



# Cytek Spectral Sorter [Aurora CS]

## - Troubleshooting and FAQs –

*These troubleshooting guidelines are intended to help resolve minor issues with the equipment. If the problems cannot be resolved right away, please always notify the facility. Please do not attempt to repair the equipment on your own in ways that exceed the scope of these troubleshooting guidelines. Even minor issues must be recorded in the logbook.*

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→ For the following general spectral analyzer problems, please refer to our Spectral Analyzer Troubleshooting guide

1. Device won't start / Software won't connect
  2. Daily QC / Performance check fails
  3. No signals are detectable after starting the measurement
  4. Signals disappear, or populations move during the measurement
  5. Poor separation / distorted scatter data
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### 1. The Stream doesn't start up properly:

Symptoms: Big Drops are falling from the nozzle outlet / no stream is built up

Possible problems:

- The Nozzle might be blocked  
→ Check if the stream is building up when the nozzle is removed from the setup.

Yes → Nozzle cleaning:

- Fill a 5mL tube with H<sub>2</sub>O and insert the nozzle with the handle part facing the bottom of the tube.
- Put the tube standing upright into the ultrasonic bath
- Sonicate the nozzle for 5 min

No → Pressure or fluidic Problem:

- Check if the pressure line is connected properly
- Check if the sheath tank is full and if the sheath line is connected properly
- Check if the flow cell before the nozzle is blocked



- The Nozzle might not be installed correctly
  - ➔ Check if there was an installation error
  - ➔ Check if the O-ring (black ring on top of the nozzle) is lost or has jumped out of its correct position



Before reinstalling the nozzle:

Dry the nozzle (carefully without rubbing on the O-ring) using a fuzz-free rag.

Also, dry the installation and sorting chamber.

## 2. The Stream doesn't look right:

Symptoms: stream builds up, but the droplet separation is not stable

Possible problem:

- The Nozzle might be partially blocked with salt deposits
  - ➔ Nozzle cleaning in the ultrasonic bath
- The Dropdelay might not be right
  - ➔ Newly determine the Drop Delay
- You might not have selected the right Nozzle settings (e.g. Bypass Nozzle Settings are still set)
  - ➔ Set the Nozzle ID to the current Nozzle

