

epoc Analyser Basic Troubleshooting

iQC Failure: Sensor / Fluid Check / Calibration Fluid not Detected

- Do not reinsert card
- Error is most likely caused by contamination in the Reader. Leave out of use for 24 hours and retest. If the problem persists please contact Woodley Equipment
- To minimise this error:
 - o Store epoc in a bag/box, preferably in a draw/cupboard
 - o Never reinsert cards (except in the case of a barcode error)
 - o Do not touch the gold sensor bar on the cards
 - o Avoid overfilling cards
 - o Avoid dropping cards
 - o Keep the external area of the card insertion slot clean and dry
 - o Never attempt to clean inside the Reader

Unable to Read Barcode

- Check correct technique and reinsert card

iQC Failure: Insufficient Sample Detected / Sample Delivery

- Check correct technique. Firmly fix syringe to the card and inject correct minimum sample volume (92ul) in a smooth and steady motion. Do not reinsert card
- Can be caused by bubbles in the sample. Repeat test on fresh card. Take repeat sample if necessary

'iQC' / 'cnc' on sample results

- Can be caused by dropped cards or by sample issues such as micro-bubbles/contamination. Repeat test on a fresh card. Take repeat sample if necessary

Temperature / Thermal error

- Ensure room temperature is within working temperature (15°-30°C)
- Ensure the epoc and cards have had time to equilibrate to the same temperature

Unable to connect to Reader / Reader not Responding / Connection Failure

- Ensure the Reader is switched on and has adequate charge
- Reset the Host. Please refer to document 'Hard and Soft Reset Instructions' – available from Woodley Equipment
- For first time connection to an epoc, please refer to the document 'Connecting a Host and Reader – available from Woodley Equipment

epoc not switching on

- Check battery lights are on (on both Host and Reader) and leave to charge
- Avoid leaving on charge continually to maximise battery life

Printer not printing

- Charge for at least 30 minutes ensuring the charge light is flashing
- For first time connection to an epoc, please refer to the document 'Connecting a Printer to an epoc' – available from Woodley Equipment

Please visit our YouTube Channel for the epoc Demonstration Video

www.youtube.com/woodleyequipment

If you require assistance or are unsure of any result or error code please contact your Woodley Equipment Account Manager or Woodley Equipment Company Technical Support on 01204 669033 and press option 1.

Tel: +44 (0)1204 669033 Fax: +44 (0)1204 669034 Email: sales@woodleyequipment.com Web www.woodleyequipment.com	WOODLEY EQUIPMENT COMPANY LTD.
---	---