



Troubleshoot Guide anvajo vet fluidlab 1

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01

Device cannot be
switched on



Device cannot be switched on – Device in shipping mode

The device might not switch on when it is still in shipping mode.

There are have several reasons for that:

- It is a brand-new device
- The device was not used for a long time
- The power button was accidentally pressed longer than 16 seconds and forced the device to go into shipping mode

Actions required (try the following steps one by one and check possible success of troubleshooting after each step):

1. Connect the device with the USB-cable to a power adapter and charge it.
2. Try to start the device by pressing the Power On/Off as usual (for 1 second)

Device cannot be switched on – Battery is very low

The device might not switch on when the battery is very low

There are have several reasons for that:

- Device was not connected to USB battery charger + cable in time
- Device was stored or transported for a longer period of time in very cold conditions
- Device battery has a failure
- USB charging adapter or cable is broken – battery is not charging when connected

Actions required (try the following steps one by one and check possible success of troubleshooting after each step):

1. Connect the device with the USB-cable to a power adapter and charge it.
2. Try to start the device after appr. 20 minutes by pressing the Power On/Off as usual (for 1 second)
3. If 2. does not help, contact support team.

02 |

Touchscreen stays
black



Touchscreen stays black

The display might stay black, even though the power button indicates power state “on” (LED shines steady)

There are have several reasons for that:

- Software freeze (error in software)
- Update was interrupted with hard-shutdown of the device
- Touchscreen is broken (electrical or mechanical damage inside the device cause by dropping device or spilled liquid into device)

Actions required (try the following steps one by one and check possible success of troubleshooting after each step):

1. Perform “Error Shutdown” by pressing the power button for ~8sec until the LED flashes regularly
2. If 1. does not help, contact support team.

03 |

No network connection



Device cannot connect to local network

A failed connection to a local (wifi) network can have several reasons:

- Incorrect wifi configuration (wrong password)
- Wifi network is out of range
- Wifi connector is damaged

Actions required (try the following steps one by one and check possible success of troubleshooting after each step):

1. Doublecheck used password and retry.
2. Decrease distance between device and access point.
3. Switch off/on the wifi function in the settings menu.
4. Restart the device.
5. If wifi connection still cannot be established, contact support team.

04 |

Software update cannot
be downloaded



Software update cannot be downloaded

If the device does not display new software updates or if existing updates cannot be installed, this can have several reasons:

- Device is not connected to local wifi network
- Device is connected to wifi but has no internet access due to blocked ports and/or http protocols
- Update server is offline
- Device serial number is mistakenly not allowed for software updates

Actions required (try the following steps one by one and check possible success of troubleshooting after each step):

1. Follow steps described in “Device cannot connect to local network”
2. Configure network infrastructure according to instruction for use (manual) chapter 5.2.2 “WLAN mode”
3. If 2. does not help, contact support team.

05 |

Sensor status dirty



Sensor status shows „Dirty Sensor“

The notification “dirty” after performing the sensor status in the main menu under maintenance can be caused by several reasons:

- Dust or dirt on the sensor because the slider was let open for a longer time.
- Liquid contaminated sensor, e.g. because of overfilled urine sample carrier or accidentally spilled liquid into measuring chamber.

Actions required (try the following steps one by one and check possible success of troubleshooting after each step):

1. Clean sensor according to the instruction for use (manual) chapter 7.5.3 “Cleaning the Sensor and Measuring Chamber” (Do not clean sensor other than indicated in the manual)
2. Perform sensor status again.

06

Sample Carrier is not
detected



Device shows „Sample carrier not detected“

If the device shows “sample carrier not detected” after starting the measurement, this can be due to:

- Sample carrier is inserted in wrong orientation.
- Bug in sample carrier identification software.
- Usage of alternative sample carrier which is not valid to be used with the device.
- Identification light source is broken.

Actions required (try the following steps one by one and check possible success of troubleshooting after each step):

1. Correct the orientation of the sample carrier by rotation it 180° around its long axis. The color patch printed on the sample carrier must be on the lower right edge of the carrier, when inserting it into the slot (from user perspective)
2. Perform a sensor refresh: main menu → “maintenance” → “sensor refresh”
3. If 2. does not help, perform a restart of the device.
4. If 3. does not help, contact support team.

07

Previously saved
measurements are
missing



Saved measurements cannot be found on the device

If single or all previously performed and saved measurements cannot be found on the device, this may be due to the following reasons:

- Filter in history tab is active and only shows specific test results
- Time/Date was reset automatically because the device was disconnected from the wifi

Actions required (try the following steps one by one and check possible success of troubleshooting after each step):

1. In the “History” tab, click on green filter icon on the bottom right of the screen and disable or delete all filters.
2. Scroll to the bottom of the History to see if the latest results were stored there

08

“Sample overfull”
warning



Device shows „Sample overfull“ warning

If the device shows “sample overfull” after starting the measurement, this can have several reasons:

- Sample is concentrated too high.
- Urine sediment is used instead of native uncentrifuged urine.

