



**Corporate Office** 4340 Grove Ave Gurnee, IL 60031

**Utah Office** 14241 S Redwood Rd Bldg. A – Ste 060, Bluffdale, UT 84065

(866)736-8347 [rentsconfirmation@raecorents.com](mailto:rentsconfirmation@raecorents.com)

## Portacount Troubleshooting Steps

Does the Portacount pass the daily check? If not, confirm the following and work to pass the daily check.

- Is Tubing hooked up correctly? Blue = Ambient Air, Clear = Sample (Connected to zero filter)
- Is the alcohol wick and cartridge installed properly? Remove the black cap on the cartridge to check for a wick.
- What is failing? The minimum particle count? The Zero check?
  - If the Portacount is detecting particles but is failing the minimum particle check, you can try switching to an area that hopefully has more particles, or even light a candle to emit more particles. You can also install a new alcohol wick and soak that in fresh alcohol for 5-10 minutes before trying to pass the daily check again.
    - A Particle Generator is free upon request with your Portacount rental – this will solve the minimum particle check issue, **ONLY IF THE PORTACOUNT IS COUNTING PARTICLES**
  - If the minimum particle count is failing with 0 particles, you will most likely need a new unit. Confirm that the alcohol wick/cartridge is installed properly before calling for a replacement.

- If the Zero check is failing, try using a different zero filter – that should solve the problem. Confirm that the tubing near the inlet is clean. Additional troubleshooting steps are below
  - The blue and silver ports on the Portacount are threaded, so it is possible they may have been loosened. Try tightening these, then confirm that the tubing is tightly connected to the ports' inlet. Again, confirm that the zero filter is hooked up to the proper tubing (Clear/Sample)
  - There are mesh filters behind the blue and silver ports. Unscrew these and remove the mesh filters. Brush off any dust/particles that may be caught in these filters.
  - If all the above steps fail to help pass the daily check, please call us for a replacement unit.
  
- Portacount is passing daily check, but you cannot get masks to pass the fit test
  - This is an issue we encounter often. The daily check mimics the functionality of a fit test, so if the daily check is passing you can be assured that the Portacount is working properly – the answer is simply that the masks are not fitting properly, or perhaps equipment is not hooked up properly. Take the following steps to confirm.
    - Ensure tubing and adapters are connected properly. Is tubing tight? Are the mask adapters tightly connected? Are P100 / HEPA filters connected to the mask properly? If so, the next step is the ULTIMATE troubleshooting step that tests both functionality of the Portacount as well as potential adapter leaks. Simply hook up the Portacount the same way you would as if you were conducting a fit test – the mask should have a piece of tubing inside of it coming from the connected adapters. Connect a zero filter to that tubing inside of the mask, place the mask on a table, and conduct a fit test.
      - With this troubleshooting step, you will most likely end up with fit factors so high that the Portacount displays a suspicious fit factor warning – this is due to an extremely high fit factor, as the fit is

## RAECO Rents Portacount Troubleshooting Steps

essentially “perfect” using a zero filter. If the machine passes with the zero filter, it confirms that the masks simply aren’t fitting correctly.

- If the fit test fails, but is passing daily checks, there is a leak in the adapters. If it fails and daily checks also fail, a replacement is needed.

If you have any questions, please contact RAECO Rents at 866-736-8347 or email us at [rentsconfirmation@raecorents.com](mailto:rentsconfirmation@raecorents.com)

- Additional resources can be found on our website.  
<https://www.raecorents.com/training-center/video-demonstration/>

