

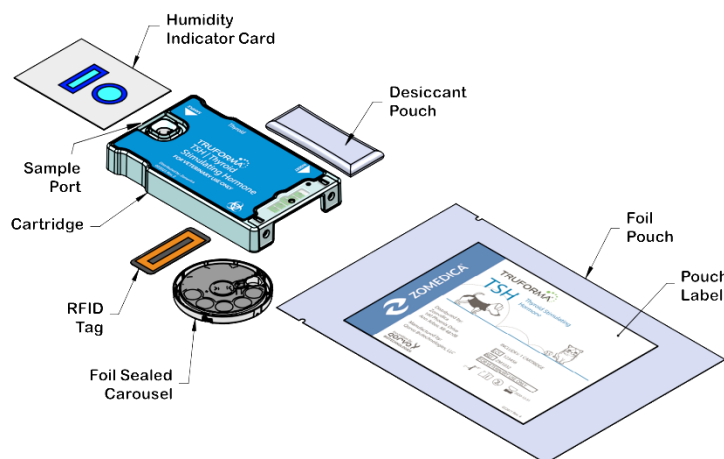
Troubleshooting Guide



TRUFORMA® Instrument



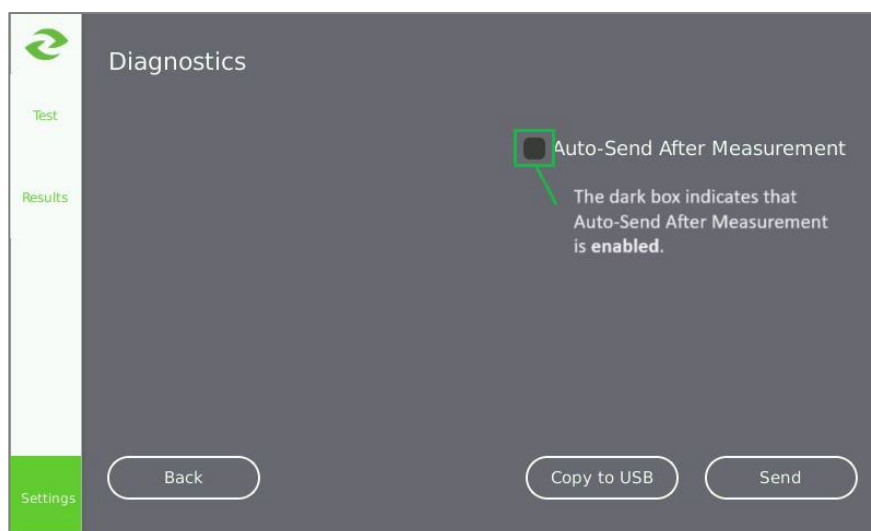
Assay Cartridge Pouch Components



Troubleshooting Resources

This document lists common problems users may encounter when operating the TRUFORMA® device. For questions on the following topics, please refer to the associated resource:

- **myZomedica** - If there is an issue with a myZomedica™ account, refer to the myZomedica Troubleshooting Guide.
- **Sample** - Correct sample preparation is critical. For serum-based assays, Red or White top tubes are recommended, clot activators are acceptable, but tubes with gel separators must not be used when preparing samples. For Plasma samples, Purple top K2EDTA or K3EDTA tubes are recommended.
- **Assay** - If there are questions about an Assay, refer to the assay-specific package insert included in the cartridge box.
- **Results** – To review patient test results online, click on the TRUFORMA tile in the “My Products” section of the myZomedica “HOME” page. For interpretation of results, click on the desired results row and complete the prompts (if any) to populate the appropriate reference range for the test. If results are not populating as expected, confirm the date/time settings on the instrument.
- **Diagnostic Files** - To be able to assist with troubleshooting, the instrument must be connected to the internet and the “Auto-Send After Measurement” check box on the “Diagnostics” Settings page must be selected (dark) to allow the data to sync to the portal.



