



## ELITe InGenius

<b>ELITe InGenius® Quick Reference Guide for SW v 1.3.0.16</b>
<b>EMD_InGenius_QG_490-202000EN</b>
<b>Revision 02</b>

## DISCLAIMER



This Quick Reference Guide is a simplified version of the official instruction for use and the intended use is to provide an overview of the most frequently used functions of the ELITechGroup ELITE InGenius®. The ELITE InGenius may only be used by authorized and trained personnel. This guide cannot be considered as a substitute for official trainings supported by ELITechGroup and official operator manual ELITE InGenius Operator Manual; therefore, please refer to the complete operator manual before using the instrument.

This Quick Reference Guide is not intended to provide a complete overview of all functions, safety measures, precautions, cautions and restrictions of the analyzer. These are covered in the ELITE InGenius Operator Manual. For reagents and consumables, please consult the related Instructions for Use. This Quick Reference Guide is compatible with SW V1.3.0.16

For additional help with troubleshooting of instrument problems please contact your local ELITechGroup ELITE InGenius® distributor support personnel, or ELITechGroup Technical Service and Support Center. Please visit our website at [www.elitechgroup.com](http://www.elitechgroup.com) for more information.

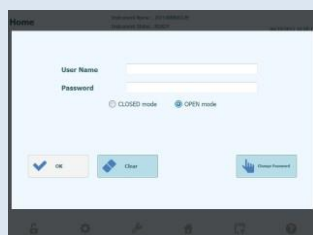
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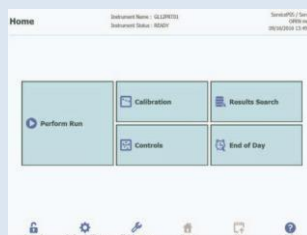
# ELITechGroup ELITe InGenius® Setup Procedures

## Procedure 1 - Complete Run: Extraction + PCR Amplification

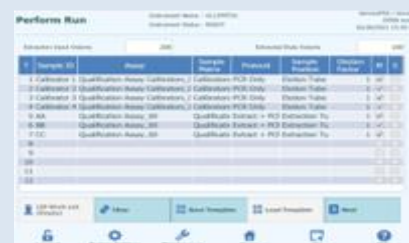
Power on the instrument and login with your user credentials



From the *Home* screen, select *Perform Run*



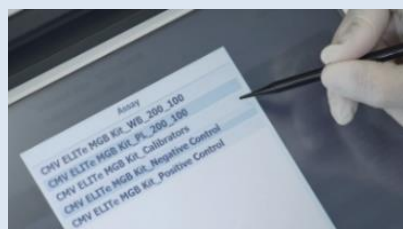
Verify extraction input and Eluate volumes



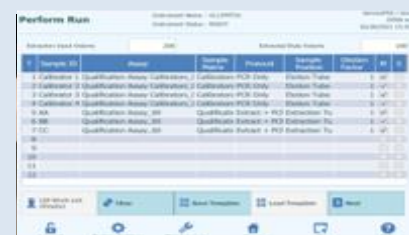
Scan sample barcodes



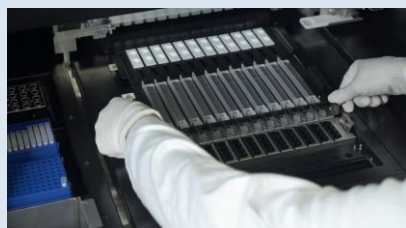
Select Assay



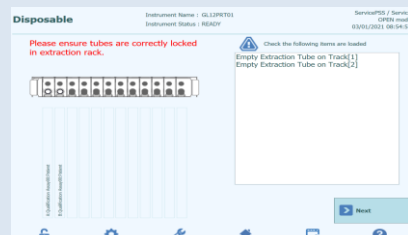
Select Sample Position



Load and verify all required consumables and reagents



Close door and start run



View and approve results



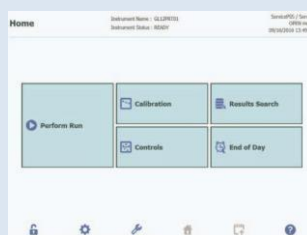
# ELITechGroup ELITe InGenius® Setup Procedures

## Procedure 2 - PCR Amplification Only

Power on the instrument and login with your user credentials



From the *Home* screen, select *Perform Run*



Verify Eluate volumes

**Perform Run**

Instrument Name: ELITe1701 / Service: PCR mode  
Instrument Status: READY  
13/02/2020 14:29:24

Extraction Input Volume: 200      Elution Tube Volume: 100

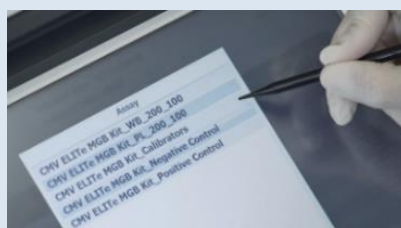
Sample ID	Assay	Sample Position	Protocol	Sample Position	Dilution Factor	M	S
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							

Buttons: Log out, System Settings, Maintenance, Home, Up, Help

Scan sample barcodes



Select Assay



Select *PCR Only* and set sample position as *Elution Tube*

**Perform Run**

Instrument Name: ELITe1701 / Service: PCR mode  
Instrument Status: READY  
13/02/2020 14:29:24

Extraction Input Volume: 200      Elution Tube Volume: 100

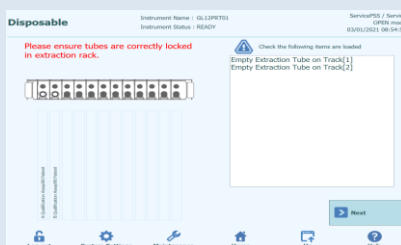
Sample ID	Assay	Sample Position	Protocol	Sample Position	Dilution Factor	M	S
1	Qualification Assay_00	Qualification	PCR Only	Elution Tube	1		
2	Qualification Assay_00	Qualification	PCR Only	Elution Tube	1		
3	Qualification Assay_00	Qualification	PCR Only	Elution Tube	1		
4	Qualification Assay_00	Qualification	PCR Only	Elution Tube	1		
5							
6							
7							
8							
9							
10							
11							
12							

