

CLINITEK STATUS/(+) URINALYSIS METER TROUBLESHOOTING GUIDE

Error messages will be displayed to help you when the Clinitek Status analyser detects something which needs your attention. The format of this advisory information depends upon the importance of the problem and the mode in which the instrument is being used.

Errors which Disable the Instrument

If the error is one which prevents the instrument from being used, all selection areas on the screen will be disabled. Taking the corrective action shown will remove the error alert screen and allow you to use the instrument.

Other Errors

There are certain errors which need to be corrected to enable testing of samples but do not prevent other instrument functions from being used. You will need to carry out the corrective action to enable testing.

Advisory Messages

Errors of less importance will be presented via a message on the main **Select** screen when this screen is next displayed. When you have taken corrective action, the message will be removed from the display. If more than one of this class of error occurs, clearing one message will enable the next to be displayed in order of importance to a user.

Results Alert

If an error occurs during testing and the test cannot continue because of the error, this will be presented via the **Results Alert** screen. This will provide details of the error and show that the test has been cancelled. The test table will be extended so that the urinalysis strip can be removed.

Battery Power Icon

The battery icon indicates the power level of the battery. Power can be reduced while testing continues, with an advisory message displayed on the main **Select** screen. If battery level falls too low to power the analyser, all selection areas on the display will be disabled until the batteries are replaced (if you require detailed instructions regarding how to change the batteries see Section 9 of the operators manual, Cleaning and Maintenance).

Paper-out Icon

A paper-out icon appears in the top of the title bar when the printer paper/label roll needs replacing.

An advisory message will be displayed on the main **Select** screen. Replace with new paper or label roll as instructed in Section 1, Loading the Printer Paper or Label Roll.

Dashes in Displays

Dashes are displayed in the **Results** screens and on printouts when no text has been entered for a field enabled in **Instrument Set Up**. Dashes may appear next to Colour and Clarity on test result printouts. This occurs when the instrument is powered by batteries. Colour and Clarity are selected in the **Instrument Set Up**, but no selections have been recorded on the **Select Appearance** screens before time-out. The time-out on these screens is designed to ensure that battery life is preserved. The Colour and Clarity description may be added to the printout in writing if needed.

Irregular or Slow Movement of Test Table

If movement of the test table is irregular or slow, this may be caused by:

- Heavy build-up of dried urine on the test table. Clean the test table and insert as described in Section 9, Operators Manual, Periodic Cleaning of Test Table.
- Low battery power. Replace the batteries as described in Section 9, Cleaning and Maintenance if you run the meter on battery power.

Calling for Assistance

If your Clinitek Status analyser is displaying corrective actions for a detected problem, please carry out the displayed instructions before calling for assistance. If this does not correct the problem or no instructions are displayed contact Medical Electronics on 01823 342486.

7 Troubleshooting

Lists of Errors and Advisory Messages

Clinitek Status Analyzer: List of Errors and Advisory Messages		
Error Code	Description	Action
E01	Low battery power	Replace the batteries: a) To view instructions on the display, touch the Error Report selection area, or b) To use the instructions in this manual, see page 9-7, <i>Changing Batteries</i> .
E10 or E48	Loss of test results	1. Switch the instrument off by pressing the on/off button for 2 seconds. 2. Switch the instrument on again by pressing the on/off button. 3. Repeat the test.
E11	Failure of test table	1. Make sure that the test table is in place. Move the test table in or out of the instrument slightly to reposition the test table. 2. If the error remains, with the instrument powered on, unplug the power cord from rear of instrument and plug back in. Turn instrument on by pressing the gray power button. 3. If the error remains with the test table in place, contact your local Bayer Customer Service and Support Centre (contact information is given in Appendix A).
E23	Low battery power	Replace the batteries: a) To view instructions on the display, touch the Error Report selection area, or b) To use the instructions in this manual, see page 1-2, <i>Installing Batteries</i> and/or page 9-7, <i>Changing Batteries</i> . If the battery level becomes too low to power the instrument, Error Code E01 will be displayed.
E24	No printer paper	Replace the printer paper a) See instructions on the inside of the printer paper compartment cover, or b) To view instructions on the display, touch the Error Report selection area, or c) To use the instructions in this manual, see page 1-4, <i>Loading the Printer Paper or Label Roll</i> .
E25, E64 or E65	Failure of automatic calibration	Clean the calibration strip. If the error remains after cleaning, contact your local Bayer Customer Service and Support Center (contact information is given in Appendix A).
E27	Set Up failure	1. Switch the instrument off by pressing the on/off button for 2 seconds. 2. Switch the instrument on again by pressing the on/off button.

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Error Code	Description	Action
E28	Printer error	Lift the printer cover and push the paper holding arm back into position (see page 1-5, <i>Loading the Printer Paper or Label Roll</i> for location of paper holding arm).
E50	Incorrect strip type	Ensure that the strip type selected in Instrument Set Up is being used (see 5-19 and 5-20, <i>Select Urinalysis Test</i>). If the correct type of strip is being used, check the instrument operation by running another test using: a) a yellow and clear sample, or b) Chek-Stix® (see page 8-1, <i>Quality Control Testing</i>).
E52	Invalid barcode	Repeat the test using a Bayer cassette.
E53	Strip Test selected but cassette detected	Repeat the test using the Cassette Test routine (see page 4-6 or 4-19).
E54	Cassette Test selected but strip detected	Repeat the test using the Strip Test routine (see page 4-1 or 4-11).
E56	Incorrect size test table	Repeat the test using the correct test table (see page 4-1).
E57	Missing strip or cassette	Repeat the test ensuring that the strip or cassette is positioned on the test table (see page 4-1 or 4-6 for strip or cassette testing).
E58	Misplaced strip	Repeat the test ensuring that the strip is correctly positioned on the test table (see page 4-3). If error remains and you are testing a urine dip strip, examine the test table insert to insure that the small, white line located near the tip of the strip (on strip side of insert) is present and not damaged. If this line is damaged or missing contact your local Bayer Customer Service and Support Center (contact information is given in Appendix A).
E59	Inverted strip positioned on the test table	Repeat the test ensuring that the strip is correctly positioned on the test table (see page 4-3).

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Error Code	Description	Action
E60	Tilted strip	Repeat the test ensuring that the strip is correctly positioned on the test table (see page 4-3).
E61	Dry strip	Repeat the test ensuring that the strip has been in contact with the sample (see page 4-2).
E63	Failure to find end of strip	Repeat the test ensuring that the strip is correctly positioned on the test table (see page 4-3).
E67 or E68	Insufficient sample	A sample flow issue with the cassette test may have been detected. One or more of the test indicator lines may be missing or indiscernible from the background, or not enough sample was applied to the cassette. Repeat the test ensuring the pipette is correctly filled and the correct volume of sample is dispensed into the well of the cassette (see page 4-8).
E02	Failure of calibration data	Contact your local Bayer Customer Service and Support Center (contact information is given in Appendix A).
E12	Failure of LED	Contact your local Bayer Customer Service and Support Center (contact information is given in Appendix A).
E20	Failure of clock	Contact your local Bayer Customer Service and Support Center (contact information is given in Appendix A).
E62	Light Ingress	Contact your local Bayer Customer Service and Support Center (contact information is given in Appendix A).