

# eSensor® Respiratory Viral Panel (RVP) Assay: Troubleshooting Guide

## PURPOSE:

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

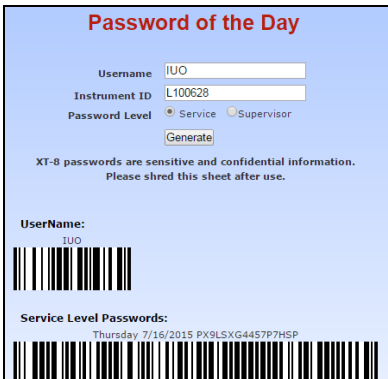
## DOCUMENTATION/RECORDS

- RVP Currents RUO Results Report
- RVP Detection Report, RUORV
- QC and Equipment Failure Log

**PROCEDURE A:** Follow the steps in the table below for troubleshooting invalid results, warnings and errors  
**General Information**

Activity	Step	Action	Related Doc
Warning messages and error observations	1	The eSensor XT-8 reports errors and warning messages on the RVP Detection Report and Currents Report	eSensor® RVP package insert
	2	Refer to the following documents for troubleshooting: <ul style="list-style-type: none"> <li>▪ <a href="#">RVP Retest</a> Recommendations by Report Type</li> <li>▪ <a href="#">RVP Technical Support</a> and Troubleshooting</li> <li>▪ <a href="#">RVP Common Issues</a> and Solutions</li> </ul>	
Records	3	Document all problems and actions in the QC and Equipment Failure Log	
Technical support	5	If problem cannot be resolved, call <b>GenMark Technical Support @ 1-800-373-6767, option 2.</b>	
	6	To retest a cartridge, tech support must be contacted for special access and password	
	7	Tech support may request files to be sent; see Procedure B, <i>Package Assay Run</i> ; Email: <a href="mailto:TechnicalSupport@genmarkdx.com">TechnicalSupport@genmarkdx.com</a>	

**PROCEDURE B:** Follow the steps in the table below to package runs to be sent to technical support  
**Package Assay Run**

Activity	Step	Action	Related Doc
Log on  Username: IUO  Instrument ID: L100628	1	Log onto the eSensor XT-8 using the password provided by technical support  	

Activity	Step	Action	Related Doc
Download data	2	Insert USB	GenMark Customer Training Manual Chapter: Resources
	3	Select "Reporting" tab	
	4	Enter the date for the problem run in the <b>Date From</b> and <b>Date To</b> fields	
	5	Touch the search button located on the bottom right side of the screen	
	6	Touch the <b>Select All</b> button located on the bottom of the screen to select all the samples	
	7	Touch the "Pkg" button; a prompt screen will appear that reads <b>D:\</b>	
	8	Touch the <b>D:\</b> field	
	9	Touch <b>This Directory</b> field	
	10	When the data download is complete, a message will appear indicating the number of samples successfully packaged	
	11	Remove USB	
Email	12	Email information to <a href="mailto:TechnicalSupport@genmarkdx.com">TechnicalSupport@genmarkdx.com</a>	
	13	The files will have the naming convention: TS_Instrument Serial Number_Sample ID_Today's DateXXXX.zip. There will be one file for each sample.	

## REFERENCE

1. GenMark Customer Training Manual "Resources". GenMark Diagnostics, 5964 La Place Court, Suite 100, Carlsbad, CA 92008

## Historical Record

Version	Written/Revised by:	Effective Date:	Summary of Revisions
1	P. Ackerman	08.12.15	Initial Version
2	P. Ackerman	08.27.2016	Reformatted for CMS upload; changed logo