

**Please read this manual carefully before operating Thermal Cycler !**




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# Chapter 1 Safety Guidelines

## 1. Instrument Safety Warning Labels

Icon	Meaning
	<p>High temperature warning:</p> <p>To avoid burning, please don't touch directly all areas labeled with safety warning and the hot areas described in manual.</p>
	<p>Electric shocks Warning:</p> <p>To avoid electric shock accidents, please operate strictly according to the request of electric Shocks warning.</p>
	<p>Note:</p> <p>Please note that reminder contains important information and be sure to read them carefully. Otherwise it will cause the instrument to not work properly or even damage the instrument.</p>

## 2. Safe Use

Please read the following information before using the instrument and be sure to comply with the following basic security measures. Failure to follow the measures or the other warnings in the manual will affect the normal work of the instrument, even damage the equipment and hurt people.

- 1). Prohibit using the instrument in humid, dusty, high temperature, magnetic environment.
- 2). Prohibit opening the cover of instrument or touching the inner device of instrument.
- 3). Prohibit blocking the air flow vents and be aware of gloves or rags sucked into air flow vent in the bottom of instrument.
- 4). Please keep instrument clean, and maintain it regularly.

**Note:** Please disconnect the power immediately and contact the supplier or consult certified mechanic for assistance when any of the following occurs.

- 1). Instrument be moistened by rain or water, or any other liquid..
- 2). Instrument can't work properly, especially any abnormal sound or odor appears.
- 3). Instrument's function changes obviously.

## Chapter 2 Installation

### 2.1 Package Contents Verification

Please open box and check the following list when you receive the GE9612T-S PCR instrument.

Name	Quantity
Instrument	1
Power Line (single-phase 3-wire)	1
Spare fuse (8A , 250V)	2
Operation manual	1
Certificate	1

In the event of discrepancy, please keep the original box and contact with us immediately.

### 2.2 Normal Operating Conditions

- 1). Used indoors.
- 2). Temperature 10°C-30°C.
- 3). Relative Humidity 10%—85%.
- 4). Please keep it stay away from heat sources to avoid liquid soaked in the instrument.
- 5). Do not block the air flow vent in the side and bottom of the instrument, do not put any other articles around the instrument within 30cm, and keep the air flow vents of the instrument smoothly.

### 2.3 Transportation and Storage Requirements

- 1). Ambient temperature: -20°C- +55°C.
- 2). Relative humidity ≤90%.

### 2.4 Power Requirements

The instrument has switching power supply with PFC function. The range of writable voltage is wide, it can run normally during voltage AC 85-264V and frequency 50-60HZ, 3 single wires for power cord, and it must be fitted with a reliable grounding.

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Warning: To avoid electric shock accident, instrument must be fitted with a reliable grounding.

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## Chapter 3 Instrument Characteristics

### 3.1 Instrument Construction

A. Host machine

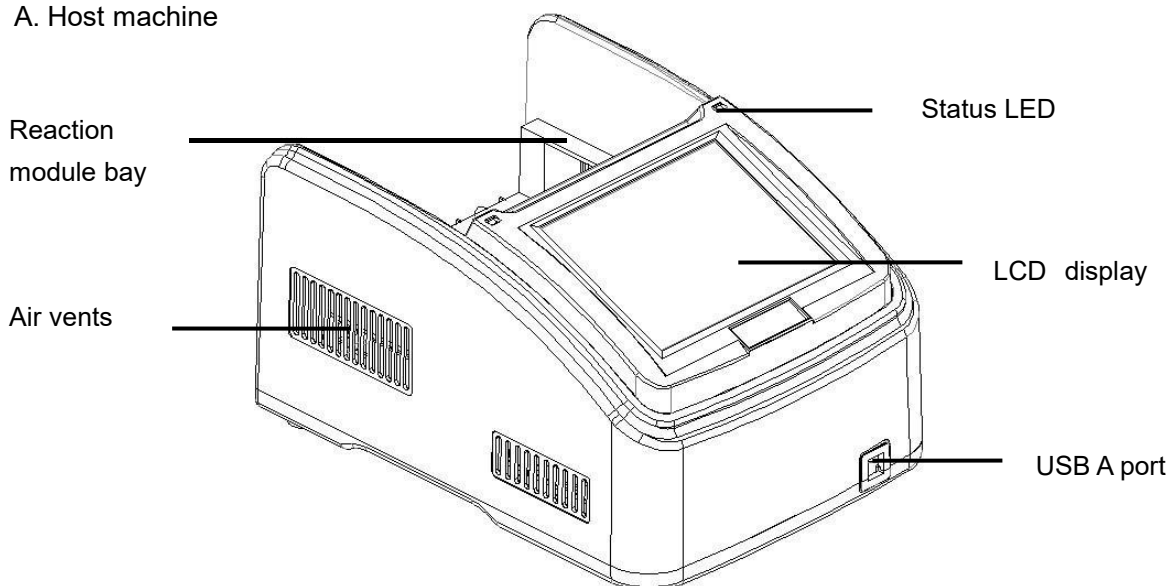


Figure 1. Frontal view of the thermal cycler.

- Reaction module bay — holds inserted reaction module
- Air vents — allows the thermal cycler to cool quickly
- Status LED — indicates status of reaction module
- LCD display — displays operating status
- USB A port — connects to a USB key, computer mouse, or other USB devices

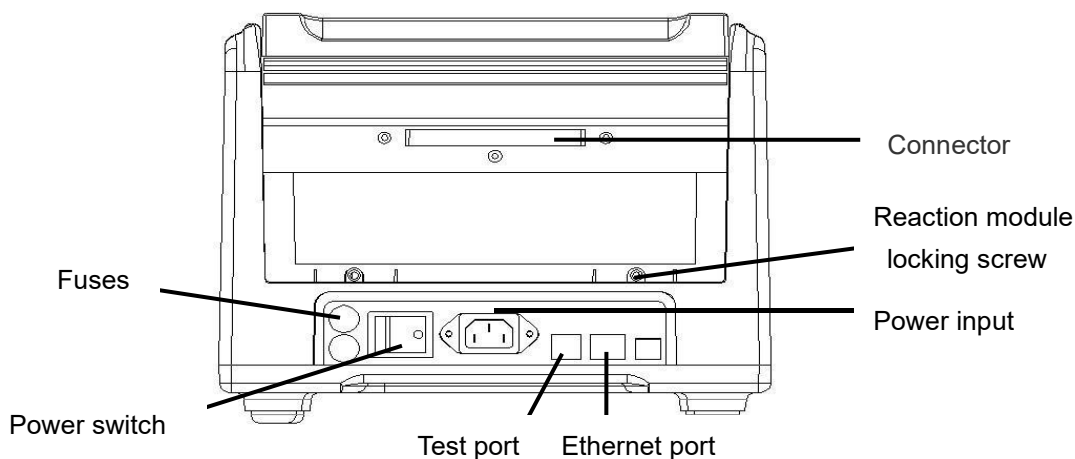


Figure 2. Back view of the thermal cycler.

- Connector — connection between host machine and reaction module
- Reaction module locking screw —locks reaction module
- Test port — for service testing only
- Ethernet port — connects the thermal cycler to a computer

**B. Reaction module**

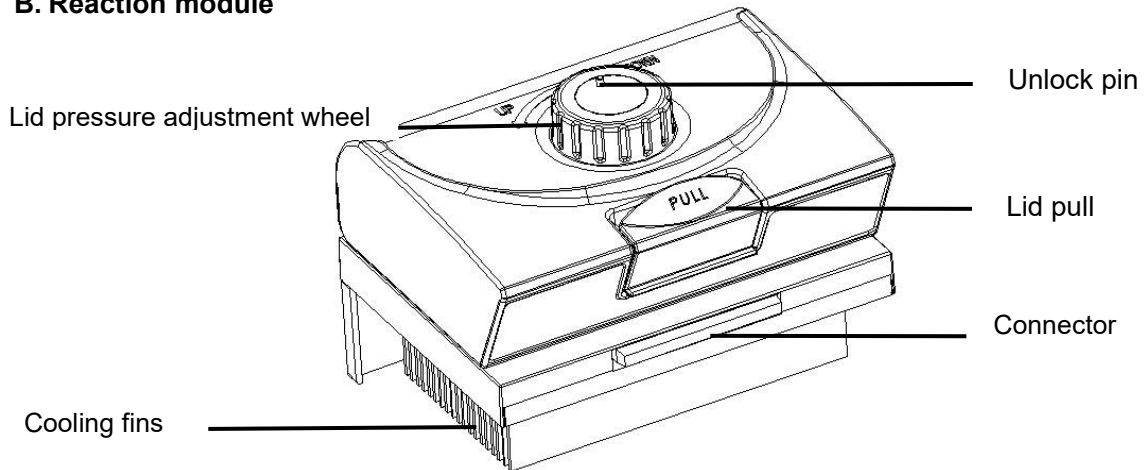


Figure 3. The lid and cooling fins of a 96-well reaction module.