Buttons: Log out, System Settings, Maintenance, Home, Up, Help

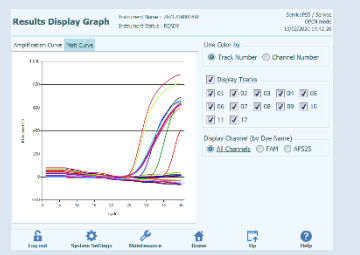
Load and verify all required consumables and reagents



Close door and start run



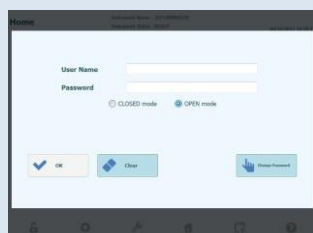
View and approve results



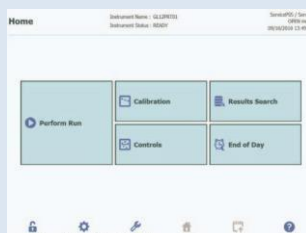
# ELITechGroup ELITE InGenius® Setup Procedures

## Procedure 3 - Extraction Only

Power on the instrument and login with your user credentials



From the *Home* screen, select *Perform Run*



Verify Extraction volumes

**Perform Run**

Instrument Name: GL134701  
Instrument Status: READY

Extraction Input Volume: 200  
Dilution Factor: 100

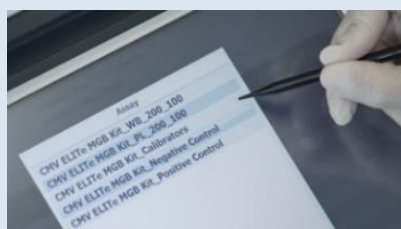
Sample ID	Assay	Sample Matrix	Protocol	Sample Position	Dilution Factor	H	S
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							

Buttons: Log out, System Settings, Maintenance, Home, Up, Help

Scan sample barcodes



Select Assay



Select *Extraction Only* and either *Primary* or *Extraction Tube*

**Perform Run**

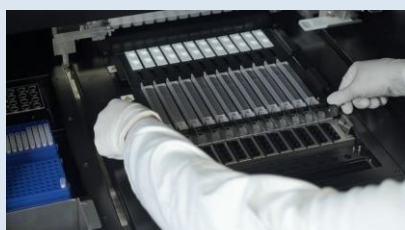
Instrument Name: GL134701  
Instrument Status: READY

Extraction Input Volume: 200  
Dilution Factor: 100

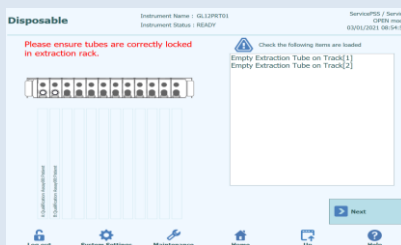
Sample ID	Assay	Sample Matrix	Protocol	Sample Position	Dilution Factor	H	S
1 A	Qualification Assay_00	Qualification Se Extract + PCR	Primary Tube	1	✓		
2 B	Qualification Assay_00	Qualification Se Extract + PCR	Primary Tube	1	✓		
3 C	Qualification Assay_00	Qualification Se Extract + PCR	Extraction Tube	1	✓		
4 D	Qualification Assay_00	Qualification Se Extract + PCR	Extraction Tube	1	✓		
5							
6							
7							
8							
9							
10							
11							
12							

Buttons: Log out, System Settings, Maintenance, Home, Up, Help

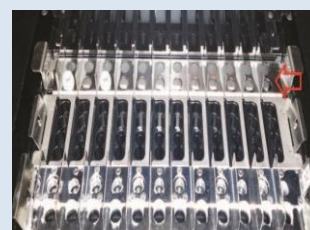
Load and verify all required consumables and reagents



Close door and start run



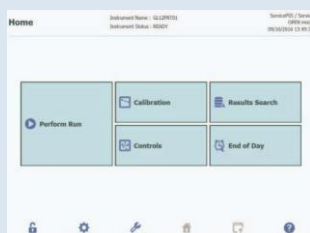
Remove, catalog, and store eluates



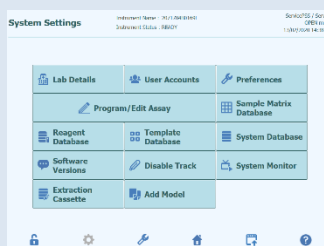
# ELTechGroup ELITE InGenius® Restart Procedures

## Procedure 1 – System Monitor Method

From the *Home* screen, select *System Settings*



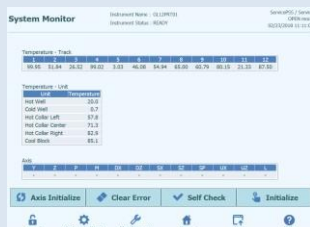
From the *System Settings* screen, select *System Monitor*



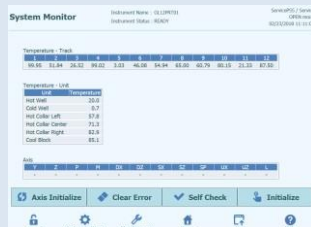
In *System Monitor* press *Clear Error* and allow to complete



In *System Monitor* press *Initialize* and allow to complete



In *System Monitor* press *Axis Initialize* and allow to complete



In *System Monitor* press *Self Check* and allow to complete



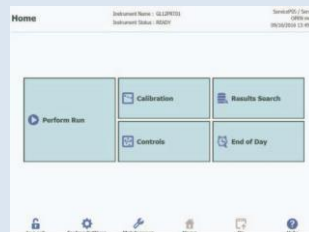
In *System Monitor*, press the *Home* button



