

# Trouble Shooting the scil Vet abc



Error	Possible Causes	Remedial Action
<b>STARTUP FAILED CHECK REAGENT</b>	Reagent Pack Empty	Check port #3 on pack for fluid and replace if empty
	Red protective caps on reagent pack not removed before installation	Remove red caps
	Blank values high: If PLT above 10 pack can be contaminated or expiration date is passed	Perform concentrated cleaning or change pack
	Pack was installed backwards	Check proper direction and re-install then prime
<b>ERROR: SENSOR ERROR MINODILL OR REAGENT EMPTY</b>	Pack not installed correctly	Check the position of the pack on the right hand side of the ABC housing or
	Valve on the bottom of the pack is tipped in	Adjust the valve into the right position on bottom of pack
	Pack is empty	Perform change pack procedure with a new pack
	Pack was installed backwards	Check proper direction and re-install then prime
<b>ERROR PRESSURE SYRINGE MOTOR</b>	Waste tube is blocked or pinched	Check position of the waste tube and make sure that it is not kinked, the tube should be installed in a soft curve under the handle on the top of the pack
	Pack is distended	"Burp the pack" Remove the waste connector from the top of the pack and depress white valve on pack to release the pressure
<b>ERROR BAD SMART CARD</b>	Smart card is dirty	Clean smart card with alcohol wipe
	Smart card is defective	Replace smart card
	Card reader cable not connected	Check cable connection under card reader
<b>ERROR NEEDLE MOTOR</b>	Dry	Place a drop of distilled water at needle entrance of white rinse block top and manually move up & down
	Dirty guide rails	Clean guide rails
	Needle and rinse block not aligned properly	Loosen 2 screws securing rinse block and reposition and snug screws back in
	Bent needle	Straighten needle to best abilities

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<b>Error</b>	<b>Possible Causes</b>	<b>Remedial Action</b>
<b>ERROR LIQUID SYRINGE MOTOR</b>	Over accumulated build	Clean build up
	Seized dilution block or motor	Call scil, unit may need service
<b>BAD SMART CARD INSTALL MEMORY CARD</b>	Memory card feature turned on but memo card is not inserted into card reader	Install memo card or
		Change setup to MEMO OFF
<b>ERROR: NO PRINTER</b>	Printer is off	Switch printer on
	Printer cable is loose	Check printer cable
	Ink cartridge is empty	Change cartridge
<b>START UP FAILED HGB REFERENCE FAILED</b>	Reagent pack empty	Change pack
	Pack not properly installed	Red caps are still on or pack is in backwards
	Pollution in WBC chamber	Perform concentrated cleaning
	Adjustment of the photometer needed	Check photometer adjustment (refer to the manual for procedure)
<b>HGB values with “ ! ” flag</b>	Difference between actual and HGB blank	Run a start up
	Photometer adjustment needed	Check photometer adjustment (call for technical support)
	Pollution in WBC chamber	run a concentrated cleaning
<b>No Parameter value “DIL” in display / printout</b>	Value is out of linearity range	Dilute sample and repeat the CBC
<b>WBC values close to 0 or are 0, other parameters are okay</b>	WBC aperture is blocked	Run BACK FLUSH 3x
		Run concentrated cleaning
<b>RBC&amp;PLT results are 0 or both are extremely low</b>	RBC/PLT aperture is blocked	Run BACK FLUSH 3x
		Run concentrated cleaning

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Error	Possible Causes	Remedial Action
All parameters are too low	Sample was taken from the top of an unmixed blood sample	Mix sample well and repeat the CBC
	Reagent pack is empty	Check pack
	Needle is blocked	Check needle
ABC will not power on	Power cable is not connected	Check power cable
	Fuse is blown	Check fuse
Printout (DOG, CAT, HORSE) without LMG	Set up PRINT LMG <OFF>	Set PRINT LMG <ON>
No display, no characters are visible	Contrast is set to min. or max.	Pressing buttons (DEL) and (.) simultaneously, adjust contrast by buttons UP or DOWN
	Cable between main board and display is loose or defective	Check cable and connection
	ABC door is pressing on sample bar when closed	Open ABC door, inspect and align as needed
Printout is incomplete characters are not complete lines missing or odd symbols and characters	Print head is dirty	Run a clean cycle (see printer manual)
	Print head is failing(thermal)	Replace the printer(thermal)
	Printer is not compatible	Printer needs to have "Epson FX Emulation" language
No reagent after pack change	The pack was not physically changed, the old pack is still in	Check the pack, remove the waste connector, press the valve on the top of the pack and push on the side of the pack. If reagent comes out of it, it is an old pack. Mark a new pack with the installation date
	The new pack is installed but no reagent flow	Check that all red caps are removed and pack is seated properly
	Pack installed backwards	
Data is not transferring	Settings were changed	Check and correct the settings
	Cable is bad or not connected properly	Replace null modem cable or reseal connections
	USB adapter (if applicable)	Replace the USB adapter