

## AU480 Systematic Approach to Troubleshooting



The following will assist you to logically and systematically approach troubleshooting.

- Identify Indicators
  - **Observations**
  - **Failures: RB, Cal, QC**
  - **Messages**
  - **Flags**
  - **Alarms**
  
- Take Inventory-What could have happened?
  - **Reagent loaded?**
  - **Open new cal, QC?**
  - **Maintenance?**
  - **Parts replaced?**
  
- Use your resources
  - **Manuals**
  - **Software**
    - ♦ **RB/Calibration Monitor Screen**
    - ♦ **ISE Calibration screen**
  - **Hotline**
  - **Logs**
  - **User Updates**
  - **Alarm help**
  - **Co workers**
  
- Assess Severity
  - **1 or multiple analytes**
  - **1 or multiple levels**
  - **RB, Cal, QC or combination**
  
- Use Systematic Approach
  - **What is common to failure?**
  - **What is unique to failure?**
  
- Devise Plan
  
- Implement Plan/Test



## AU480 Instrument Indicators

### Status Messages





The Message Window on the Home Menu displays messages about the system status.

The messages can be:

- **Green**
  - **Informational: No action required**
- **Yellow/Orange**
  - **Caution: Impacted tests may not be measured correctly under current conditions**
- **Red**
  - **Warning: Fatal Error–Unable to run under current conditions**

### Alarm Messages

Alarm Messages are recorded in the Alarm List.

- Select  one time to silence the audible alarm
- Select again to clear the message from the message line
- Select  to view the list of alarms

### Alarm Message Troubleshooting

When a message is displayed in the alarm message area:

1. **Select Alarm List. Information displayed includes the “Date”, “Level”, “Alarm No.” and “Alarm”.**
2. **Select the alarm you are investigating, then select Help to display the alarm description and corrective actions.**
3. **Print the alarm message using the “Print Screen” key on the keyboard.**
4. **Troubleshoot using the Help information.**
5. **Call Technical Support if issue persists after troubleshooting.**



# AU480 Troubleshooting Flowchart

