

HemoCue Hb 201⁺ ERROR CODES

Error Code	Explanation	Action
The analyser shows an error code	May be a temporary fault	Turn off the analyser and turn it on again after 30 seconds. Take a new microcuvette and repeat the measurement. If problem continues, see specific error code below.
E00	No stable endpoint is found within the time range 1. The cuvette is faulty 2. The circuit board is out of order	1a. Check the expiration date for the microcuvettes. 1b. Take a new cuvette and repeat the measurement. 2. The analyser needs to be serviced. Contact your distributor.
E01-E05	Fault or dirt in the optronic or electronic units	1a. Turn off the analyser and clean the optronic unit as described in the maintenance section. 1b. The analyser needs to be serviced. Contact distributor.
E06	Unstable blank value. The analyser might be cold.	Turn off the analyser and allow it to reach room temperature. If the problem continues the analyser needs to be serviced. Contact your distributor.
E07	The batter power is too low	1a. The batteries need to be replaced. Turn off the analyser and replace the batteries. 1b. Use the power adapter.
E08	The absorbance is too high 1. Light blocking item in the cuvette holder	1a. Check that the analyser and microcuvettes are being used correctly. 1b. The analyser needs to be serviced. Contact your distributor.
E9-E30	Fault or dirt in the optronic or electronic units	1a. Turn off the analyser and clean the optronic unit. 1b. The analyser needs to be serviced. Contact your distributor.
HHH	Measured value exceeds 256 g/L	Send sample to the laboratory.
No characters on the display	1. The analyser is not receiving power 2. If on battery power, the batteries need to be replaced 3. The display is out of order	1a. Check that the power adapter is connected to the AC power supply. 1b. Check that the power adapter is securely connected to the analyser. 1c. Check that the cable is not damaged. 2. Turn off the analyser and replace the batteries. 3. The analyser needs to be serviced. Contact your distributor.

Error Code	Explanation	Action
The display gives erroneous characters	<ol style="list-style-type: none"> 1. The display is out of order 2. The microprocessor is out of order 	The analyser needs to be serviced. Contact your distributor.
Display shows a low battery symbol	<ol style="list-style-type: none"> 1. The batteries need to be replaced 2. If on mains power, the mains adapter or the circuit board is out of order 	<ol style="list-style-type: none"> 1. Turn off the analyser and replace the batteries. 2a. Check that the power adapter is properly connected and working. 2b. The analyser needs to be serviced. Contact your distributor.
Display does not switch from the hourglass symbol and Hb to the three flashing dashes (ready for measuring)	<ol style="list-style-type: none"> 1. The magnet in the cuvette holder may be missing. 2. The magnetic sensor is out of order 	The analyser needs to be serviced. Contact your distributor.
Measurements on control materials are out of range – either too HIGH or too LOW	<ol style="list-style-type: none"> 1. The microcuvettes are beyond their expiration date, damaged or have been improperly stored 2. The optical eye of the microcuvette is contaminated 3. The control has not been mixed properly and/or is not at room temperature 4. Air bubbles in the microcuvette 5. The optronic unit is dirty 6. The control is not suitable for use with the HemoCue Hb 201⁺ system 7. The controls are beyond their expiration dates or have been improperly stored 8. The calibration of the analyser has been changed 	<ol style="list-style-type: none"> 1. Check the expiration date and the storage conditions of the microcuvettes. 2. Retest the sample with a new microcuvette. 3. Make sure the control is mixed properly and at room temperature. 4. Check the microcuvette for air bubbles. Retest the sample with a new cuvette. 5. Clean the optronic unit. 6. Only use controls intended for the HemoCue Hb system. 7. Check the expiration date and storage conditions of the control. Take a new microcuvette and repeat the measurement from a new bottle of control. 8. The analyser needs to be serviced. Contact your distributor.
Measurements on patient samples are higher or lower than anticipated	<ol style="list-style-type: none"> 1. Improper sampling technique 2. The microcuvettes are beyond their expiration date, damaged or have been improperly stored 3. The optical eye of the microcuvette is contaminated 4. Air bubbles in the microcuvette 5. The optronic unit is dirty 6. The calibration of the analyser has been changed 	<ol style="list-style-type: none"> 1. Review the method for correct sampling technique. 2. Check the expiration date and storage conditions of the cuvettes. 3. Retest the sample with a new microcuvette. 4. Check the microcuvette for air bubbles. Retest the sample with a new microcuvette. 5. Clean the optronic unit. 6. The analyser needs to be serviced. Contact your distributor.



ADDITIONAL ASSISTANCE

If the problem persists after the corrective actions have been taken, contact your local device supplier for technical assistance.

For unresolved issues contact APPN for further advice:

Email support@appn.net.au

Website www.appn.net.au using the forum or support tab.

Phone (08) 8201 7843, Monday to Friday 0900 – 1700 hours (CST)

We will endeavor to assist you further with your concern.

The following information may be required:

- Device Name
- Test
- Test cartridge Lot number
- Control History and results

Description of the problem with reference to the information codes and error messages.