



## SBM TROUBLE-SHOOTING

PROBLEMS	POSSIBLE MISTAKES AND REASONS
Running too slow	<p><b>Specimen:</b></p> <ol style="list-style-type: none"> <li>The nature/characteristic of the specimen gives interference (e.g. high viscosity, high bilirubin in blood...)</li> <li></li> <li>For blood specimens: hemolytic reaction caused by freezing and thawing repeatedly</li> </ol> <p><b>Operation Mistakes:</b></p> <ol style="list-style-type: none"> <li>The test was exposed in the air over one hour without temperature or humidity control.</li> <li>Did not operate according to the package insert , or the test has expired.</li> <li>Insufficient specimen added</li> </ol>
Red running background	<ol style="list-style-type: none"> <li>Running too slow</li> </ol>
No flow or Leaking	<ol style="list-style-type: none"> <li>Insufficient specimen applied.</li> <li>Too much specimen applied, flooding problem.</li> </ol>
False positive	<p><b>Before you investigate the reason, please make sure the specimen is a true negative by retesting with another test.</b></p> <p><b>Specimen interference:</b></p> <ol style="list-style-type: none"> <li>Incorrect specimen type</li> <li>Cross reaction due to interference substances.(e.g. HAMA /RF /Pregnant blood cross reaction)</li> <li>The nature/characteristic of the specimen gives interference (e.g. high viscosity, high bilirubin...)</li> </ol> <p><b>Operation mistakes:</b></p> <ol style="list-style-type: none"> <li>Incorrect operation in specimen collection.</li> <li>Did not operate according to the package insert.(for example the specimen exceed to the maximum line (MAX) of the strip when immersing the dipstick.)</li> <li>Inappropriate Pipette used</li> <li>Too much specimen applied.</li> <li>.Insufficient specimen applied</li> <li>Device was moved before testing completed</li> <li>Incorrect read time</li> <li>Fail to interpret the result according to the package insert.</li> </ol>



	<p>9. The test is contaminated by the user, biological or chemical contamination  10. Running too slow.</p> <p><b>Storage mistakes:</b></p> <ol style="list-style-type: none"> <li>1. The storage temperature is too high or too low of the test strip, reagents, and/ or controls</li> <li>2. Lack of suitable storage and transportation conditions for the kit</li> <li>3. Inadequate packaging (contamination and/or breakage)</li> </ol>
False negative	<p><b>Before you investigate the reason, please make sure the specimen is a true positive by retesting with another test.</b></p> <p><b>Specimen:</b></p> <ol style="list-style-type: none"> <li>1. The concentration of test specimen was lower than detection limit.</li> <li>2. Incorrect specimen type</li> <li>3. Cross reaction due to interference substances. (e.g. HAMA/RF/Pregnant blood cross reaction)</li> <li>4. The nature/characteristic of the specimen gives interference (e.g. high viscosity, high bilirubin...)</li> </ol> <p><b>Operation mistakes:</b></p> <ol style="list-style-type: none"> <li>1. Incorrect operation in specimen collection.</li> <li>2. Did not operate according to the package insert. (for example the specimen exceed to the maximum line (MAX) of the strip when immersing the dipstick.)</li> <li>3. Inappropriate Pipette used</li> <li>4. Too much specimen applied.</li> <li>5. Insufficient specimen applied</li> <li>6. Device was moved before testing completed</li> <li>7. Incorrect read time</li> <li>8. Fail to interpret the result according to the package insert.</li> <li>9. The test is contaminated by the user, biological or chemical contamination.</li> <li>10. Running too slow.</li> </ol> <p><b>Storage mistakes:</b></p> <ol style="list-style-type: none"> <li>1. The storage temperature is too high or too low for the test strip, reagents, and/ or controls</li> <li>2. Lack of suitable storage and transportation conditions for the kit</li> <li>3. Inadequate packaging (contamination and/or breakage)</li> </ol>



Invalid	<ol style="list-style-type: none"><li>1. Specimen is not enough</li><li>2. The test has expired.</li></ol>
Weaker control line	<ol style="list-style-type: none"><li>1. Not suitable specimen, (e.g. PH value is not suitable)</li><li>2. Too much specimen added into the sample well of the test cassette or the surface of liquid pass the "MAX" line printed on the strip label.</li></ol>