

# Assay Training: **Xpert<sup>®</sup> Xpress SARS-CoV-2** For Use Under an Emergency Use Authorization (EUA) Only



# Training Agenda

- **Xpert® Xpress SARS-CoV-2**
  - Reagents
  - Sample collection
  - Kit storage and handling
  - Preparing the cartridge
  - Quality Controls
  - Results analysis
- **Discussion**



# Training Objectives

- **At the end of the training, users will be able to:**
  - Properly store and handle the Xpert<sup>®</sup> Xpress SARS-CoV-2 kit
  - Follow proper laboratory safety precautions
  - Collect and store appropriate specimen(s)
  - Prepare a cartridge and run the Xpert<sup>®</sup> Xpress SARS-CoV-2 test
  - Report the various software generated results
  - Understand the Xpert<sup>®</sup> Xpress SARS-CoV-2 control strategy

# The Cepheid Solution



- Detection of SARS-CoV-2
- On-board internal controls for each sample
  - Probe Check Control (PCC)
  - Sample Processing Control (SPC)
- Closed cartridge system minimizes risk of contamination
- On-demand results
- Random access

# Intended Use

- The Xpert Xpress SARS-CoV-2 test is a rapid, real-time RT-PCR test intended for the qualitative detection of nucleic acid from the SARS-CoV-2 in upper respiratory specimens (such as nasopharyngeal, oropharyngeal, nasal, or mid-turbinate swab and/or nasal wash/ aspirate) collected from individuals suspected of COVID-19 by their healthcare provider.
- Testing of nasopharyngeal, oropharyngeal, nasal, or mid-turbinate swab and nasal wash/aspirate specimens using the Xpert Xpress SARS-CoV-2 test run on the GeneXpert Dx and GeneXpert Infinity systems is limited to laboratories certified under the Clinical Laboratory Improvement Amendments of 1988 (CLIA), 42 U.S.C. § 263a, to perform high and moderate complexity tests.
- Testing of nasopharyngeal, nasal, or mid-turbinate swab specimens using the Xpert Xpress SARS-CoV-2 test run on the GeneXpert Xpress System (Tablet and Hub Configurations) is authorized to be distributed and used in patient care settings outside of the clinical laboratory environment.

# Intended Use (continued)

- Results are for the detection of SARS-CoV-2 RNA. The SARS-CoV-2 RNA is generally detectable in upper respiratory specimens during the acute phase of infection. Positive results are indicative of active infection with SARS-CoV-2; clinical correlation with patient history and other diagnostic information is necessary to determine patient infection status. Positive results do not rule out bacterial infection or co-infection with other viruses. The agent detected may not be the definite cause of disease. Laboratories within the United States and its territories are required to report all positive results to the appropriate public health authorities.
- Negative results do not preclude SARS-CoV-2 infection and should not be used as the sole basis for treatment or other patient management decisions. Negative results must be combined with clinical observations, patient history, and epidemiological information.
- Testing with the Xpert Xpress SARS-CoV-2 test is intended for use by trained operators who are proficient in performing tests using either GeneXpert Dx, GeneXpert Infinity and/or GeneXpert Xpress systems. The Xpert Xpress SARS-CoV-2 test is only for use under the Food and Drug Administration's Emergency Use Authorization.

# Xpert<sup>®</sup> Xpress SARS-CoV-2 Requirements

## GeneXpert<sup>®</sup> Systems

- GeneXpert<sup>®</sup> Dx software **version 4.7b** or higher
- Xpertise software **version 6.4b** or higher

## Test Kits

- XPRSARS-COV2-10

## Materials Required but not Provided

- 3mL viral transport media or 3mL of saline
- Personal Protective Equipment (PPE)
- 1:10 Bleach
- 70% ethanol or denatured ethanol

## Optional

- Uninterruptible Power Supply /Surge Protector
- Printer

# Good Laboratory Practice

## Personal Protective Equipment (PPE)

- Wear clean lab coats, safety glasses, and gloves
- Change gloves between processing samples

## Lab Bench area

- Clean work surfaces routinely with:
  - ✓ 1:10 dilution of household bleach\*
  - ✓ 70% Ethanol Solution

*\* Final Active Chlorine concentration should be 0.5% regardless of the household bleach concentration in your country*

- After cleaning, ensure work surfaces are dry

## Specimens, Samples, and Kits Storage

- Store specimens and sample away from kit to prevent contamination

## Equipment

- Use filtered pipette tips when recommended
- Follow the manufacturer's requirements for calibration and maintenance of equipment

# Kit Handling

For use under an Emergency Use Authorization (EUA) only



# Xpert<sup>®</sup> SARS-CoV-2 Kit Contents

## Xpert<sup>®</sup> Xpress SARS-CoV-2

Catalog Number	XPRSARS-COV2-10
Tests Per Kit	10
Kit CD	Assay Definition File (ADF)
	Assay Import Instructions
Flyer	Instructions to access on-line reference materials including Instructions For Use
Disposable Transfer Pipettes	10
Storage	2- 28 °C



Cartridges contain chemically hazardous substances-please see Instructions For Use and Safety Data Sheet for more detailed information.

# Xpert<sup>®</sup> Xpress SARS-CoV-2 Kit Storage and Handling

- Store the Xpert<sup>®</sup> Xpress SARS-CoV-2 cartridges and reagents at 2–28°C
- Follow your institution's safety procedures for working with chemicals and handling biological samples
- Do not use collection devices that have not been validated by Cepheid
- Open the cartridge lid only when adding the sample, close the lid and proceed with processing
  - Start the test within 30 minutes of adding the sample to the cartridge.

