





HemoCue WBC DIFF

Common Error Codes

Error Code	Explanation	Actions Required
Err01 	Part of the image cannot be analysed. Causes can include: <ol style="list-style-type: none"> 1. Air bubbles in the sample. 2. Incorrect sample handling. 3. Abnormalities in sample. 	<ol style="list-style-type: none"> 1. Use a new microcuvette & repeat the measurement. 2. If the problem persists, the sample should be verified with a laboratory method.
Err05 	Cuvette holder is inserted before 'Patient Test' is selected.	<ol style="list-style-type: none"> 1. Pull open cuvette moving arm. 2. Press middle button to select 'Patient Test' & enter ID data. 3. Make sure the 'insert cuvette' window is displayed before gently closing the cuvette moving arm. <p>Note: Test must be started within 1 minute of loading blood into the microcuvette.</p>
Err30 	The optical parts are dirty or wet after cleaning.	<ol style="list-style-type: none"> 1. Clean the optical parts as described in the Device Care poster. 2. If problem persists, contact Radiometer Pacific to arrange a device service.
Err35 	The battery power is low.	Replace the batteries or use the AC adaptor.