

DXH Troubleshooting FlowCharts

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

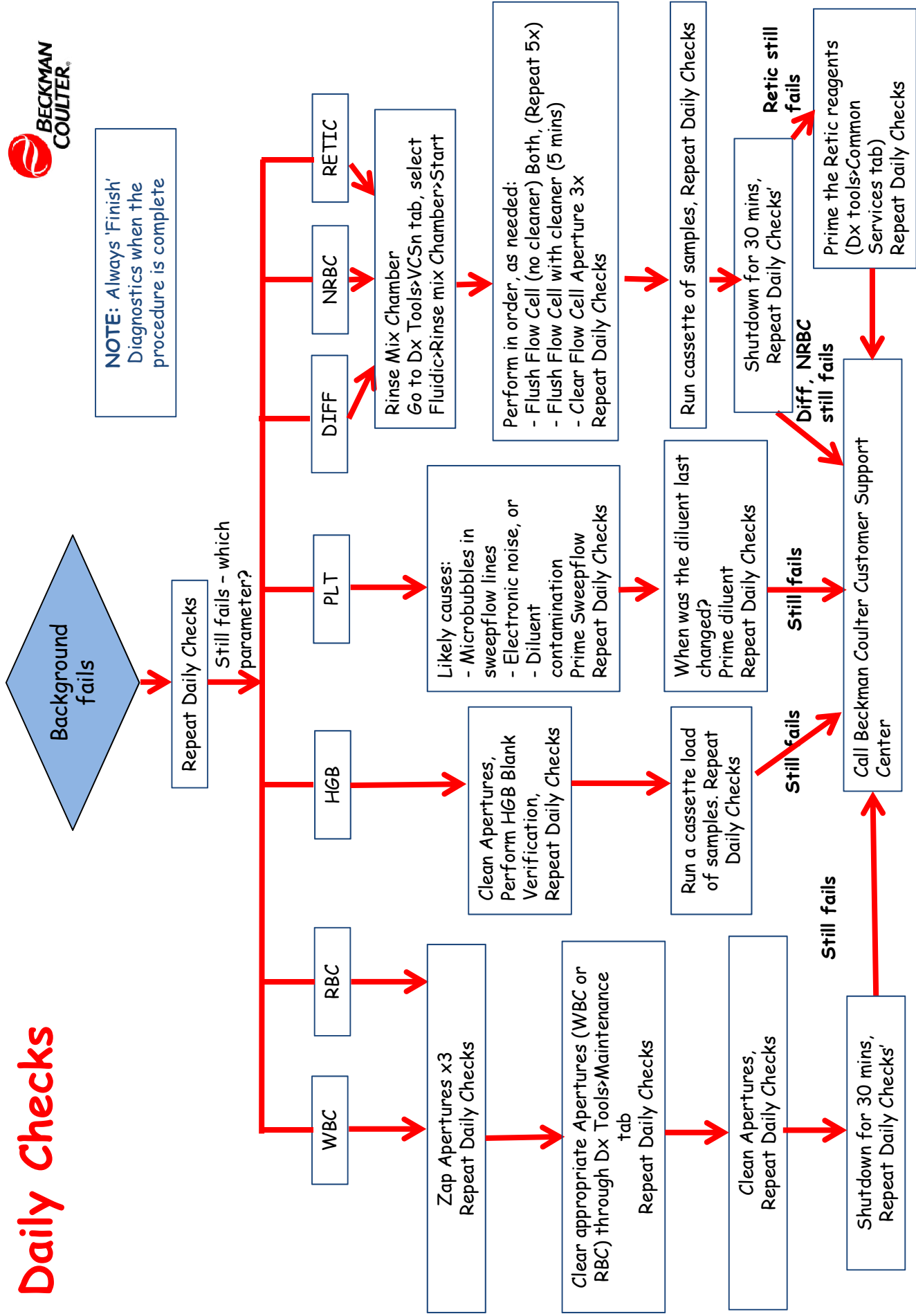
This document is not intended to replace the information in your Instrument Instructions for Use Manual (IFU). Information in the Instructions for Use Manual supersedes information in any other manual.



