WARNINGS AND PRECAUTIONS
Read all product manuals and consult with Beckman Coulter-trained personnel before attempting to operate instrument.

Beckman Coulter, INC., urges its customers to comply with all national health and safety standards such as the use of barrier protection. This may include, but it is not limited to, protective eyewear, gloves and suitable laboratory attire when operating or maintaining this or any other automated laboratory equipment

INTENTION FOR USE
This document is not intended to replace the information in your Instrument Instructions for Use Manual (IFU). Information in the Instructions for Use Manual supersedes information in any other manual.
Daily Checks

Background fails

Still fails - which parameter?

WBC
- Zap Apertures x3
- Repeat Daily Checks

RBC
- Clear appropriate Apertures (WBC or RBC) through Dx Tools>Maintenance tab
- Repeat Daily Checks

HGB
- Clean Apertures, Perform HGB Blank Verification, Repeat Daily Checks

PLT
- Likely causes:
  - Microbubbles in sweepflow lines
  - Electronic noise, or
  - Diluent contamination
  - Prime Sweepflow
  - Repeat Daily Checks

DIFF
- Clean Apertures, Repeat Daily Checks

NRBC
- Likely causes:
  - Microbubbles in sweepflow lines
  - Electronic noise, or
  - Diluent contamination
  - Prime Sweepflow
  - Repeat Daily Checks

RETI
- Clean Apertures, Repeat Daily Checks

If still fails:
- Run a cassette load of samples, Repeat Daily Checks
- Run cassette of samples, Repeat Daily Checks

If still fails:
- Shutdown for 30 mins, Repeat Daily Checks'

If still fails:
- Diff, NRBC still fails
- Call Beckman Coulter Customer Support Center

NOTE: Always 'Finish' Diagnostics when the procedure is complete

Prime the Retic reagents (Dx tools>Common Services tab)
- Repeat Daily Checks

Rinse Mix Chamber
- Go to Dx Tools>VCSn tab, select Fluidic>Rinse Mix Chamber>Start
- Perform in order, as needed:
  - Flush Flow Cell (no cleaner) Both, (Repeat 5x)
  - Flush Flow Cell with cleaner (5 mins)
  - Clear Flow Cell Aperture 3x
  - Repeat Daily Checks

When was the diluent last changed?
- When was the diluent last changed?
- Prime diluent
- Repeat Daily Checks

Still fails:
- Shutdown for 30 mins, Repeat Daily Checks’
Which results are affected?

CBC Parameters?
(WBC, HGB, RBC, PLT,)

DIFF, NRBC, RETIC Parameters (%)

Refer to QC 1 Flowchart

Refer to QC 2 Flowchart

NOTE: Always ‘Finish’ Diagnostics when the procedure is complete
Which results are affected?

- AMTC module parameters only? (DIFF, NRBC, RETIC)
- CBC parameters only? (WBC, HGB, RBC, PLT)
- All parameters? (WBC, HGB, RBC, PLT, DIFF, NRBC, RETIC)

Refer to Samples 1 Flowchart
Refer to Samples 2 Flowchart
Refer to Samples 3 Flowchart

NOTE: Always 'Finish' Diagnostics when the procedure is complete
All Parameters (WBC, HGB, RBC, PLT, DIFF% #, NRBC% #, RETIC% #)

Possible blocked Sample Probe OR Sample Aspiration Syringe /Motor issue

Is Sample Aspiration Syringe moving up & down freely?

Yes

Possible blocked Sample Probe OR Sample Aspiration Syringe /Motor issue

Is blood being pulled through to the Blood Sample Valve?

No

Check thumbscrew at bottom of syringe is finger tight. - If already tight, syringe needs replacing. Call Beckman Coulter Customer Support Center
- If loose, tighten and check results again

Yes

Confirm which results are affected (cannot be all) and refer to appropriate flowchart for further troubleshooting

No

Check the Sample Aspiration Probe - has it been recently replaced?

Yes

Check the aspiration line connected at the top of the probe. Check the probe is seated & screwed in correctly.

No

Could be faulty syringe motor or syringe itself. Call Beckman Coulter Customer Support Center

Yes

No

Replace Sample Aspiration Probe

Signs of leaking around aspiration syringe?

Yes

No

Check the Sample Aspiration Probe - has it been recently replaced?

Yes

No

Replace Sample Aspiration Probe
Samples 3

Note: Always 'Finish' Diagnostics when the procedure is complete.

Check SAM.
Is sample being dispensed to the chambers?
Is the aspiration syringe moving up & down freely?

Yes

- Call Beckman Coulter Customer Support Center

No

DV or Flow Cell Issue

Check counts (% and # affected?), flags (R?) and error messages

No

- Check SAM.
  Is sample being dispensed to the chambers?
  Is the aspiration syringe moving up & down freely?

Yes

- Call Beckman Coulter Customer Support Center

AMI parameters only* (DIFF, NRBC, RETIC)

NRBC only

DIFF only

Pathway or Reagent specific

AMTC parameters only* (DIFF, NRBC, RETIC)

NRBC only

DIFF only

ALL - no results, low events, R flags

Perform in order, as needed:
- Flush Flow Cell (no cleaner)
  Go to Dx Tools>Maintenance tab, select Mechanical>Flush Flow Cell.>Choose 'Both'
  >Start
  (repeat 5x)
- Flush Flow Cell (with Cleaner) for 5 mins (repeat if needed)
- Clear Flow Cell Aperture

Check reagents.
- Near end of open expiry?
- Nearly empty?
- Changed recently?

Check counts (% and # affected?), flags (R?) and error messages

Low events, Low event rate, Required parameters for generating dataplots missing, R flags

High event rate, R flags

Perform Rinse Mix Chamber
Go to Dx Tools>VCSn tab, select Fluidic>Rinse mix Chamber>Start. If not resolved, proceed to next step.

Perform in order, as needed:
- Flush Flow Cell (no cleaner)
  Go to Dx Tools>Maintenance tab, select Flush Flow Cell.>Choose 'Both'
  >Start
  (repeat 5x)
- Repeat Flush Flow Cell with Cleaner for 5 mins (repeat if needed)
- Clear Flow Cell Aperture

Unlock DV
Go to Dx Tools>CBC tab, select Mechanical>Unlock DV. Does the DV respond?

No

Unlock DV
Go to Dx Tools>CBC tab, select Mechanical>Unlock DV. Does the DV respond?

Yes

- Possible blockage inside DV or input line of Flowcell

No

Call Beckman Coulter Customer Support Center

Issue persists

Perform Rinse Mix Chamber
Go to Dx Tools>VCSn tab, select Fluidic>Rinse mix Chamber>Start. If not resolved, proceed to next step.

Perform in order, as needed:
- Flush Flow Cell (no cleaner)
  Go to Dx Tools>Maintenance tab, select Flush Flow Cell.>Choose 'Both'
  >Start
  (repeat 5x)
- Repeat Flush Flow Cell with Cleaner for 5 mins (repeat if needed)
- Clear Flow Cell Aperture

Call Beckman Coulter Customer Support Center