# Warnings and Precautions

- Do not shake the cartridge
- Do not use a cartridge... :
  - if it appears wet, has leaked, or if the lid seal appears to have been broken
  - if it appears damaged
  - that has been dropped after removing it from packaging
  - that has been dropped or shaken after you have added the sample
  - that has a damaged reaction tube
  - that has been used; each cartridge is single-use to process one test
  - that is expired
- Do not reuse pipettes

**Dispose of cartridges and reagents according to your institution's and country's guidelines for disposal of hazardous materials.**

# Warnings and Precautions

- Biological specimens, transfer devices, and used cartridges should be considered capable of transmitting infectious agents and require use of standard precautions.
- Follow your institution's environmental waste procedures for proper disposal of used cartridges and unused reagents. These materials may exhibit characteristics of chemical hazardous waste requiring specific national or regional disposal procedures.
- If national or regional regulations do not provide clear direction on proper disposal, biological specimens and used cartridges should be disposed per WHO [World Health Organization] medical waste handling and disposal guidelines.

# Limitations

- Performance of the Xpert Xpress SARS-CoV-2 test has only been established in nasopharyngeal swab and nasal wash/aspirate specimens. Use of the Xpert Xpress SARS-CoV-2 test with other specimen types has not been assessed and performance characteristics are unknown.
- Oropharyngeal, nasal swabs and mid-turbinate swabs are considered acceptable specimen types for use with the Xpert Xpress SARS-CoV-2 test but performance with these specimen types has not been established. Testing of nasal and mid-turbinate nasal swabs (self-collected under supervision of or collected by a healthcare provider) is limited to patients with symptoms of COVID-19. Please refer to FDA's FAQs on Diagnostic testing for SARS-CoV-2 for additional information.
- A false negative result may occur if a specimen is improperly collected, transported or handled. False negative results may also occur if inadequate numbers of organisms are present in the specimen.
- As with any molecular test, mutations within the target regions of Xpert Xpress SARS-CoV-2 could affect primer and/or probe binding resulting in failure to detect the presence of virus.
- This test cannot rule out diseases caused by other bacterial or viral pathogens.

# Specimen Collection, Storage and Transport



# Specimen Collection

## Specimen Type:

nasopharyngeal swab, oropharyngeal swab, nasal swab, mid-turbinate swab,  
nasal wash/ aspirate specimens

Place specimen into 3mL transport medium  
or 3mL of saline



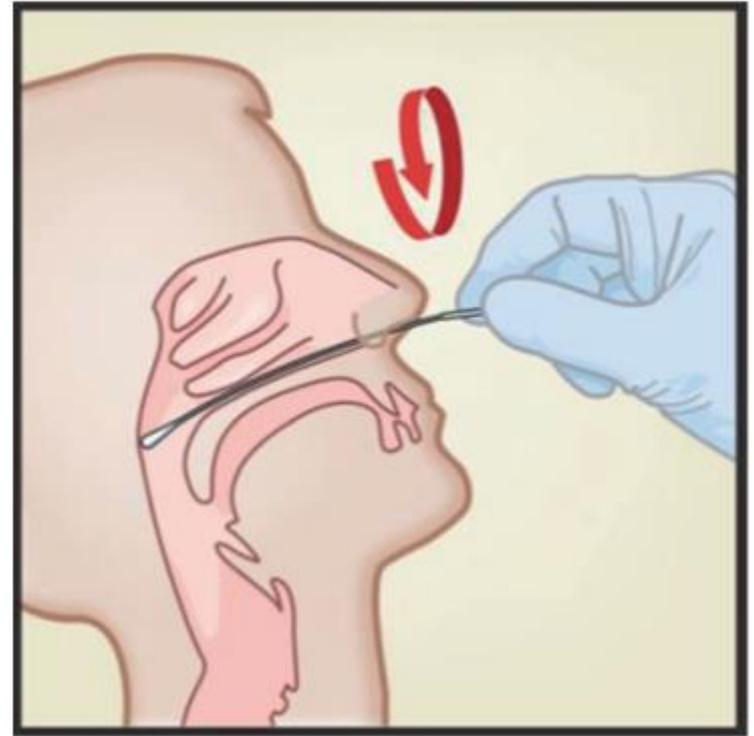
← Nasopharyngeal swab

Refer to the CDC Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens from Persons Under Investigation (PUIs) for Coronavirus Disease 2019 (COVID-19)

<https://www.cdc.gov/coronavirus/2019-nCoV/lab/guidelines-clinical-specimens.html>

# Specimen Collection- Nasopharyngeal Swab

1. Insert the swab into either nostril, passing it into the posterior nasopharynx.
2. Rotate swab by firmly brushing against the nasopharynx several times.
3. Remove and place the swab into the tube containing 3mL of viral transport medium or 3mL of saline.
4. Break swab at the indicated break line and cap the specimen collection tube tightly.



# Specimen Collection- Nasopharyngeal Swab

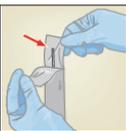
## Nasopharyngeal Specimen Collection

For use with Xpert® Nasopharyngeal Sample Collection Kit - Catalog # SWAB/B-100

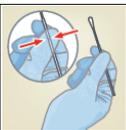
- 1 Open the package that contains the swab and transport medium tube. Set the tube aside before collecting the specimen.



- 2 Open the swab wrapper and remove the swab, taking care not to touch the tip of the swab to any surface.