Replace all used consumables and reagents



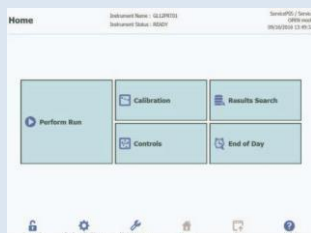
Follow the proper *Setup Procedure* to restart your run



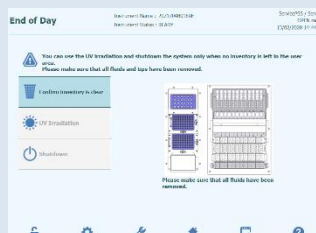
# ELITechGroup ELITe InGenius® Restart Procedures

## Procedure 2 – Shutdown Method

From the *Home* screen, select *End of Day*



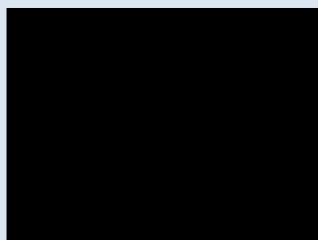
From the *End of Day* screen, select *Confirm Inventory is clear*



The *Shutdown* button can now be pressed



Allow the PC to shut down



Power down the instrument via the power switch



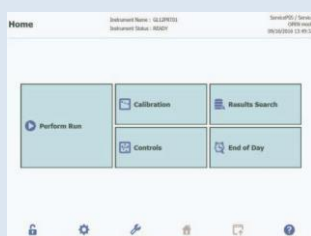
Remove all used consumables and reagents



Power on the instrument and login with your user credentials



Follow the proper *Setup Procedure* to restart your run





# ELITechGroup ELITe InGenius® Log File Collection

## Collecting Log Files

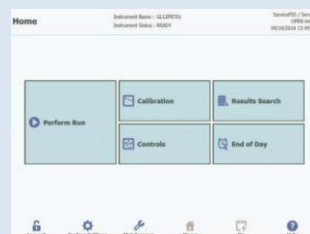
Logon to the system with an Administrator credential



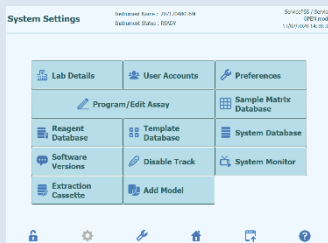
Insert a USB flash drive into an open USB port of the instrument



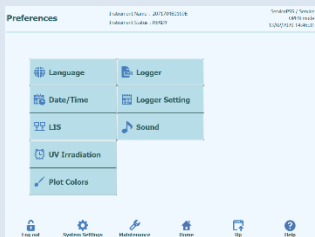
From the *Home* screen, select *System Settings*



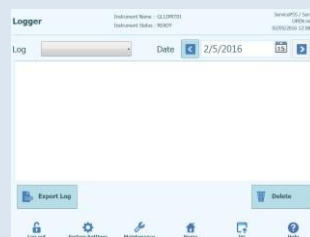
From the *System Settings* screen, select *Preferences*



From *Preferences*, select *Logger*



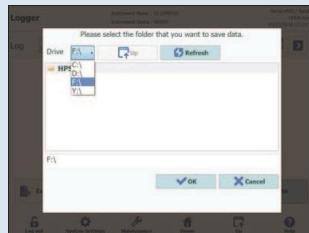
In *Logger*, select *Export Log*



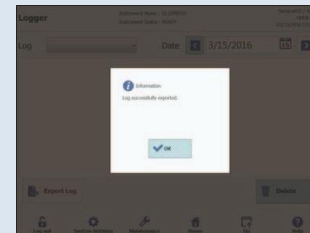
Click *Logs* in a predefined range, select a date range, and press *OK*



Select flash drive to save to and press *OK*



Wait for successful message, and remove flash drive

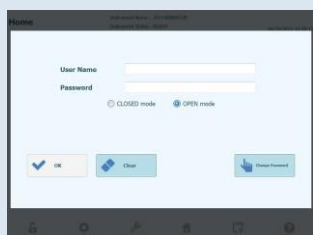




# ELITechGroup ELITE InGenius® Database Backup

## Backing up the Database

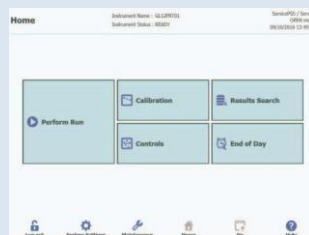
Logon to the system with an Administrator credential



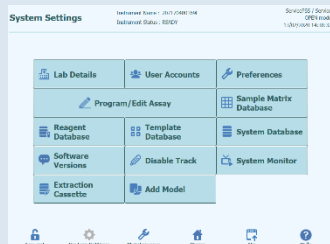
Insert a USB flash drive into an open USB port of the instrument



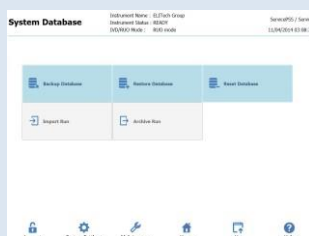
From the *Home* screen, select *System Settings*



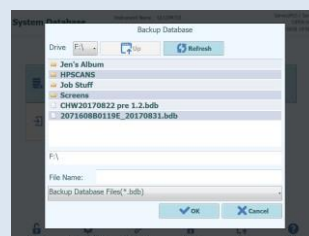
From the *System Settings* screen, select *System Database*



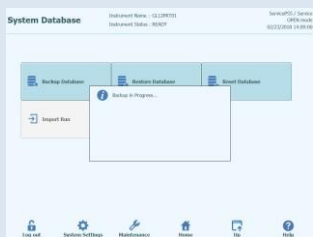
From *System Database* select *Backup Database*



Choose flash drive location, name file, and press *OK*



Wait for *Backup in Progress* to complete



Remove flash drive and catalog database



# ELITechGroup ELITe InGenius® User Account Creation

## Create a New User Account

Logon to the system with an Administrator credential

The logon screen features a 'User Name' text field and a 'Password' text field. Below the password field are two radio buttons labeled 'CLOSED mode' and 'OPEN mode'. At the bottom, there are three buttons: 'OK' (with a checkmark icon), 'Clear' (with an 'X' icon), and 'User Password' (with a hand icon).