Actions required (try the following steps one by one and check possible success of troubleshooting after each step):

1. One of the advantages of the anvajo vet fluidlab 1 is the elimination of certain sample preparation steps such as centrifugation. Therefore, only uncentrifuged urine should be analyzed with the device.
2. Please dilute the sample at least 1:10, especially when turbidity is visible with the naked eye. For further orientation, use the dilution guide.
3. If the message is still displayed after several dilution steps, the “sample overfull” warning might be caused by impurities such as fingerprints on the sample carrier or sample residues in measuring chamber. In this case, clean the sensor and the measuring chamber and use a new sample carrier.

09

Results differ from
expected values



Reported results differ from expected values

If the reported results differ from expected values obtained from manual analysis, the following points should be assessed:

- Device is reporting e.g. 0-1 objects/HPF but there are more objects visible in the holographic image.
- Also, when the sample carrier is checked under the microscope, more objects are visible.
- Decision limits were not set according to the practice' clinical decisions

Actions required (try the following steps one by one and check possible success of troubleshooting after each step):

1. Check the units: To quantify also lower concentrations, users are able to change the change the units from microscopic units (N/HPF resp. N/LPF) to international units (N/ μ l). To change the units, click in the main menu on "measurements" → "units" and select the desired option.
2. Check the decision limits: The vet fluidlab 1 is delivered with preset parameters. However, after switching from objects/HPF to objects/ μ l, the decision limits can appear too broad for detecting lower cell concentrations. Please set your own decision limits according to the clinical importance in your practice. *See also step 10 "Range of reported result is too broad"*

Reported results differ from expected values

If the reported results differ from expected values obtained from manual analysis, the following points should be assessed:

- Microscopic sensor is contaminated with dirt or spilled liquid.
- In this case, the autofocus of the device might not be able to reliably detect all objects in the sample.

Actions required (try the following steps one by one and check possible success of troubleshooting after each step):

1. Perform a sensor check as indicated in step 6 *Sensor status shows „dirty sensor“*
2. [Clean sensor according to use manual, chapter 7.5.3](#)

Reported results differ from expected values

If the reported results differ from expected values obtained from manual analysis, the following points should be assessed:

- When the device is placed horizontally on a flat surface and the sample carrier is inserted vertically, the objects in the sample carrier will start to sediment down after some time. An even distribution of the objects in the sample carrier can no longer be guaranteed if too much time is spent between inserting the sample carrier and starting the measurement.

Actions required (try the following steps one by one and check possible success of troubleshooting after each step):

1. Before inserting the sample carrier into the device, all parameters should be set accordingly.
2. The measurement should be directly started after inserting the sample carrier into the device.

Reported results differ from expected values

If the reported results differ from expected values obtained from manual analysis, the following points should be assessed:

- Sample is not properly filled, air bubbles are formed in the sample carrier

Actions required (try the following steps one by one and check possible success of troubleshooting after each step):

1. When loading the sample carrier with urine, make sure that no air bubbles remain in the upper part of the sample chamber.
2. If there are air bubbles visible on the slide, gently tap the sample carrier on a flat surface to release the air bubbles.
3. Alternatively, add a small amount of urine to the already loaded slide. Make sure to only reach the min-line and not overfill.

10 |

Range of reported
results is too broad



Range of reported results is too broad

If the range of the reported results is perceived as too broad, the following points should be assessed:

The following ranges are set as default values:

	RBCs	WBCs	Epithelial cells	Crystals	Casts
Negative	0/ μ l – 50/ μ l	0/ μ l – 5/ μ l	0/ μ l – 20/ μ l	0/ μ l – 20/ μ l	0/ μ l – 4/ μ l
Low	50/ μ l – 200/ μ l	5/ μ l – 60/ μ l	20/ μ l – 102/ μ l	20/ μ l – 122/ μ l	>4/ μ l
Medium	200/ μ l – 2039/ μ l	60/ μ l – 408/ μ l	102/ μ l – 204/ μ l	122/ μ l – 428/ μ l	
High	>2039/ μ l	480/ μ l – 1020/ μ l	204/ μ l – 408/ μ l	428/ μ l – 1020/ μ l	
Very high		>1020/ μ l	>408/ μ l	>1020/ μ l	

Actions required (try the following steps one by one and check possible success of troubleshooting after each step):

1. The ranges for all (sub) parameters can be individually adjusted by clicking on the main menu on “measurements” → “Decision limits”

THX! | FOR YOUR
ATTENTION



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