



## **XRD STE23 Steam Sterilizer: Error Code A01 – Corrective Procedure**

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### **Purpose**

Provide standardized instructions to identify and correct Error Code A01 on the XRD STE23 Steam Sterilizer, ensuring safe operation and preventing damage to internal components

### **Scope**

Applicable to all users operating the XRD STE23 Steam Sterilizer.

### **Safety Precautions**

- Allow the autoclave to cool completely before performing any maintenance.
- Turn OFF the unit and unplug from the power source before draining, cleaning, or accessing internal components.
- Use only 100% distilled water. Do not use tap water, filtered water, purified drinking water, mineral water, or RO water unless specifically approved.
- Avoid contact with hot surfaces, hot water, or steam

### **Required Materials**

- Fresh 100% distilled water
- Clean container for draining water
- Lint-free cloth or paper towel

### **Corrective Procedure**

#### **1. Confirm Water Type**

- Verify the unit is filled with 100% distilled water.
- If water type is unknown, discard it and replace with new distilled water.

#### **2. Drain and Clean the Water Tank / Reservoir**

- Turn the sterilizer OFF and allow it to cool completely.
- Drain all water from the reservoir using the drain valve (or manual drain method).
- Rinse the tank/reservoir with distilled water to remove residue and contaminants.
- Dry the tank/reservoir completely.
- Refill using fresh distilled water.



### 3. Restart the Sterilizer

- Turn the sterilizer ON.
- Confirm the Error Code A01 is cleared, and the machine returns to normal standby/ready state.

### 4. Reset (If Error Persists)

- Turn OFF the sterilizer and unplug from power.
- Wait 10 minutes.
- Plug back in and turn ON.
- Check if the error is resolved

### Notes

- Error A01 is most commonly caused by the use of non-distilled water or by residue/scale contamination in the water reservoir.
- Please note: even when “distilled water” is produced using a small countertop/home water distiller, the water quality may still be inadequate due to mineral carryover, contamination from the container, residue inside the distiller, or improper maintenance of the distillation unit. This can trigger Error A01.
- In most cases, the issue is resolved by fully draining the reservoir and replacing the water with **fresh, factory-sealed distilled water** (store-bought gallon/jug). This step is recommended as a standard troubleshooting procedure and is not meant to delay service—it is often the quickest and most effective solution.