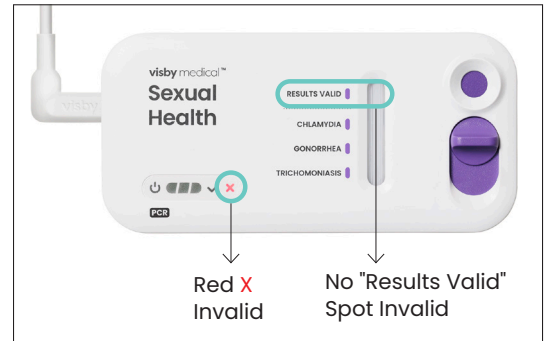


# Troubleshooting Invalid Results

## Red X Error

### Operating Conditions

- Ensure the device is operated between 55°F - 91°F (13°C - 33°C)
- If the device is stored outside of the operating conditions, ensure the device has been given enough time to reach the operating conditions prior to testing
- Ensure you are not testing near a radiator or air conditioning vent which can create a pocket of cold or warm air outside of the operating conditions



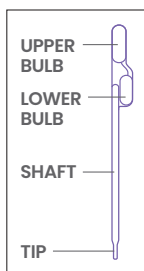
### Power Supply

- Ensure the device has a constant power supply while the test is processing

## No "Results Valid" Spot

### Improper Sample Handling

- Only collect samples into the vaginal specimen collection kit provided by Visby
- Ensure the sample has been stored correctly:
  - 4 hours at refrigerated to room temperature (36°F - 86°F)
  - 90 days at frozen temperature (less than 5°F)
- Always invert the capped sample tube 5 times prior to loading into the Visby device
- Only load 1 full pipette of sample volume into the Visby device



- ◆ Ensure the pipette shaft is full of liquid, does not have any bubbles or air gaps in the shaft, and some overflow fluid has entered the lower bulb
- ◆ Pause and visually verify correct usage before loading the test
- ◆ Once the sample is loaded into the pipette, do not invert the pipette. Doing so may cause air gaps in the pipette shaft
- ◆ Do not add extra sample to the test

### Improper Device Usage

- Ensure all materials are within their expiration date
- Only open the foil packaging of the Visby Test when the sample is ready to be loaded
- Ensure the sample port is fully closed once the sample is loaded

For training support please email: [visby.training@visby.com](mailto:visby.training@visby.com)