From the *Home* screen, select *System Settings*

The 'Home' screen displays a grid of icons for system functions: 'Perform Run', 'Calibration', 'Results Search', 'Controls', and 'End of Day'. A bottom navigation bar includes icons for 'Log out', 'System Settings', 'Maintenance', 'Home', 'Tip', and 'Help'.

From the *System Settings* screen, select *User Accounts*

The 'System Settings' screen shows a grid of menu items: 'Lab Details', 'User Accounts', 'Preferences', 'Program/Edit Assay', 'Sample Matrix Database', 'Reagent Database', 'Template Database', 'System Database', 'Software Versions', 'Disable Track', 'System Monitor', and 'Extraction Cassette'. A bottom navigation bar is identical to the 'Home' screen.

From the *User Accounts* screen, select *Create*

The 'User Accounts' screen has a 'Create' button at the top left. Below it is a table with columns 'User Name', 'Role', 'Last Login', and 'Password Expiration'. The 'Role' column has a dropdown menu. A 'Save' button is at the bottom right.

Input *User Name*, *Role*, and generic 8-character password

A modal form for creating a user account is displayed. It contains fields for 'User Name', 'Role' (a dropdown), 'Password', and 'Confirmation'. At the bottom are 'OK' (checkmark), 'Cancel' (X), and 'Save' buttons.

New User's password will need to be changed on first login

The 'Home' screen shows a password change prompt: 'Password has expired. Enter a new password (case sensitive)'. It includes fields for 'Old Password', 'New Password', and 'Confirmation'. At the bottom are 'OK' (checkmark), 'Clear' (X), and 'Cancel' buttons.

# ELITechGroup ELITE InGenius® Protocol Upload

## Uploading a Protocol

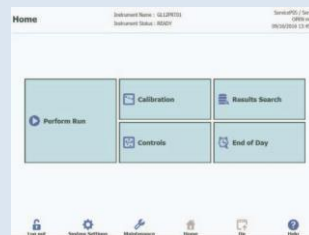
Logon to the system with an Administrator credential



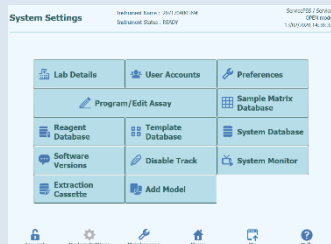
Insert a USB flash containing the protocol assay(s)



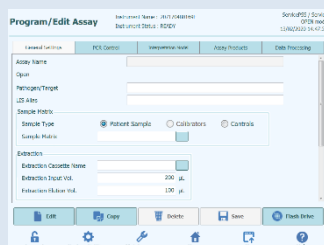
From the *Home* screen, select *System Settings*



From the *System Settings* screen, select *Program/Edit Assay*



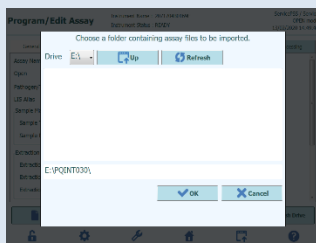
From the *Program/Edit Assay* screen press *Flash Drive*



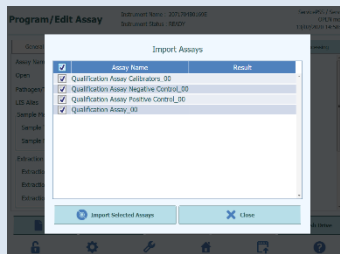
select the folder where the assay are located, and then press *OK*



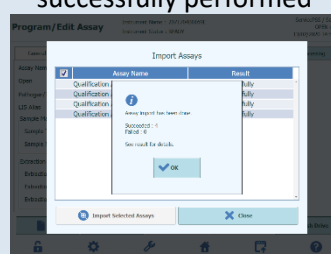
An empty field will appear and then Click *Ok*



Select the assay to be imported then click on import button



The following message will appear if import was successfully performed



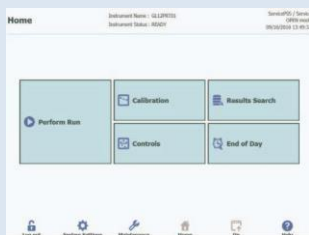
# ELITechGroup ELITe InGenius® Protocol Deletion

## Deleting a Protocol from the System

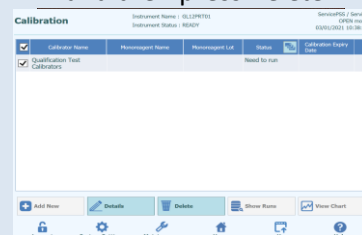
Logon to the system with an Administrator credential



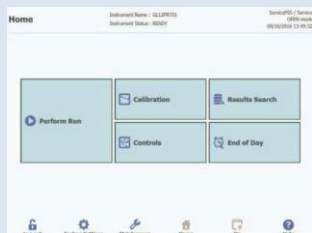
If the protocol has existing calibrators data enter the *Calibration* screen



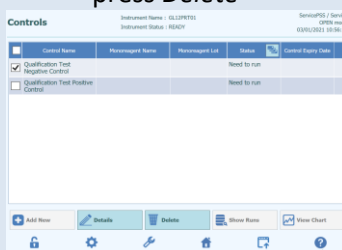
In the *Calibration* screen, select the calibrator to be deleted and then press *Delete*



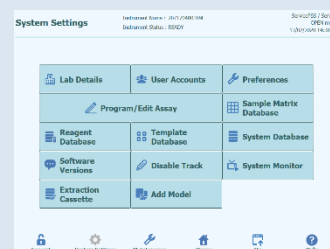
If the protocol has control data enter the *Controls* screen



In the *Controls* screen, select the control to be deleted and then press *Delete*



From the *System Settings* screen, select *Template Database*



Continued on next page

# ELITechGroup ELITE InGenius® Protocol Deletion (continued)

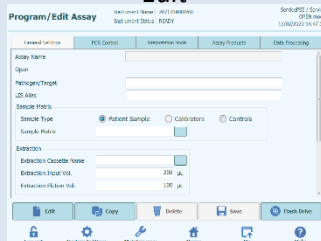
## Deleting a Protocol from the System (continued)

