

■ Follow the 'Action to Take'.

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If unsuccessful, contact Abbott.

📖 Refer to the file listed
in 'Action to Take'.

Note: All documents are available
to download. Use the QR codes.

INFORMATION CODES CAUSED BY TEST-SPECIFIC LIMITATIONS

[#]	CAUSE	ACTION TO TAKE
■ 101	Hematocrit too low	📖 Consult the Afinion CRP or Lipid Panel Package Insert.
■ 102	Hematocrit too high	📖 Consult the Afinion CRP or Lipid Panel Package Insert.
■ 103	Hemoglobin too low	📖 Consult the Afinion HbA1c Package Insert.
■ 104	Hemoglobin too high	📖 Consult the Afinion HbA1c Package Insert.
■ 105	HbA1c too low	📖 Consult the Afinion HbA1c Package Insert.
■ 106	HbA1c too high	📖 Consult the Afinion HbA1c Package Insert.
■ 107	Creatine too high	📖 Consult the Afinion ACR Package Insert.
■ 108	Blood in urine	📖 Consult the Afinion ACR Package Insert.

INFORMATION CODES CAUSED BY SAMPLE OR TEST CARTRIDGE

[#]	CAUSE	ACTION TO TAKE
■ 201	Insufficient sample volume: <ul style="list-style-type: none"> • Empty capillary • Air bubble in capillary • Capillary incompletely filled 	📖 Repeat the test with a new sample and test cartridge. Ensure that the capillary is completely filled with no air bubbles (see package insert for the Afinion Test in use).
■ 202	Excess sample on the sampling device exterior	📖 Repeat the test with a new sample and test cartridge. Ensure that only the tip of the capillary is in contact with the sample (see package insert for the Afinion Test in use).
■ 203	Wrong sample material	📖 Repeat the test with a new sample and test cartridge. Ensure that proper sample material is used (see package insert for the Afinion Test in use, section 'Specimen Collection and Storage').
■ 204	Coagulated sample	Repeat the test with a new sample and test cartridge. The time from filling the capillary until analyzing the test cartridge should be as short as possible.
	Hemolysed blood sample or poor sample quality	📖 Consult the Afinion Package Insert. Repeat the test with a new sample and test cartridge.
	Test cartridge or analyzer failure	Repeat the test with a new sample and test cartridge. If the problem persists, restart the analyzer and run controls.
■ 205	Capillary cracked or damaged	Repeat the test with a new sample and test cartridge. Inspect the sampling device before use and handle with care.
■ 206	Barcode label not readable (dirty or damaged)	Repeat the test with a new sample and test cartridge. If the problem persists, restart the analyzer and run controls.
■ 207	<ul style="list-style-type: none"> • No sampling device inserted • Sampling device belongs to another Afinion Test • Label on sampling device not readable (dirty or damaged) 	Repeat the test with a new sample and test cartridge. Ensure that the correct sampling device is in place and that the sampling device label is clean.
■ 208	Test cartridge previously used	Repeat the test with a new sample and test cartridge.
■ 209	Test cartridge has passed expiry date	Check expiry date on the foil pouch or kit container. Repeat the test using a new sample and a new test cartridge from another lot.
	The date in the analyzer is incorrectly set	Check the date in the analyzer to make sure it is set correctly. Repeat the test with a new sample and test cartridge.
■ 210	Test cartridge temperature too low	📖 Repeat the test with a new sample and a new test cartridge. Ensure that the operating temperature is within acceptable range (see package insert for the Afinion Test in use).
■ 211	Test cartridge temperature too high	📖 Repeat the test with a new sample and a new test cartridge. Ensure that the operating temperature is within acceptable range (see package insert for the Afinion Test in use).
■ 212	Software upgrade is required to run this test	Contact your local supplier for assistance.



