LIAISON NES® SYSTEM TROUBLESHOOTING GUIDE

Contents

Warnings and Precautions

	Carefully read the assay-specific Instructions for Use (IFU) before running a test.
	Wear appropriate personal protective equipment (PPE), including gloves, when handling the cartridge or any disposable or preparatory items that may have come into contact with potentially biohazardous substances.
	Dispose of any assay components that are dropped, cracked, opened, or damaged in the biohazardous waste.
	Do not move or jostle the instrument while a test is in progress.
	Do not connect OR disconnect any peripheral equipment while a test is in progress. Peripheral equipment includes, but is not limited to, flash drives and printers.
	Hold the cartridge by the sides and keep the cartridge upright.

Before running a test

1. The LIAISON NES® instrument is not powering on. What do I do?

1. Flip the power switch to power off the instrument.
2. Confirm the wall outlet is powered on and the circuit breaker has not tripped.
3. Unplug the power cable from the outlet.
4. Wait at least 30 seconds, then plug the power cable into the outlet.
5. Flip the power switch to power on the instrument.

If the issue is not resolved, instrument replacement is needed. Contact Diasorin Technical Support.

2: The LIAISON NES® kit packaging is compromised.

Do not use kit or contents if kit packaging or contents appear broken or damaged. Contact Diasorin Technical Support. Dispose of any assay components that are dropped, cracked, opened, or damaged in the biohazard waste.

3: I am locked out of my LIAISON NES® instrument. What do I do?

Only administrators can re-enable accounts. To re-enable an account from the Home Screen,

1. Select SETTINGS
2. Select User Accounts and Login, then select Add and Edit Users.
3. Choose the desired user from the list.
4. Toggle the Account Enabled radio button to enable the account.

If an incorrect password is entered too many times, the account will be locked. A warning dialog will display if an account is locked due to the number of password attempts. If all administrator accounts are locked:

1. Select the locked user icon at the bottom left of the login screen. An ACCOUNT LOCKED dialog with an unlock key code displays.
2. Contact Diasorin Technical Support and provide the unlock key code. Diasorin will provide a reset code.
3. Select ENTER CODE in the ACCOUNT LOCKED dialog.
4. Enter the reset code, then select the blue checkmark.
5. Select a user account to unlock.
6. Enter a new password for the account, then select the next arrow.
7. Re-enter the new password, then select the next arrow.

4: How is an administrator account different from a regular account?

An administrator account has the privileges to:

- Set user preferences
- Set the date and time
- Set the sound and display preferences
- Add users
- Change or reset a password for a user
- Temporarily disable or enable a user account
- Reactivate a locked user account
- Permanently delete a user account
- Edit Auto Log off, Time to Password Expiration, and other login settings
- Modify the QC lockout settings
- Connect to Wi-Fi
- Modify the ethernet settings
- Customize the test report

The details of these processes can be found in the User Manual.

While preparing for a test

5: I dropped the LIAISON NES® cartridge. Can I still use it?

Dispose of any assay components that are dropped, cracked, opened, or damaged in the biohazard waste. Collect a fresh sample and re-test with a new test cartridge from the same kit or a new kit.

6: There is no liquid in my sample vial.

Do not use kit or contents if kit packaging or contents appear broken or damaged. Contact Diasorin Technical Support. Dispose of any assay components that are dropped, cracked, opened, or damaged in the biohazard waste.

7: A sample vial spilled before the sample swab was pushed into the vial, but there is still liquid left in the sample vial. Can I still use the sample vial?

No. If a sample vial spills, use a new sample vial for the collected swab. Adhere to your site's decontamination procedures if there is possible contamination or spillage on or around the instrument.

8: A sample vial spilled after the collected sample swab was pushed into the vial, but there is still liquid left in the sample vial with the swab head. Can I continue with the test?

No. If a sample vial spills that contains the collected swab head, stop and discontinue the test. The entire procedure must re-start from step 1 and a new swab will need to be collected from the patient. Adhere to your site's decontamination procedures if there is possible contamination or spillage on or around the instrument.

9: The LIAISON NES® instrument door is not closing after the cartridge is loaded. What do I do?

Do not forcibly open the instrument door or apply downward force on the door while the door is open. Wear gloves when handling the cartridge. If the instrument door does not close, or if you encounter resistance when closing the instrument door, confirm the following:

- The cartridge is oriented correctly, with the cartridge label facing upward and the two blue arrows on the label pointing toward the inside of the instrument.

- The cartridge cap is closed.
- The cartridge is fully inserted into the instrument.
- There are no obstructions inside the cartridge bay.

If the issue is not resolved,

1. Dispose of the cartridge in the biohazardous waste.

10: While performing the QC Test, the QC swab packaging with the QR code was accidentally thrown away. What should I do?

Discontinue the QC Test. Obtain a new QC Test Kit and begin the procedure again. The QC swab packaging with the QR code must be kept for the scanning step at the end of the procedure. Refer to the Instructions for Use.

While running a test

11: My LIAISON NES® instrument is rebooting itself unexpectedly.

1. Flip the power switch to power off the instrument.
2. Unplug the power cable from the outlet.
3. Wait at least 30 seconds, then plug the power cable into the outlet.
4. Flip the power switch to power on the instrument.

If the issue is not resolved, instrument replacement is needed.

12: My run stopped before completing and before generating a result. What do I do?

A warning dialog displays if the hardware fails while a test is running. To resolve this issue:

1. Select CONTINUE.
2. Remove the cartridge when prompted and dispose of it in the biohazardous waste.
3. Close the instrument door when prompted.
4. Wait for a self-check to complete successfully.

If the issue is resolved, re-run the test using a new cartridge and a new sample.

After completing a test

13: I obtained an invalid.

If a warning dialog displays while a test is running: Select CONTINUE.

1. Remove the cartridge when prompted and dispose of it in the biohazardous waste.
2. Close the instrument door when prompted.
3. Wait for a self-check to complete successfully.

If the issue is resolved, re-run the test using a new cartridge and a new sample.

Collect a fresh sample and re-test with a new test cartridge from the same kit or a new kit.

14: The cartridge is stuck in the LIAISON NES® instrument.

Do not force the cartridge out. Excessive force may damage the instrument.

1. Lift the cartridge with a finger, making sure the lower section (pots, pipette bottom) rises above the steel plate
2. Grab the cartridge while it's kept lifted
3. Slowly remove it from the recess

If the cartridge remains stuck after these steps, do not force the cartridge out. Contact Diasorin Technical Support.