- Lid pressure adjustment wheel — adjust the lid pressure
- Unlock pin — to unlock wheel
- Lid pull — opens and closes the lid
- Connector — connection between host machine and reaction module

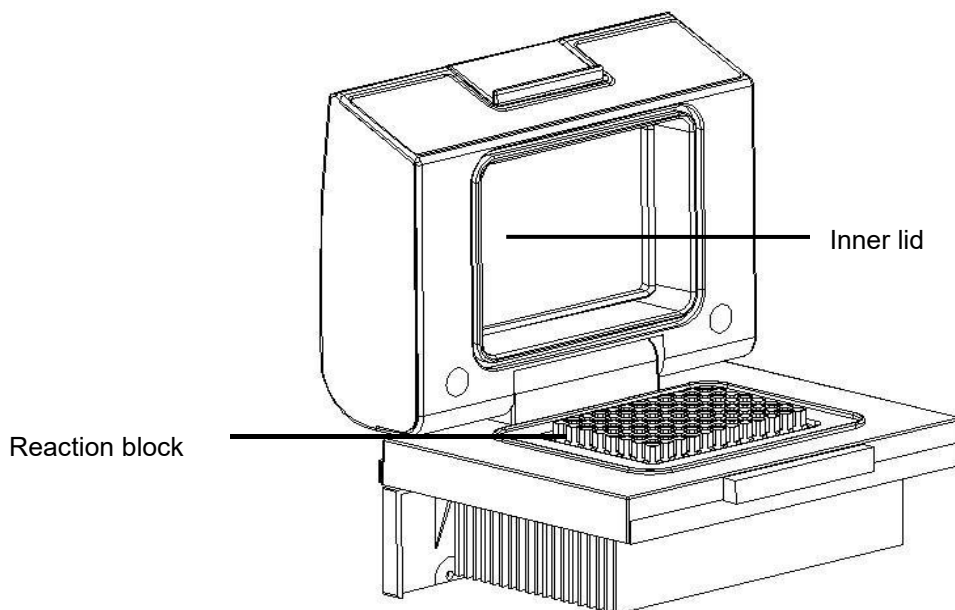


Figure 4. Opening view of a 96-well reaction module.

- Inner lid — maintains the lid temperature to prevent condensation and evaporation
- Reaction block — holds reaction vessels, including tubes and microplates

### **C. High Performance Smart Lid**

To achieve optimum pressure on the tubes the GE9612T-S is equipped with a height adjustable heated lid.

#### **Close the lid:**

After the samples have been placed in the block close the lid. Turn the wheel clockwise until you hear a clicking noise. In this mode the pressure will not increase further, even when you keep on turning the wheel.

**Note:** The pressure of the lid has been optimised for a fully loaded block. If only very few Tubes are loaded to the block you should place dummy tubes in the four corner positions to avoid damage of tubes by excessive pressure.

#### **Open the lid:**

**First:** Release pressure by turning the wheel counter clockwise. As soon as there is no more resistance the pressure has been released.

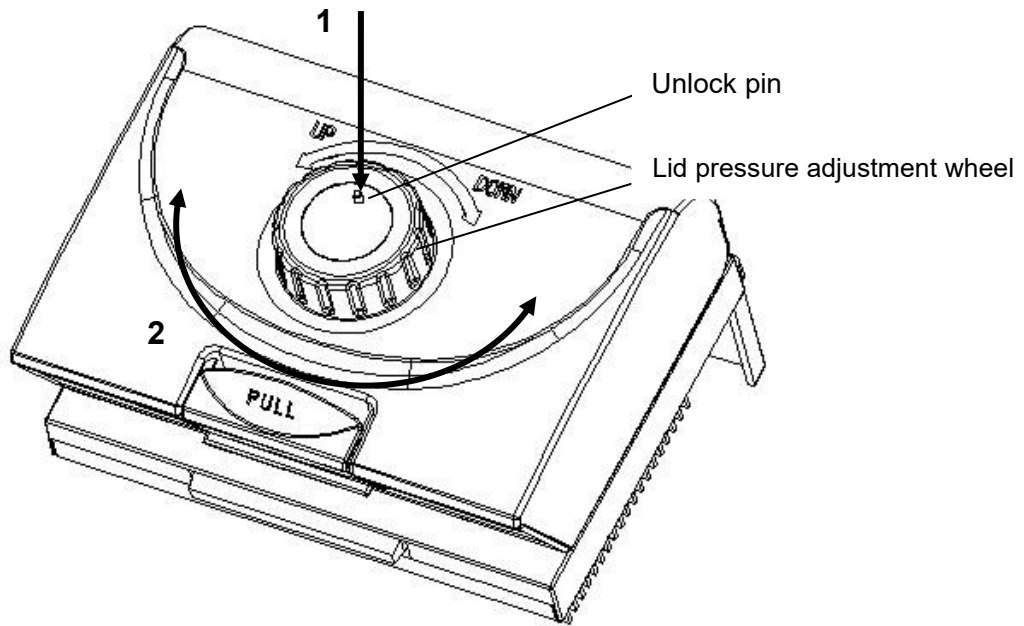
**Then:** Open the lid with by pushing the front button.

**Important:** The lid should not be opened under pressure because this leads to damage of the locking mechanism.

### **D. Releasing blocked lid wheel**

**Note:** When the lid is in the very up or down position, it may happen that the wheel is uncoupled. In this situation the clutch mechanism is active in both directions (clicking noise in either direction).

To unlock wheel, press down metal pin with a ball pen and turn wheel carefully. This pin overrides the automatic clutch mechanism. Thus, care must be taken not to apply excessive pressure.



**Release lid in upper position:**

- 1) press pin
- 2) carefully turn wheel while holding the pin down **CLOCKWISE**, until you feel normal resistance (no more clicking noise, clutch is released). Release pin and turn lid down, until the clutch mechanism is activated (clicking noise, optimum pressure applied).

**Release lid in down position:**

- 1) press pin
- 2) carefully turn wheel while holding the pin down **COUNTERCLOCKWISE**, until you feel normal resistance (no more clicking noise, clutch is released). Release pin and turn wheel counter clockwise until pressure is completely released. Open lid.

**Important:** When the clutch mechanism is active (= optimum pressure is applied), do not use pin to further increase lid pressure. This would lead to damage of tubes and instrument !



## 3.2 Specialty

1. Each thermal block has 3 independent temperature control sensors and 6 peltier heating units to ensure accurate and uniform temperature across block surface, and provide users for replicating previous condition set-up;
2. Reinforced aluminum module with anodizing technology can keep rapid heating-conducting property and have enough corrosion resistance;
3. High heating and cooling rate, max. Ramping rate 4.5 °C/s, can save your precious time;
4. Two blocks independently controlled and can run 2 different PCR programs simultaneously;
5. Stepless adjustable hot lid with pressure-protection, fit tubes of different heights to avoid tube melt and evaporation;
6. Windows interface, 8" ( 800×600, 16 colors) TFT color touch-screen with graphical display provides easy use for setting up and monitoring;
7. Built-in 11 standard program file template, can quickly edit the required files;
8. Folder management, user can build directory;
9. The running program and left time can be displayed in real time , allow to edit file when program is running;
10. One-click quick incubation function can meet experiment' s needs such as denaturation, enzyme cutting/enzyme-link and ELISA;
11. Internal flash memory for 10000 typical PCR files in free configurable folders;
12. Hot lid temperature and hot lid work mode can be set to meet different experiment' s need;
13. Automatic restart after power failure. When power is restored it can continue to run unfinished program;
14. GLP report records every step to provide accurate data support for experiment result analysis;
15. User Login Management, three-tier permission, password protection function to ensure data security;
16. Compatible with devices such as Mouse and Keyboard and capable to transfer data and perform software updates via USB Drive;
17. Support USB and LAN to update software;
18. One computer can control many sets of PCR via network connection;
19. Support email-alert function when experiment is over.