If the protocol has been used in a template, it must be deleted

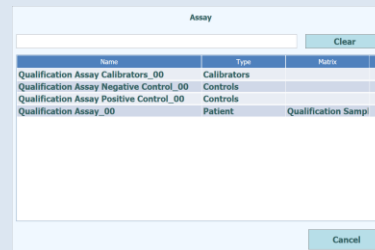


From the *System Settings* screen, select *Program/Edit Assay*, and

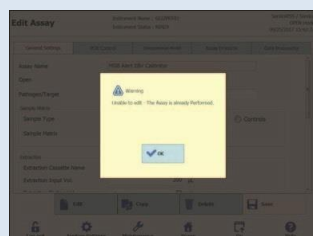
*Edit*



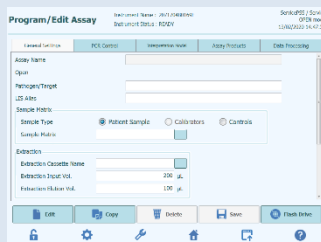
Click *Edit* and then select the assay to be deleted



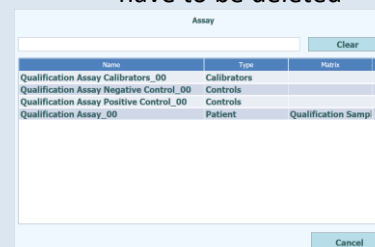
OK the error you receive if the assay has already been run



Press *Delete* and confirm the deletion when prompted



Repeat these steps for any other protocol related assays that have to be deleted



# ELITechGroup ELITe InGenius® Common Error Codes

Axis system errors	14
Reagents and consumables	15
Run Setup	17
Door lock failure	18
Barcode reading failure	18
Software - User access & Passwords	19
Controls & Calibrators	20
Results approval	21
Reminders	21
Assay protocols Configuration	22

## Axis system errors

Error Code	Error Description	Possible Cause	Suggested Resolution
<b>2002</b>	Z Bottom sensor error. Axis:" "	Axis impeded by foreign object, misplaced rack, or consumable	Follow proper shutdown procedure and restart system
<b>2003</b>	Hardware endlimit error.Axis " "	Axis impeded by foreign object, misplaced rack, or consumable	Follow proper shutdown procedure and manually move axis to free impediment and restart system
<b>2004</b>	Software endlimit error. Axis:" "	The motor tried to move to the position exceeding to the Pulse set in Maximum/ Minimum of Fisics.ini.	Follow proper shutdown procedure and manually move affected axis to middle of range of motion and restart system
<b>2005</b>	Interlock error. "Axis"	Door interlock is not in closed position	See error under "Door lock failures"
<b>2006</b>	Initialize Motor error. " "	Motor Control SwLimit and EndLimit were detected during Org return.	Follow proper shutdown procedure and manually move affected axis to middle of range of motion and restart system
			<b>Service personnel only:</b> Enter maintenance software and return affected axis to origin, and then initialize system
<b>2506</b>	Motor out-of-step error Axis:" "	Axis impeded by foreign object, misplaced rack, or consumable	Follow proper shutdown procedure and manually move axis to free impediment reset consumables and restart system

## ELITechGroup ELITe InGenius® Common Error Codes

### Reagents and consumables

Error Code	Error Description	Possible Cause	Suggested Resolution
20008	Failed to aspirate specified volume of Monoreagent.[Track#]	Insufficient volume of monoreagent master mix for the specified track number	Repeat testing ensuring there is sufficient monoreagent present
		Single nozzle pipette error	Schedule service visit to investigate root cause
20013	Failed to pickup piercing tip (PP75).[Track#] Confirm piercing tips in tip rack. (Caution! Heat Block is hot. Do not touch.)	Missing tip cassette, or tip	Place tip cassette, or tip in proper position
		12 nozzle pipette error	Schedule service visit to investigate root cause
20027	No PCR cap found.[Track#] Check PCR cap(s) placement. (Caution! Heat Block is hot. Do not touch.)	PCR Cap not in place in PCR Cassette	Replace the PCR Cap from another PCR cassette. Note: remove the black seal from front to back to avoid the Cap misplacement
		DZ Axis malfunction	Schedule service visit to investigate root cause
20034	Clogging during IC aspiration.[Track#]	Internal control solution not completely thawed before inserting in the instrument	Repeat paying attention to the complete thawing of the internal control
		Use of too viscous internal control solution	Obtain specific information of internal control solution
		Single nozzle pipette error	Schedule service visit to investigate root cause



## ELiTe InGenius® Common Error Codes

### Reagents and consumables (continued)

Error Code	Error Description	Possible Cause	Suggested Resolution
<b>20039</b>	Failed to aspirate specified volume of eluate.[Track#]	Insufficient volume of eluate for the specified track number	Repeat testing ensuring there is sufficient eluate present in the tube
		Instrument not level	Schedule service visit to investigate root cause
		Extraction failure yielded poor quality eluate	Schedule service visit to investigate root cause
		Consumable tip failure	Schedule service visit to investigate root cause
		Single nozzle pipette error	Schedule service visit to investigate root cause
<b>20042</b>	Failed to aspirate eluate.[Track#]	Insufficient volume of eluate for the specified track number	Repeat testing ensuring there is sufficient eluate present in the tube
		Instrument not level	Schedule service visit to investigate root cause
		Extraction failure yielded poor quality eluate	Schedule service visit to investigate root cause
		Consumable tip failure	Schedule service visit to investigate root cause
		Single nozzle pipette error	Schedule service visit to investigate root cause
<b>20053</b>	Unnecessary PP75 tip found.[Track#] Remove from PP75 tip holder. (Caution! Heat Block is hot. Do not touch.)	Tip cassette in a track not selected to run	Remove tip cassette from identified track

