

Troubleshooting & Tips

During Collecting the Swab

- If the swab breaks, repeat collection with a new swab
- Once the swab is placed in the extraction tube, the sample should be read within 2 hours

During Testing the Specimen

- **Caution:** Squeezing the tube too close to the tip may cause leakage
- Bubbles in the extraction tube can lead to inaccurate results.
 - If unable to create sufficient drops, this may be caused by clogging in the dispensing nozzle.
 - Shake the tube gently to release the blockage.
- If there is a lot of air movement around the cartridge during the 15 min waiting period, cover with a plastic container to avoid inconsistent air flow