### 3.3 Performance

Model	GE9612T-S
Capacity	96×0.2ml
Temperature Range	0~100℃
Max. Heating Rate	4.5℃/s
Max. Cooling Rate	4℃/s
Uniformity	≤±0.2℃
Accuracy	≤±0.1℃
Display Resolution	0.1℃
Temperature Control	Block\Tube
Ramping Rate Adjustable	0.1~4.5℃
Gradient Uniformity	≤±0.2℃
Gradient Accuracy	≤±0.2℃
Gradient Temp. Range	30~100℃
Gradient Spread	1~30℃
Hot Lid Temperature	30~110℃
Hot Lid Height Adjustable	Stepless Adjustable
Number of Programs	10000 +(USB FLASH)
Max. No. of Step	30
Max. No. of Cycle	99
Time Increment/Decrement	1 Sec ~ 600 Sec
Temp. Increment/Decrement	0.1~10.0℃
Pause Function	Yes
Auto Data Protection	Yes
Hold at 4℃	Forever
Print	Yes
LAN to computer	Yes
LCD	8inch, 800×600 Pixels, TFT
Communication	USB2.0 , LAN
Dimensions	390mm×270mm×255mm (L×W×H)
Weight	8.5kg
Power Supply	85~264VAC , 47~63Hz , 600 W

## Chapter 4 Operation instruction

### 4.1 Power on

Connect power cord to the back of instrument then plug into power source and switch to "I". . When the instrument is on, the buzzer should be heard and the LCD screen lights up to show the **Boot** screen (Figure5). After that, the operating system starts up and then goes to the **Self-Test** screen (Figure6).During this phase, the LCD screen displays the product name, company LOGO and its name. When it's over, the system performs the **Home** screen (Figure7) as shown below.

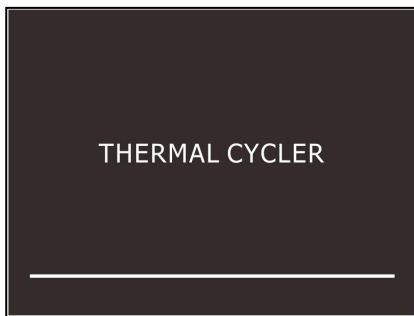


Figure 5. The boot screen.

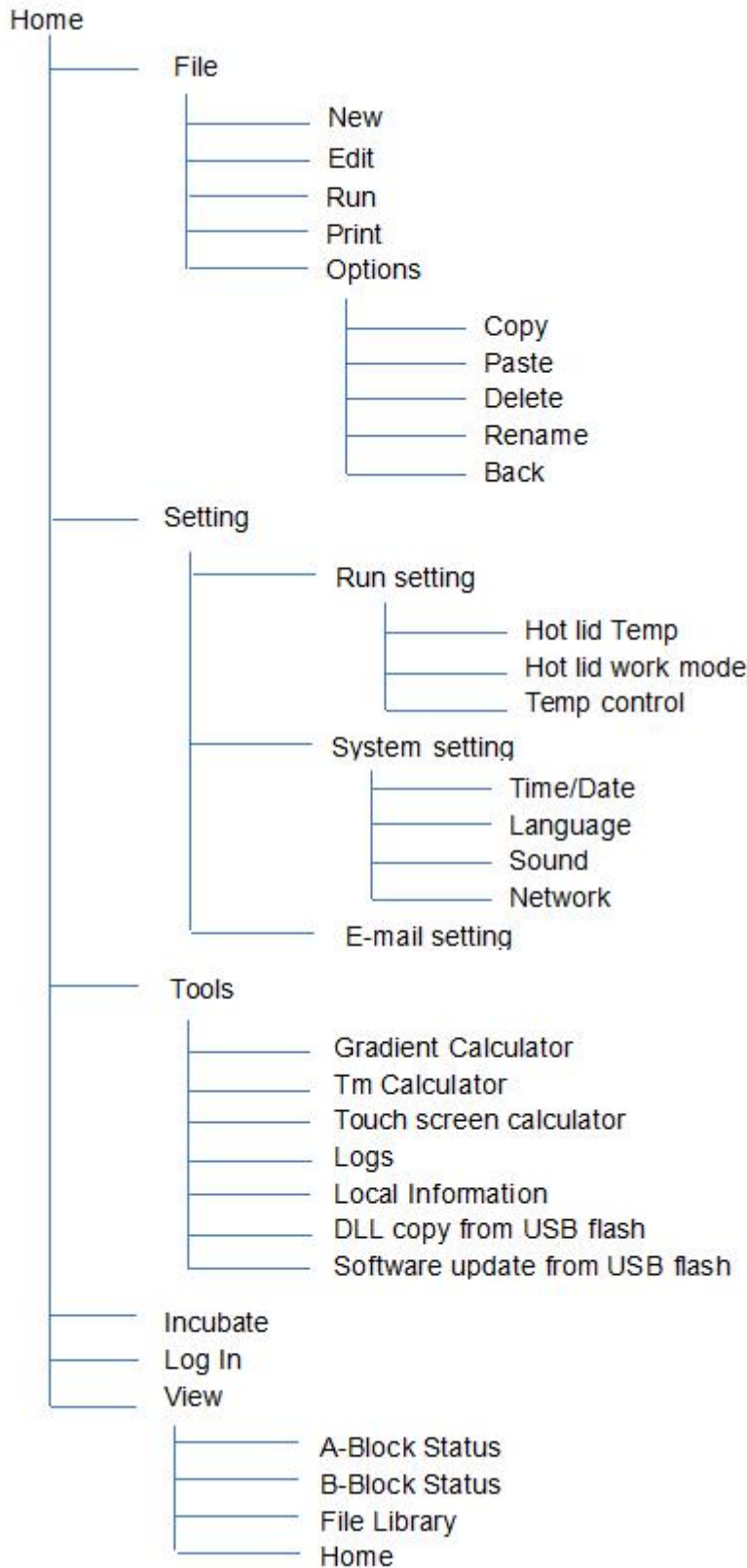


Figure 6. The self-test screen.



Figure 7. The home screen.

## 4.2 Menu structure



## 4.3 File instructions

**File** is composed by **Temperature Step** and **Cycle Step**. Each **File** can hold up to 30 **Steps**, **Temperature Step** contains **Temperature**, **Time**, **Gradient**, **Ramp Rate**, **Temperature Increment** and **Time Extend**. The maximum number of **Cycles** is 99 times.

### 4.3.1 Create or edit file

In the **Home** screen (Figure 7), touch **“File”** button to enter **File Library** screen (Figure 8).

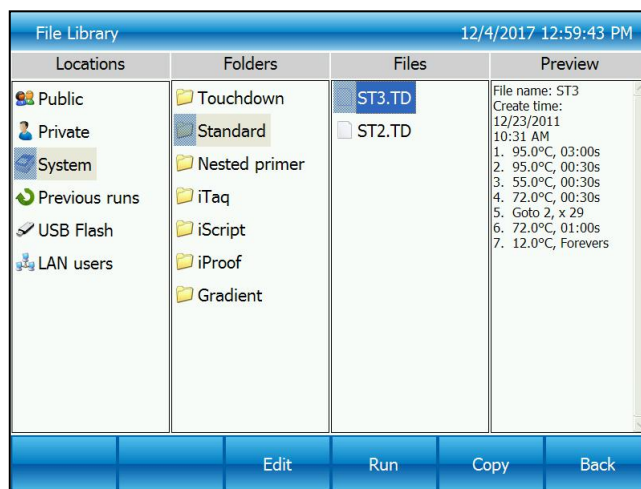


Figure 8. File Library

#### 1). Change Target Temperature and Hold Time

- From a new file

Touch **“New File”** button in the **File Library** screen (Fig. 8) to create new file (Fig. 9).