## ELITE InGenius® Common Error Codes

### Reagents and consumables (continued)

20055	No eluate found.[Track#] Set eluate(s). (Caution! Heat Block is hot. Do not touch.)	Tube absent in the Elution tube position	Place the tube into the elution tube rack containing the eluate
		Consumable tip failure	Schedule service visit to investigate root cause
		Single nozzle pipette error	Schedule service visit to investigate root cause
20070	Piercing tip (PP75) dropped unexpectedly.[Track#] Remove the loose piercing tip from the stage. (Caution! Heat Block is hot. Do not touch.)	Piercing tip not seated properly on 12 nozzle pipette	Remove loose piercing tip and continue run
		12 nozzle pipette error	Schedule service visit to investigate root cause
20084	There is a possibility that there is no elution tube of following tracks.{0}	No elution loaded Wrong size elution loaded	Load elution tube Load correct tube size
		12 nozzle misaligned 12 nozzle pressure sensor issue	12 nozzle teaching Verify or replace pcb

### Run Setup

Warning Code	Error Description	Possible Cause	Suggested Resolution
00-0200	To do this, you will need to discard data in run setup screen	Information entered into run setup screen, then attempting to edit assay or access controls or calibrators	Proceeding will cause data in run setup screen to be lost
11-0800	Not allowed to setup a run with multiple instances of calibrators or controls	Multiple calibrators or controls programmed in run setup	Correct run setup error and retry
12-0102	Please enter sample IDs for all Patient Assays.[Track#]	Sample ID not entered	Enter sample ID for indicated track
12-3001	It is not possible to run a PCR only control with an E+P calibration curve	Run setup was attempted that violates rules	Correct run setup error and retry

## ELITE InGenius® Common Error Codes

### Reagents and consumables (continued)

12-3003	It is not possible to run a E+P control with a PCR only calibration curve	Run setup was attempted that violates rules	Correct run setup error and retry
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## ELiTe InGenius® Common Error Codes

### Door lock failure

Error or Warning Code	Error Description	Possible Cause	Suggested Resolution
2005	Interlock error. "Axis"	Door interlock is not in closed position	Close door properly and press retry button
		Door interlock switch has failed	Schedule service visit to investigate root cause
	Interlock error. "Axis" and door is open during run	Door interlock was not in closed position when run was started and only one side was latched	Follow proper shutdown procedure and re-initialize instrument, run must be restarted
00-0020	Door lock failed	Door not shut properly	Close door properly and press lock retry button
		Door lock not properly aligned	Schedule service visit to investigate root cause
00-0021	Door unlock failed	Door is pressed against latch mechanism	Push in slightly on door to release latches

### Barcode reading failure

Warning Code	Error Description	Possible Cause	Suggested Resolution
12-0001	Barcode read error occurred Please re-scan the barcode	Missing consumable	Ensure correct consumable placement
		Misplaced consumable	Ensure correct consumable placement
		Scanning position error	Schedule service visit to investigate root cause

## ELiTe InGenius® Common Error Codes

### Software - User access & Passwords

Warning Code	Error Description	Possible Cause	Suggested Resolution
06-0303	Your account has been locked. Please contact your system administrator.	Too many attempted logins (3 wrong attempt)	Login as administrator and unlock the account ( <i>System Settings</i> screen > <i>User Accounts</i> )
06-0306	User Name not recognized	Mistyped user name	Correct user name and ensure correct case
06-0307	Password not recognized	Wrong password entered	Retry password entry
06-0309	Password must be at least 8 characters	Password is not 8 characters or longer	Retry password entry
06-0311	Invalid Login Attempt : "user name"	Mistyped user name	Correct user name and ensure correct case
06-0312	Invalid Password Entered : "user name"	Incorrect password entered	Enter correct password for user name
06-0402	Current password cannot be used as a new password	Attempted to use current password as new password	Choose a different password and retry
06-0404	Unable to change password - current password not recognized : "user name"	correct current password not entered	Enter correct password for user name
18-0205	Password and confirmation should be the same	Both passwords do not match	Ensure both passwords match and retry
18-0206	User name must be at least 8 characters	User name is not 8 characters or longer	Add additional characters to user name
08-0119	Lot number must be at least one character long	Lot number was not entered correctly	Enter a properly formatted lot number
08-0135	Control fluid will expire soon YYYY/MM/DD	Expiration value for control is approaching	Run control(s) soon

## ELITE InGenius® Common Error Codes

### Controls & Calibrators

Warning Code	Error Description	Possible Cause	Suggested Resolution
10-0103	"Control set" Cannot remove Control Set : It is required by one or more assays in the database	Message to warn control set is associated with assays in the database	Control set data can be deleted, but the control set cannot be deleted until the assay is deleted
11-0002	No valid control data is available for Assay[Assay Name]	Control(s) has not yet been completed or approved	Run and approve control(s) before running samples or concurrently with samples
11-0004	No valid calibration curve and control data is available for Assay[Assay Name].	Calibrators and Control(s) have not yet been completed or approved	Run and approve calibrators and control(s) before or concurrently with samples
11-0701	No Calibration curves exist for this assay	Calibration curve has not yet been completed or approved	Run and approve calibrators before running samples or concurrently with samples
11-0703	No Valid Controls exist for this assay - Admin approval will be needed to start the run	Control(s) has not yet been completed	Administrator login needed to start run
11-0705	Calibration and Controls have expired for this assay - Admin approval will be needed to start the run	Calibrators and Control(s) have expired	Administrator login needed to start run
11-0707	No Approved Calibration exists for this assay - Admin approval will be needed to start the run	Calibration curve has not yet been completed	Administrator login needed to start run
11-0710	No Calibration curves exist for this assay	Calibration curve has not yet been completed	Run calibrators before running samples or concurrently with samples
11-0712	No Approved Calibration exists for this assay - Admin approval will be needed to start the run	Calibration curve has not yet been completed	Administrator login needed to start run
11-0713	Controls have expired for this assay - Admin approval will be needed to start the run "Assay Name"	Control(s) have expired	Administrator login needed to start run
11-0714	No Valid Controls exist for this assay - Admin approval will be needed to start the run	Control(s) has not yet been completed	Administrator login needed to start run

