

# Troubleshooting Guide

*Updated July 31, 2020*

---

## **1. Fluid not going through the device, or there is residual fluid in device holder:**

- a. O-rings not placed properly in their grooves
  - i. Make sure o-rings are laid properly in grooves and not obstructing inlet and outlet holes
- b. device placed in the opposite direction (creates a seal, fluid won't go through)
  - i. Flip device to correct orientation
- c. device is defective (cracked, leaking, etc)
  - i. Use new device. Save defective device.
- d. If the problem continues happening, send us pics, call us, arrange to have the devices sent back to us.

## **2. The orientation of the 3D device is not very obvious (hole-side down):**

- a. Holding the device up to the light will help you find the holes and the orientation of the device.

## **3. Issues with the flow meter software not launching:**

- a. Review support documents here:  
[www.alicat.com/support/software-drivers/labview-virtual-instrument-drivers/](http://www.alicat.com/support/software-drivers/labview-virtual-instrument-drivers/)
- b. Download the "Stand Alone Interface for Alicat Instruments" Zip file (396 MB)
- c. Follow step by step instructions from Alicat on how to download and install their software on a PC, and enter the key code that Indee Labs will provide you with.