

3. Error Handling

Major Errors

NO	Error Code	Cause	Actions to Take
1	208001B	Insufficient sample volume Sample loading error Plunger pressure drop Sample with an HCT above 50% Coagulated sample dispensed	Check if the used sample volume is between 65 and 80 ul. Check if the sample is coagulated. Clean the plunger. Check if the plunger is deformed (if so, replace it). Re-load the sample by filling the sample inlet port completely. Re-analyze the sample.
2	207103A	Wrong sample tube used (EDTA) Insufficient sample volume Highly concentrated blood sample (enzyme)	Check if the Li-Hep tube was used. Re-analyze the sample with a sufficient volume. If the cartridge and device are functioning correctly, re-analyze the sample using a different device.
3	207104A	Wrong sample tube used Very low values in the analysis result	Check the used amount and type of the measured sample. Re-analyze with a new cartridge. If the cartridge and device are functioning correctly, re-analyze the sample using a different device.
4	206001A	Camera QR code recognition problem	Check if no foreign material is on the camera. Clean the camera area. Re-analyze the sample.
5	207125A	GLU calculation error	Sample stored at room temperature for a prolonged period of time Re-analyze with a different cartridge. If the same error persists, attach the log file and request technical support.
6	206003A	Cartridge expiration date error	Check if the cartridge is past the expiration date. Check the time settings on the device.
7	207042C	Duplicate cartridge	Re-analyze with a new cartridge.
8	207121A	Time settings error (The date on the device is set before the date the reagent was manufactured.)	Check the time settings on the device.
9	204017C 206021A	Incorrect software version used on the device	Update the software to the latest version and re-analyze the sample.
10	405007A	The detection part is contaminated with dust, etc. and foreign substances are identified on the blank wall.	Clean it with an air blower. Clean it with a dust remover. If this error persists, send the device in for repair.