

# COULTER UniCel DxH Series

## DxH 600 and 800 Loading Diluent in the Wrong Position

**System Message:** “Diluent 2 has a Supply Out condition but you have chosen Diluent 1 as the supply to be replaced. Are you sure you want to replace Diluent 1?” A dialog box appears asking to confirm your choice with either OK or Cancel. If the operator chooses OK the analyzer will display a 100% condition for Diluent 1 and Diluent 2 will remain in the out condition.

### Purpose:

- Avoid incorrect reagent levels
- Avoid incorrect In Use Date and Expiration Date on the Supply Screen and Reagent Logs
- Avoid possible loss of reagent

Below you can find easy steps to fix this error

1. From the supplies Setup screen chose “Setup”
2. Rescan the diluent that is in Diluent 1 position (Note: The one that is your in-use supply and is installed on the analyzer.)
3. The drop should be on Diluent 1, select OK
4. The system will give you a message stating *Diluent 2 has a supply out condition and you have chosen Diluent 1 as the supply to be replaced. Are you sure you want to replace Diluent 1?* Select OK and select OK again to verify that the reagent has been replaced. (Note: The system will remember the volume and in-use and expiration dates of the original diluent.)
5. From the supplies Setup screen select Setup and scan the unused diluent (Note: The diluent that had been scanned improperly)
6. Change the drop down option to Diluent 2 and select OK
7. Install the diluent in position 2 on the analyzer and select OK to verify that the reagent has been replaced.

It is very important to identify the System Messages on the DxH System Manager. By correcting this issue the System Manager will display correct and up to date information.

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