WOODLEY
EQUIPMENT COMPANY LTD.

Troubleshooting/FAQ

Q/ What sample type can I use on the Hemocue?

A/ EDTA anti-coagulated venous whole blood or fresh capillary blood

Q/ My QC is out of range, what should I do?

A/ Check the lot number and expiry date of the QC and the hemocue cuvettes. Check how long the QC vial has been open for, test a fresh vial if one is available. Perform the hemocue maintenance as shown on page 26-27 of the hemocue manual.

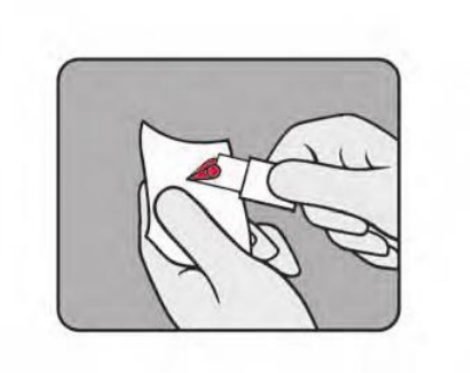
Symptom	Explanation	Action
Err01	A portion of the image area is unable to be analyzed. 1. Due to measurement error. 2. Due to abnormal sample.	1. Take a new microcuvette and repeat the measurement, as described in the Measuring section. 2. NOTE! The blood sample should be verified with a suitable laboratory method and be questioned as to the pathological condition of the patient.
Err02	Uneven spatial distribution of detected cells.	Take a new microcuvette and repeat the measurement, as described in the Measuring section.
Err03	Image, or part of the image area is detected as out-of-focus.	Take a new microcuvette and repeat the measurement, as described in the Measuring section.
Err30	1. Optical parts dirty. 2. Optical parts wet after cleaning.	1a. Turn off the analyzer and clean the optical parts as described in the Maintenance section. 1b. If the problem continues, the analyzer needs service. Contact your local distributor. 2. Wait 15 minutes before turning on the analyzer after cleaning to make sure that the optical parts are dry.
Err33	Empty microcuvette, not filled with sample.	Take a new microcuvette and repeat the measurement, as described in the Measuring section and make sure that the microcuvette is filled with sample.
Err34	Stray light detected.	a. Turn off the analyzer and make sure the analyzer is not exposed to any bright light sources. b. If the problem continues, the analyzer needs service. Contact your local distributor.
Err35	The battery power is too low.	Turn off the analyzer. a. Replace the batteries, six type AA, as described in the Start Up section. b. Use the power adapter as described in the Start Up section.

Symptom	Explanation	Action
Err60	General hardware error.	a. Turn off the analyzer and turn it on again after 30 seconds. Take a new microcuvette and repeat the measurement, as described in the Measuring section. b. If the problem continues, the analyzer needs service. Contact your local distributor.
Err61	Self test error during start up of analyzer.	a. Turn off the analyzer and turn it on again after 30 seconds. Take a microcuvette and perform the measurement, as described in the Measuring section. b. If the problem continues, the analyzer needs service. Contact your local distributor.
Err62	Blanking test failed for other reasons than Err30, Err34.	a. Turn off the analyzer and turn it on again after 30 seconds. Take a new microcuvette and repeat the measurement, as described in the Measuring section. b. If the problem continues, the analyzer needs service. Contact your local distributor.
WbC	Empty cuvette holder.	Take a microcuvette and perform the measurement, as described in the Measuring section.
LLL	1. Measured value is below 0.3 $x10^9$/L (300/mm^3, 300/µL). 2. Empty microcuvette, not filled with sample.	1. NOTE! Results exceeding the LLL limit should be verified with a suitable laboratory method and be questioned as to the pathological condition of the patient. 2. Take a new microcuvette and repeat the measurement, as described in the Measuring section and make sure that the microcuvette is filled with sample.
HHH	Measured value exceeds 30.0 $x10^9$/L (30000/mm^3, 30000/µL).	NOTE! Results exceeding the HHH limit should be verified with a suitable laboratory method and be questioned as to the pathological condition of the patient.

To avoid any optical errors, please perform hemocue maintenance using the hemocue cleaning swabs.

Ensure any excess blood is wiped off the cuvette before placing the cuvette in the hemocue, this will prevent contamination errors.

Please wipe excess blood from cuvette



Wipe off the excess blood on the 3 closed sides of the cuvette with a lint free towel-as if wiping butter from a knife

Be careful not to touch the open top side of the cuvette otherwise the blood might be removed from the cuvette

Please do not measure a cuvette partially empty or with an air bubble if so restart procedure