# *Simplexa* 3 M™ Integrated Cycler Troubleshooting Guide

**PURPOSE:**

* This procedure provides instructions for troubleshooting problems based on symptoms including a potential cause with recommendations for solutions.

## DOCUMENTATION/RECORDS

1. BORD Segment Report
2. QC and Equipment Failure Log

**PROCEDURE A:** Follow the protocol below for troubleshooting assay and/or instrument failures

**Assay / Instrument Failure Protocol**

Assay/Instrument Failure

One Time

Report to Technical Specialist or Technical Director

Two or More: Contact Technical Services

Report to Technical Director

Review and investigate

Develop Action Plan

Discuss Impact: TAT, Specimen backlog, Corrective action times

Document problem and

Corrective action on QC and Equipment Failure log

Discuss Corrective action plan with Technical specialist or Director

**PROCEDURE B:** Follow the steps in the table below for troubleshooting invalid results, warnings and error codes

General Information

| **Activity** | Step | **Action** | **Related Doc** |
| --- | --- | --- | --- |
| **Warning messages and error codes** | 1 | *Simplexa* 3M™ Integrated Cycler errors will display in a dialog box on the screen   * Text will explain the cause of the problem * The user will be provided information to follow to resolve the error | Simplexa Operator Manual  [Appendix B: Troubleshooting](file:///G:\LAB\Molecular%20Biology\A.%20Molecular%20Procedure%20Manual\Molecular%20Resources\Simplexa%20Troubleshooting%20guide,%20Appendix%20B.pdf) |
| 2 | Refer to *Simplexa* Operator Manual, *Appendix B: Troubleshooting* for additional recommendations   * Problem scenarios with possible causes and corrective actions * Error list with possible causes and corrective actions |
| **Technical support** | 3 | If unable to resolve problem, contact **Focus technical service at** **1-800-838-4548** option #3 |  |
|  | 4 | Technical Service may ask you to generate and send a Service Packet file; see Procedure B for downloading a \*.icz file |  |
| **Instrument return** | 5 | If it is determined that the instrument must be returned for service, decontaminate the Simplexa before shipping; Refer to procedure BOR 008 | [BOR 008](BOR%20008%20Equipment%20and%20Room%20Decontamination.docx) Equipment and Decontamination |
| **Records** | 6 | Document all problems and actions in the QC and Equipment Failure Log |  |
|  | 7 | File a St. Croix report if repair or preventative maintenance is required |  |

**PROCEDURE C:** Follow the steps to export a service packet to a USB

**Exporting a Service Packet**

| **Activity** | **Step** | **Action** | **Related Doc** |
| --- | --- | --- | --- |
| **Select run** | 1 | Open a run for analysis from the Quick Pick List or using Browse Runs |  |
| **USB** | 2 | Insert USB device |  |
| **Quick Pick** | 3 | Opening a run from the Quick Pick List   |  |  | | --- | --- | | Step | Action | | 1 | Click on run located under **Analyze Completed Runs**; the 10 most-recent runs are displayed (Fig. 1) | | 2 | If the run is not displayed use **Browse Runs** | | 3 | Click on **Export** drop down located near the top of the Analyze Screen | | 4 | Select **Service** **Packet** from menu | | 5 | Select storage location **Removable Disk (E:)** | | 6 | Click **OK** after export is successful | | 7 | Email to technical services | | [Simplexa Operator Manual](file:///G:\LAB\Molecular%20Biology\A.%20Molecular%20Procedure%20Manual\Molecular%20Resources\Simplexa%20Operator%20Manual%20PI.MOL1101.UD_REV.F.pdf) |
| **Browse Runs** | 4 | Opening a run from Browse Runs   |  |  | | --- | --- | | Step | Action | | 1 | Select **File: Browse runs** or **Browse Runs** from the Quick Pick list | | 2 | Click on **My Runs** (Fig. 2) if logged into computer or click on user name | | 3 | Click on **Completed** | | 4 | Click on the **Export** button | | 5 | Select storage location **Removable Disk (E:)** | | 6 | Click **OK** after export is successful | | 7 | Email to technical services | |  |

**Figure 1: Quick Pick List**

Quick Pick: Analyze Completed

Runs

File: Browse Runs

Quick Pick: Browse Runs



**Figure 2: Browse Runs**

Completed Run

Export button



**PROCEDURE D:** Follow the steps to reset the barscode scanner

**Barcode Scanner**

| **Activity** | **Step** | **Action** | **Related Doc** |
| --- | --- | --- | --- |
|  | 1 | The red-laser pattern should surround the outer edge of the barcode when reading the barcode |  |
| Scanner not reading | 2 | If the barcode reader does not respond, reset by scanning the image located on page B-5, Troubleshooting guide | Simplexa Operator Manual  [Appendix B: Troubleshooting](file:///G:\LAB\Molecular%20Biology\A.%20Molecular%20Procedure%20Manual\Molecular%20Resources\Simplexa%20Troubleshooting%20guide,%20Appendix%20B.pdf) |
|  | 3 | 4 long beeps indicate that data was not transmitted from the scanner to the computer |  |
|  | 4 | If the scanner continues to beep, disconnect the scanner for 5 sec and then reconnect |  |
|  | 5 | Contact **Focus technical service at** **1-800-838-4548** option #3 if error continues |  |

**REFERENCE**

1. Simplexa™ 3M™ Integrated Cycler Studio 5.0 , 3M™ Integrated Cycler Operator Manual Reference 34-8710-8382-9, PI.MOL1101.UD\_REV. F for use with user defined assays, Focus Diagnostics 2009-2012, Focus Diagnostics, Inc. Cypress, CA

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| **Approval** | | | | | | | | | | | |
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| **Bi-Annual Review** | | | | | | | | | | | |
|  | Reviewed by | | **Signature** | | **Date** | | | Reviewed by | **Signature** | **Date** | |
| P. Ackerman | | PA | | 1.23.16 | | |  |  |  | |
| Historical Record | | | | | | |  | | | | |
|  | **Version** | **Written/Revised by:** | | **Effective Date:** | | | **Summary of Revisions** | | | | |
| 1 | P. Ackerman | | 1.23.16 | | | Initial Version | | | | |
|  |  | |  | | |  | | | | |
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