- 3 Hold the swab in your hand, pinching in the middle of the swab shaft on the scoreline.



- 4 Gently insert the swab into the nostril until you touch the posterior nasopharynx. Rotate swab several times.



- 5 Remove the cap from the tube. Insert the swab into the transport medium.



- 6 Break the swab shaft against the side of the tube at the scoreline. Avoid splashing contents on the skin. Wash with soap and water if exposed.



- 7 Replace the cap on the tube and close tightly.



**For Xpert Xpress Flu and Xpert Xpress Flu/RSV:**  
Transport the specimen at 2-8°C.  
Specimen may be stored for 24 hours at 15-30°C or up to 7 days at 2-8°C.

**For Xpert Xpress SARS-CoV-2:**  
Specimen may be stored for 8 hours at 15-30°C or up to 7 days at 2-8°C.

\* SWAB/B-100 contains Copan UTM 330C and Copan nylon swab 503CS01

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In Vitro Diagnostic Use **IVD**

In Vitro Diagnostic Use **CE IVD**

301-6052, Rev. D March 2020

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A better way.

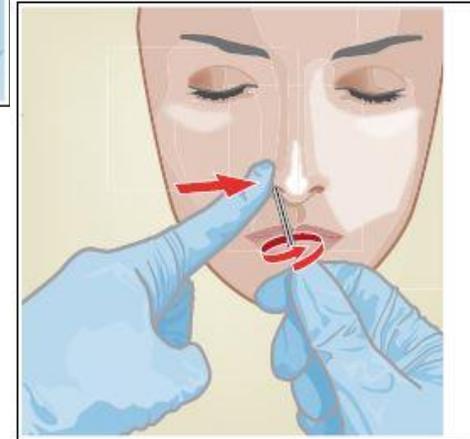
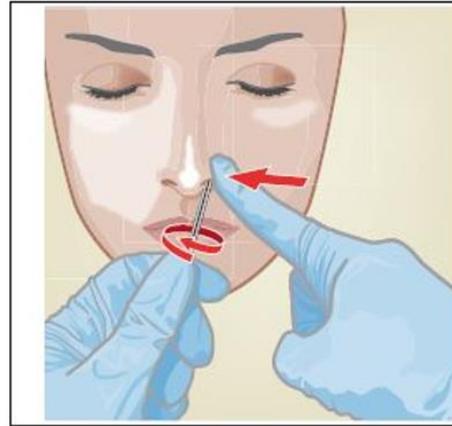
# Specimen Collection- Oropharyngeal Swab

1. Swab the posterior pharynx, tonsils, and other inflamed areas. Avoid touching the tongue, cheeks, and teeth with the swab when collecting specimens.
2. Remove and place the swab into the tube containing 3mL of viral transport medium or 3mL of saline.
3. Break the swab at the indicated break line.
4. Cap the specimen tube tightly.



# Specimen Collection- Nasal Swab

1. Insert the nasal swab 1 to 1.5cm into the nostril.
2. Rotate the swab against the inside of the nostril for 3 seconds while applying pressure with a finger to the outside of the nostril.
3. Repeat on the other nostril with the same swab.
4. Remove and place the swab into the tube containing 3mL of viral transport medium or 3mL of saline.
5. Break swab at the indicated break line and cap the specimen collection tube tightly.



# Specimen Collection- Nasal Swab

## Nasal Swab Specimen Collection

For use with Xpert® Swab Sample Collection Kit - Catalog # SWAB/F-100

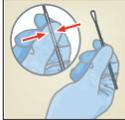
- 1 Open the package that contains the swab and transport medium tube. Set the tube aside before collecting the specimen.



- 2 Open the swab wrapper and remove the swab, taking care not to touch the tip of the swab to any surface.



- 3 Hold the swab in your hand, pinching in the middle of the swab shaft on the scoreline.



- 4 Rotate swab against the inside of the nostril for 3 seconds while applying pressure with a finger to the outside of the nostril.

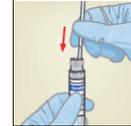


Do not insert the swabs more than 1-1.5 cm.

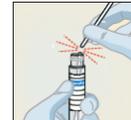
- 5 Repeat Step 4 on the other nostril with the same swab.  
To avoid specimen contamination, do not touch the swab tip to anything after collecting the specimen.



- 6 Remove the cap from the tube. Insert the swab into the transport medium.



- 7 Break the swab shaft against the side of the tube at the scoreline.  
Avoid splashing contents on the skin. Wash with soap and water if exposed.



- 8 Replace the cap on the tube and close tightly.



**For Xpert Xpress Flu and Xpert Xpress Flu/RSV:**  
Specimen may be stored for 24 hours at 15-30°C or up to 7 days at 2-8°C.

