

Troubleshooting

For a complete version of the troubleshooting guide, consult the Hemocue 201+ Operator Manual.

Symptom	Explanation	Action
The analyser shows an error code	May be a temporary fault	Turn off the analyser, wait 30 seconds and turn it on again. Repeat the measurement using a new cuvette. If the problem continues, consult the manual
HHH	Measured value exceeds 256g/L	Send sample to the laboratory
Patient result higher or lower than anticipated	Improper sampling technique	Check the sampling techniques explained in the manual
	Cuvettes are beyond expiry date or have been improperly stored	Check expiry date of cuvettes and storage conditions
	Air bubbles in the cuvette	Check the cuvette for air bubbles and repeat the test with a new cuvette
	The optical eye of the cuvette is contaminated	Repeat the test with a new cuvette
	The optical unit is dirty	Clean the optical unit as described in the maintenance section
	The calibration of the analyser has changed	The analyser needs servicing
		Confirm result by sending a sample to the laboratory