



Frequently Asked Questions

Please select area of interest from one of the following headings:

[Power On](#)

[Calibration/Accuracy](#)

[Performing Tests](#)

[Printing](#)

[Display](#)

[General](#)

If your query is not answered in this document then please click on the following link, fill in the details and submit the form. One of our technical support personnel will then reply to your query.

[Technical Support Request Form](#)

Power On

The unit fails to power on.

- Attach power cable and powersafe adaptor. Plug power cable into mains.
- Faulty switch – contact support.

Beep not sounding on power on.

- Enable sound on the unit.
- Faulty PCB – contact support

Calibration/Accuracy

The calibration accuracy is consistently > +/- 3%

- Was the correct syringe volume selected on the Compact
- An accuracy check is required after cleaning/disinfecting the flowhead Fleisch element assembly or after Vitalograph Compact disassembly/reassembly.
- Flowhead cone Fleisch element filter mesh missing or blocked.
- Flowhead body pressure port holes blocked.
- Flowhead Fleisch element assembly sealing O' rings damaged
- Flowhead Fleisch element assembly not dried thoroughly
- Flowhead Fleisch element assembly blocked
- Flowhead body tubing from pressure ports to main PCB blocked
- Main PCB failure – contact support

Performing Tests

Test begins automatically

or

Volume accumulates automatically without the subject blowing.

or

Very small VC or FVC test displayed

- False start or zero taken by the instrument due to air movement in the flowhead. Rerun the test.
- Flowhead and/or tubing not stationary at the start of test. Hold them steady until the 'Ready to Blow' prompt appears.
- Return to Home screen and re-enter the test routine.

Reversed or no volume measurements

- Ensure tubing is connected correctly. Ribbed side of the tubing should be connected to the ribbed half of the connector on the COMPACT device and the blue tapping on the flowhead connector
- Ensure that the flowhead connecting tube is not pinched or trapped.

Printing

Compact printer not working properly

- Check that internal printer is selected in the Report Options screen.
- Check the paper is loaded correctly and not reversed.
- Ensure the green flap on the printer is pressed down.
- Internal printer failure – contact support.

External printer not working properly

or

Corrupt or missing data on printout

- Check that external printer is selected in the Report Options screen.
- Check USB cable is connected between COMPACT and printer.
- Check printer as per manufacturers instructions.
- Check printer compatibility – contact support.
- Main PCB failure – contact support.

Display

Cannot read LCD

- Ensure the switch on the back of the unit is in the 'On' position.
- Check contrast adjustment in the COMPACT Configuration screen.
- LCD failure – contact support.
- Main PCB failure – contact support.

General

Time and Date corruption

- Main PCB lithium battery failure – contact your Vitalograph service centre.

Rocking device

- Check for damaged or missing rubber feet.

- If any of the rubber feet are damaged or missing replace all four rubber feet.