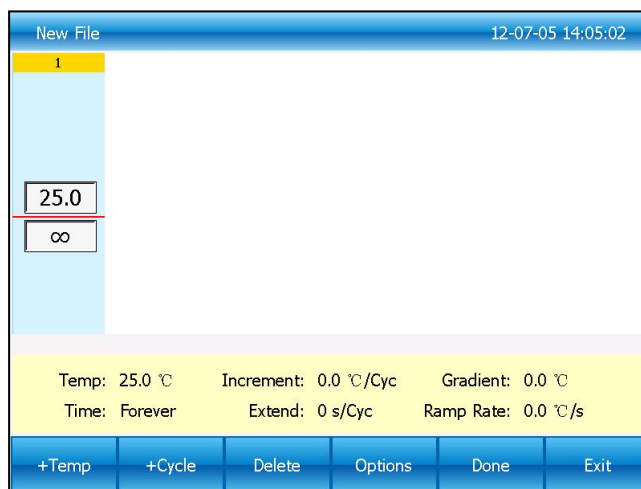


Figure 9. Create a new file

In the **New File** screen, touch “+Temp” button to add a **Temperature Step**, touch “+Cycle” button to add **Cycle Step (GOTO step)**, use the pop-up numeric keypad to enter a new value for the target temperature or hold time.

- From an existing file

Select a file in the **File Library** screen (Fig. 8), touch “**Edit**” button to modify selected files.



Figure 10. Edit an old file

In the **Edit File** screen (Fig. 10), select a desired step by touching anywhere in the step. Change a time or temperature by touching the desired field and entering a value using the pop-up numeric keypad. To enter an infinite hold, fill time field with 00:00.

## 2). Edit Step

Select a desired step, touch **Options** button to enter **Step Options** screen (Figure 11).

Parameters can be edited by selecting among **Gradient**, **Ramp Rate**, **Temperature Increment** or **Time Extend**. Table 1 lists the parameters for temperature and gradient steps with the limits of those parameters.

After entering **Gradient** values the gradient distribution table (Figure 11) will be shown at bottom of the screen. Touch “**OK**” to save changes and return **Edit File** screen (Figure 12).

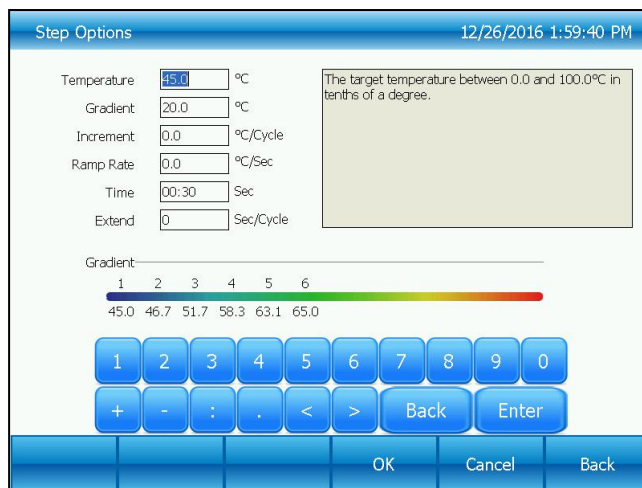


Figure 11. Set the Gradient

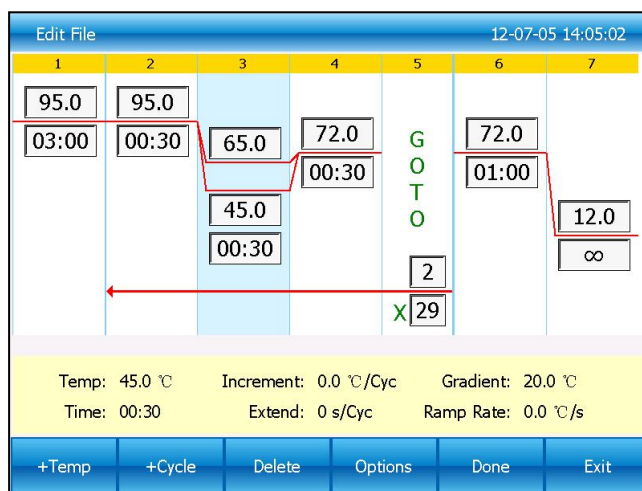


Figure 12. Gradient on Step 3

Table 1. List of parameters for temperature and gradient steps

Parameter	Ranges	Description
Temperature	<b>Temperature in °C:</b> The target temperature between 0.0 and 100.0°C in tenths of a degree	Instructs the thermal cycler to ramp to the target temperature.
	<b>Hold time:</b> The hold time between 1 sec and 120 min in the format of min : sec. To enter an infinite hold, touch 0 button, the symbol ∞ (infinite) will come out.	
Gradient range	<b>Lower:</b> The lower temperature in the gradient. Enter a number between 30.0 and 99.9°C in tenths of a degree.	Instructs the thermal cycler to ramp to the target temperature gradient across the block and hold that temperature gradient

	<p><b>Upper:</b> The upper temperature in the gradient. The max. temperature is 100.0°C. Enter a temperature within 30.0°C of the lower temperature.</p> <p><b>Hold time:</b> The hold time between 1 sec and 120 min in the format of min : sec. To enter an infinite hold, touch 0 button, the symbol ∞ (infinite) will come out.</p>	for the specified amount of time.
<b>Increment</b>	A temperature from -10.0°C to 10.0°C per cycle in tenths of a degree.	Applies only to a temperature step. Instructs the thermal cycler to increment (change) the target temperature of a step with each cycle, where a positive number increases the temperature and a negative number decreases the temperature.
<b>Ramp rate</b>	A number from 0.1 to 4.5°C per sec	Applies only to a temperature step. Instructs the thermal cycler to ramp to the target temperature at the specified ramp rate in that step.
<b>Time</b>	A time from 1 sec to 120 min	Instructs the thermal cycler to hold the temperature for the specified amount of time.
<b>Extend</b>	A time from -600 sec to 600 sec per cycle.	Applies to both temperature and gradient steps. Instructs the thermal cycler to extend the hold time with each cycle. A positive number increases the hold time and a negative number decreases the hold time.

### 3). Insert a Step

Insert a step if a new temperature, Cycle (GOTO), or gradient step is needed. Follow these instructions to insert a step to the right of a preexisting step.

- I. Touch a step to the left where the new step will be inserted.



II. Touch the “**+Temp**” button to insert a step or the “**+Cycle**” button to insert a Cycle (GOTO)

III. Touch the time or temperature field to edit the parameter in the new step, or touch the step or times field to edit the parameter in the new Cycle (GOTO).

4). Delete a Step

To permanently remove a step from file.

- I. Select the step to be deleted.
- II. Touch “**Delete**” button to delete the selected step.

5). Remove or add a temperature gradient

Select a step in “**Edit file**” screen and touch the “**Options**” button to enter **Step Options** screen. Touch “Cancel” button to remove a temperature gradient, or fill the Step Options and touch “**OK**” button to add a temperature gradient.

6). Save file

When editing is completed, touch “**Done**” to enter **Save File** screen (Figure 13) and touch “**Browse**” button to set file saving path. Then touch “**File Name**” button to name file and finally touch “**Save**” button to save file and return **File Library** screen (Figure 14)

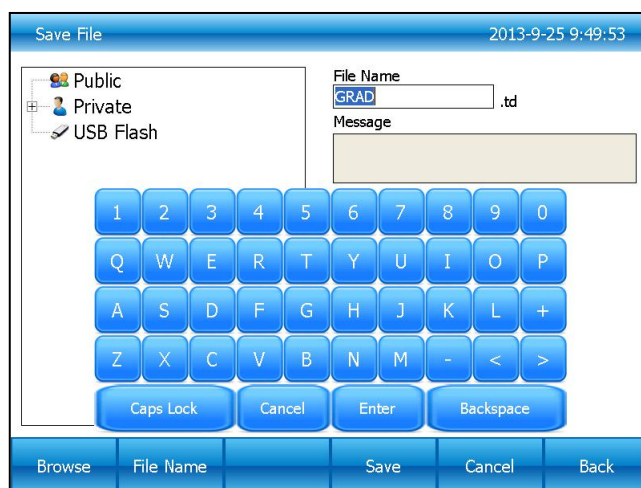


Figure 13. Name file and select the path

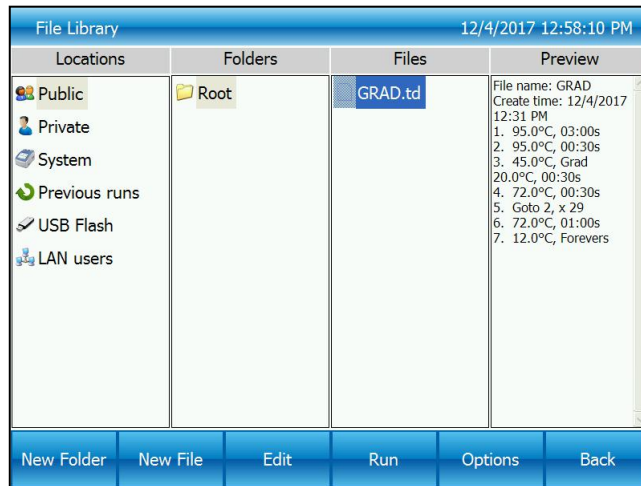


Figure 14. New file in the library.