**For Xpert Xpress SARS-CoV-2:**  
Specimen may be stored for 8 hours at 15-30°C or up to 7 days at 2-8°C.

\* SWAB/F-100 contains Copan UTM 330C and Copan nylon swab 502CS01

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In Vitro Diagnostic Use **IVD**

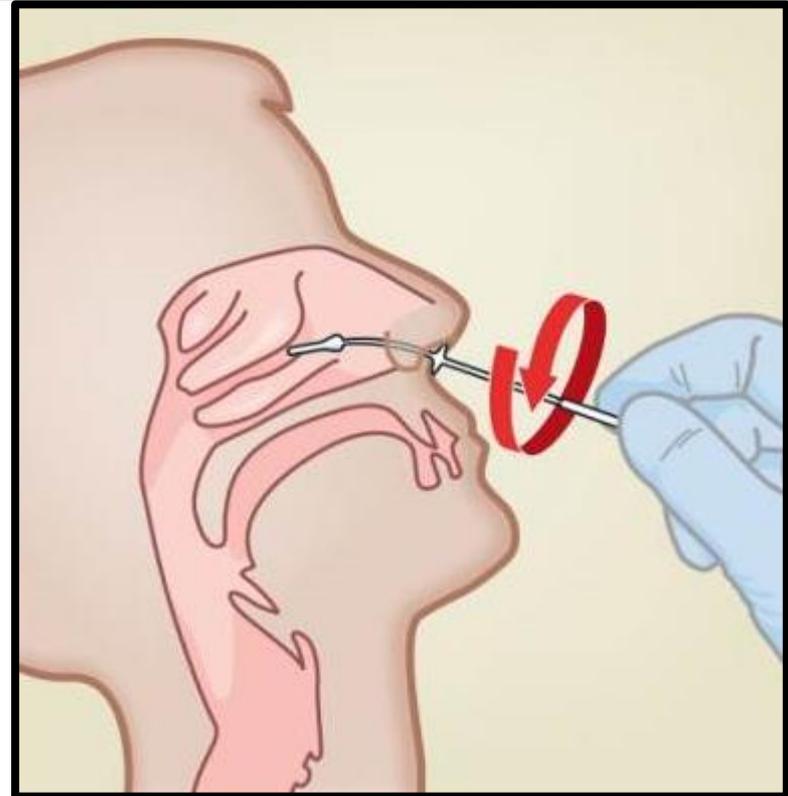
In Vitro Diagnostic Use **CE IVD**

301-9057, Rev. 8 April 2020

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# Specimen Collection- Mid-Turbinate Swab

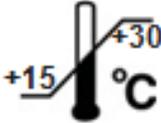
1. Insert the mid-turbinate swab into either nostril, passing it into the mid-turbinate area
2. Rotate swab by firmly brushing against the mid-turbinate area several times.
3. Remove and place the swab into the tube containing 3mL of viral transport medium or 3mL of saline.
4. Break swab at the indicated break line and cap the specimen collection tube tightly.



# Specimen Collection- Nasal Wash/Aspirate

1. Transfer 600 $\mu$ L of the sample into the tube containing 3mL viral transport medium or 3mL of saline.
2. Cap the tube.

# Specimen Transport and Storage

Sample type	Transport and Storage Conditions
Viral Transport Medium or saline containing nasopharyngeal swab, nasal swab, mid-turbinate swab, or nasal wash/aspirate	 Up to 8 hours  Up to 7 days

# Cartridge Preparation



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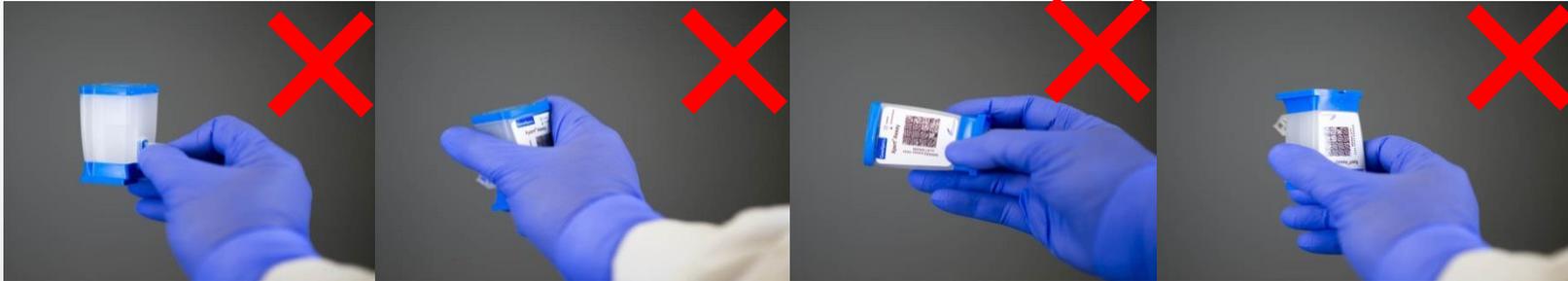
# Proper Cartridge Handling Techniques

## Correct

- Do not touch the reaction tube
- Keep the cartridge upright
- Do not tilt after sample is added



## Incorrect



# Cartridge Preparation

## Xpert® Xpress SARS-CoV-2 Cartridge Preparation

Refer to the package insert for detailed instructions, precautions, and warnings.

For a copy of the SDS, visit [www.cepheid.com](http://www.cepheid.com) or [www.cepheidinternational.com](http://www.cepheidinternational.com)

Contact information for all Cepheid Technical Support offices is available on our website: [www.cepheid.com/en/CustomerSupport](http://www.cepheid.com/en/CustomerSupport).



- 1 Take one Xpert cartridge for each sample.



- 2 Rapidly invert the tube 5 times.



- 3 Open the cartridge lid.



- 4 Using a clean 300  $\mu$ L pipette (supplied), transfer 300  $\mu$ L (one draw), of the sample to the opening of the cartridge.



- 5 Close the cartridge lid.



- 6 Start the test within the timeframe specified in the package insert.