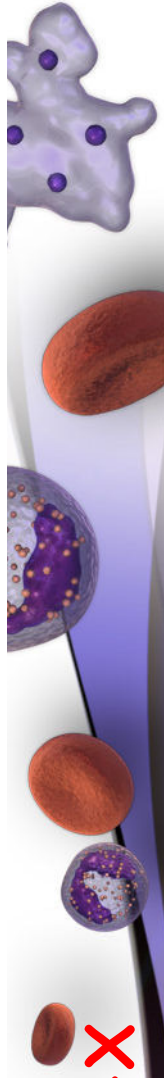
Daily Checks



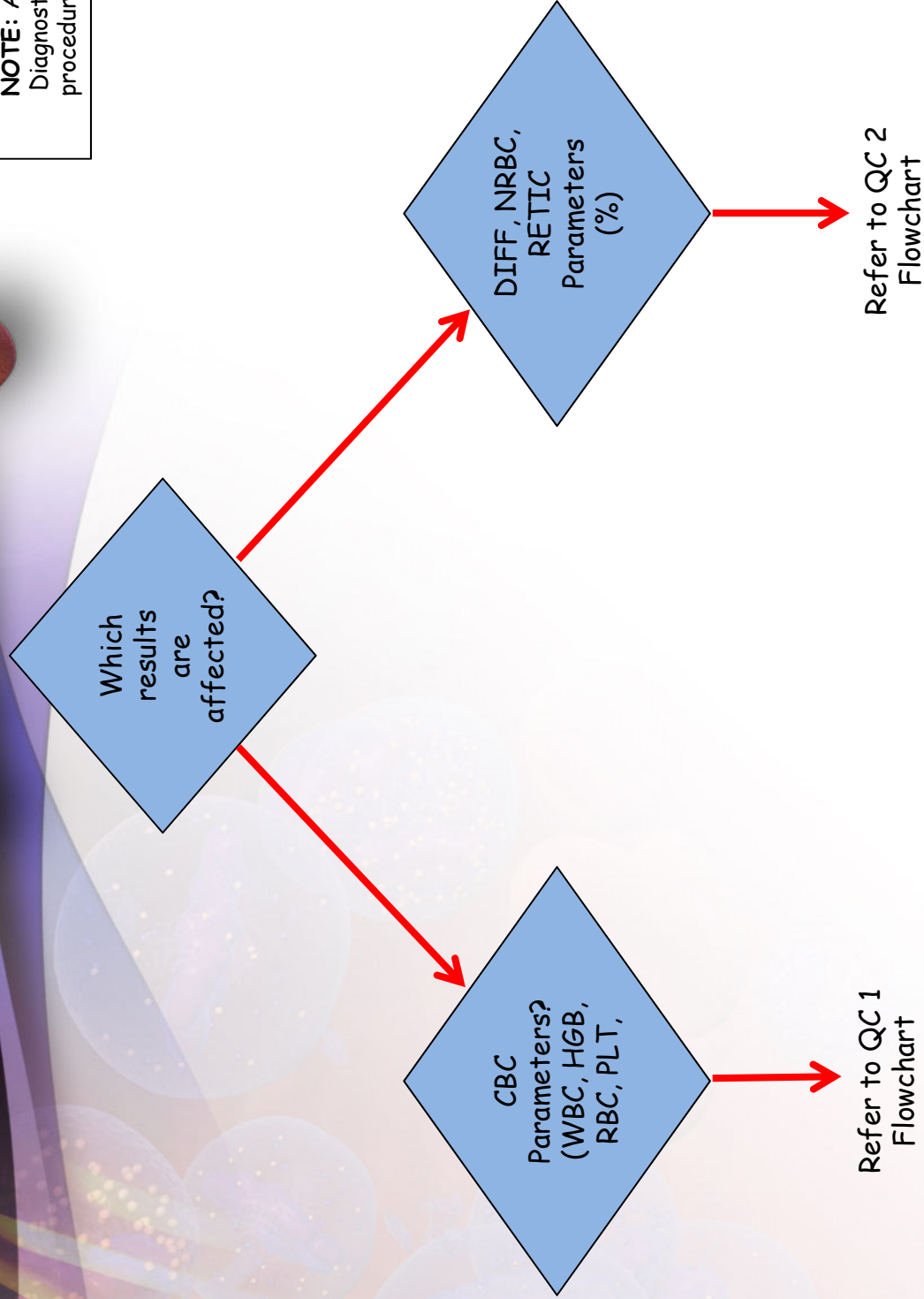
NOTE: Always 'Finish' Diagnostics when the procedure is complete