Copies of Operators Manual, Quick Start Guide, FAQs, and this Troubleshooting Guide documentation are available in the ‘RESOURCES’ tab on myZomedica: <https://my.zomedica.com/resources>

Troubleshooting Guide



Error Codes

If an issue is identified, the appropriate error code and message will be displayed on the instrument screen. Review the error description below and follow the recommended troubleshooting actions such as power cycling (turning off and then back on) or repeating tests where indicated. **Restarting the device** and **updating the software** will resolve most problems with operation. It is recommended to power cycle the instrument weekly. It is also recommended to check and/or change the fan filter monthly. If an error persists, contact Zomedica® Customer Success.

When an error occurs before a test is initiated, closing the error message will take the user back to the Patient Information Screen where new information can be entered, and in most cases a new cartridge must be used to repeat the test. If an error occurs after a test has been initiated, a diagnostic file will be generated which may be useful to Zomedica® Customer Success when troubleshooting.

Error Code Name	Description	Troubleshooting Recommendations
0010 Cartridge Cannot be Read	The RFID on the cartridge cannot be read.	Power cycle the instrument and repeat the test with a new cartridge.
0020 Cartridge is Incompatible	The cartridge is not supported by this instrument.	Insert a supported cartridge. Ensure software is up to date.
0030 Cartridge is Expired	The cartridge has expired and cannot be used for measurement.	Insert an unexpired cartridge. Confirm expiration date on cartridge pouch or on Cartridge page in Settings.
0040 Cartridge has been Used	The cartridge has been previously used and cannot be used for measurement.	Insert an unused cartridge. Confirm cartridge status on Cartridge page in Settings.
0045 Species Is Invalid	The selected species is not valid for the test type of the inserted cartridge.	Reinsert cartridge and select the appropriate species type.
0050 Instrument is Tilted	The instrument cannot be tilted during measurement.	Ensure the instrument is within 30 degrees of level. Power cycle the instrument and repeat the test with a new cartridge.
0080 Insufficient Sample	The cartridge did not have a sufficient sample amount.	If remaining sample is available, re-spin for 10 minutes and pull off another aliquot using the Zomedica provided pipette to run on a new cartridge. Confirm that the pipette is full, and the sample is completely dispensed into the cartridge.
0081 Liquid Dispense Error	Conductivity was out of range during liquid dispense.	Repeat the test with a new cartridge.
0100 Pressure Error	An error is detected with the Pump Head pressure.	If remaining sample is available, re-spin for 10 minutes and pull off another aliquot using the Zomedica provided pipette to run on a new cartridge. Power cycle the instrument and repeat the test with a new cartridge.
0110 Thermal Error	An error is detected with an over or under temperature condition.	Check that the fan filter is clean and not blocked. Ensure the instrument is in a location where the ambient temperature is within specified operating conditions. Power cycle the instrument and repeat the test with a new cartridge.
0130 Conductivity Error	Bad Solution Conductivity.	If remaining sample is available, re-spin for 10 minutes and pull off another aliquot using the Zomedica provided pipette to run on a new cartridge. Power cycle the instrument and repeat the test with a new cartridge.
0140 BAW Hardware Error	The BAW sensor is not functioning correctly.	Power cycle the instrument and repeat the test with new cartridge.
0150 Software Corrupted	The instrument has detected that the software has unexpectedly changed. Measurements cannot be performed.	Power cycle the instrument. If instrument powers on, try reinstalling the software. If instrument does not power back on contact Zomedica Customer Success.