# Run a Test

## 1 Create Test

GeneXpert



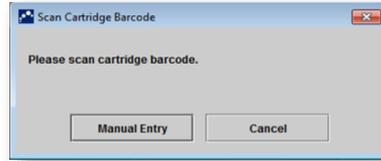
Start the test within **30 minutes** after adding the sample to the cartridge

GeneXpert  
Infinity



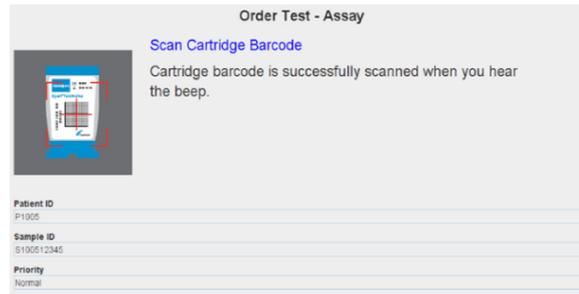
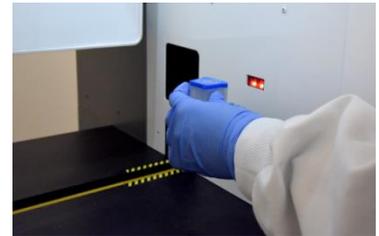
Place the cartridge on the conveyor within **30 minutes** of adding the sample.

## 2 Scan barcode : Cartridge/ Patient and/or Sample ID



*By default, do not click on  
Manual Entry or Cancel*

## 3 Scan the cartridge



*"For complete details on how to run a test, refer to the Instructions For Use and the GeneXpert® Dx or Xpertise™ Operator Manuals.*

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# Create a Test on GeneXpert<sup>®</sup> Dx Software

4 Complete the fields as required

5 The Assay Protocol is selected automatically

6 The module is selected automatically

7 Click on Start Test

8 A green light will flash on the module  
Load the cartridge into the module and close the door

The screenshot shows the 'Create Test' software interface. It contains several input fields and dropdown menus. Orange boxes highlight the following elements: a group of four text input fields (Patient ID, Sample ID, Patient ID 2, Last Name); the 'Select Assay' dropdown menu showing 'Xpert Xpress SARS-CoV-2'; the 'Select Module' dropdown menu showing 'A3'; the 'Start Test' button at the bottom right; and the 'Scan Cartridge Barcode' button. Orange arrows point from the numbered instructions on the left to these highlighted elements.



# Create a Test on Xpert™ Software

4 Complete the fields as required

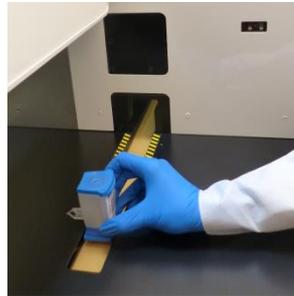
5 The Assay Name Protocol is selected automatically

6 Click on SUBMIT

7 Place the cartridge onto the conveyor belt

**Order Test - Test Information**

<b>Patient ID</b> patientid	
<b>Sample ID</b> sampleid	
<b>Last Name</b> patient	<b>First Name</b> id
<b>Assay*</b> Xpert Xpress SARS-CoV-2	
<b>Reagent Lot ID*</b> 12102	<b>Cartridge S/N*</b> 282769448
<b>Expiration Date*</b> 2018/11/04	<b>Priority</b> Normal
<b>Test Type</b> Specimen	
<b>Sample Type</b> Other	<b>Other Sample Type</b> 
<b>Notes</b>	



# Automated Xpert<sup>®</sup> Protocol



# Quality Controls



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# Assay Control Strategy

CONTROL

- **Xpert<sup>®</sup> Xpress SARS-CoV-2 Quality Controls**
  - Each Xpert cartridge is a self-contained test device
  - Cepheid designed specific molecular methods to include internal controls that enable the system to detect specific failure modes within each cartridge
    - Sample Processing Control (SPC)
    - Probe Check Controls (PCC)

*Refer to 301-4868 GeneXpert Quality Control Features for All Cepheid Xpert Assays*

# Internal Quality Controls

- **Probe Check Controls (PCC)**

- Before the PCR step, fluorescence signal is measured on all probes and compared with default factory settings to monitor
  - reagent rehydration
  - probe integrity
  - PCR tube filling
  - dye stability

- **Sample Processing Controls (SPC)**

- non-infectious spore in each cartridge
  - Verifies adequate sample processing
  - Verifies lysis and detects PCR inhibition
  - Should be positive in a negative sample
  - Can be positive or negative in a positive sample

# Commercially Available External Controls

Vendor	Description	Configuration	Storage
SeraCare AccuPlex™ SARS-CoV-2 Reference Material Kit Catalog # 0505-0126	Positive Control	5 x 1.5mL	2-8°C or -20°C
	Negative Control	5 x 1.5mL	2-8°C or -20°C

1. Open the cartridge lid.
2. Rapidly invert the external control tube 5 times.
3. Using a clean transfer pipette, transfer one draw (300µl) of the external control sample into the large opening (Sample Chamber) in the cartridge.
4. Close cartridge lid.

