

qLabs Troubleshooting Guide

Error Code	Description	Corrective Action
NO COAG	The meter did not detect coagulation.	Retest with a new strip. If this error message appears again, the result must be checked using another method.
E001	Low battery.	Replace batteries or use power adapter as a power source. Remove batteries before connecting to power source.
E002	Heating process timeout.	Turn off the meter and let it equilibrate at ambient temperature (10-35°C) for at least 5 minutes before performing additional tests.
E003	The ambient temperature is outside of the operational temperature range.	Move the meter and strips to a location that is within the operating range (10-35°C) and repeat the test.
E004	Insufficient blood was added to the sample well.	Retest with a new strip making sure one big drop of blood is correctly added to the sample well. If this error message appears again, check the patients HCT.
E005	Internal QC check out of specifications.	<ol style="list-style-type: none"> 1. Make sure the strip is within the expiry date 2. Make sure the strip code is entered correctly 3. Retest with a new strip
E006	External liquid QC check out of specifications.	<ol style="list-style-type: none"> 1. Make sure the strip and liquid control are within the expiry date. 2. Make sure the strip code is consistent with the code printed on the liquid control vial label. 3. Retest with a new

		strip
E008	Barcode scanner error.	Restart the meter and retry.
E010	The operation has timed out.	Please ensure the sample is added within 2 minutes after the 'Add sample' indicator is flashing. Reinsert the same test strip.
E011	Used test strip inserted or sample applied to the test strip before the meter has completed warming up	Retest with a new strip. Make sure to add sample within 2 minutes after the 'Add blood' indicator is flashing.
E012	APTT calculation error	Retest with a new strip.
E013	The strip is defective or not inserted properly when adding sample.	Retest with a new strip. Make sure the operation of adding sample is correct as per the user manual.
E014	The HCT value may be out of range 20-70%	Check the patients HCT and retest with a new strip.
E015	Bluetooth initialisation error.	Turn off the meter and restart the meter. If the problem still occurs, please contact Technical Support.
E020	Can't detect reaction start point of PT or APTT	Possibly caused by low HCT. Sample should be well mixed before testing. Retest with a new strip.
E021	Interference- system unable to determine result	<ol style="list-style-type: none"> 1. Do not move meter during testing 2. Possible test strip issue 3. Interfering substance in patient sample Retest with a new strip
E022	Clotting end point not detected	<ol style="list-style-type: none"> 1. Patient HCT out of range 2. Sample already clotted before applying to test strip 3. Expired test strip or test strip left out of foil pack for too long Retest with a new strip
E023/E024	PT or APTT above readable range	If raised result not expected possibly caused by sample interference, repeat test with a new strip

E025	Result above readable range	<ol style="list-style-type: none"> 1. Patient has raised PT/APTT 2. Sample quality issue- take a fresh sample and repeat test with new strip
E026	Result below readable range	<ol style="list-style-type: none"> 1. Patient has a low PT/APTT 2. Sample quality issue- take a fresh sample and repeat test with new strip