

# Troubleshooting Guide for Sartorius

If you're having problems, the solution is likely very simple. Please email [adamimac@gmail.com](mailto:adamimac@gmail.com) for more assistance.

**Pictures and videos are helpful!**

## First-Time Setup



Plug in all the cables, turn on the scale, and turn on the black switch.

The red light inside the electronics box should be blinking.

Otherwise, the scale configuration settings are likely incorrect.

Place some weight on the scale and turn on the red switch.

Remove the weight. Re-zero the scale if necessary.

The trickler should run.

## Operation of the AutoTrickler



The trickler was working fine last week, but now it won't start at all!

Turn the black switch off and back on to fully reset the electronics. Then try to set a target weight.

The trickler is slow, inconsistent, or overshooting the target weight.

It's almost always the tilt angle of the trickler. Watch the video on tuning at [autotricker.com](http://autotricker.com) (scroll to the bottom of the AutoTrickler page). There is also an optimization guide on the website.



The motor is shaking in place and not rotating.

The motor cable has likely broken. Swap motor cables with the AutoThrow to verify the problem, then contact for a replacement.

At lower speeds, the trickler is vibrating and excessively loud.

Remove the large pulley and snug the four screws holding the motor. Place a cloth under the trickler to ensure quiet, smooth operation on hard surfaces.

## Operation of the AutoThrow



The trickler motor starts up smoothly, but the AutoThrow does not respond at all.

The AutoThrow has been disabled. See AutoThrow instructions page 11.

The AutoThrow will not complete a full cycle.

Carefully adjust the tension screw. It should be as tight as possible while also loose enough to allow the motor to smoothly cycle.

Powder is leaking or the AutoThrow is jamming and the tension screw will not fix it.

Remove the tension screw and clean the inside surfaces of stray powder. Apply graphite dry lubricant if possible. Reassemble and readjust the tension screw.



Powder is splashing out of the pan.

Apply a very sharp bend in the flexible straw. Use the provided plastic cup which will absorb the impact and prevent bouncing kernels. See AutoThrow instructions page 4.