### 4.3.2. Print file

Touch “**Print**” button to print selected file. The instrument will connect to Bluetooth printer automatically when the printer is on.

### 4.3.3 Delete file

In the **File Library** screen (Figure8), touch **Options** button to select the file to delete, and the query dialog window will pop up when touching “**Delete**” button, and delete this file by touching **Yes**(Figure15). Only one delete per time is allowed to prevent any files being mistakenly deleted.

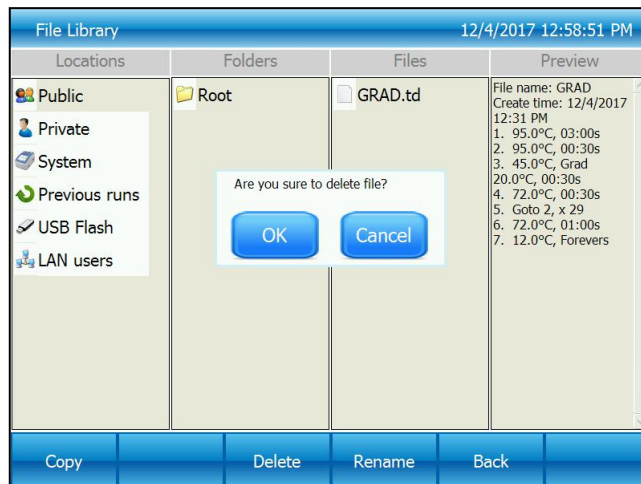


Figure 15. Delete a file.

### 4.3.4 Copy file

In the **File Library** screen (Figure8), touch **Options** button to select the file to copy and touch **copy** button. Then enter the save path and touch **Paste** button to finish copy.

### 4.3.5 Rename file

In the **File Library** screen (Figure8), touch **Options** button and select the file to rename. Then touch **Rename** button and enter new file name in the dialog window to rename files

### 4.3.6 Run file

In the **File Library** screen (Figure8), select the file needed and touch **Run** button to enter the **Run File Setup** screen (Figure16).

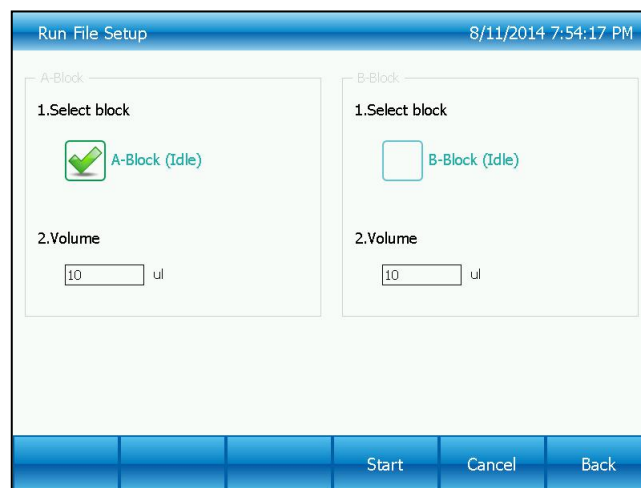


Figure 16. Run file setup.

In the **Run File Setup** screen (Figure16), select the **Block** which needs to run, enter the volume (**not necessary to be in block temperature control mode**). Touch **Start** button and enter the **File Running** screen (Figure17).

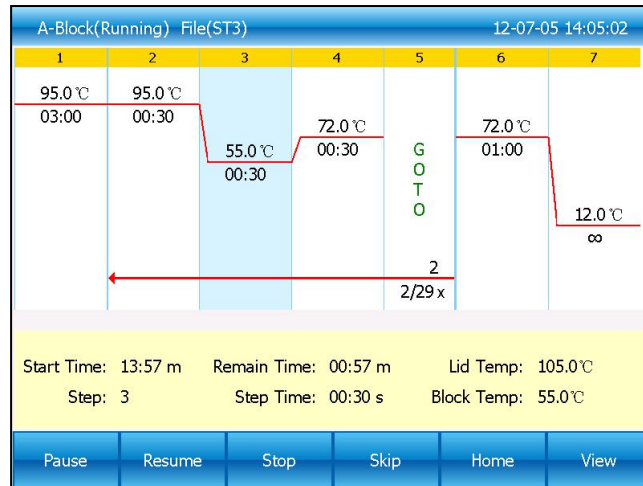


Figure 17. File running.

1). Parameter

- Start Time — system time when file starts to run.
- Remain Time — remaining time for the experiment.
- Lid Temp — current hot lid temperature.
- Step — current step.
- Step Time — current step time.
- Block Temp — current block temperature.

2). Pause

Touch “**Pause**” button to pause running file and touch “**Resume**” button to restore running.

3). Stop

Touch “**Stop**” button to stop a running file.

4). Skip

Touch” **Skip**” button to jump to next step.

5). Go to other screen

Touch **Home** button to back the **Home** screen, or touch **View** button to enter the **Navigation** screen (Figure18).

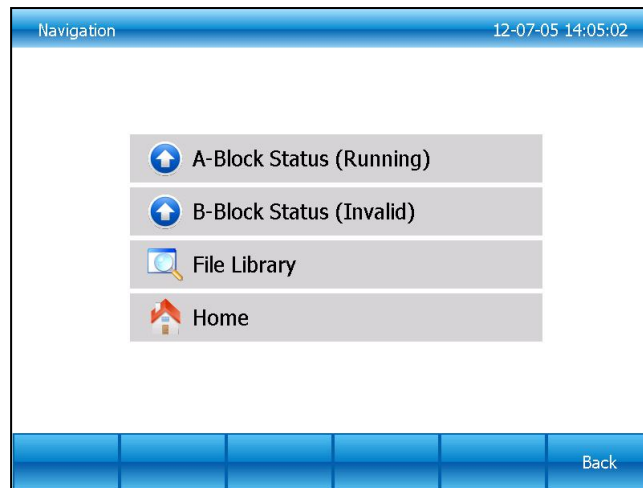


Figure 18. The **navigation** screen.

## 4.4 Setting

In the **Home** screen, touch **Setting** button to enter the **Setting** screen (Figure19).



Figure 19. **Setting** men

## 4.4. 1 Run Setting

In the **Setting** screen (Figure19), select the **Run Setting** to enter the **Run Setting** screen (Figure20).

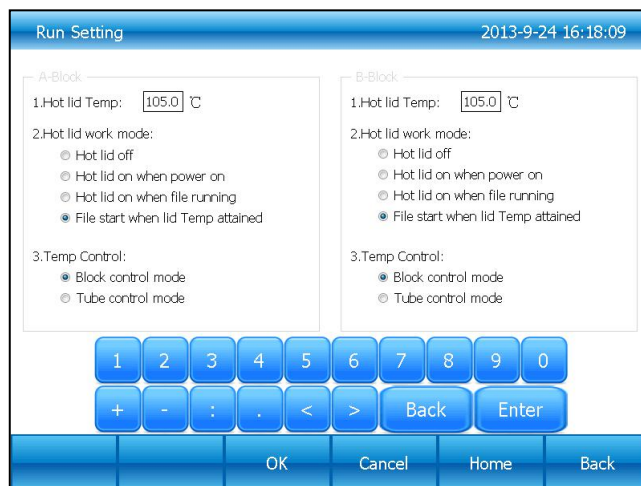


Figure 20. Run parameter setting.

### 1). Hot lid temperature setting

Hot lid temperature range is 30-110°C and system default temperature is 105°C.

### 2). Hot lid work mode setting

In total there are 4 working modes and default mode is that the hot lid will be on when file running.

---

#### **Note:** Lid Temperature

The adjustable heated lid of instrument allows user to control the lid temperature and force. When instrument is running, the heated lid maintains the temperature specified by the file being run. Without a heated lid, water can be lost from the reagents to condensation, concentrating the reactants in the tube or plate. However, if the temperature of heated lid is too high, the sample temperature might rise above the target temperature. Therefore, pay attention to the setting of lid temperature could make your experiment result more reproducible.

