

# 15 Error Message List

LabSolutions RF displays the following error messages according to the error status.



## Hint

- The RF-6000 series uses various LED indicator colors and buzzer sounds depending on the instrument status. Buzzer tones comprise combinations of short tones ("bip": •) and long tones ("beep": —).
- In the LabSolutions DB/CS system (option), an ID number to identify the error will be displayed along with the log's sub-message which is recorded when an error occurs. In the LabSolutions DB/CS system, the log information can be viewed in the log browser. (["14.6 Log Management"](#))

- [15.1 Error Messages in the Measurement Standby State](#)
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## 15.1 Error Messages in the Measurement Standby State

### ■RF-5300series

| Error Message  | ID No. | Probable Cause  | Corrective Action   |
|--|--------|---|---|
| Connection to instrument failed                                      | E41003 | The PC and instrument will not connect for some reason. | Check that the USB cable is connected correctly. In addition, turn power to the instrument OFF and then back ON, wait for initialization to complete, and then try connecting again. If the problem persists, contact your Shimadzu representative. |
| The total lighting time of the arc lamp has exceeded the upper limit | W21006 | The xenon arc lamp has exceeded its service life.       | The xenon arc lamp is at risk of exploding. Immediately replace the xenon arc lamp with a new one.  |

### ■RF-6000series

| Error Message | LED | Buzzer Tone | ID No. | Probable Cause | Corrective Action   |
|---------------|-----|-------------|--------|----------------|---|
|               |     |             |        |                | Check that the USB cable is connected correctly. In addition, turn power to the |

|   |              |                    |                              |  |   |
|---|--------------|--------------------|------------------------------|--|---|
| Connection to instrument failed   | —            | —                  | E41003                       | The PC and instrument will not connect for some reason.  | instrument OFF and then back ON, wait for initialization to complete, and then try connecting again. If the problem persists, contact your Shimadzu representative. |
| The total lighting time of the arc lamp is approaching the upper limit  | —            | ·<br>(once)        | W21004                       | The xenon arc lamp is approaching the end of its service life.   | Prepare a new xenon arc lamp.   |
| The total lighting time of the arc lamp has exceeded the upper limit  | —            | ···<br>(3 times)   | W21006                       | The xenon arc lamp has exceeded its service life.  | The xenon arc lamp is at risk of exploding. Immediately replace the xenon arc lamp with a new one.  |
| Arc lamp lighting failed<br>Communication disconnected  | Red<br>(lit) | — · ·<br>(3 times) | E48341/<br>E4100b/<br>E41008 | The xenon arc lamp did not light normally. The hardware may be faulty. Disconnect communication for safety reasons.    | Turn OFF power to the instrument and then turn it back ON. If the problem persists, contact your Shimadzu representative.   |
| Arc lamp extinction failed<br>Communication disconnected  | Red<br>(lit) | — · ·<br>(3 times) | E48341/<br>E4100b/<br>E41008 | The xenon arc lamp could not be lit normally. The hardware may be faulty. Disconnect communication for safety reasons. | Turn OFF power to the instrument and then turn it back ON. If the problem persists, contact your Shimadzu representative.   |
| Connection to the instrument has been terminated because the fan is detected to have stopped. If the arc lamp is on, it will be turned off automatically. | Red<br>(lit) | — · ·<br>(3 times) | E48400                       | The cooling fan on the right side of the instrument was detected to have stopped. The fan may be faulty.               | Perform initialization by turning OFF power to the instrument and turning it back ON. If the problem persists, contact your Shimadzu representative.                |
| Connection to the instrument has been terminated  |              |                    |                              | Always close   | Turn OFF power  |

