








## Urine Specific Gravity: Appendix D – Troubleshooting ATAGO Pocket PAL-10S Error Messages

<b>[AAA] ZERO SETTING ERROR</b>	
<ul style="list-style-type: none"> <li>No water or inadequate water on the prism surface.</li> <li>Substance other than water is used to perform the zero setting.</li> </ul>	
<b>[LLL] SAMPLING, MEASUREMENT, OR BATTERY ERROR</b>	
<ul style="list-style-type: none"> <li>Insufficient amount of sample on the prism surface to perform measurements.</li> </ul>	
<b>BATTERY ERROR</b>	
<ul style="list-style-type: none"> <li>Battery power is low. Replace with a new battery.</li> </ul> <p><i>Note: Contact Point of Care Testing for Battery Replacement.</i></p>	
<b>OUT OF RANGE</b>	
<ul style="list-style-type: none"> <li>The sample's measured value is &gt; 1.060.</li> </ul>	
<b>MEASUREMENT TEMPERATURE ERROR</b>	
<ul style="list-style-type: none"> <li>If temperature is too low for measurement, &lt; 10°C, then both “LLL” and result are displayed.</li> <li>Measurement values are not accurate.</li> </ul>	
<ul style="list-style-type: none"> <li>If temperature is too high for measurement, &gt; 35°C – both “HHH” and result are displayed.</li> <li>Measurement values are not accurate</li> </ul>	
<b>QC LEVELS NOT WITHIN ACCEPTABLE QC RANGE FOR LEVEL OR CURRENT LOT #.</b>	
<ul style="list-style-type: none"> <li>QC Level &gt; 3 months open expiry</li> <li>Cap not on QC vial</li> <li>Insufficient quantity on prism.</li> <li>Repeat QC analysis.</li> <li>Obtain new QC vials.</li> </ul>	
<p><b>For Assistance contact:</b>  <b>Charge Nurse or RN Educator. The POCT Technologist Monday to Friday.</b></p> <p><b>Replacement PAL 10S Digital Refractometer, or additional supplies contact:</b>  <b>Monday - Friday POCT Technologist Room 2J8. ext: 7521 Pager: 41-02190</b>  <b>Off hours, weekends – Chemistry Lab Technologist Room 2J17– ext: 7520</b></p>	

### REFERENCES

**ATAGO Instructions of Urine Specific Gravity Refractometer PAL-10S  
 Textbook of Clinical Chemistry. Norbert W.Tietz 1986 WB Saunders.**

Medical Approval: Dr Benjamin Jung

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## REVISION & APPROVAL LOG

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