


Slide Valve Fails to Open on iCap Qnova Series ICP-MS

If the instrument fails to go into Operate state after the Startup sequence and a “Can’t open slide valve” error is displayed in the Log View then one of the following two steps will most likely remedy the issue:

- 1) Expansion pumpout time is not long enough. This can be checked and changed if need be by doing the following:

a) Open  Configurator

b) Navigate to  Experiment configurator

c) Locate the active configuration. It will be identified by the  icon.

- d) Expand the configuration to reveal the plugins (i.e. iCAP Q) contained in the configuration, see **Figure 1**.

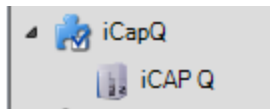


Figure 1: Expanded experiment configuration

- e) Right-click on the instrument plugin (iCAP Q) and click **Edit settings**
- f) Scroll down to **Startup** and then locate **Expansion Pumpout Time** and **Maximum Expansion Pumpout Time**, see **red** box in **Figure 2**. The former should be at least 40-55s and the latter should be 5-10s greater. If they are different than these values, please change them

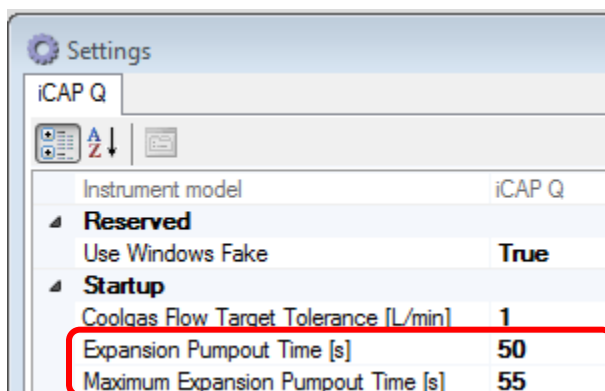



Figure 2: Expansion Pump Time

- g) If changes were made, click  Save
- h) Try going into Operate state with the new saved settings for expansion pumpout time
- 2) If the expansion pumpout time is long enough but the slide valve still fails to open, then the skimmer cone orifice may be compromised. Please swap out the skimmer cone with a new one and try to go into Operate state with the new skimmer cone.