QC - 6C, Retic-X



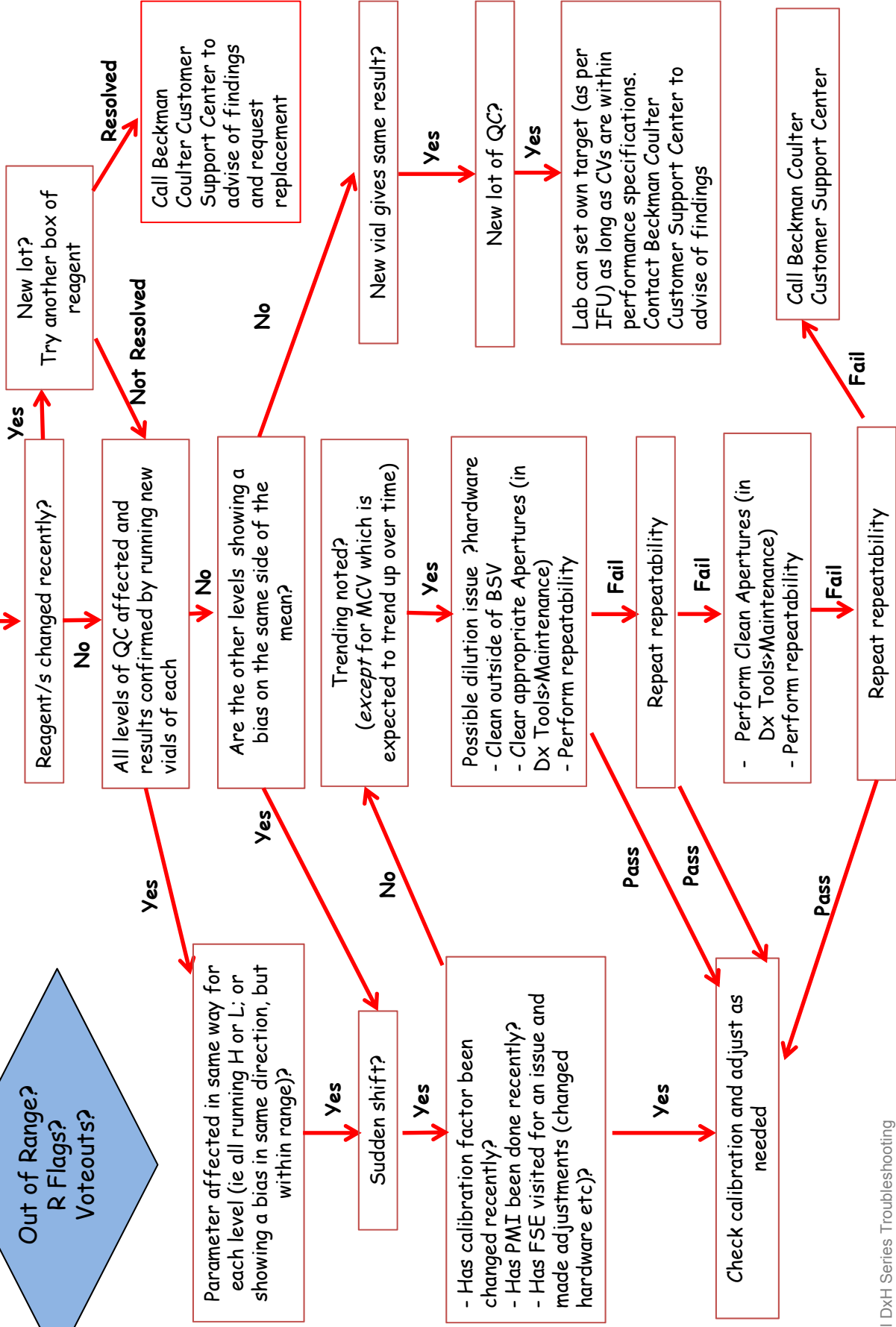
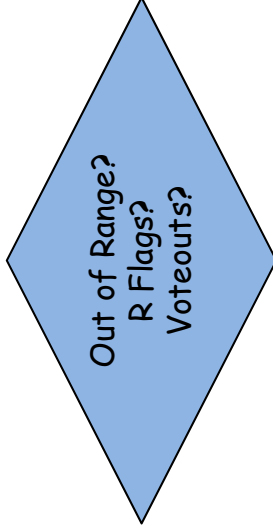
NOTE: Always 'Finish' Diagnostics when the procedure is complete