*To minimize degradation of the control material, return any unused sample to the recommended storage conditions immediately after use.*

- Many other vendors for quality control material are also available in addition to the one outlined above.
- External controls should be used in accordance with local, state accrediting organizations, as applicable

# Result Interpretation



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# Early Assay Termination

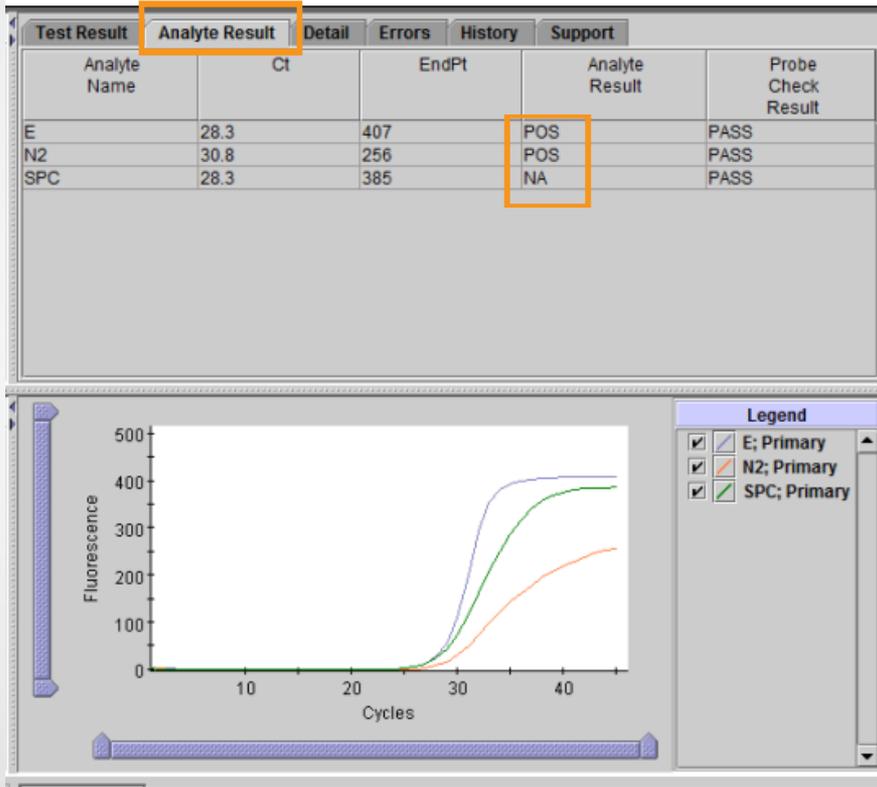
- The Xpert Xpress SARS-CoV-2 test includes an Early Assay Termination (EAT) function which will provide earlier time to results in high titer specimens.
- When SARS-CoV-2 titers are high enough to initiate the EAT function, the SPC amplification curve may not be seen and its results may not be reported.

# Results Summary

Result displayed	N2	E	SPC
<b>SARS-CoV-2 POSITIVE</b>	+	+	+/-
	+	-	
<b>SARS-CoV-2 PRESUMPTIVE POS</b>	-	+	+/-
<b>SARS-CoV-2 NEGATIVE</b>	-	-	+
<b>INVALID</b>	-	-	-
<b>ERROR</b>	NO RESULT	NO RESULT	NO RESULT
<b>No Result</b>	NO RESULT	NO RESULT	NO RESULT

# SARS-CoV-2 POSITIVE

Test Result **SARS-CoV-2 POSITIVE**



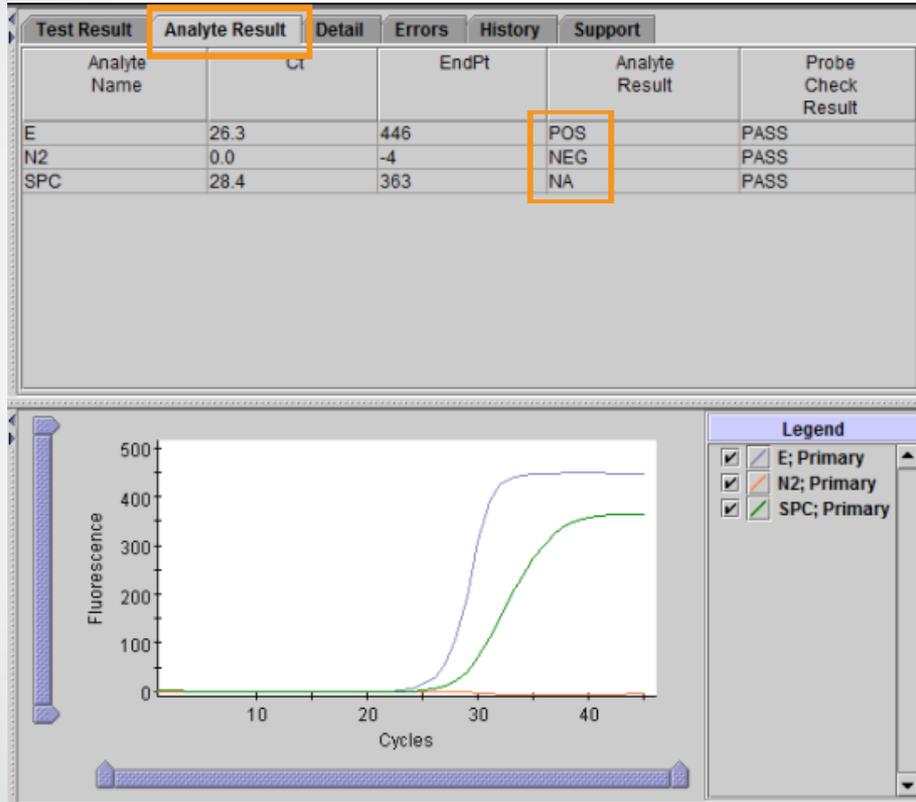
The 2019 novel coronavirus (SARS-CoV-2) target nucleic acids are detected.

