

Hemochron Signature Elite Troubleshooting Guide

Error	Description	Likely Cause	Preventative Action	If Error Persists
STL	Sample too large	Too much sample has been aspirated from the central sample well	If meniscus of blood extends over the central well, push the excess blood into the overflow area using the syringe.	Contact POCT/key user for further support
STS	Sample too small	Insufficient sample has been aspirated from the central sample well	Ensure blood is level with the plastic ridge surrounding the central sample well, volume required is 15uL.	Contact POCT/key user for further support
SNS	Sample not seen	Sample has not reached the front detector in specified time period	Ensure that sample is added within the time period, any air gaps/bubbles will prevent sample aspiration.	Contact POCT/key user for further support
Detector Blocked	Detector blocked (during EQC)	A foreign body (likely a cuvette) is inside the analyser during EQC	Remove the cuvette from the instrument and re-run the EQC, if no cuvette is inserted please call the helpline.	Contact helpline
EQC Fail	EQC failure	The temperature/led intensity required for analysis exceeds the acceptable ranges	Re-run EQC ensuring ambient temperature is acceptable. If there is evidence of blood entering the instrument, see below.	Contact helpline
Visible Blood	Blood forced into instrument	Blood has been forced into the instrument in error	Assess instrument performance by running EQC and LQC. If either fail, the instrument should not be used and service is recommended.	Contact helpline
LQC Fail	LQC failure	LQC result has not fallen within the acceptable range	Ensure vial has been at room temperature for 1 hour and reconstitution is completed to manufacturer requirements.	Refer to QC Quick User Guide
Assay/Machine Locked	Instrument has been Locked	Either the EQC/LQC failure limit has been reached	The instrument will need to be connected to Configuration Manager so it can be unlocked.	Contact POCT/helpline
Access Denied	Operator ID not accepted	Operator ID/barcode has not been granted access to the Hemochron Signature Elite	Ensure user has received training to required local standard. Contact POCT/key user so user can have access authorised.	N/A
Out of Range-Lo	Test result is outside clinical range	Sample has clotted or did not mix in the cuvette correctly	Repeat test with a fresh sample/cuvette ensure sample pre-analytics are completed correctly.	Refer to Patient Quick User Guide/Package Insert
Out of Range-Hi	Test result is outside clinical range	Heparin/citrate contamination or incorrect cuvette used for Heparin dose	Repeat test with a fresh sample/cuvette ensuring sample pre-analytics are completed correctly including dead volume removal.	Refer to Patient Quick User Guide/Package Insert
ACT/INR Query	ACT/INR result is lower than expected	There has been a delay from sample collection to the start of analysis	Repeat test with a fresh sample/cuvette ensuring there is no delay. Ensure the instrument has started the countdown prior to sample collection.	Refer to Patient Quick User Guide/Package Insert