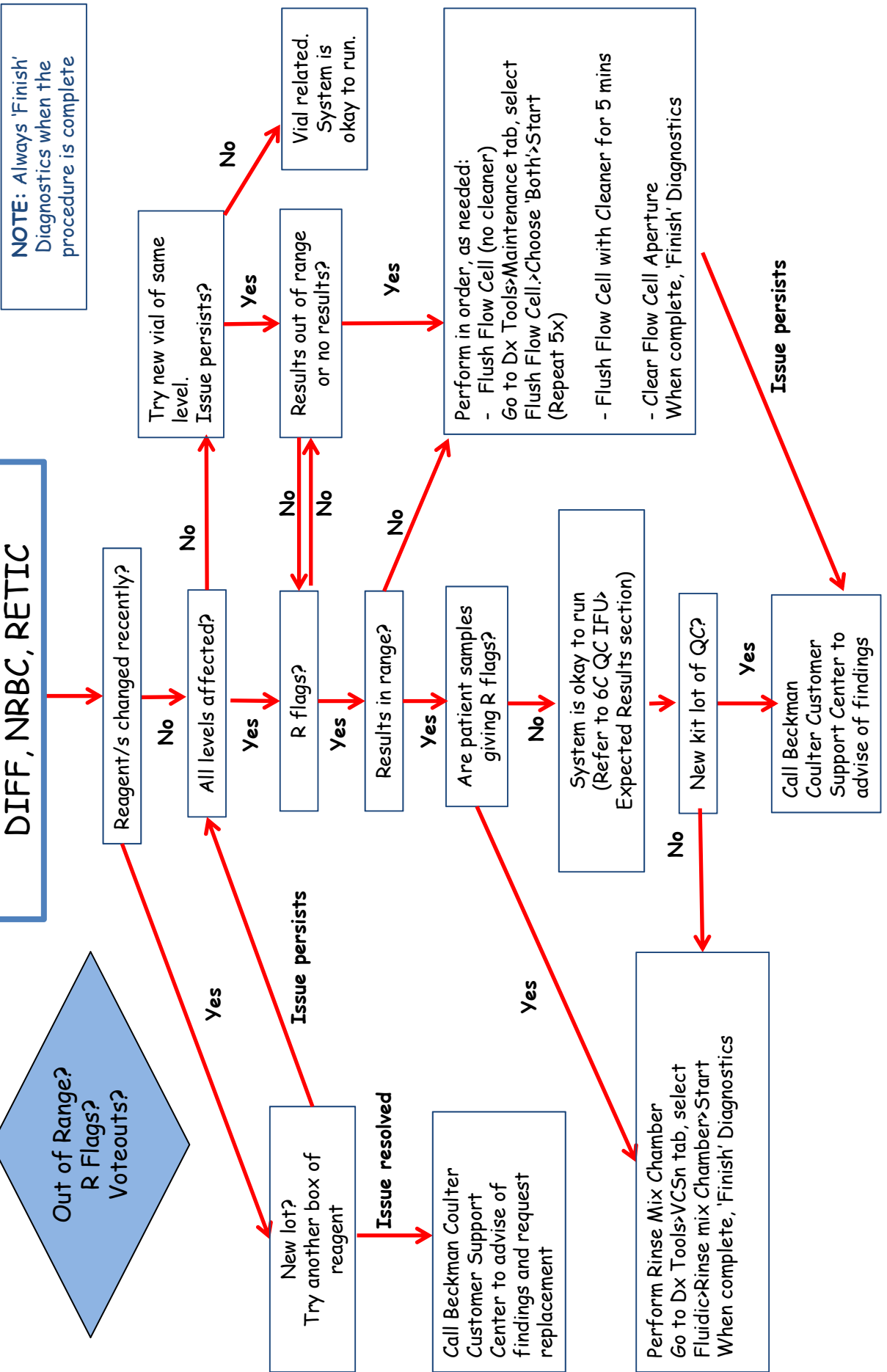
QC 1



CBC parameters (WBC, RBC, HGB, MCV, PLT, MPV)