Afinion 2



HbA1c



ACR



CRP



Lipid Panel



8 Demo Videos

INFORMATION CODES CAUSED BY SAMPLE OR TEST CARTRIDGE

#]	CAUSE	ACTION TO TAKE
■ 213, 214	Test cartridge or analyzer failure	Repeat the test with a new sample and test cartridge. If the problem persists, restart the analyzer and run controls.
■ 215	Test cartridge or analyzer failure	Repeat the test with a new sample and test cartridge. If the problem persists, restart the analyzer and run controls.
■ 217	Hemolysed blood sample or poor sample quality (Afinion HbA1c)	❏ Consult the Afinion HbA1c Package Insert. Repeat the test with a new sample and test cartridge.
■ 218	Condensation detected on cartridge	Run a new test cartridge. Ensure that the cartridge is equilibrated to room temperature before the foil pouch is opened.

INFORMATION CODES AND MESSAGES CAUSED BY ANALYZER FAILURE

#]	CAUSE	ACTION TO TAKE
■ 27, 28, 29	Start-up procedure failed	Restart analyzer. If the problem persists, contact your local Afinion 2 supplier.
■ Self-test error. Analyzer in nonoperative mode	Analyzer failure	Restart analyzer. If the problem persists, contact your local Afinion 2 supplier.
■ 301	Self-test failed	Restart the analyzer.
■ 302	Analyzer failure	Restart the analyzer and run controls. Repeat the test with a new sample and test cartridge.
■ 303	Analyzer temperature is too high	Ensure that the operating temperature is within recommended range (15°C–32°C). Wait until the analyzer has cooled down. Repeat the test with a new sample and test cartridge.
■ 304	Analyzer temperature is too low	❏ Ensure that the operating temperature is within recommended range for the Afinion Test in use (see package insert). The analyzer temperature is displayed in the Start-up menu (refer to user manual). Repeat the test with a new sample and test cartridge.
■ 305	<ul style="list-style-type: none"> Printer improperly connected Malfunction of the printer 	❏ Switch off the analyzer, reconnect the printer and restart the analyzer. If the message persists, see the printer user manual.
■ Touch screen error	Touch screen failure/touch screen buttons do not respond accurately	Restart analyzer and realign screen.

OTHER INFORMATION CODES

#]	CAUSE	ACTION TO TAKE
■ 401	No registered supervisors in operator list	❏ At least one supervisor is required in the operator list when the analyzer is configured to operator ID verified (refer to user manual).
■ 402	Cannot delete last supervisor	❏ At least one supervisor is required in the operator list when the analyzer is configured to operator ID verified (refer to user manual).
■ 403	This assay type is not accessible to the operator	The operator logged in does not have access to run this assay type. Please contact your supervisor.
■ 404	Operator ID is not found in operator list	❏ When operator ID with verification is enabled, operator ID entered is required to be present in the operator list (refer to user manual). Please contact your supervisor.
■ 501	The control lot has passed expiry date	Check the expiry date on the control lot package insert or kit box. Repeat the test using a sample from a new control lot.
■ 502	Afinion Control Data is not recognised and is not stored in control lot database	❏ Reenter the Afinion Control Data (refer to user manual).
■ 503	Control verification aborted	The Afinion Control Data entered was not recognised. The control test was aborted by the operator. Test result was not stored. Run new control test to reset quality control lockout interval.
■ 504	Required control test interval has expired. Patient testing is disabled for this assay.	A passed control run must be performed according to configuration to unlock this assay for patient testing.
■ 601	Operator list or control lot database is full	The operator list can store 1,000 operators, and the control lot database can store 100 control lots. Delete an operator or control lot to enter a new item.

CONTACT ABBOTT TECHNICAL SUPPORT.

Before asking for assistance, please record the following information:

- Afinion 2 serial number (SN) – see label on the back side of the analyzer
- Software version number – see Start-up menu
- Afinion Test type
- Test cartridge or kit lot number – see foil pouch or kit container
- Control identification and lot number – see vial label
- Control results obtained
- Description of the problem with reference to information codes or messages

☎ +27 10 500 9700 (OPTION 3)

✉ ARCIS.TECHSUPPORT@ABBOTT.COM

OPENING HOURS: MONDAY–FRIDAY
8:30-17:00 (GMT)

