

Information messages

Lumiso Photometers

PRODUCT SUPPORT
INFORMATION

During the testing process, Lumiso performs checks to ensure that the test will be measured correctly. If it detects an event that would invalidate the result it will report one of the information messages below.

Message ID	Likely Cause	Suggested Action
M1 and M2	Blank is too dark.	Check and clean all glass tubes used. Repeat blanking process
	Contamination obscuring optics.	See: Keeping the Optics Clean
M3 and M4	Blank, sample tube, or NDF standard moved or removed too early.	Carefully repeat blanking and reading procedure.
M5	Tube cap is not excluding light from cell.	Check or change light cap on tube.
	External light entering the optical cell.	Move instrument away from external light.

A common cause that can trigger any of these messages to be displayed is contamination of the optical windows or stained glassware.

This document contains information and support to help to identify whether the instrument needs to be returned to Palintest for further investigation or whether the issue can be resolved by following the steps below.

Is the latest firmware uploaded on to the instrument?

Check for Firmware version in the System Settings → Device Info. To update firmware, connect Lumiso to a PC using a USB cable. Latest firmware is available via the Palintest website for each instrument on the product page in the downloads section.

Are the optics clean?

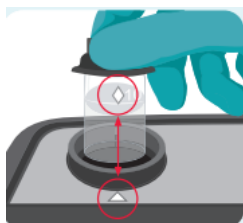
Any contamination in the optical cell may affect the accuracy of readings. If it is allowed to accumulate, it will trigger messages to be displayed. Clean optical windows gently with a soft, non-abrasive cloth dampened with water or anti-static foam cleaner. Do not use solvents.

Are the test tubes clean?

Although sometimes, not clearly visible to the eye a small defect in a test tube can give an inaccurate test result or cause the Lumiso to display an information message. Ensure test tubes are clean, free of scratches, smudges and fingerprints. For best practice thoroughly rinse test tubes between every use. If an information message is displayed and all of the above has been followed, try using an alternative test tube.

Is the test tube aligned correctly?

Align tubes as shown. Always use the tube cap as it excludes light from the optics. External light entering the optical cell will cause the Lumiso to display M5 information message. Try changing the light cap if this message is persistent.



Correctly following the blanking procedure

Blanking is a critical step as it sets the zero value for the test. In most cases the blank tube and sample tube should be identical except for the reagents. Ensure the test tube is clean and dry and aligned correctly before blanking the instrument.

Allowing the instrument to fully perform the test

Removing the test tube before the instrument has finished analysing the test sample could cause the instrument to display M3/M4 information messages. This will also allow light into the optical cell and can cause M5 information message to be shown.

Does the instrument pass check standards?

Lumiso check standards are available to purchase separately for the Lumiso instruments. Using check standards is a simple way to verify the performance of the instrument and check that it is within calibration. Failures on some wavelengths when using check standards are also highly likely to be caused by surface contamination on the optics.

If all of the above instructions have been followed and there is no resolution to the error message displayed, please contact Palintest for further support at support@palintest.com

Please Note:

Instrument failures due to contamination will not be covered by the warranty.