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### 3). Temperature control mode

The temperature control mode contains block control mode and tube control mode. The block control mode is suitable for performing normal PCR and the tube control mode is for experiments that require higher environment conditions. the system default is block control mode.

## 4.4.2 System Setting

In the **Setting** screen (Figure19), select **System Setting** to enter the **System Setting** screen (Figure21).

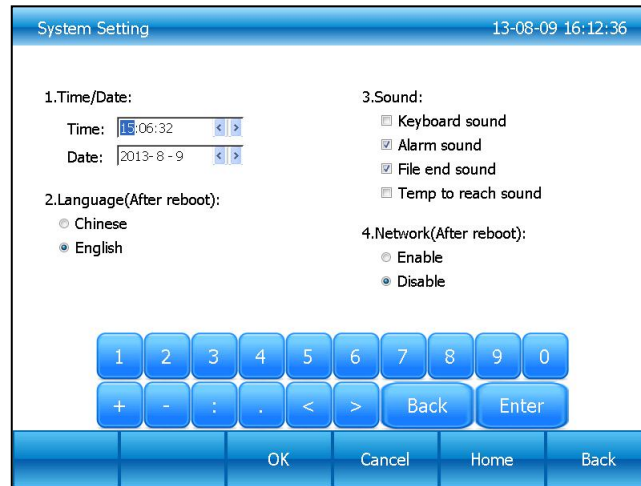


Figure 21. System parameter setting.

### 1). Time and date

Set the system time and date.

### 2). Language

System supports English and Chinese language. Reboot system to change language set.

### 3). Sound

- Keyboard sound — sound when touch button.
- Alarm sound — sound when system error occurs.
- File end sound — sound when file running is complete..
- Temp to reach sound — sound when the target temperature reaches.

### 4).Network

If you need to open network function, select "enable".

## 4.4.3 E-mail Setting

In the **Setting** screen (Figure19), select **E-mail Setting** to enter the **E-mail Setting** screen (Figure22).

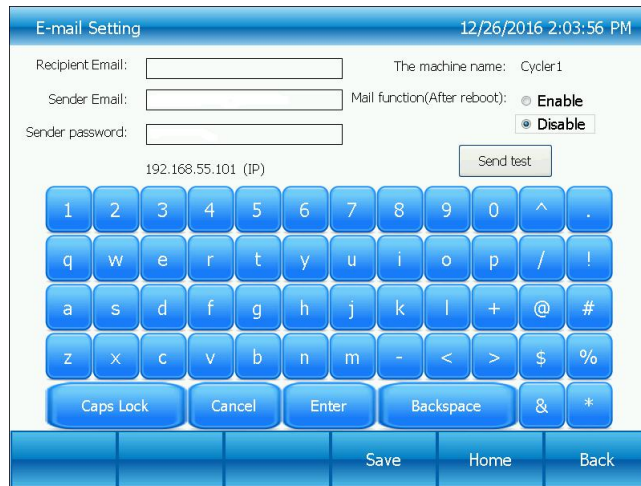


Figure 22. E-mail setting.

1). Mail function

After program is over it will automatically send email if chose Enable.

2). Send test

Send test function is to test whether email can send or not.

3). Save

Click Save to receiver information and email setting record.

## 4.5 Tools

In the **Home** screen, touch **Tool** button to enter the **Tools** screen (Figure23).

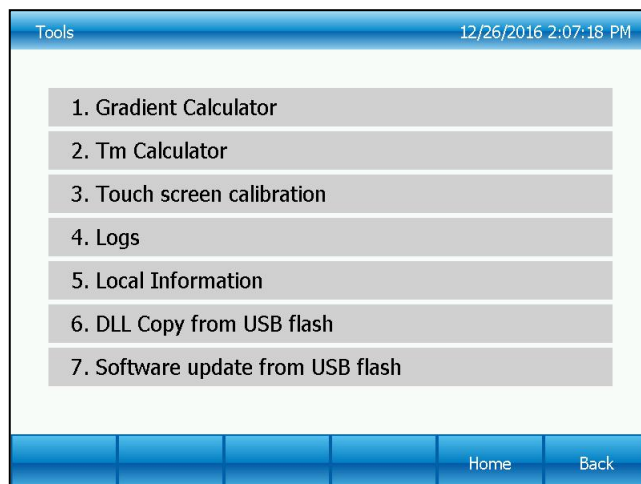


Figure 23. Tools menu.



### 4.5.1 Gradient calculator

The temperature value for each column is shown after entering the block target temperature and gradient range. (Figure24).

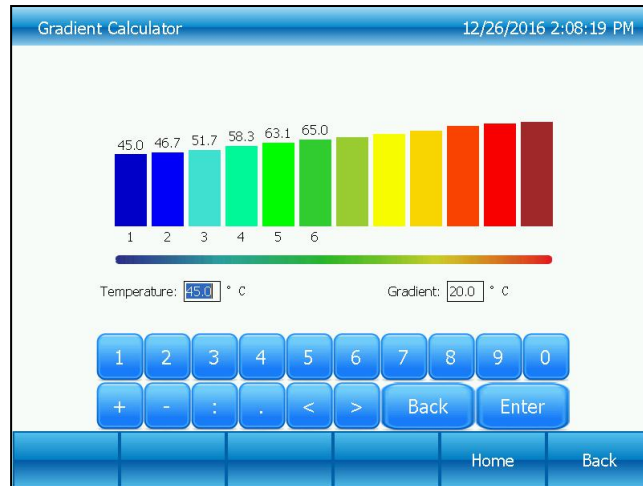


Figure 24. Gradient calculator.

### 4.5.2 Tm Calculator

Touch the fields to enter concentrations and the primer sequences, then touch Calculate Tm to calculate the melting temperatures, Maximum input for each primer sequence is 30.

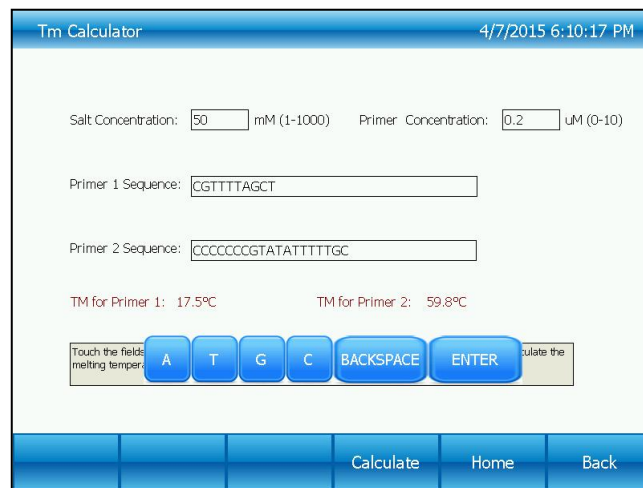


Figure 25. Tm Calculator.

### 4.5.3 Touch screen calibration

Click Calibration to enter into touch screen calibration, shown as figure 26.

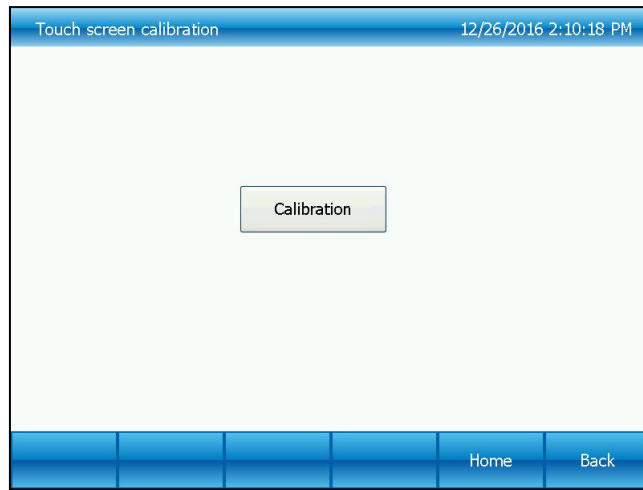


Figure 26. Touch screen calibration

### 4.5.4 Logs

Record of every file name, time of start run this file, block number, source files path, and total times of PCR experiments. System can be up to 200 records. The oldest record will be removed as beyond (Figure27).

- GLP Report — Record the time and temperature for each step.

Log files	Start time	Block	Source files
Log2	2013-7-25 14:44	A	c:\UserFiles\NEW.td
Log1	2013-7-22 14:54	A	c:\UserFiles\NEW.td

Page 2 of 2, 17 records, Total times:17

Figure 27. Run logs.

