

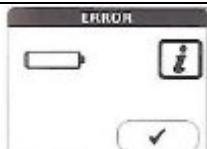


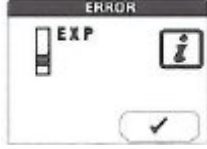
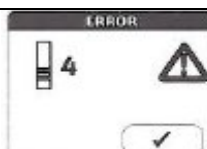
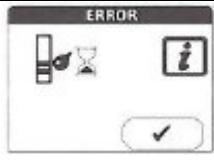



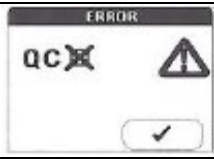

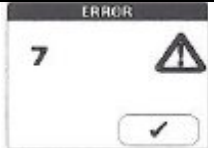
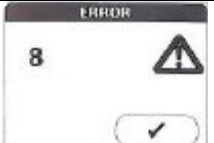






CoaguChek XS Pro Medical Mobile Unit: Appendix H - Error Messages

ERROR	DESCRIPTION	SOLUTION
	<p>Error: Test strip</p> <ul style="list-style-type: none"> ○ Test strip already in monitor when the monitor was turned on. ○ Test strip unusable. ○ Test strip is not a CoaguChek XS PT test strip. <p><i>Note: Ensure that the correct test strips are being used.</i></p>	<ul style="list-style-type: none"> ○ Remove the test strip. ○ When the error message disappears, the monitor is ready. ○ Reinsert test strip when prompted. ○ If the error appears, discard the test strip & repeat with a new or appropriate test strip.
	<p>Error : Ambient temperature.</p> <ul style="list-style-type: none"> ○ Monitor is too cold or too warm to measure correctly. <p><i>Note: With continuous use, may error even when the ambient temperature is under 32°C.</i></p>	<ul style="list-style-type: none"> ○ Turn the monitor off. ○ Allow it to stand for about 30 minutes at room temperature. (18°C to 32°C).
	<p>Error: Battery</p> <ul style="list-style-type: none"> ○ Battery level too low. 	<ul style="list-style-type: none"> ○ Insert new batteries.
	<p>Error: Cover</p> <ul style="list-style-type: none"> ○ Measurement chamber cover is not closed properly. 	<ul style="list-style-type: none"> ○ Close the measurement chamber cover. ○ Error message disappears, monitor is ready to use.
	<p>Error: Code Chip</p> <ul style="list-style-type: none"> ○ Code chip is missing, not properly inserted or damaged. 	<ul style="list-style-type: none"> ○ Insert the code chip. ○ Remove code chip and re-insert. ○ Acquire new code chip from a different package with the same code chip number.
	<p>Error: Test Strip</p> <ul style="list-style-type: none"> ○ Test strip is beyond the expiry date. 	<p>If the monitor date is incorrect:</p> <ul style="list-style-type: none"> ○ Reset the date.
		<p>If the monitor date is correct:</p> <ul style="list-style-type: none"> ○ Turn the monitor off, remove the code chip and the test strip. ○ Use a new code chip and test strip when possible.
	<p>Error: Test strip</p> <ul style="list-style-type: none"> ○ Test strip is unusable. 	<ul style="list-style-type: none"> ○ Turn the monitor off. ○ Remove the test strip, re-insert. ○ If the error message appears again, repeat with a new test strip.