- The SARS-CoV-2 signal for the N2 nucleic acid target or signals for both nucleic acid targets (N2 and E) have a Ct within the valid range and endpoint above the minimum setting
- SPC: NA; SPC is ignored because coronavirus target amplification occurred
- Probe Check: PASS; all probe check results pass

# SARS-CoV-2 PRESUMPTIVE POS

Test Result

SARS-CoV-2 PRESUMPTIVE POS



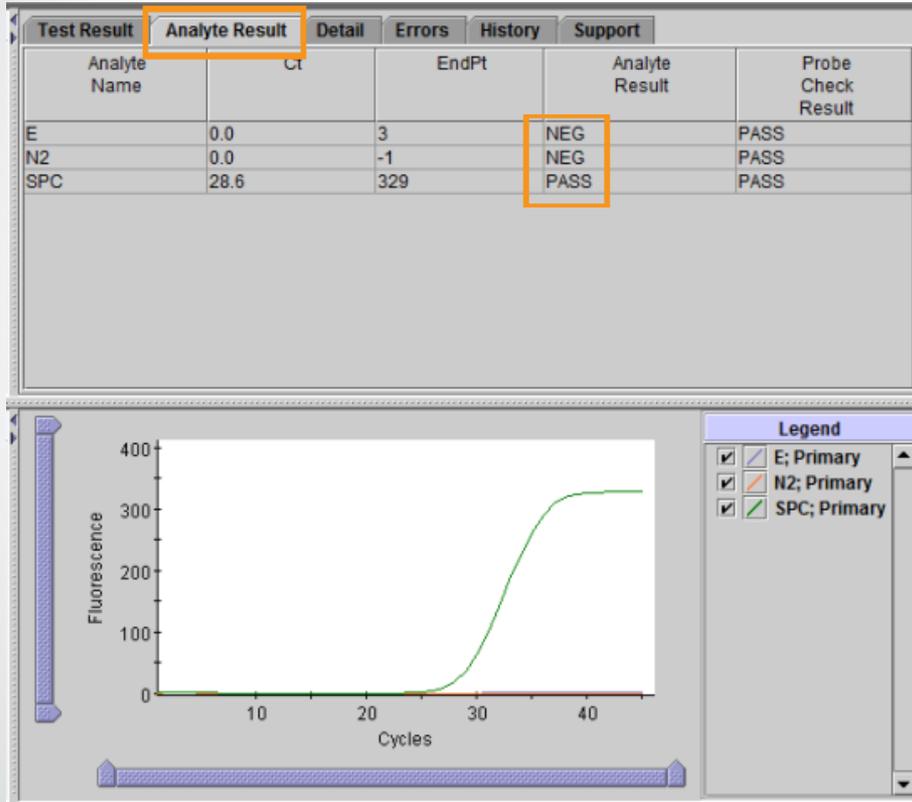
The 2019 novel coronavirus (SARS-CoV-2) nucleic acids may be present.

Sample should be retested. For samples with a repeated Presumptive Positive result, additional confirmatory testing may be conducted, if it is necessary to differentiate between SARS-CoV-2 and SARS-CoV-1 or other Sarbecovirus currently unknown to infect humans, for epidemiological purposes or clinical management.

- The SARS-CoV-2 signal for only the E nucleic acid target has a Ct within the valid range and endpoint above the minimum setting
- SPC: NA; SPC is ignored because a target amplification has occurred.
- Probe Check: PASS; all probe check results pass

# SARS-CoV-2 NEGATIVE

Test Result **SARS-CoV-2 NEGATIVE**



The 2019 novel coronavirus (SARS-CoV-2) target nucleic acids are not detected.

- The SARS-CoV-2 signals for two nucleic acid targets (N2 and E) do not have a Ct within the valid range and endpoint above the minimum setting
- SPC: PASS; SPC has a Ct within the valid range and endpoint above the minimum setting
- Probe Check: PASS; all probe check results pass

# Troubleshooting

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# Factors That Negatively Affect Results

- Improper specimen collection
  - The performance of this assay with other specimen types or samples has not been evaluated
- Inadequate numbers of organisms are present in the specimen.
- Improper transport or storage of collected specimen
  - Storage and transport conditions are specimen specific
  - Refer to the Instructions For Use for the appropriate handling instructions
- Improper testing procedure
  - Modification to the testing procedures may alter the performance of the test
  - Careful compliance with the Instructions For Use is necessary to avoid erroneous results