## 4.5.5 Local information

Show the network name, the IP address, the type of block and software version (Figure28).

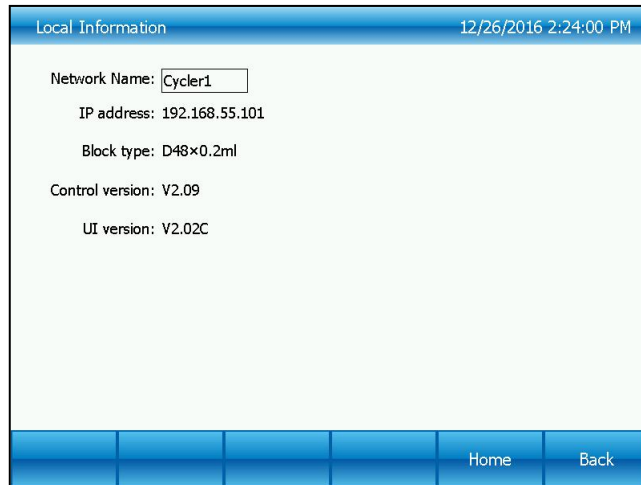


Figure 28. Local information.

## 4.5.6 DLL copy from USB flash

Copy referenced DLL file to root directory of USB flash disk. Then plug USB flash disk into USB port and click " DLL file copy(USB flash disk) to copy referenced DLL file.

## 4.5.7 Software update form USB flash

Copy the new software to the root directory; insert the USB flash disk into the USB port, then click "Software update form USB flash", enter the **Software Update** screen (Figure29).Click the "update" button, software will start to update.

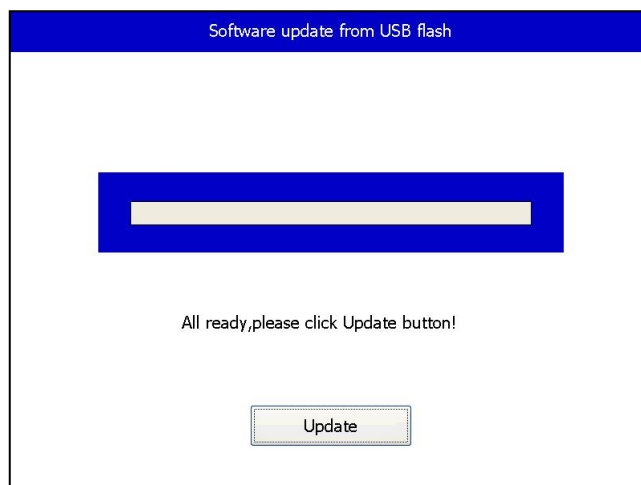


Figure 29. Software update from USB flash.

## 4.6 Incubate

In the **Home** screen, touch **Incubate** button to enter the **Incubate Setup** screen (Figure30).

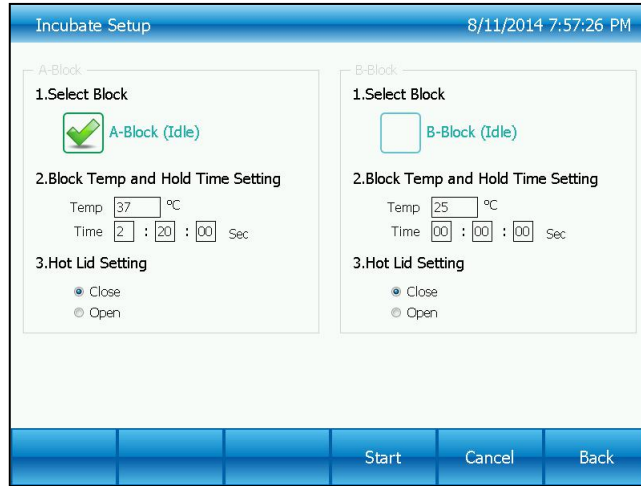


Figure 30. Incubate setup.

In the **Incubate Setup** screen (Figure30), select the desired block and enter the block temperature and the hold time. Then touch **Start** button to enter **Incubate Running** screen (Figure31).

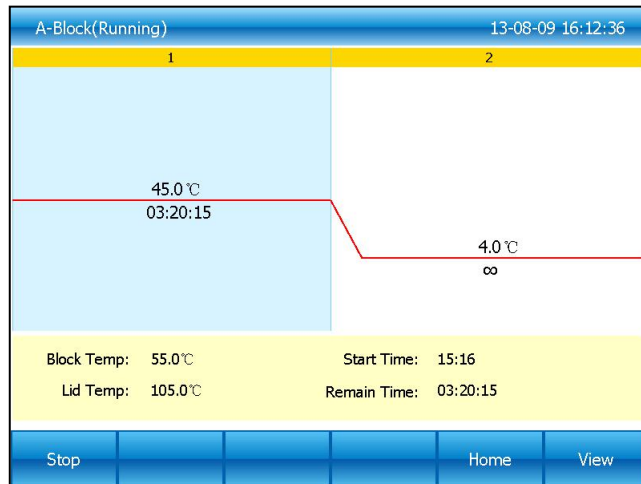


Figure31. Incubate running.

## 4.7 Log In

In the **Home** screen, touch **Log In** button to enter the **User Management-View** screen (Figure32).

**NOTE: Administrator user's initial password is "123456", you can change the password after logged in.**

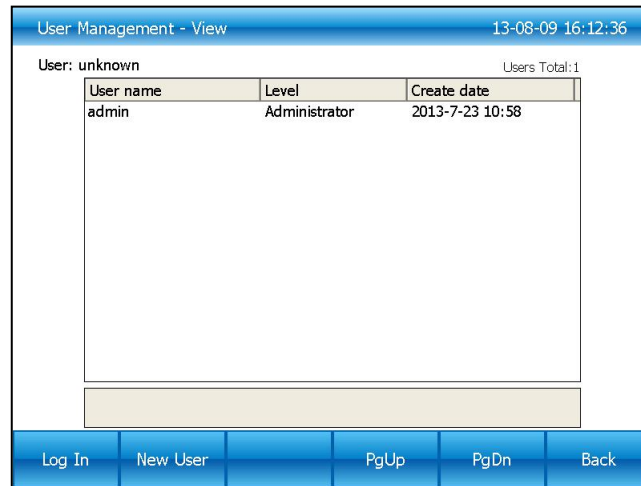


Figure 32. User Management-View.

### 4.7.1 New User

In the **User Management-View** screen (Figure32), touch **New User** button to enter the **User Management-New User** screen (Figure33).

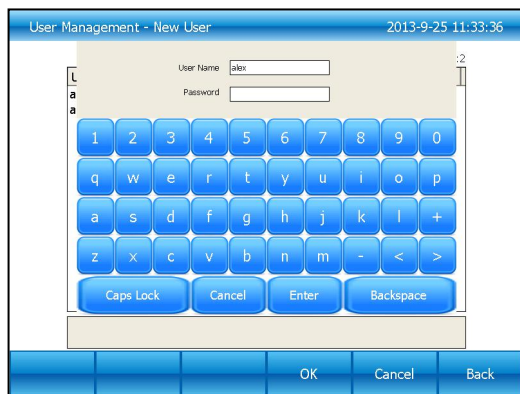


Figure33. User Management-New User.

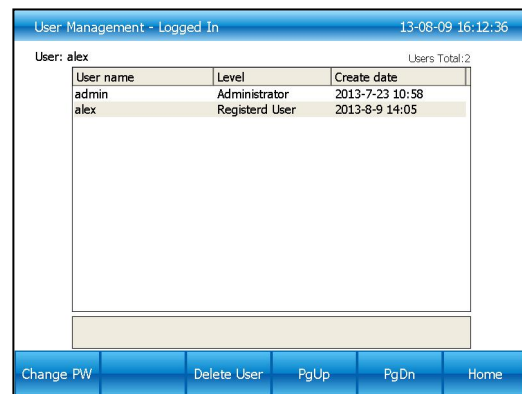


Figure 34. User Management-Logged In.

Enter user name and password, then touch **OK** button to enter the **User Management-Logged In** screen (Figure34).

## 4.7.2 Change Password and Delete User

In this screen (Figure34), touch **Change PW** button to change password (Figure35), and touch **Delete User** button to delete this user (Figure36).

