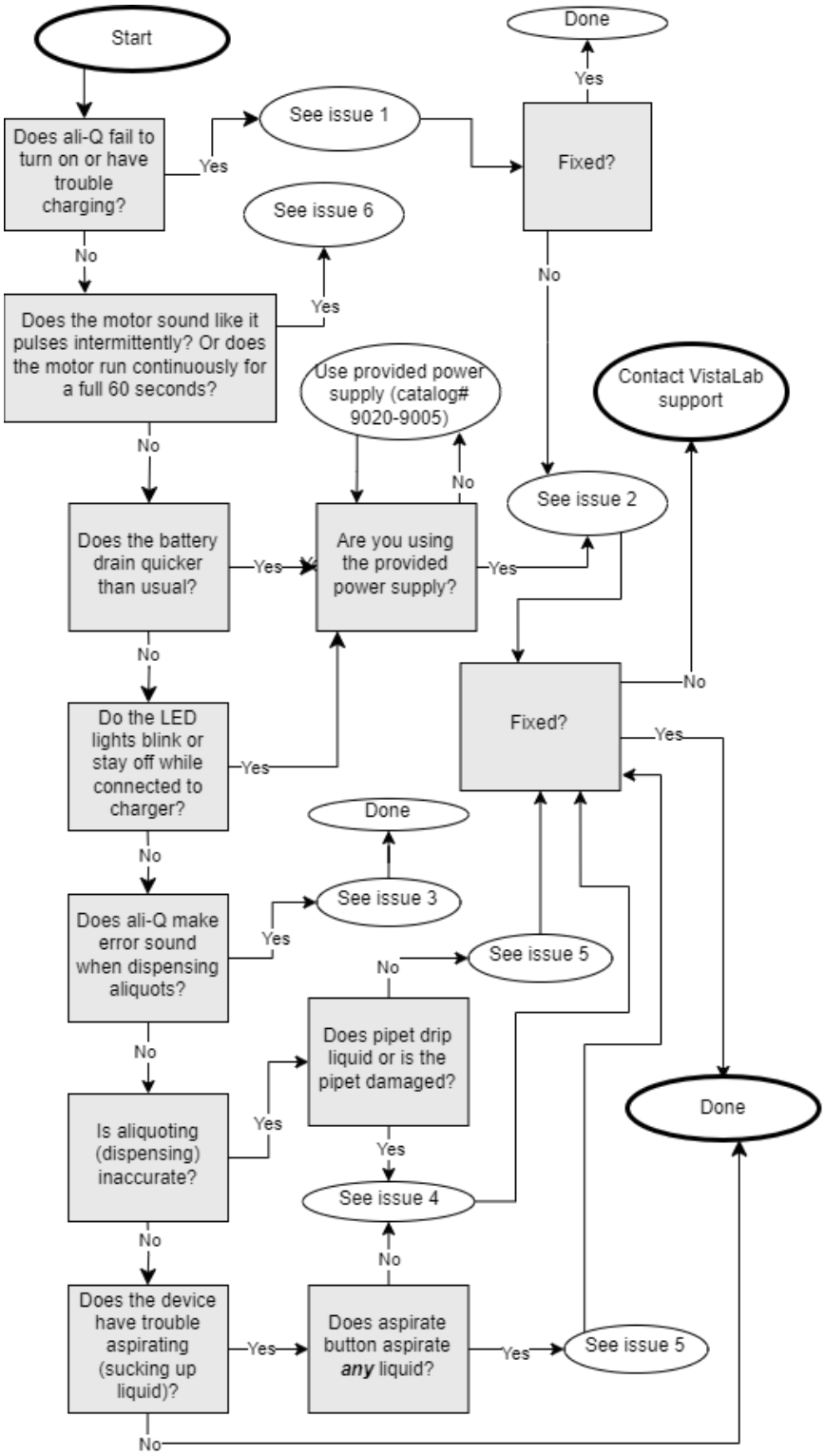
Ali-Q Troubleshooting Guide

Follow the chart to find your issue number, then see the next page for solutions.



If problem still occurs, or your problem is not listed here, contact VistaLab Technical Support at (914) 244- 4068 or techservice@celltreat.com

Issue 1: Unit is unresponsive

Potential Causes:

- Static shock to charging port
- Software glitch
- Device battery has not been charged

Solutions:

1. Try charging the device – ensure the connection is not loose, and the provided power supply is being used.
2. Press and hold the reset button on the side of the left side of the device near the nozzle.
3. Reset the battery by opening the battery compartment (see pg. # of manual), unplugging the battery connector for 10 seconds, and reconnecting the battery.

Issue 2: Battery is damaged/degraded

Potential Causes:

- Extensive battery use
- Battery malfunction or physical damage

Solutions:

1. Replace the battery (catalog# 9020-4001), see pg. # of manual

Issue 3: ali-Q Error Sound when Aliquoting

Potential Causes:

- Not holding down aliquot button long enough

Solutions:

1. Hold aliquot button until status LED blinks green and motor starts to ensure the correct amount of liquid is fully dispensed.

Issue 4: Pipet drips liquid or does not aspirate liquid

Potential Causes:

- Damage to pipet or nozzle insert
- Nozzle membrane filter not installed correctly
- Over-aspiration of liquid into nozzle

Solutions:

1. If pipet is physically cracked or damaged, replace it. Try VistaLab Wobble-not low insertion force pipets for even less drips!
2. Check the orientation of the nozzle membrane filter to make sure it is properly installed. If the filter was inserted upside down, it could be preventing the device from aspirating. For filter installation instructions, see pg. # of manual
3. Examine the nozzle insert for damage. If nozzle is worn down, try replacing the nozzle insert (catalog#).

Issue 5: Aliquoting dispenses an inaccurate amount or aspirates too slowly

Potential Causes:

- Nozzle membrane filter is clogged
- Device is being used with different equipment, liquid density, or environmental conditions
- Improper technique or use of device

Solutions:

1. If the membrane filter has not been replaced in more than (how many?) months, it could be clogged. This could be slowing the device down or causing inaccurate aliquots. Replace the membrane filter (see pg. # of manual) with catalog #
2. If you are noticing inaccurate aliquots, verify that your method of measuring dispensed aliquots is accurate. Then try performing an in-lab calibration (see pg. # of manual) if the aliquoting accuracy is still degraded.

Issue 6: Motor malfunction

Potential Causes:

- Debris in valves
- Damage to pressure sensors due to volatile chemicals
- Weakened internal pump

Solutions:

1. Please note that it is normal for the motor to run for a short period of time after pressing one of the buttons or waking the device. However…
    a. If motor runs for full 60 seconds before entering shipping mode and repeating that cycle, please see solution step 2 below.
    b. If the motor sounds like it is frequently "pulsing", please see solution step 2 below.
2. Issues with the motor can render the device inaccurate and/or unusable and can only be repaired by a VistaLab technician. Please contact VistaLab Technical Support at (914) 244-4068 or techservice@celltreat.com. Do not attempt to open or repair device in-lab.