

## Troubleshooting



*Compatible with software version 1.19.7 and newer*

## Low $\pi$ Code Count

Possible reason	Action
$\pi$ Codes are not loaded evenly	Make sure to vortex $\pi$ Codes thoroughly before adding to each well
Microbes grow in wash buffer or ddH <sub>2</sub> O	Use freshly prepared wash buffer and ddH <sub>2</sub> O for hybridization
Microbes grow in the fluid path tubes	Wash fluid path tubes with 70% ethanol. Please see <b>P-3_Long-term Shutdown</b> for instruction
Plastic tips are dislocated or damaged	Contact PlexBio or local distributor for service

\*Follow basic maintenance instruction: empty waste bottle daily, renew U tray monthly, clean bottles and fluid path monthly, and renew V tray for each run, etc. See **P-2\_Basic Maintenance** for more information



## Uneven Liquid in Microplate

Possible reason	Action
Manifold is clogged	Clean manifold with the needles in accessory box. See <b>P-7_Cleaning Manifold</b> for details.
The fluid path tubes / buffer dispensing parts are clogged	<p>Clean the tubes with warm water and 70% alcohol</p> <ol style="list-style-type: none"><li>1) Connect the ddH<sub>2</sub>O and buffer inlet to a bottle of <b>warm water</b></li><li>2) Go to <b>Setting</b> and select <b>Fluid Path</b></li><li>3) Perform <b>Rinse</b> and <b>Prime</b> 4 times each</li><li>4) Connect the ddH<sub>2</sub>O and buffer inlet to a bottle of <b>70% alcohol</b></li><li>5) Repeat Step 2-3</li><li>6) Connect the ddH<sub>2</sub>O and buffer inlet to <b>fresh ddH<sub>2</sub>O</b> and <b>fresh wash buffer</b> respectively</li><li>7) Go to <b>Setting</b> and select <b>Fluid Path</b></li><li>8) Perform <b>Rinse/Prime</b> once</li></ol>

## Well(s) is Empty - Fail To Dispense Liquid

Possible reason	Action
Air vents of buffer bottles are closed	Open the air vent of buffer bottles
Insufficient wash buffer in the bottle	Make sure the buffer bottle contains sufficient buffer before running assays
Manifold is clogged	Clean manifold with the needles in accessory box, see <b>P-7_Cleaning Manifold</b> for details
The fluid path tubes are clogged	
Pump is clogged or too dry to work <i>(this is possible only when all 8 manifolds are not dispensing liquid)</i>	Please contact PlexBio or local distributor for service

## The Plate/Well(s) is flooded

### - Fail to Remove Supernatant/ Wash buffer

Possible reason	Action
The pump and/or fluid path tubes are clogged	<b>Check if the U tank is flooded by executing function “Renew U tank” to reveal U tank. If it is flooded, please stop using it and contact PlexBio or local distributor for service immediately</b>
	Clean the tubes with warm water and 70% alcohol following the instruction in <b>Page. 3</b>
The plastic tips are clogged or broken	Please contact PlexBio or local distributor

## No/ Low Fluorescent Signal

### - Fail to Dispense SA-PE Solution

Possible reason	Action
SA-PE solution and/or wash buffer is not correctly prepared or goes bad	<ul style="list-style-type: none"><li>• Make sure sufficient SA-PE solution is loaded in V tray before starting a program. See user manual for SA-PE volume calculation</li><li>• Do not use SA-PE solution which is expired or stored improperly</li><li>• Ensure using fresh and correctly formulated wash buffer</li></ul>
The SA-PE dispensing parts / tips are damaged	Please contact PlexBio or local distributor

## Error Code

Possible reason	Action
1001, 1002, 1003, 1004, 1005 1103, 1104 2001, 2005 3001, 3101, 3201, 3301, 3401 6001, 6002, 6101, 6102	<ul style="list-style-type: none"><li>• Record the error code</li><li>• Take photos of the screen and the interior of the instrument</li><li>• Shut down and stop using the instrument</li><li>• Contact and provide the photos to PlexBio or local distributor for service</li></ul>
6301, 6302, 6401	<ul style="list-style-type: none"><li>• Ensure the configured temperature is <b>5°C</b> higher than environmental temperature. The program will automatically continue if the temperature cools down to configured temperature. No extra action is needed.</li><li>• Contact PlexBio or local distributor if the problem persists</li></ul>

Thank You

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