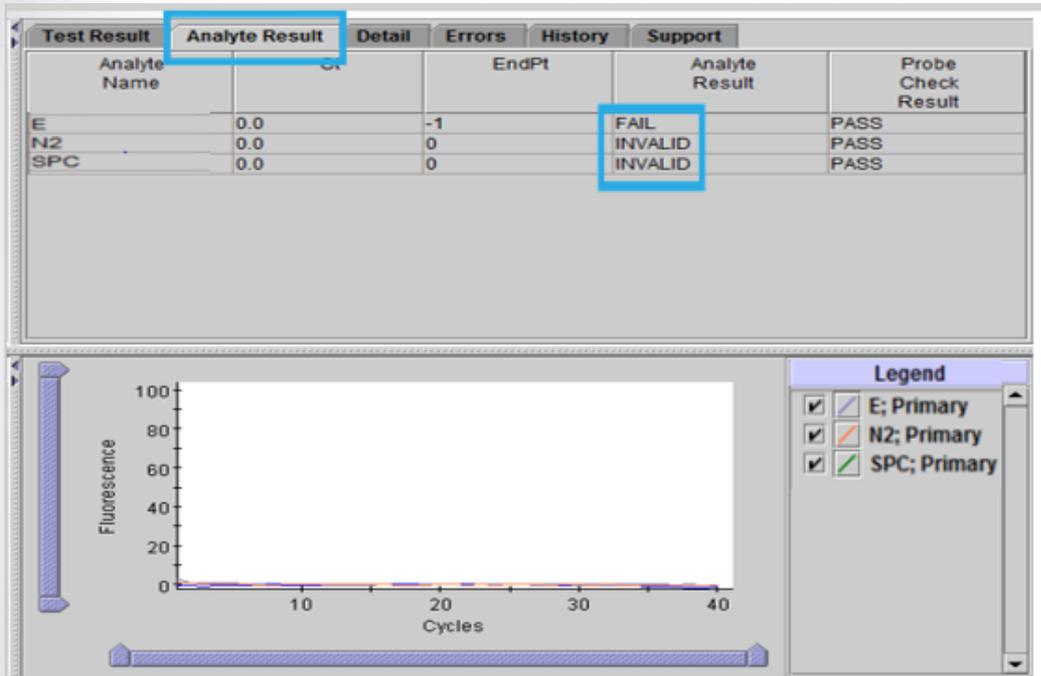
# Reasons to Repeat the Assay

- A **PRESUMPTIVE POS** indicates the 2019 novel coronavirus (SARS-CoV-2) nucleic acids may be present. Only one of the SARS-CoV-2 nucleic acid target was detected (E gene) while the other SARS-CoV-2 nucleic acid target (N2 gene) was not detected.
- An **INVALID** result indicates that the control SPC failed. The sample was not properly processed, PCR is inhibited, or the sample was not properly collected.
- An **ERROR** result could be due to, but not limited to, Probe Check Control failure, system component failure, no sample added, or the maximum pressure limits were exceeded.
- A **NO RESULT** indicates that insufficient data were collected. For example, cartridge failed integrity test, the operator stopped a test that was in progress, or a power failure occurred.

If an External Control fails to perform as expected, repeat external control test and/or contact Cepheid for assistance.

# INVALID Result

INVALID



SPC does not meet acceptance criteria. Presence or absence of the 2019 novel coronavirus (SARS-CoV-2) nucleic acids cannot be determined.

- SPC: FAIL; SPC and SARS-CoV-2 signals do not have a Ct within valid range and endpoint below minimum setting
- Probe Check – PASS; all probe check results pass

## Possible Causes

- Improper sample collection or preparation
- Presence of interfering substances in the sample

## Solution

- Repeat the test with a new cartridge

# ERROR Result



#	Description	Detail	Time
1	Post-run analysis error	Error 5007: [SCC] probe check failed. Probe check value of 0 for reading number 2 was below the minimum of 33	01/25/15 05:07:22
2	Post-run analysis error	Error 5007: [SPC] probe check failed. Probe check value of 0 for reading number 2 was below the minimum of 222	01/25/15 05:07:22

Presence or absence of the 2019 novel coronavirus (SARS-CoV-2) nucleic acids cannot be determined.

- SARS-CoV-2: NO RESULT
- SPC: NO RESULT
- Probe Check: FAIL; all or one of the probe check results fail

If the probe check passes, the error is caused by the maximum pressure limit exceeding the acceptable range or by a system component failure.

### Solution

- Repeat the test with a new cartridge.

# NO RESULT

Test Result **NO RESULT**

Test Result	Analyte Result	Detail	Errors	History	Support
Analyte Name	Ct	EndPt	Analyte Result	Probe Check Result	
E	0.0	0	NO RESULT	NA	
N2	0.0	0	NO RESULT	NA	
SPC	0.0	0	NO RESULT	NA	

Presence or absence of the 2019 novel coronavirus (SARS-CoV-2) nucleic acids cannot be determined. A **NO RESULT** indicates that insufficient data were collected. For example, the operator stopped a test that was in progress.

- SARS-CoV-2: NO RESULT
- SPC: NO RESULT
- Probe Check: NA (not applicable)

## Possible Causes

A NO RESULT indicates that insufficient data were collected.

- Test was stopped with stop test button
- Electrical failure

## Solution

- Secure the power
- Repeat the test with a new cartridge.

# Retest Procedure

1

Discard used cartridge

Follow your institution's safety guidelines for disposal of cartridges

2



Obtain the residual specimen, mix according to Instructions For Use

If the leftover specimen volume is insufficient, or the retest continues to return an INSTRUMENT ERROR or NO RESULT, collect a new specimen.

3



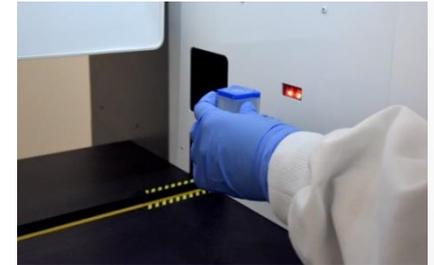
Obtain a new cartridge

Process the specimen per the Instructions For Use

4



Run the test on the System



# Technical Assistance

- Before contacting Cepheid Technical Support, collect the following information:
  - Product name
  - Lot number
  - Serial number of the System
  - Error messages (if any)
  - Software version and, if applicable, Computer Service Tag number
- Log your complaint online using the following link <http://www.cepheid.com/us/support> :  
*Create a Support Case*



Thank You.



[www.Cepheid.com](http://www.Cepheid.com)