

Troubleshooting

Common Problems

Analyzer Power and Function

C = Common problem S = Solution

C: Touchscreen is black or blue; power light is OFF.

S: Turn the analyzer power off. Check the power cable connections. Disconnect and reconnect on both ends, then turn the power on.

C: Touchscreen is blue or blank; power light is ON.

S: Remove the reagent disc from the drawer. Check that the drawer closes properly, then re-boot the analyzer.

C: Damaged touchscreen

S: Please contact the authorized distributor or technical support department.

Settings and Reports

C: There are no values for some of the results within a printed test report, or the system automatically cancels a reagent disc test without generating a report

S: The **skylä VB1/VB1+** Veterinary Clinical Chemistry Analyzer performs automatic system calibrations to maintain high system precision. Thus, when the Analyzer detects a faulty reagent disc, it automatically cancels the test and displays an operational error message. Please insert a new reagent disc to resume operations.

C: The test report exported by the built-in thermal printer is blank.

S: The thermal paper roll may have been installed in the wrong direction within the built-in thermal printer. Please remove the roll of thermal paper and confirm that the heat-sensitive side is facing the correct direction (the arrow sticker on the roll should point downwards) before replacing the roll in the built-in thermal printer.

C: After choosing to initiate the “System Default” function, previously customized reference range settings have disappeared.

S: Once the “System Default” function is initiated, the system will delete all custom settings and reference ranges. Once the command is executed, all settings will be reset to the default system settings. The settings that have been deleted cannot be recovered. However, none of the test results and calibration records will be deleted.

Exporting data from the system to other devices

C: Peripheral and media of the exported data.

S: “Dump to USB” function: will export selected historical data to an external USB drive. “RS232 Export” function: will export selected historical data to an RS232 station.

Error Messages

Stage	Error Message	Error Handling
Booting up	Password Error	Please enter the correct password
	Device Abnormal (Error Code 1~20, 30, 51~56)	Please reboot the analyzer. If the error code cannot be resolved, please contact the authorized technical support department
	Date & Time Error	Please enter the correct date and time
	Internal Memory Error	Please contact the authorized technical support department
Printing	Internal Printer Error	Please contact the authorized technical support department
	No External Printer Found	Please check that the external printer is correctly connected and whether the printer is an analyzer compatible model
	No Paper	Check if the thermal paper roll in the built-in thermal printer is properly installed, or add a new roll of thermal paper.
	Drawer Jam	Please remove any objects that prevent the drawer from closing properly. Contact the authorized technical support department if the issue is not resolved
Testing and analysis	Internal Memory Full	Please contact the authorized technical support department
	Empty	Please insert a reagent disc
	Unrecognized Disc Bar Code (Error Code 101~104)	The reagent disc barcode cannot be recognized. Please insert a new reagent disc
	Unauthorized Disc (Error Code 105, 106)	This is an unauthorized reagent disc. Please contact the authorized technical support department
	Disc Expired (Error Code 107)	The reagent disc is expired. Please insert a new reagent disc
	Assay Parameter Version Mismatch (Error Code 108)	Please contact the authorized technical support department to get the latest version of firmware or assay parameter.
	Used Disc (Error Code 201)	Please remove the used reagent disc and insert a new reagent disc.
	Insufficient Sample (Error Code 204, 213)	The sample volume is insufficient. Please insert a new reagent disc and make sure to inject 200 μ L of sample.
	Disc Error (Error Code 202, 203, 211, 212, 323, 355, 841, 842, 843)	Please insert a new reagent disc.
	Device Abnormal (Error Code 3XX, 800, 801,	Please remove the reagent disc, reboot the analyzer, and

	802)	insert a new regent disc. If the situation is not resolved, please contact the authorized technical support department.
Settings	Password Error	Please enter the correct password
	Date & Time Error	. Please enter the correct date and time
	USB Drive Error (Error Code 411)	Please check that the USB drive is properly plugged into the device Please check whether the USB drive space is full. If the situation is not resolved, please contact the authorized technical support department
	No Firmware Found	There is no firmware update file found within the USB drive. Please contact the authorized technical support department for this firmware.
	Upgrade Failed (Error Code 951, 953)	Please contact the authorized technical support department
Recall	No Data Matched	There is no historical data within the system. Please conduct a sample analysis first in order to accumulate analysis results within the database
	RS232 communication failure (Error Code 401, 402)	Please check that the RS232 cable is correctly connected. If the situation is not resolved, please contact the authorized technical support department