## ELITE InGenius® Common Error Codes

### Controls and Calibrators (continued)

Warning Code	Error Description	Possible Cause	Suggested Resolution
12-2301	Can't find a valid CALIBRATOR/CONTROL for: Assay:"assay name" Monoreagent Lot Number:#####	Control(s) and/or calibrators (as specified in the warning) have not yet been completed	Run control(s) and/or calibrators (as specified in the warning) before running samples or concurrently with samples
12-2302	Can't find a valid CONTROL for: Assay:"assay name" Monoreagent Lot Number:#####	Mistyped Lot number of the monoreagent batch associated to a valid calibrators and/or controls (common error the use of the letter "O" instead of the zero "0")	Check and correct the typos in the inventory manager "Lot number"
12-2303	Can't find a valid CALIBRATOR for: Assay: "assay name" Monoreagent Lot Number:#####		

### Results approval

Warning Code	Error Description	Possible Cause	Suggested Resolution
14-0001	Invalid results cannot be approved. - Track=#	Results do not meet criteria prescribed during assay development	Review track report for affected track for criteria that is not acceptable
14-0002	Please approve Calibrator/Control results in the Calibration/Control screen - Track=#	Calibrator or Control result not yet approved	Approve Calibrator or Control

### Reminders

Warning Code	Error Description	Possible Cause	Suggested Resolution
16-0301	Instrument<SERIAL NUMBER> 1. million (1.000.000) of Optical Fiber Cable approaching	Optic fiber cycle count has reached 1. million (1.000.000)	Schedule annual service visit to replace fibers
16-0302	Instrument<SERIAL NUMBER> MM/DD/YYYY lifetime expired on HEPA Filter	HEPA filter expiration value reached	Schedule annual service visit, or if erroneous reset HEPA Reminder



## ELITE InGenius® Common Error Codes

### Assay protocols Configuration

Warning Code	Error Description	Possible Cause	Suggested Resolution
12-0108	Channel Configuration for Assay in track Track# does not match related assays in other tracks	Channel configuration or pathogen / target does not match between patient assay, and / or calibrator and control assays	Correct channel configuration and / or pathogen / target
18-0306	Fail to write backup file	Corrupt, or full file receipt location	Try different location or Drive
18-0402	Unable to save. Please specify < > and try again.	Assay editor requirements are not met	Correct requested error and retry save
18-0404	Combinations of PCR Only and Extract + PCR Control and Calibrator Sets are not allowed in the same assay program	Assay editor requirements are not met	Correct requested error and retry save
18-0412	Channel Configuration: Insufficient channels defined for the assay. Expecting " "	Assay editor requirements are not met	Correct requested error and retry save
18-0417	Unable to save - The Control Set is already used in other assay.	The control set is used in another assay that has already been run	Create a new control set, or delete previous run data for control set
18-0430	Cannot remove the assay : It is required by one or more runs	Assay is required by another assay in the patient, calibrator, or control relationship	To remove assays you must delete calibrator and control set data, then the associated assays
18-4019	Unable to edit - The Assay is already used in template. - "Template Name"	Assay is part of a template	Delete template before modifying it
18-4020	Unable to edit - The Assay is already Performed	Assay has already been performed	Copy assay before modifying it

## ELITE InGenius® Common Error Codes

### Assay protocols Configuration (continued)

Error or Warning Code	Error Description	Possible Cause	Suggested Resolution
20042	Failed to aspirate eluate.[Track#]	Instrument not level	Schedule service visit to investigate root cause
		Extraction failure yielded poor quality eluate	Schedule service visit to investigate root cause
		Consumable tip failure	Schedule service visit to investigate root cause
		Single nozzle pipette error	Schedule service visit to investigate root cause
20053	Unnecessary PP75 tip found.[Track#] Remove from PP75 tip holder. (Caution! Heat Block is hot. Do not touch.)	Tip cassette in a track not selected to run	Remove tip cassette from identified track
20055	No eluate found.[Track#] Set eluate(s). (Caution! Heat Block is hot. Do not touch.)	Consumable tip failure	Schedule service visit to investigate root cause
		Single nozzle pipette error	Schedule service visit to investigate root cause
20070	Piercing tip (PP75) dropped unexpectedly.[Track#] Remove the loose piercing tip from the stage. (Caution! Heat Block is hot. Do not touch.)	Piercing tip not seated properly on 12 nozzle pipette	Remove loose piercing tip and continue run
		12 nozzle pipette error	Schedule service visit to investigate root cause
00-0020	Door lock failed	Door not shut properly	Close door properly and press lock retry button
		Door lock not properly aligned	Schedule service visit to investigate root cause

## ELiTe InGenius® Common Error Codes

### Assay protocols Configuration (continued)

Error or Warning Code	Error Description	Possible Cause	Suggested Resolution
00-0021	Door unlock failed	Door is pressed against latch mechanism	Push in slightly on door to release latches
00-0200	To do this, you will need to discard data in run setup screen	Information entered into run setup screen, then attempting to edit assay or access controls or calibrators	Proceeding will cause data in run setup screen to be lost
06-0303	Your account has been locked. Please contact your system administrator.	Too many attempted logins	Login as administrator and reset account
06-0306	User Name not recognized	Mistyped user name	Correct user name and ensure correct case
06-0307	Password not recognized	Wrong password entered	Retry password entry
06-0309	Password must be at least 8 characters	Password is not 8 characters or longer	Retry password entry
06-0311	Invalid Login Attempt : "user name"	Mistyped user name	Correct user name and ensure correct case
06-0312	Invalid Password Entered : "user name"	Incorrect password entered	Enter correct password for user name
06-0402	Current password cannot be used as a new password	Attempted to use current password as new password	Choose a different password and retry
06-0404	Unable to change password - current password not recognized : "user name"	correct current password not entered	Enter correct password for user name
08-0119	Lot number must be at least one character long	Lot number was not entered correctly	Enter a properly formatted lot number

