

How should I store my HemoCue Haemoglobin Microcuvettes?

The storage conditions for the microcuvettes are stated in the Package Insert (15-30°C). Always read the Package Insert before use.

The liquid control solution values are too high or too low, what do I do?

A control of the total system i.e. analyser and microcuvette can be obtained by using liquid controls with a given hemoglobin value. The liquid controls should have a viscosity equal to that of normal blood. It is important that the liquid control is stored, mixed and handled according to manufacturer instructions.

Check the expiration date and storage of the liquid control and microcuvettes. They might be too old, damaged or improperly stored. Check that you are entering the correct quality control specifications into the analyser. Repeat the test ensuring you follow the instructions. For further information, please check the Troubleshooting Guide in the relevant Operating Manual.

Why is there sometimes a difference between HemoCue hemoglobin results compared with laboratory results?

A number of factors may influence the outcome of a comparison between two hemoglobin methods: Calibration differences, variations in routines for calibration or differences in calibration material may cause differences between methods. The HemoCue Haemoglobin systems are delivered calibrated against the international reference method for determination of haemoglobin, the ICSH method. Sample material Venous and capillary blood are not quite the same even if the latter is freely flowing. The discrepancies between peripheral and venous samples are more marked if the ear-lobe rather than the finger is chosen as the site for puncture. Time of sampling The haemoglobin concentration shows a declining trend through the daytime and the lowest values during the night. This should be taken into consideration when results are compared. Body position After transition from an upright position to a recumbent position a decrease in haemoglobin takes place. When comparing laboratory results, sampling is recommended to be performed under identical conditions.

Why doesn't the touch screen react when pressing the buttons?

You probably need to calibrate the touch screen. This is done in the following way:

- a) Make sure that the Analyser is turned off. The display should be blank.
- b) Hold down the On/Off button for at least 10 seconds. A plus sign will appear in the upper left corner of the display.
- c) Gently press the center of the plus sign with a blunt object. Using the fingertip may not be precise enough.
(Note! This is the only occasion when anything other than the fingertips should be used to touch the display. Sharp edged objects can damage the display)
- d) The first plus sign will disappear and a second plus sign will appear in the lower right corner of the display.
Repeat according to instruction c).
- e) A third plus sign will appear in the upper right corner of the display.
Repeat according to instruction c).
- f) The display calibration is now completed. The Analyzer will continue with the normal startup

How do I operate the touch display?

The buttons appearing on the display activate the specific functions symbolized by the image on the button. The buttons should only be pressed using a fingertip. NOTE! Sharp-edged objects can damage the display.

When a button is pressed, it will appear highlighted as long as it is kept pressed. When a button is released, the function indicated by the button is activated. An audible signal will sound if the audio function has been activated in the settings.

If the fingertip is kept pressed and moved to another button, the original button will cease to appear highlighted and the new button will appear highlighted. When the new button is released, the new function will be activated.

If the fingertip is kept pressed and moved to an area without a button and then released the button choice will be ignored and no function will be activated

How do I clean the touch screen display?

The display can be cleaned with alcohol, without additives

How do I clean the outer case?

Make sure that the analyser is turned off. The outer case may be cleaned with alcohol or a mild soap solution

How many patient tests can be stored?

Approximately 4000 patient test results (including Patient ID, Operator ID, date, time comments, etc.) can be stored in the analyser.

How many QC Results can be stored?

Approximately 500 QC results (including QC level, Operator ID, date, time, comments etc.) can be stored in the analyser.

How should I store my analyser?

The analyser can be stored at 0-50 °C. Operating temperature is 18-30 °C. Allow the analyser to reach ambient temperature before use. The analyser should not be operated at high (i.e.> 90% non-condensing) humidity.

When does the analyser upload all data into the LIS through AQUIRE?

The results from the analyser are uploaded as soon as the analyser is docked in a docking station.

How long does the battery need to be fully recharged?

The battery recharges to 70% of its capacity in less than two (2) hours and to nearly 100% in less than ten (10) hours. NOTE! A brand new battery will take longer to charge the first 2 to 3 times.

When does the battery recharge?

The battery recharges when it is docked in a Primary Docking Station or a Secondary Docking Station. The analyser can be used without the battery when docked in a docking station that is connected to the

How long does a fully charged battery last?

A fully charged battery will power the analyser for 100 hours when in standby mode or for two (2) days of normal use. Normal use is defined as sixty (60) samples/day using the barcode scanner.

What do I do if the analyser displays an error code?

The analyser has a built in error code system. The error code may be an occasional fault so try and turn off the analyser and turn it on again after thirty (30) seconds. If the analyser still displays an error code, clean the analyser thoroughly before any other actions are taken. Refer to the manual instructions for use for the different error codes. If the problem cannot be fixed and the error code is still displayed, the analyser needs service. Contact your PoCT Coordinator.

How often do I need to clean the analyser and docking station?

The cuvette holder should be cleaned after each day of use and also when it is needed (if it's visibly dirty). A dirty optronic unit may cause the analyser to display an error code, so clean the optronic unit regularly (example once per month) to reduce error codes. The docking stations may be cleaned with alcohol or a mild soap solution. Follow the instructions in the HemoCue Hb 201 DM General Maintenance document

How do I use the barcode scanner?

Press and hold the barcode scanner button. The barcode scanner lights up and scanning can be performed. The decoded information appears on the display as long as the button remains pressed. To cancel a reading, move the fingertip to an area outside the barcode scanner button. NOTE! The scanning range is approximately 10-30 cm.

WARNING! Laser radiation. Do not stare into the beam or view directly with an optical instrument.

Can I clean the barcode scanner?

Yes. If you are having trouble scanning a bar code, try giving the scanner a clean with an alcohol swab and allow it to dry before scanning again.

What does the LED on the docking station indicate?

Steady green light: A steady green light from the LED indicates that the Docking Station is receiving power and that the battery is fully charged.

Flashing green light: A flashing green light from the LED indicates that the battery in the docked Analyser is charging.

Steady red light: A steady red light from the LED indicates an internal communication error within the Docking Station.

Flashing red light: A flashing red light from the LED indicates an external communication error. The connection with the LAN is faulty