

Medtronic ACT Plus Low Range: Appendix D - Troubleshooting Guide

MESSAGE TYPES:

- **Information Status:** Screen message with no audio tone.
- **Alerts:** Screen message with a three-beep audio tone.
- **System Alarms:** Screen message with a single, long audio tone. Alarms when condition of the instrument may affect the ability of the instrument to function properly.

MESSAGE PRIORITIES:

- With multiple conditions or errors, only the message with the highest priority is displayed.

Information Status	Cause/Resolution
Both lot numbers are filled.	<ul style="list-style-type: none"> • Operator is trying to add a lot number when two already exist for the selected cartridge. • Maximum two lot numbers allowed. • Remove one of the lot numbers.
Expired cartridge lot. Expired control lot.	<ul style="list-style-type: none"> • Operator is trying to run a test with a cartridge/control that is beyond the expiration date. • Confirm expiration date on the packaging matches the date in the cartridge lot entry screen.
Expiration date edited. QC due.	<ul style="list-style-type: none"> • Expiration date for the cartridge lot has been changed. • QC must be repeated for this lot number.
Expiration date is not valid.	<ul style="list-style-type: none"> • Expiration date is not in a valid format. • Must be yy-mm-dd.
No cartridge lot number active.	<ul style="list-style-type: none"> • Operator is attempting to run a test without an active cartridge lot number. • Enter cartridge lot number and expiry date for this test type.
No control lot number active.	<ul style="list-style-type: none"> • Operator is attempting to run a control test without an active control lot number. • Enter control lot number and expiry date for this test type.
No test results available.	<ul style="list-style-type: none"> • No test results in the "View Current Test Results screen."
Preventive maintenance due.	<ul style="list-style-type: none"> • Preventive Maintenance is due. • Contact POC Technologist.
Value Out of Range. Enter 35-39.	<ul style="list-style-type: none"> • Actuator heat block cannot be adjusted within the 35 to 39 range. • Contact POC Technologist.
There are no intervals set.	<ul style="list-style-type: none"> • QC range needs to be entered.
QC not performed.	<ul style="list-style-type: none"> • QC test for this cartridge has not been performed or has failed. • Perform the QC tests.
Test terminated before clot detect.	<ul style="list-style-type: none"> • The test stopped before clots were detected in both channels. • Repeat the test.

ALERT	Cause/Resolution
>10% spread error	<ul style="list-style-type: none"> • Duplicate results from Channels 1 and 2 of the Patient or Quality Control test are not within 10%. • Repeat the Patient or Quality control test.
>12% spread error	<ul style="list-style-type: none"> • Duplicate results from Channels 1 and 2 of the Patient or Quality Control test are not within 12%. • Repeat the Patient or Quality control test.
Error Messages	Cause/Resolution
Motor stall. Power OFF then ON.	<ul style="list-style-type: none"> • Motor has been inhibited. • Reset the system – turn the power OFF then ON.
Bad Reference in Ch1 and/ or Ch2.	<ul style="list-style-type: none"> • Instrument could not get a baseline drop time for one or either of the channels. • Repeat the test.
Error: E1	<ul style="list-style-type: none"> • No cartridge detected. Retest.
Error: E2 or E3.	<ul style="list-style-type: none"> • A software error has occurred. Call POCT Technologist.
No flags or No flags in Ch1/Ch2.	<ul style="list-style-type: none"> • Instrument did not sense a flag in one or either of the channels. • Repeat the test.
Insufficient data	<ul style="list-style-type: none"> • Channels of the control timed out at 999. • Repeat the control.
Error: Invalid reply.	<ul style="list-style-type: none"> • Internal communication error. Call POCT Technologist.
Light path failure in Ch1 and/ or Ch2. (E4).	<ul style="list-style-type: none"> • Flag sensor has failed. • Clean the actuator assembly cover. • Retest. If error is not corrected contact POCT Technologist.
Motor stall.	<ul style="list-style-type: none"> • Motor is inhibited. • Press STOP to reset. Repeat the test.
Motor stall, cycle power (E8).	<ul style="list-style-type: none"> • Motor is inhibited. • Press STOP to reset. Power OFF then ON. Repeat the test.
<p><i>Note: If a System Alarm occurs that cannot be resolved by cycling the power OFF then ON, record the 3-digit Error Code (if displayed) on the Quality Control Record Sheet. Contact the POCT Technologist. Pager: 41-02190 Ext: 7521</i></p>	

REFERENCES

Medtronic ACT Plus Automated Coagulation Timer Operator's Manual. Medtronic, Inc.2004

Medical Approval: Dr Benjamin Jung

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1.0		New document	30 Dec 2013	Elvira Kozak	Dr. Cathy Halstead
1.1	Minor	Document title and number change. Upload to QMS document control	22 Dec 2016		Dr. Benjamin Jung

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