the battery cover for a secure fit. If the battery cover is loose or damaged, contact ATAGO to purchase a replacement.
- If corrosion is found on the battery cover, the battery cover should be replaced.
- If moisture is evident inside the PAL unit, remove the battery cover and batteries and dry the unit in a non-humid environment. This could resolve measurement issues.

Tips for RX- α and RX-i refractometers:

- Check the filter on the back of the unit every 2-3 months and clean/replace as necessary.
- The RX- α and RX-i units should be warmed up for 30 minutes prior to use.
- If the target temperature is changed, perform a zero setting at the new target temperature.