|   |              |                  |                              |  |   |
|---|--------------|------------------|------------------------------|--|---|
| because the lid of the light source chamber was opened. If the arc lamp is on, it will be turned off automatically. Close the lid of the light source chamber and then connect to the instrument again. | —            | •••<br>(3 times) | E48340/<br>E80048140         | the lid on the lamp housing for safety reasons. If this message still appears even when the lamp housing lid is closed, the instrument may be faulty.                      | to the instrument, close the lamp housing lid, and then turn ON the power again. Check whether the xenon arc lamp lights after performing initialization.   |
| Connection to the instrument has been terminated because the light source protection function was turned on. If the arc lamp is on, it will be turned off automatically.                                | Red<br>(lit) | —••<br>(3 times) | E48341/<br>E4100b/<br>E41008 | The xenon arc lamp was detected to have turned OFF even though no such instruction was given. The hardware may be faulty.  | Turn OFF power to the instrument, close the lamp housing lid, and then turn ON the power again. Check whether the xenon arc lamp lights after performing initialization. If the problem persists, contact your Shimadzu representative. |
| Connection to the instrument has been terminated because an applied-voltage error was detected in the detector.   | Red<br>(lit) | —••<br>(3 times) | E48350                       | The negative high voltage actually applied to the photomultiplier detector did not match the value set for the negative high voltage to apply. The hardware may be faulty. | Turn OFF power to the instrument and then turn it back ON. If the problem persists, contact your Shimadzu representative.   |

## 15.2 Error Messages During Measurement

### ■RF-6000Series

| Error Message                                  | LED | Buzzer Tone | ID No. | Probable Cause | Corrective Action |
|--|-----|-------------|--------|----------------|-------------------|
| Measurement has been aborted and connection to |     |             |        |                | Perform           |

|   |           |                    |                              |  |   |
|---|-----------|--------------------|------------------------------|--|---|
| the instrument has been terminated because the fan is detected to have stopped. If the arc lamp is on, it will be turned off automatically.   | Red (lit) | — • •<br>(3 times) | E48400                       | Measurement was stopped because the cooling fan on the right side of the instrument was detected to have stopped. The fan may be faulty.                           | initialization by turning OFF power to the instrument and turning it back ON. If the problem persists, contact your Shimadzu representative.  |
| Measurement has been aborted and connection to the instrument has been terminated because the lid of the light source chamber was opened. If the arc lamp is on, it will be turned off automatically.     | —         | • • •<br>(3 times) | E48340<br>E80048140          | Always close the lid on the lamp housing for safety reasons. If this message still appears even when the lamp housing lid is closed, the instrument may be faulty. | Turn OFF power to the instrument, close the lamp housing lid, and then turn ON the power again. Check whether the xenon arc lamp lights after performing initialization.  |
| Measurement has been aborted and connection to the instrument has been terminated because the light source protection function was turned on. If the arc lamp is on, it will be turned off automatically. | Red (lit) | — • •<br>(3 times) | E48341/<br>E4100b/<br>E41008 | The xenon arc lamp was detected to have turned OFF even though no such instruction was given. The hardware may be faulty.  | Turn OFF power to the instrument, close the lamp housing lid, and then turn ON the power again. Check whether the xenon arc lamp lights after performing initialization. If the problem persists, contact your Shimadzu representative. |
| Measurement has been aborted and connection to the instrument has been terminated because an applied-voltage error was detected   | Red (lit) | — • •<br>(3 times) | E48350                       | The negative high voltage actually applied to the photomultiplier detector did not match the value set for the negative high voltage to apply. The                 | Turn OFF power to the instrument and then turn it back ON. If the problem persists, contact your Shimadzu representative.   |

|   |   |             |                     |  |   |
|---|---|-------------|---------------------|--|---|
| in the detector.  |   |             |                     | hardware may be faulty.  |   |
| Connection to the instrument has been terminated because the lid of the light source chamber was opened. The emission side slit will be closed automatically to protect the detector. | — | •<br>(once) | E44360<br>E80048160 | The detector protection function activated because the sample chamber lid was opened during measurement. | Check that the sample chamber lid is closed before starting measurement.                      |
| Measurement data may be saturated.  | — | •<br>(once) | W80020416           | The data may have become saturated during measurement.   | If saturated data becomes a problem, set a narrower slit width and perform measurement again. |