



Technical Bulletin

Calibration Failure

When a calibration result is outside of the acceptable range, you will receive a “Cal Fail” error message on your analyzer. If you receive a “Cal Fail” error message, it is best to reset the calibration to re-calibrate the analyzer.

Calibration Reset Procedure:*

1. Place the Calibrator Card on the analyzer door and press “Start.”
2. When the “Insert Cal-Press Start” message appears on the screen;
 - a. Press and hold the red “Cancel” button
 - b. Immediately press and release the blue “Start” button.
 - c. Release the red “Cancel” button
3. The screen will toggle between two messages.
 - a. When you see “Erase tPSA Cal” appear, press the blue “Start” button.
 - b. You will see “tPSA has been erased” on the screen.
4. Follow the normal Calibration procedure to re-calibrate the analyzer.

***The example above pertains to re-calibrating Total PSA and is for illustration purposes only. The messages you will see on the analyzer will correspond with the analyte you are re-calibrating.**

Possible reasons for a “Cal Fail” error message include:

- Poorly filled sample
- No sample added
- Control used as calibrator solution
- Chamber/chevron on FastPack did not burst

Please contact Qualigen System Support at systemsupport@qualigeninc.com, 877-770-6127 (USA only), or 760-579-6900 if you have any questions.

You may also visit our website at www.qualigeninc.com for information on other Qualigen products.