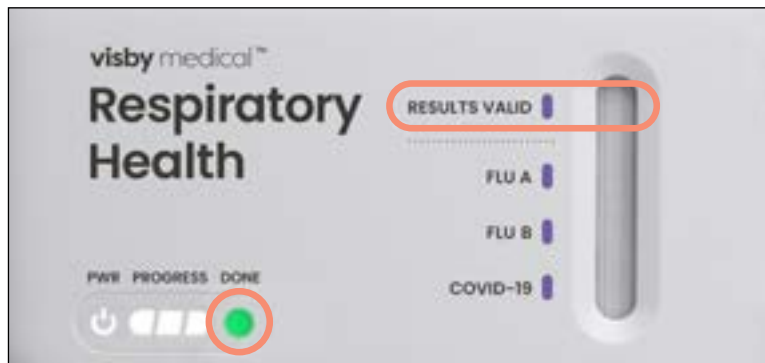


Troubleshooting Invalid Results



Operating Conditions

- Ensure the device is operated between 55°F - 88°F (13°C - 31°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 Respiratory Health Buffer Tube provided by Visby
- Ensure the sample has been stored correctly:
 - In Visby Buffer: Up to 48 hours at refrigerated temperature 36°F - 46°F (2°C - 8°C)
 - In Visby Buffer: 2 hours at room temperature 59°F - 86°F (15°C - 30°C)
 - In Dry Tube: Up to 1 hour at room temperature 59°F - 86°F (15°C - 30°C)
- Always invert the capped sample tube 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
 - 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