

ERROR MESSAGE	DURING STARTUP AND SELF-TEST				CAUSE AND ACTION
	DURING CALIBRATION CHECK	DURING HEMATOLOGY TESTS*	DURING FIBRINOGEN TESTS*		
Lamp Test Failed	●				<b>Cause:</b> Display message will flash if software determines the Lamp is either open or shorted. <b>Action:</b> Request service.
Checksum Error 1	●				<b>Cause:</b> Defective cartridge. <b>Action:</b> Turn Power switch off, remove cartridge and re-install, turn Power on and try again. If error persists, order a replacement cartridge.
Checksum Error 2	●				<b>Cause:</b> Defective cartridge. <b>Action:</b> Turn Power switch off, remove cartridge and re-install, turn Power on and try again. If error persists, order a replacement cartridge.
Calibration Error (backlash)	●				<b>Cause:</b> Loose motor coupling, or carriage not moving freely. <b>Action:</b> Request service.
Filter Wheel Error (1) <small>Also #2, #3, #4, #5 &amp; #6</small>	●				<b>Cause:</b> Defective filter wheel, defective LED, carriage not moving, or defective circuit board. <b>Action:</b> Request service.
Position Error [Remove Tube] <small>*With Buzzing noise</small>	●	●	●	●	If message occurs on powering up, error is a holdover from the last procedure. <b>Cause:</b> During carriage return, tube ejected improperly by collet. <b>Action:</b> Open door; carefully remove tube with forceps. Follow display messages by pressing [NEXT] key, then <i>simultaneously</i> pressing [▲] and [▼] keys.
Carriage Error (no sensor)	●	●	●	●	<b>Cause:</b> Transport mechanism is not moving due to a: 1) defective Power Pack; 2) jammed carriage; or 3) defective circuit board. <b>Action:</b> Request service.
Rotation Error		●			<b>Cause:</b> Incorrect or damaged Cal Check Rod. Damaged collet. Optics require service. <b>Action:</b> Verify use of correct Call Check Rod. Wipe clean and retest. If message persists, request service.
Cal Rod Error (03)		●			<b>Cause:</b> Incorrect or damaged Cal Check Rod. Damaged collet. Optics require service. <b>Action:</b> Verify use of correct Call Check Rod. Wipe clean and retest. If message persists, request service.
Improper QBC Tube Type			●	●	<b>Cause:</b> Instrument in hematology mode, but tube inserted is for fibrinogen... or vice versa. <b>Action:</b> Remove tube and insert correct type... or access correct test mode.
*Cannot ID QBC Tube Type			●		<b>Cause:</b> Severely hemolyzed specimen, severe platelet clumping on top of float, improperly prepared tube, missing float, tube filled backwards, smudged tube, missing fill lines, or wrong tube type. <b>Action:</b> Remove tube and inspect. Retest or prepare and test new tube.
Error Locating Bottom of RBC's			●		<b>Cause:</b> Closure or stopper in QBC tube is incorrectly sealed, or LED is defective. <b>Action:</b> Prepare and test new tube. If message persists, request service.
*Error Locating Float			●		<b>Cause:</b> Severely hemolyzed specimen, defective float, float lodged in wrong part of tube, improperly prepared tube, defective lamp, or defective LED. <b>Action:</b> Remove tube and inspect. Retest or prepare and test new tube. If message persists, request service.

\*Patient, Proficiency and Control Samples

Table 4-3 (continued)

ERROR MESSAGE	Error Messages and Codes				CAUSE AND ACTION
	DURING STARTUP AND SELF-TEST	DURING CALIBRATION CHECK	DURING HEMATOLOGY TESTS*	DURING FIBRINOGEN TESTS*	
*Error Locating Meniscus			●		<b>Cause:</b> Improper tube inserted, defective lamp, or binding carriage. <b>Action:</b> Remove tube and inspect. Retest or prepare and test new tube. If message persists, request service.
*Improper Fill Venous Sample			●		<b>Cause:</b> Venous tube not filled with required amount of blood or some sample was lost during tube preparation. <b>Action:</b> Check Pipetter for accuracy of fill. Prepare and test new tube.
*Improper Fill Capillary Sample			●		<b>Cause:</b> Capillary tube not filled with required amount of blood or some sample was lost during tube preparation. <b>Action:</b> Prepare and test new tube.
*Improper Fill AccuTube Sample			●		<b>Cause:</b> AccuTube not filled with required amount of blood or some sample was lost during tube preparation. <b>Action:</b> Verify AccuTube spacer in place if using pipetter. Prepare and test new tube.
Too Many Bubbles Found in Tube			●		<b>Cause:</b> Plasma contains excess bubbles, making accurate measurement of plasma column difficult. <b>Action:</b> Prepare and test new tube.
*Granulocytes Unreadable (1) Also #2, #3, #4, #5 & #6			●		<b>Cause:</b> Errors (1) and (2): Sample has blurred red cell-granulocyte interface. Errors (3-5): Sample has severely blurred red cell-granulocyte interface. <b>Action:</b> Instrument will not report GRANS, WBC, or % LYMPH/MONOS, but will report LYMPH/MONO (10 <sup>9</sup> /L), PLT, HCT, HB and MCHC. For full test panel, test fresh sample or use other test method.
*Buffy Coat Unreadable (2)			●		<b>Cause:</b> Pancytopenia, resulting in extremely small, hard-to-read cell layers. <b>Action:</b> Inspect tube for small layers; if capillary sample, obtain and test venous sample. <b>Cause:</b> Various leukemias result in extremely large layers of certain white cells which obscure other small cell layers (e.g., lymphocytes). <b>Action:</b> Inspect tube for large layers; if venous sample, obtain and test capillary sample.
*Buffy Coat Unreadable (3)			●		<b>Cause:</b> Top of platelet layer is near or at top of float, caused by extremely large layer of platelets, lymph/monos, or granulocytes. <b>Action:</b> Inspect tube for large layers; if venous sample, obtain and test capillary sample.
*Buffy Coat Unreadable (4)			●		<b>Cause:</b> Platelets clumped on top of float, possibly due to poor blood collection technique or to age of blood sample. <b>Action:</b> Obtain a fresh sample and retest.
*Buffy Coat Unreadable (5)			●		<b>Cause:</b> Lymph/Mono layer is extremely small or is inadequately stained. <b>Action:</b> Retest or prepare and test new tube.
*Buffy Coat Unreadable (6)			●		<b>Cause:</b> Analyzer fails to find 4 out of the 8 scans of the float that yield reproducible cell counts, possibly due to expired QBC tube or incorrect sample preparation. <b>Action:</b> Retest or prepare and test new tube.

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