

# Error on IC Pump Head

MagIC Net Error 036-540 & Error 036-554 Pump Head

Technology: Ion Chromatography

## General – Description of MagIC Net Pump Head Errors

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### Error 036-540

This error indicates that the pump data chip on the rear of the pump head may be damaged, the pump head is not installed correctly, or the contacts that read the data chip may need to be cleaned.

### Error 036-554

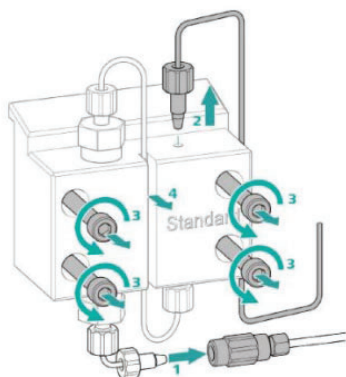
This indicates that no pump head is attached. This is like the error above and often indicates that the pump data chip on the rear of the pump head may be damaged, the pump head is not installed correctly, or the contacts that read the data chip may need to be cleaned.

## Troubleshooting Procedure

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**IMPORTANT:** The IC must be turned off when removing and connecting the pump head; otherwise, the chip can short out.

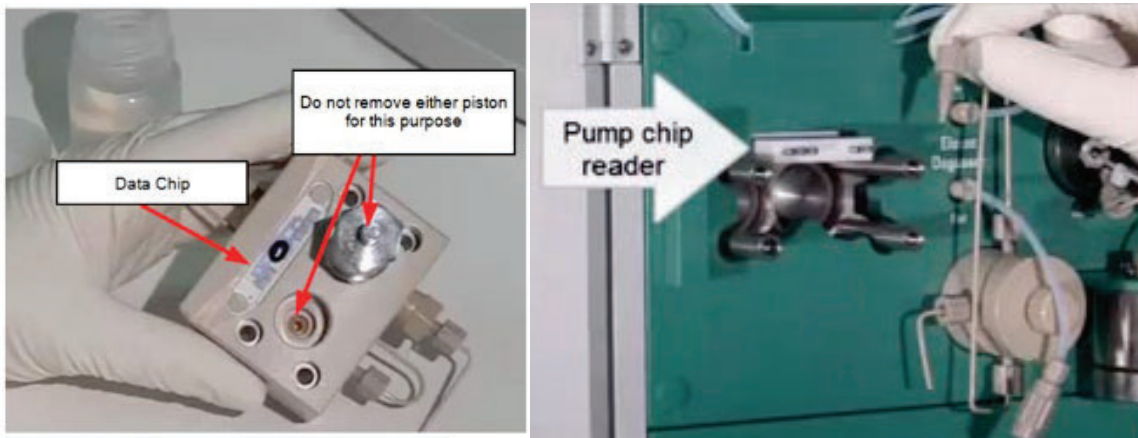
1. First, turn off your IC by pressing the button above the main plugs on the back of the IC.
  2. Remove the pump head.
- a. Here is a video removing the pump head: [Basics of maintaining and working with ion chromatographs \(metrohm.com\)](https://www.metrohm.com/en/learning-center/videos/basics-of-maintaining-and-working-with-ion-chromatographs) > IC high-pressure pump > Dismantling the pump head



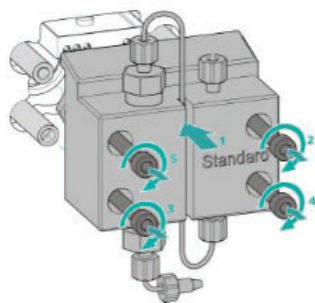
- 1 Release the coupling from the pressure screw and seal it with a stopper.
- 2 Unscrew and remove the pressure screw on the pump head's output (17-8).
- 3 Unscrew and remove the four fastening screws (17-3) using the hex key.
- 4 Remove the pump head (17-4).

3. Clean the data chip and contact points by gently rubbing them with fine sandpaper.

- a. Methanol can be used to wipe the chip/contact points but is not as effective as the sandpaper technique.
- b. If brown or black markings are observed on the pump head chip, a new chip is required. Contact Technical Support for further assistance.



1. Be sure that the pins for the pump header reader are not pushed in after cleaning so that the pins make good contact with the pump head chip.
2. Reattach the pump head to the system, and **only after the pump is reinstalled should the power be returned to the IC.**



#### Mount the pump head onto the IC

1. Push the pump head carefully onto the four fastening bolts of the IC.
2. Push the pump head carefully back onto the chip reader and hold it in place.
3. Tighten the four fastening screws using a hex key in an alternating, cross-wise pattern, beginning with the screw in the top left corner.
4. Once this screw's threads catch, it will then be possible to alternate tightening the other screws to mount the pump head in an even manner.

3. If the error persists, try to clean the pins and the chip again. Make sure contact is sufficient.
4. If the error persists, contact Technical Support.

## What are some ways to prevent the problem?

Do not remove the pump head while the instrument is on. Always power off the instrument when removing and installing the pump head. Power on the instrument when the pump head is completely installed.

Ensure the instrument is on an uninterrupted power supply (UPS) to prevent power outage-related issues.