

## FAQ Note

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### Dead Instrument

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**Problem:** The instrument is dead, it has no display.

**Explanation:** INCON instruments may show no display for several reasons:

1. Programmable display "Sleep Mode" turned on.
2. No AC power to the instrument
3. Blown fuse inside the instrument
4. Electronic component failure

**Troubleshooting Steps:**

1. Begin by pressing each button on the front panel. If the instrument's display has gone to sleep, pressing one of the buttons should wake it up. If no change, proceed to the next step.
2. Verify that AC power is reaching the terminals on the back of the instrument. If none is found, correct this problem. If AC is present, proceed to the next step.
3. Turn off AC power and remove the instrument from its case (squeeze the lock tabs on top and bottom of the front panel, pull firmly to slide the instrument out of the plastic case).
4. Locate the fuse at the rear of the instrument, next to the power transformer. It stands up straight in a round white socket.
5. Remove the fuse from its socket and test its continuity. It should measure less than 10 ohms. If the fuse measures greater than 10 ohms, replace the fuse and reassemble the instrument. Turn on AC power. If the problem is not solved, turn off power, remove the instrument from its case, and skip to step #7.
6. If the fuse measures the correct continuity, place the fuse back into its socket and proceed to the next step.
7. Check the gold PCB contact fingers inside the case. Look inside the case, at the bottom row of gold contacts. The power contacts are the two in the center. Each contact has three slender fingers. If any of the fingers is bent up or seriously deformed, the instrument's PCB will not receive power through the case.
8. If a bent contact is found on a power terminal, remove the bent contact and replace it. Reassemble the instrument. If the problem persists proceed to the next step.
9. There is probably an electronic component failure. Call the INCON Technical Support line (800-984-6266) for an RMA to return the instrument for repair.