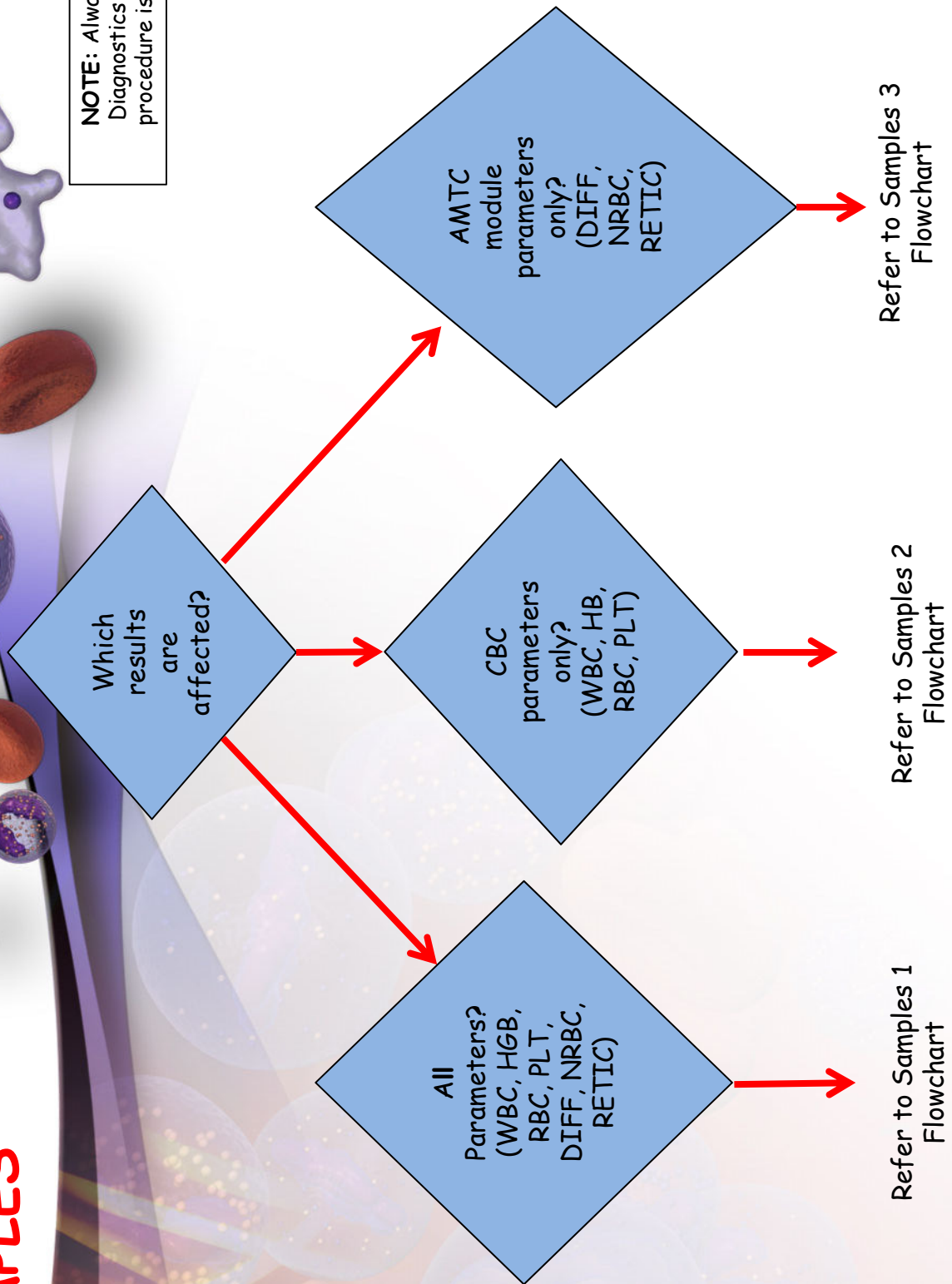
QC 2



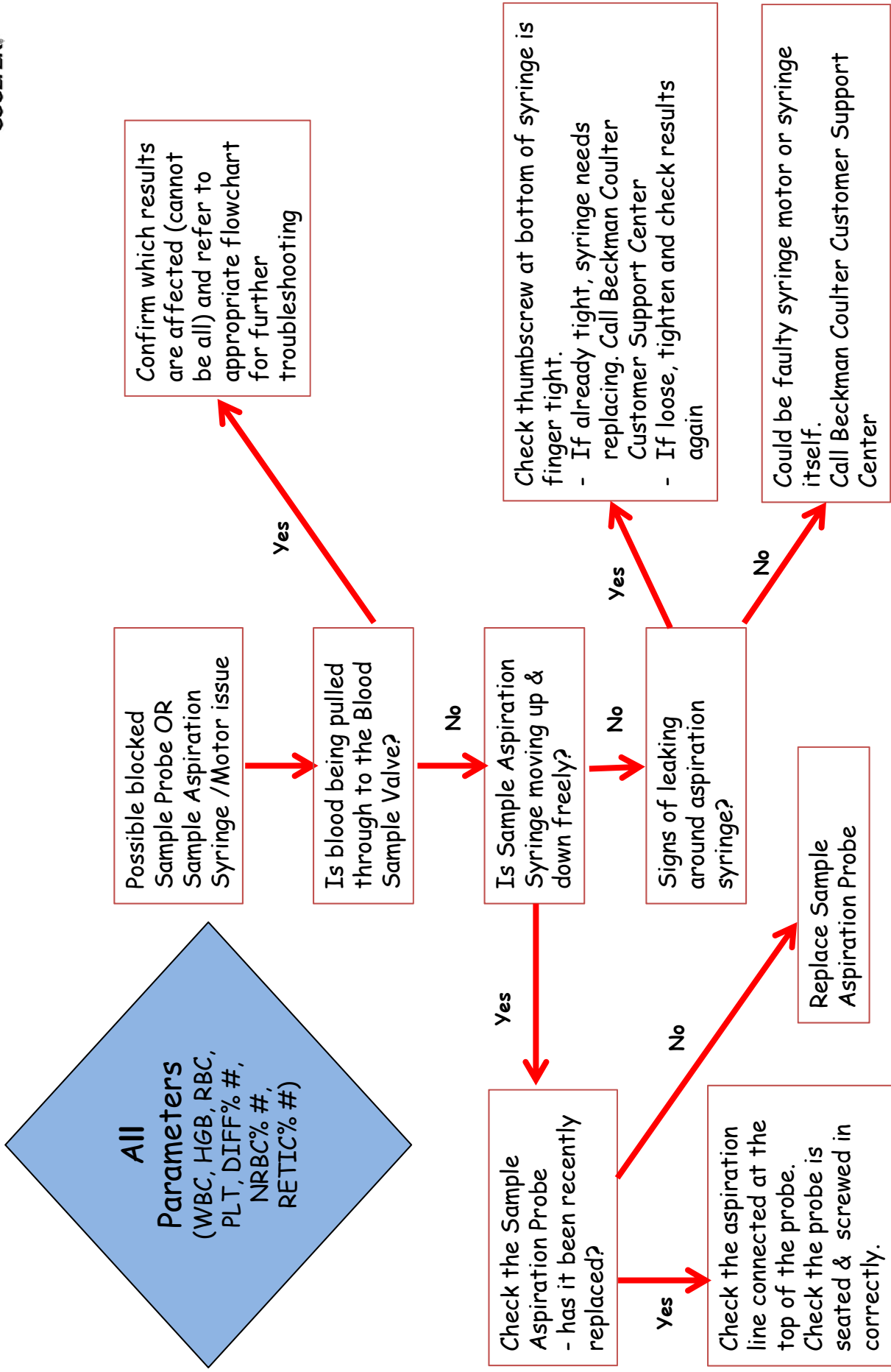
SAMPLES



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



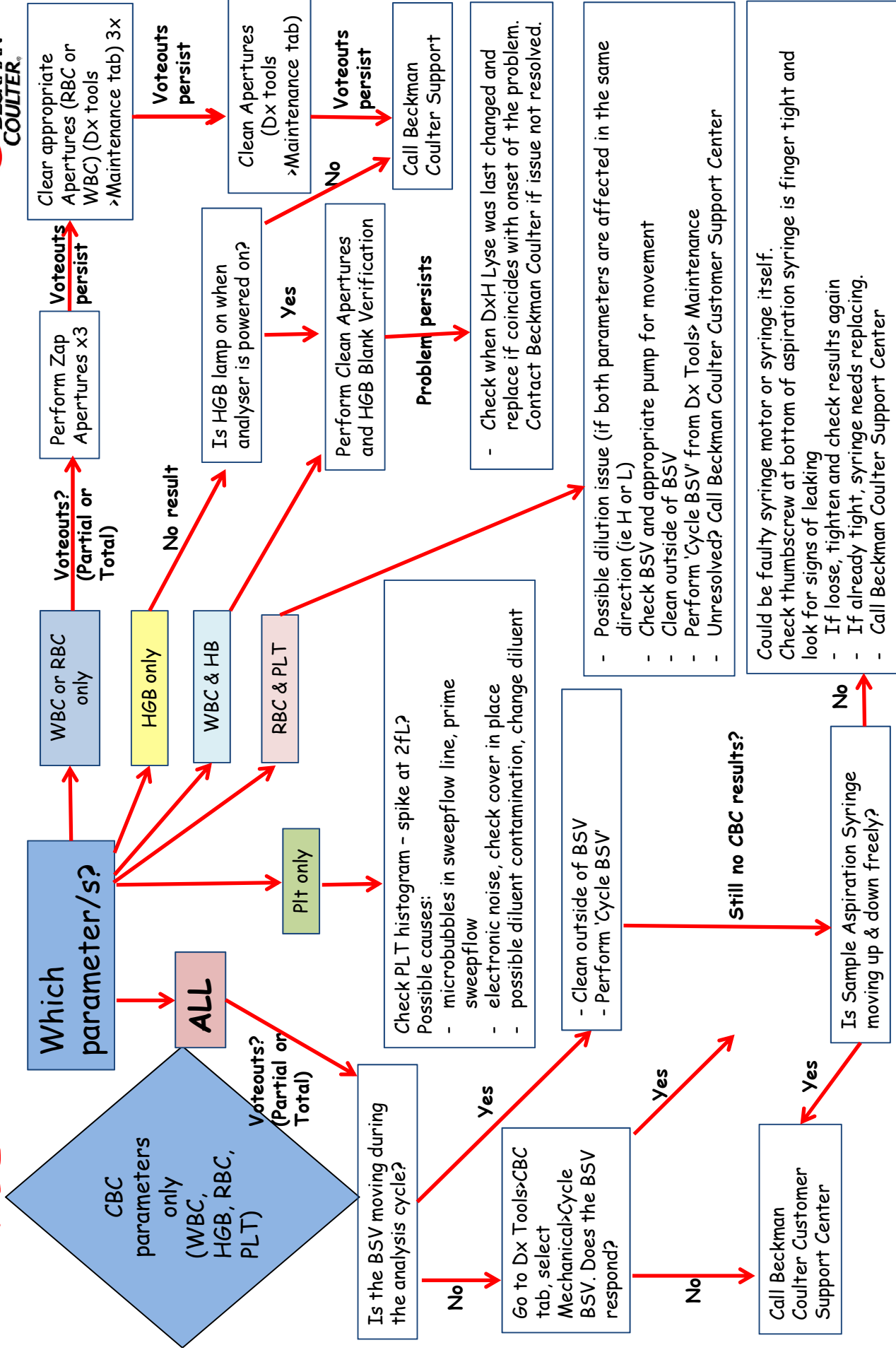
SAMPLES 1



SAMPLES 2



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



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

DV or Flow Cell Issue
