

### HemoCue Hb 201+: Appendix E - Troubleshooting Guide

Symptom	Explanation	Action
Analyzer shows an error code	May be temporary.	Turn analyzer off. Turn on after 30 seconds. Take a new microcuvette and repeat the measurement. If the problem continues, see the specific error code below.
E00	No stable endpoint found in the time range. <ul style="list-style-type: none"> <li>• Cuvette faulty</li> <li>• Circuit board is faulty</li> </ul>	Check microcuvette expiry date Repeat with new microcuvette Analyzer requires service.
E01-E05 E09-E30	Dirty Optronic unit or faulty electronic or optronic unit	Turn OFF analyzer. Clean Optronics. Analyzer requires service.
E06	Unstable blank value. Analyzer may be cold	Turn OFF analyzer. Allow to reach operating temperature (15-30°C).
E07	Battery power is too low.	Turn OFF analyzer. Replace batteries – 4 type AA Use power adaptor if necessary.
E08	Absorbance is too high. Item is blocking the light in the cuvette holder.	Check that analyzer and microcuvettes are being used according to instruction. Analyzer requires service.
HHH	Measured value > 256 g/L	Repeat with new microcuvette Confirm with laboratory method.
No characters on the display Display shows	Analyzer not receiving power. Display is out of order.	Check power adaptor connection. Check for cable damage. Turn OFF analyzer. Replace batteries – 4 type AA Analyzer requires service.
Display gives erroneous characters	Display is out of order. Microprocessor is out of order.	Analyzer requires service
Display does not switch from “Hb” to three flashing dashes and (ready for measuring)	Magnet in cuvette holder may be missing. Magnetic sensor is out of order.	Analyzer requires service.
Quality Control(QC) is out of range too HIGH or too LOW	Microcuvettes > expiry date, damaged or improperly stored. Optical eye of the microcuvette is contaminated. QC not mixed properly/ not at room temperature. Air bubbles in the cuvette Optronic unit is dirty. Calibration of analyzer changed. QC > expiry date, damaged or improperly stored.	Check microcuvette expiry date and storage conditions Check QC expiry date and storage conditions Repeat with new microcuvette QC is mixed well and at room temperature before repeat. Check microcuvette for bubbles Clean optronic unit. Analyzer requires service

<b>Symptom</b>	<b>Explanation</b>	<b>Action</b>
Patient measurements either higher or lower than anticipated.	Improper sampling technique Microcuvettes > expiry date, damaged or improperly stored Optical eye of the microcuvette is contaminated Air bubbles in the cuvette Optronic unit is dirty. Calibration of analyzer changed.	Review collection procedure. Puncture site not dry from disinfectant, wipe away 2 to 3 drops before collecting sample. Check microcuvette expiry date and storage conditions Repeat with new microcuvette to confirm the Hemoglobin Result. Confirm with Laboratory Sample. Clean optics unit. Analyzer requires service, if none of the above are indicated. Refer to Appendix G – Biological Ranges; Critical Values.
<p><b>When “Analyzer requires service” is noted – contact the Laboratory for a replacement. Point of Care Testing will review what is required to correct the instrument error.</b></p> <p><b>Monday – Friday:</b>  <b>Point of Care Testing Technologist 604-875-2345 Ext: 7521 Pager: 41-02190 Room 2J8</b></p> <p><b>Weekends/ Statutory Holidays:</b>  <b>Chemistry 604-875-2345 Ext: 7820 Room 2F17</b></p>		

**REFERENCES**

**HemoCue Hb 201+ Operating Manual. HemoCue AB, Box 1204 SE-262 23 Angelholm, Sweden. [info@hemocue.se](mailto:info@hemocue.se) [www.hemocue.com](http://www.hemocue.com)**

**HemoCue Hb 201 Microcuvettes, Package Insert. HemoCue AB, Box 1204 SE-262 23 Angelholm, Sweden. [info@hemocue.se](mailto:info@hemocue.se) [www.hemocue.com](http://www.hemocue.com)**

**Eurotrol HemoTrol, Assayed Controls for In Vitro Diagnostic Use, Package Insert. Eurotrol B.V. Postbus 722 6710 BS Ede, The Netherlands [office@eurotrol.com](mailto:office@eurotrol.com) [www.eurotrol.com](http://www.eurotrol.com)**

## REVISION & APPROVAL LOG

Version	Revision Type	Description of Change	Revision Date	Technical Approval	Medical Approval
1.0		New document	Jun 2012	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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