To be checked prior to submit a complaint related to <u>ReadSensor 2</u> (through <u>support@unisensor.be</u>):

Please carefully read the *User Manual* of ReadSensor 2 before using the device and the accessories. Also verify the *Warranty Terms and Conditions* document.

Before submitting a complaint for **ReadSensor 2** (**APP088**), please:

- Check the version of the <u>embedded software</u> installed in your device. If a new version is available, please <u>upgrade</u> it. You can check the last software version available on the Unisensor Download Center https://unisensor.be/en/fileaccess/download.

- If you use the device in combination with the <u>PC software</u>, check the version installed in your computer. If a new version is available, please <u>upgrade</u> it. You can check the last software version available on the Unisensor Download Center https://unisensor.be/en/fileaccess/download.

- Verify that the <u>drawer</u> of the device is <u>clean</u>. Clean the white patch and the drawer itself with water and a soft detergent using a swab. Dry the white patch and the drawer carefully after cleaning.

- <u>Check the calibration of the device</u> using **APP105**. The calibration dipstick must be perfectly clean and flat.

  o If the **check test** provides a **Failure message** → proceed with the <u>calibration of the device</u> with <u>APP105</u> (follow the instructions provided in the User Manual).

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- Check the problems listed in the following table and the associated solution proposals:

No.	Trouble	Analysis	Solution
1	Screen does not work after power on.	No power supply.	Check power supply.
		Fuse defective.	Change fuse.
		Switch defective.	Change switch.
		Power adapter defective.	Contact distributor or manufacturer.
		Others.	Contact distributor or manufacturer.
2	Instrument can not be connected to PC.	Instrument not turned on.	Turn on the instrument.
		USB cable defective.	Change USB cable.
3	Instrument is shut down before sample platform is in.	Power cut off by accident.	Check power supply, if normal restart instrument, or refer to No. 1.
4	Sample platform is jammed.	test strip is not laid flat.	Stop detection, enter in to " Maintenance" interface to click sample in/out to take out test strip.
5	Result not precise.	Upper part of sample platform is loose.	Push the upper part in wards to fix.
6	E903 Weak light intensity.	Weak light intensity or lamp is not powered.	Contact distributor or manufacturer.
7	E902 Strong light intensity.	Intensity out of range.	Contact distributor or manufacturer.
8	E104 Problem on photoelectric switch or motor.	Motor damage, out of step or damage to the photoelectric switch.	Contact distributor or manufacturer.
9	E602 Abnormal data.	Sampler abnormality or data line is pulled.	Contact distributor or manufacturer.
10	E708 nandflash memory abnormality.	Storage chip is damaged.	Contact distributor or manufacturer.
11	E705 Test record memory will be full.	Excessive test record storage.	Delete old the test records.

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- If the **touchscreen** is **not responsive**, connect a mouse using a USB port and:

  o Proceed with the **calibration of the touchscreen** (follow the instructions provided in the User Manual).

  o If the problem persists after the calibration of the touchscreen, proceed with the **recovery of the touchscreen** (follow the instructions provided in the User Manual). This option will restore the default settings of the touchscreen.

  WARNING: do not wet or add liquid directly over the touchscreen. The liquid might infiltrate generating a defective functioning of the screen. Use a wet wipe instead!

- If the **error messages E902** (strong light intensity) or **E903** (weak light intensity) appear, please proceed with the cleaning of the drawer and the white patch. If the messages appear after the cleaning, proceed with the calibration of the device using APP105 as explained previously.

- Upon any other error or improper performance of the device, which cannot be solved following all the mentioned procedures, it is recommended to conduct a Factory Reset of the instrument. This option will restore the default settings of the device.

  WARNING: all the test data and method files saved in the instrument will be cleared, please export your data before!

Once the previous steps have been verified, if your problem is still not solved, please submit your complaint through **support@unisensor.be**.

Please be sure to transfer us the following information, in order to speed up the process of analysis of your submission:

- **Serial Number** of the instrument.

- **Software version** (both the **embedded software** and the **PC manager software**).

- Result of the **last calibration check** (please provide a picture).

- Any other picture which might be relevant for the diagnosis and the root cause analysis.

- If the device must be returned for repairing the ***Return Material Authorization*** document has to be filled and sent in advance.

- Please notice that ReadSensor 2 has 1 year of warranty upon the installation date. Check the ***Warranty Terms and Conditions*** document for details related to the cover policy.

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Technical customer support Leader   *Device and IT Leader*

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