Cycle DV
Go to Dx Tools>CBC tab, select Mechanical>Cycle 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

Still no results → Perform in order, as needed:

Perform in order, as needed:

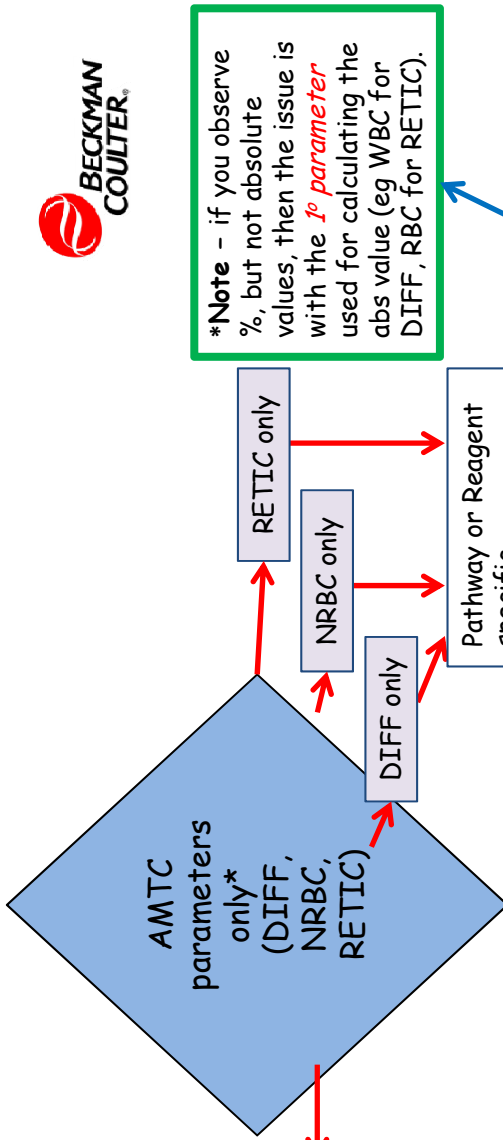
- Flush Flow Cell (no cleaner)
Go to Dx Tools>Maintenance tab, select Flush Flow Cell.>Choose 'Both'>Start (repeat 5x)
- Flush Flow Cell (with Cleaner) for 5 mins (repeat if needed)
- Clear Flow Cell Aperture

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

Issue persists



***Note** - if you observe %, but not absolute values, then the issue is with the *1^o* parameter used for calculating the abs value (eg WBC for DIFF, RBC for RETIC).

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

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

Low events, Low event rate, Required parameters for generating dataplots missing, R flags → Check reagents.

High event rate, R flags → Check reagents.

Check reagents.

- Near end of open expiry?
- Nearly empty?
- Changed recently?

Change relevant reagent pack