Error Code Name	Description	Troubleshooting Recommendations
0170 Conductivity Sensor Error	An error is detected with the conductivity sensor.	Power cycle the instrument and repeat the test with new cartridge.
0180 Motor Error	An error occurred while running a motor.	Check the cartridge bay for a dropped or jammed carousel (foil sealed plastic wheel) by using a pen or tweezers to push the front flap of the cartridge receiver open. If a carousel is present and loose, carefully remove it with hemostats or tweezers. If carousel is jammed, contact Zomedica Customer Success. If no carousel is present, the metal Bundt pan with metal t-post should be visible. Power cycle the instrument and repeat the test with new cartridge.
0220 Low Temp Error	The instrument was not able to warm-up to measurement temperature within five minutes.	Check that the fan filter is clean and not blocked. Ensure the instrument is in a location where the ambient temperature is within specified operating conditions. Power cycle the instrument.
0222 & 0223 Hardware PID Error	Proportional–Integral–Derivative (PID) adjustment file cannot be loaded.	Power cycle the instrument and repeat the test with new cartridge.
0224 Hardware Error	An error is detected with a heater temperature sensor.	Power cycle the instrument and repeat the test with new cartridge.
0240 Test Error On Internal Control or Reference	The response of the test is outside the dynamic rang of the instrument.	Power cycle the instrument and repeat the test with new cartridge.
0270 Cartridge Error	The cartridge failed the Switch Test.	Power cycle the instrument and repeat the test with new cartridge.
0280 Missing Carousel	The cartridge carousel is missing.	Repeat the test with a new cartridge.
0300 Login Error	Incorrect login credentials.	Try again with correct login information. The username and password are case sensitive.

Connection Errors

To confirm if the instrument is connected to the internet: select “Settings” on the side bar, then select “Network,” the “Network Status” line should read “Internet Access” with an IP address assigned, if not connected it will show “No Internet Access.” Regardless of the connection method, ensure that the IP address is being automatically assigned by selecting “Network”, then select “IP Settings” and then under “Automatic IP” select “On” so that it is highlighted blue.

To connect to Ethernet: Ensure that the IP automatic update setting is on by selecting “Settings” on the side bar, then selecting “Network,” then selecting “IP Settings”, to turn “Automatic IP” to “On” (highlighted blue). On the Network page the Ethernet symbol should be illuminated, and an IP address assigned on the “Ethernet IP” line.

If the user is connected to an Ethernet but still unable to access the Internet: Ensure the Wi-Fi setting is turned “Off” by selecting “Settings” on the side bar, then select “Network,” then select “Wi-Fi,” toggle switch so “Off” is highlighted blue.

To connect to Wi-Fi: select “Settings” on the side bar, then select “Network,” select “Wi-Fi,” toggle switch so “On” is highlighted blue. Choose the appropriate Network from the available list and enter the password. If the desired network is not listed press the “Refresh” button. The network is connected if the selected network is highlighted blue. On the “Network” page the Wi-Fi symbol should be illuminated (white), the “Network Status” line should read “Internet Access” and an IP address should be assigned on the “Wi-Fi IP” line.

If the network is blue and the Wi-Fi symbol is illuminated but no IP address is assigned or the address keeps dropping, the Wi-Fi may not be strong enough. Currently connection to 5G network is not supported, if a 2.4G network is not available the instrument must be connected to the internet via ethernet.

Upload Errors

If an error occurs at the end of a test when trying to upload results or diagnostic files review the following:

Ensure that the instrument is connected to the internet and the date/time settings are correct. Refer to the Connection Errors section for troubleshooting Internet connection if needed.

In the myZomedica portal check the Truforma device information under "Manage Clinic." For the Serial Number, the leading characters "24I" include a capitalized "I" not a lower case "l", upper case "L", or a number "1." The Model Number is always TRUI-1000-A.

Once the above connection steps are confirmed, select "Results" on the side bar, select the desired Patient Test row, select "Re-sync Results" to sync the results to the myZomedica portal. Repeat these steps for each test result that needs synced.

Additionally, to resync diagnostic files, select "Settings" on the side bar, then the "Diagnostics" tab followed by pressing the "Send" button in the bottom right corner. There will be a momentary (up to 2 minutes) lag that ultimately leads to an "Uploading Results" screen when the files are being submitted to the cloud.