



Trouble-Shooting Guide for ID-Cards

Quick Reference Chart

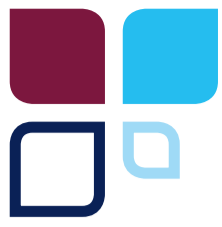


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Problems	Possible Causes	Remedy
False/Unexpected Positive Results	▪ ID-Cards showing dry gel	▪ Review storage temperature and conditions
	▪ Expired ID-Card	▪ Discard expired ID-Card and repeat the test with non-expired ID-Card
	▪ Seal damaged	▪ Repeat the test with properly sealed ID-Card
	▪ Air bubbles in the gel	▪ Visual check for bubbles prior to testing
	▪ Direct Antiglobulin Test (DAT) positive cells	▪ Repeat using monoclonal ID-Card or warm-washed cells
	▪ Polyagglutinable cells	▪ Repeat using monoclonal ID-Cards
	▪ Interference by enzyme autoagglutinins	▪ Repeat using monoclonal ID-Cards
	▪ Carry-over of antisera between microtubes	▪ Check pipetting technique ▪ Pipette cells in reverse order ▪ Ensure ID-Card is upright when opened ▪ If droplets under the foil, centrifuge the ID-Card prior to use
	▪ Incorrect cell suspension	▪ Repeat with correct cell suspension
	▪ Wharton's Jelly - cord blood	▪ Wash cells and repeat
Equivocal Results	▪ Centrifugation problems (ID-Card holder stuck, speed/time issues)	▪ Report to your field service contact point
False/Unexpected Weak or Negative Results	▪ Plasma/serum omitted from test procedure	▪ Repeat test - check level visually for plasma/serum addition
	▪ Wrong volume(s) used	▪ Check box insert for correct procedure
	▪ Deterioration of antibody (poor storage, natural phenomenon)	▪ Fresh samples should be used for optimal results
	▪ Weak/missing isoagglutinins	▪ Review clinical details (age of patient, medical diagnosis, therapy, etc.)
	▪ Weak/missing antigens	▪ Review clinical details (age of patient, medical diagnosis, therapy, etc.) ▪ Subgroup determination (ABO) ▪ Test for weak D/partial D
Double Cell Population Mixed Field Reaction	▪ Contamination of reagent cells	▪ Repeat with fresh set of cells ▪ Review laboratory procedure
	▪ Post-transfusion	▪ Review clinical history/treatment
	▪ Post-Stem Cell/Bone Marrow Transplant	▪ Review clinical history/treatment
	▪ Large fetomaternal hemorrhage	▪ Appropriate further investigation
	▪ Subgroups (A_3 , A_{weak} , etc.)	▪ Appropriate further investigation
	▪ Chimerism	▪ Appropriate further investigation
	▪ Sample contamination	▪ Repeat with fresh sample (review phlebotomy/laboratory procedures)
	▪ Fibrin residues (trapping red blood cells)	▪ Serum/plasma should be well centrifuged before use
	▪ Weakened antigens	▪ Review clinical details e.g. in association with leukemia, old age, newborns etc.

Notes

- For specific problems in ABO or Rh typing, refer to the appropriate Quick Reference Chart for guidance.
- All laboratory procedures should be subject to internal quality control as part of Good Laboratory Practice.
- Report persistent problems to your local customer product support team, who will take the appropriate action required to resolve any difficulties.
- This chart is not necessarily comprehensive.