## ELiTe InGenius® Common Error Codes

### Assay protocols Configuration (continued)

Error or Warning Code	Error Description	Possible Cause	Suggested Resolution
08-0135	Control fluid will expire soon YYYY/MM/DD	Expiration value for control is approaching	Run control(s) soon
10-0103	"Control set" Cannot remove Control Set : It is required by one or more assays in the database	Message to warn control set is associated with assays in the database	Control set data can be deleted, but the control set cannot be deleted until the assay is deleted
11-0002	No valid control data is available for Assay[Assay Name]	Control(s) has not yet been completed	Run control(s) before running samples or concurrently with samples
11-0004	No valid calibration curve and control data is available for Assay[Assay Name].	Calibrators and Control(s) have not yet been completed	Run calibrators and control(s) before running samples or concurrently with samples
11-0701	No Calibration curves exist for this assay	Calibration curve has not yet been completed	Run calibrators before running samples or concurrently with samples
11-0703	No Valid Controls exist for this assay - Admin approval will be needed to start the run	Control(s) has not yet been completed	Administrator login needed to start run
11-0705	Calibration and Controls have expired for this assay - Admin approval will be needed to start the run	Calibrators and Control(s) have expired	Administrator login needed to start run
11-0707	No Approved Calibration exists for this assay - Admin approval will be needed to start the run	Calibration curve has not yet been completed	Administrator login needed to start run
11-0710	No Calibration curves exist for this assay	Calibration curve has not yet been completed	Run calibrators before running samples or concurrently with samples
11-0712	No Approved Calibration exists for this assay - Admin approval will be needed to start the run	Calibration curve has not yet been completed	Administrator login needed to start run
11-0713	Controls have expired for this assay - Admin approval will be needed to start the run "Assay Name"	Control(s) have expired	Administrator login needed to start run

## ELiTe InGenius® Common Error Codes

### Assay protocols Configuration (continued)

Error or Warning Code	Error Description	Possible Cause	Suggested Resolution
11-0714	No Valid Controls exist for this assay - Admin approval will be needed to start the run	Control(s) has not yet been completed	Administrator login needed to start run
11-0800	Not allowed to setup a run with multiple instances of calibrators or controls	Multiple calibrators or controls programmed in run setup	Correct run setup error and retry
12-0001	Barcode read error occurred Please re-scan the barcode	Missing consumable	Ensure correct consumable placement
		Misplaced consumable	Ensure correct consumable placement
		Scanning position error	Schedule service visit to investigate root cause
12-0102	Please enter sample IDs for all Patient Assays.[Track#]	Sample ID not entered	Enter sample ID for indicated track
12-0108	Channel Configuration for Assay in track Track# does not match related assays in other tracks	Channel configuration or pathogen / target does not match between patient assay, and / or calibrator and control assays	Correct channel configuration and / or pathogen / target
12-2301	Can't find a valid CALIBRATOR/CONTROL for: Assay:"assay name" Monoreagent Lot Number:#####	Control(s) /calibrators have not yet been completed	Run controls / calibrators before running samples or concurrently with samples
12-2302	Can't find a valid CONTROL for: Assay:"assay name" Monoreagent Lot Number:#####	Control(s) has not yet been completed	Run control before running samples or concurrently with samples
12-2303	Can't find a valid CALIBRATOR for: Assay: "assay name" Monoreagent Lot Number:#####	Calibrators have not yet been completed	Run calibrators before running samples or concurrently with samples
12-3001	It is not possible to run a PCR only control with an E+P calibration curve	Run setup was attempted that violates rules	Correct run setup error and retry

## ELiTe InGenius® Common Error Codes

### Assay protocols Configuration (continued)

Error or Warning Code	Error Description	Possible Cause	Suggested Resolution
12-3003	It is not possible to run a E+P control with a PCR only calibration curve	Run setup was attempted that violates rules	Correct run setup error and retry
14-0001	Invalid results cannot be approved. - Track=#	Results do not meet criteria prescribed during assay development	Review track report for affected track for criteria that is not acceptable
14-0002	Please approve Calibrator/Control results in the Calibration/Control screen - Track=#	Calibrator or Control result not yet approved	Approve Calibrator or Control
16-0301	Instrument<SERIAL NUMBER> 1. million (1.000.000) of Optical Fiber Cable approaching	Optic fiber cycle count has reached 1. million (1.000.000)	Schedule annual service visit to replace fibers
16-0302	Instrument<SERIAL NUMBER> MM/DD/YYYY lifetime expired on HEPA Filter	HEPA filter expiration value reached	Schedule annual service visit, or if erroneous reset HEPA Reminder
18-0205	Password and confirmation should be the same	Both passwords do not match	Ensure both passwords match and retry
18-0206	User name must be at least 8 characters	User name is not 8 characters or longer	Add additional characters to user name
18-0306	Fail to write backup file	Corrupt, or full file receipt location	Try different location or Drive
18-0402	Unable to save. Please specify < > and try again.	Assay editor requirements are not met	Correct requested error and retry save
18-0404	Combinations of PCR Only and Extract + PCR Control and Calibrator Sets are not allowed in the same assay program	Assay editor requirements are not met	Correct requested error and retry save
18-0412	Channel Configuration: Insufficient channels defined for the assay. Expecting " "	Assay editor requirements are not met	Correct requested error and retry save

## ELITE InGenius® Common Error Codes

### Assay protocols Configuration (continued)

Error or Warning Code	Error Description	Possible Cause	Suggested Resolution
18-0417	Unable to save - The Control Set is already used in other assay.	The control set is used in another assay that has already been run	Create a new control set, or delete previous run data for control set
18-0430	Cannot remove the assay : It is required by one or more runs	Assay is required by another assay in the patient, calibrator, or control relationship	To remove assays you must delete calibrator and control set data, then the associated assays
18-4019	Unable to edit - The Assay is already used in template. - "Template Name"	Assay is part of a template	Delete template before modifying it
18-4020	Unable to edit - The Assay is already Performed	Assay has already been performed	Copy assay before modifying it