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ERROR	DESCRIPTION	SOLUTION
	Error: Time for application exceeded. <ul style="list-style-type: none"> Maximum allowed time for applying blood is 180 seconds. 	<ul style="list-style-type: none"> Turn the monitor off. Remove the test strip. Start a new test using the same test strip.
	Error: Blood application <ul style="list-style-type: none"> Blood application error to the test strip. 	<ul style="list-style-type: none"> Turn the monitor off. Remove the test strip. Review patient testing procedure. Repeat the test using a new test strip.
	<i>Note: Either Error screen may display.</i>	
	Error: Measurement <ul style="list-style-type: none"> Measurement error. 	<ul style="list-style-type: none"> Turn the monitor off. Remove the test strip. Repeat the test using a new test strip. Do not touch or remove the test strip while testing is in progress.
	Error: Quality Control (QC) <ul style="list-style-type: none"> Test strip failed the internal QC check. The test strip is unusable. 	<ul style="list-style-type: none"> Turn the monitor off. Remove the test strip. Repeat the test using a new test strip.
	Error: Quality Control (QC) <ul style="list-style-type: none"> QC must be performed with a new lot number of test strips. 	<ul style="list-style-type: none"> Perform QC with the new lot number of test strips before performing the patient test.
	Error: Measurement <ul style="list-style-type: none"> Blood sample measurement error. <p><i>Note: Use only dedicated CoaguChek capillary tube(non-additive) if collection tube is used. Apply the first drop of blood within 15 seconds of capillary puncture. Limitations of Heparin is 0.8 IU/L; Low Weight molecular Heparin up to 2 IU/L antifactor Xa activity is acceptable for testing with CoaguChek XS System.</i></p>	<ul style="list-style-type: none"> Turn the monitor off. Remove the test strip. Repeat the patient test using a new test strip. Apply blood from a new puncture site. Do not touch or remove the test strip while testing is in progress. If possible Heparin interference, measurement of Patient sample with an alternate method.
	Error: Diagnostic test <ul style="list-style-type: none"> Internal diagnostic test error for the monitor. 	<ul style="list-style-type: none"> Turn the monitor off. Remove batteries. Wait minimum one [1] minute. Re-insert batteries.

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		<ul style="list-style-type: none"> ○ Set date and time. ○ Repeat the test. ○ If the error persists, the monitor has a fault. <p><i>Note: Notify POCT technologist.</i></p>
	<p>Error: Memory test (patient)</p> <ul style="list-style-type: none"> ○ Memory contains faulty data. 	<ul style="list-style-type: none"> ○ Monitor has a fault. <p><i>Note: Notify POCT Technologist.</i></p>
	<p>Error: Memory test (QC)</p> <ul style="list-style-type: none"> ○ Memory contains faulty data. 	<ul style="list-style-type: none"> ○ Monitor has a fault. <p><i>Note: Notify POCT Technologist.</i></p>
	<p>Error: Memory test (setup)</p> <ul style="list-style-type: none"> ○ Memory contains faulty data. 	<ul style="list-style-type: none"> ○ Monitor has a fault. <p><i>Note: Notify POCT Technologist.</i></p>
	<p>Error: Quality Control</p> <ul style="list-style-type: none"> ○ Control solution is beyond the expiry date. 	<ul style="list-style-type: none"> ○ Use a new control solution with corresponding code chip.
<p>POCT Technologist: Monday to Friday 0830-1630 Phone 604-875-2345, local 7521 Pager 41-02190</p>		

REFERENCES

- CoaguChek® XS Plus Operator Manual, Roche Diagnostics GmbH D-68298 Mannheim, Germany 2009-11
- CoaguChek® XS PRO Operator Manual, Roche Diagnostics, 201 Boul, Armand-Frappier, Laval, Quebec, H7V 4A2 Canada 2010-10
- CoaguChek® XS Operator Manual, Roche Diagnostics, 201 Boul, Armand-Frappier, Laval, Quebec, H7V 4A2 Canada 2011-03
- CoaguChek® XS PT Test Strip Directional Insert, Roche Diagnostics, 201 Boul, Armand-Frappier, Laval, Quebec, H7V 4A2 Canada 2010-05
- CoaguChek® XS PT Controls Directional Insert, Roche Diagnostics, 201 Boul, Armand-Frappier, Laval, Quebec, H7V 4A2 Canada 2009-12

REVISION & APPROVAL LOG

Version	Revision Type	Description of Change	Revision Date	Technical Approval	Medical Approval
1.0		New document	Dec 2013	Elvira Kozak	Dr. Cathy Halstead
1.1	Minor	Document title and number change. Upload to QMS document control	28 Dec 2016		Dr. Benjamin Jung

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