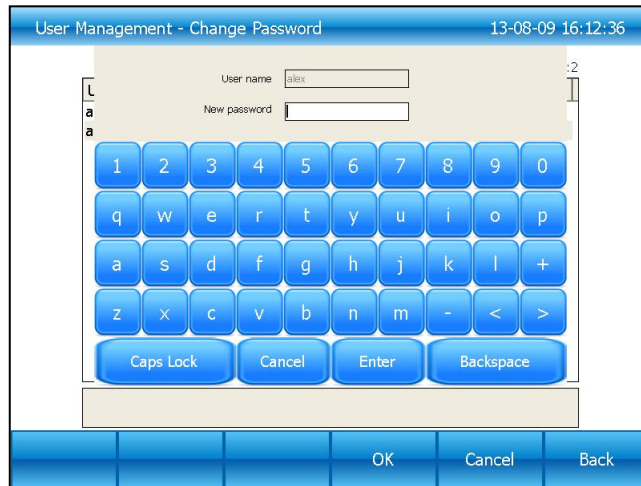


Figure 35. User Management-Change Password.

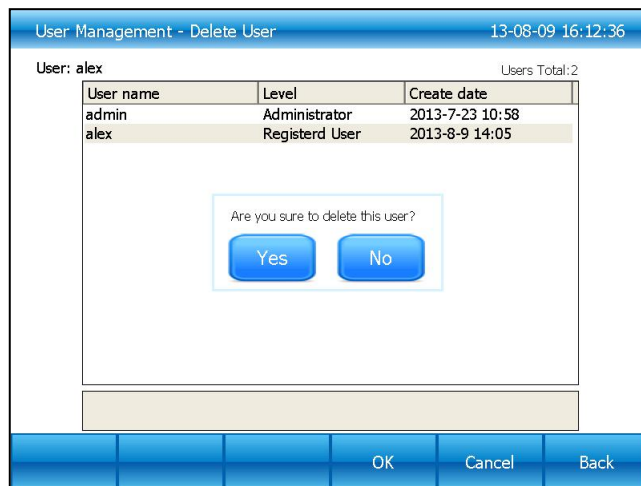


Figure 36. User Management-Delete User.

# Chapter 5 Maintenance and Troubleshooting

## 5.1 Machine Maintenance

### 1). Regular cleaning

- A. Clean the holes on reaction block with neutral soap solution (Do not use any solvent containing strong alkali, strong alcohol and organic solution)
- B. Spaces near the left, right air vents and under the machine should be always kept free. It is very important to clean the dust around air vents regularly.
- C. Clean the reaction block regularly and remove any residue inside cavities to prevent any affects to the temperature control. (we suggest to use soft cloth).

### 2). Replace fuse

The machine has two fuses. Replace it according to the following once damage occurs.

- A. Turn off the machine and unplug power source.
- B. Unscrew the fuse box with flat screwdriver and replace the damaged fuses with new 8A 250V fuses. After replacement, screw back in the fuses box.

---

Note: Please contact your supplier for repair when encountering any problem replacing fuses.

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## 5.2 Troubleshooting

### 1). Dissatisfactory Results

Biological, programmatic and hardware problems may contribute to any unsatisfied results of experiment. In order to distinguish the hardware problems from other possible problems, the machine is equipped with built-in self-test hardware and self-diagnosis software. Below is the detailed description. According to the experiences, most problems are related to biological and programmatic factors.

FAQ as follows:

- A. Incorrect or insufficient reactants.
- B. Denaturation temperature is too high or too low. It is suggested to set the temp. within range of 90-95 °C for 40 seconds. The duration can be adjusted in accordance with reaction volume.
- C. Annealing temperature is too high or too low; It should be between 55-70 ° C and 20 to 30 chains
- D. Reactant concentration is too high or too low.
- E. Preparation process without special treatment.
- F. Time and temperature value in progress are not appropriate.
- G. The temperature of sample is slightly too low while the temperature of block is slightly too high.
- H. Check whether the PCR tubes are well placed. Smearing little mineral oil on the surface of holes will increase the thermal conductivity.

## 2). Machine's self-test and self-diagnosis function

The machine will run the self-test program when booting. The software and hardware of machine will show the results so as to inform users the potential problems, minimize the failure of experiment and display the error message when problem occurs.

## 5.3 Notes

### 1). Power

A. No special requirement for the power supply. Any AC power source within range of 85V~264V is applicable. However, to prevent from causing any damage to the machine, it is better to apply low voltage fluctuation power sources, Otherwise please consider to install power supply regulator.

B. It's prohibited to cut off the power to terminate a running experiment. It's very harmful to the machine.

### 2).LCD screen

Avoid using UV disinfection to clean the machine to prevent any damage.

Avoid any bump or scratch to the LCD screen while using.



3). Note about cleaning

Avoid any liquid getting inside the machine while cleaning the base of machine. Due to the possible usage of radioactive substance during experiment, please carefully handle cleaning..

It is not suitable to use the machine in moisture or hot environment.

---

Note: Please do read the notes carefully! you may damage the machine if don't operate according to the above requirements.

---

## 5.4 Error messages and correspond solutions

No.	error message	Cause and correspond solution
1	File name can not be empty	File name does not support null character
2	If have same file name, Please re-name	Don't support multiple files with the same name's file.
3	Module sensor 1,short circuit	Hardware problem, need to repair
4	Module sensor 1,open circuit	Hardware problem, need to repair
5	Module sensor 2 ,short circuit	Hardware problem, need to repair
6	Module sensor 2,open circuit	Hardware problem, need to repair
7	Module sensor 3 short circuit	Hardware problem, need to repair
8	Module sensor 3,open circuit	Hardware problem, need to repair
9	Module sensor 4 short circuit	Hardware problem, need to repair
10	Module sensor 4,open circuit	Hardware problem, need to repair
11	Radiator sensor short circuit	Hardware problem, need to repair
12	Radiator sensor open circuit	Hardware problem, need to repair
13	Lid sensor short circuit	Hardware problem, need to repair
14	Lid sensor open circuit	Hardware problem, need to repair
15	Power output short circuit	Hardware problem, need to repair
16	Module temperature too high	Air flow vent is blocked or circuit problem, need to repair if latter
17	Module temperature too low	Temperature of environment is too low or circuit problem, need to repair if latter
18	Radiator temperature too high	Air flow vent is blocked or fan problem, need to repair if latter
19	Radiator temperature too low	Temperature of environment is too low or circuit problem, need to repair if latter
20	Lid temperature too high	circuit problem, need to repair

## 5.5 Cause of the unnormal phenomenon and correspond solution

No.	Description of problem	Cause and correspond solution
1	No any display after opening the machine	Check whether plug inserted correctly and power output has electricity , pull out the plug while turning off ,and check the fuse
2	Turn on, the machine start running according to the program	The power was off before ending the last program
3	The fan run fast some time, slow sometimes	Normal. fan is used dissipating heat while pump is working, not for reaching the sited temp.
4	Have Slight pat or squeaking sound while machine is working	Normal. When need large power for intense or cold, the switch power supply is adjusted automatically causing the sound of pat or squeaking
5	Increasing or decreasing module temperature too slow	Check whether the setting of rate of variable temperature and fan is normal or not
6	Wrong display appears in the screen	Caused by electrostatic pulse or power surge. please turn off and open, does not affect program running

Note: If the above problems can't be solved, please contact the supplier in time.

## Chapter 6 After-sales Service

1. This product is warranted under normal usage to the original purchaser for two years from the date of purchase.
2. Lifetime service guarantee. The local dealer, maintenance station and regional offices will provide you excellent after-sales service.
3. The foregoing maintenance free service is only applicable to products sold as new. Free maintenance, product return and exchange shall not be provided under any one of the following circumstances even in the warranty period:
  - 1). Damage caused by natural disasters factors (such as fire, earthquake, flood, wind disaster, thunderbolt etc.) and failure conditions caused by abnormal voltage, public nuisance and chemical substance.
  - 2). Failure or damage caused by use this product under abominable conditions (such as oil fume, dust, damp and direct sunlight etc.) or inappropriate use according to the instruction book.
  - 3). Damage caused by drop, move, transport, entry of foreign matter and other factors unrelated to manufacture process.

## Appendix 1 Warranty

Origin				Model	NO.		
User	Name			Telephone			
	Address				Postcode		
Vendor	Name			Postcode			Vendor Seal
	Address			Telephone			
	Sale Date			Invoice number			
Maintenance records	Carry-in date	Repair tickets Number	Fault conditions	Cause of the malfunction	Disposition	Produce for examination dates	Repairer Signature