# LumiraDx Platform error messages overview

The LumiraDx Instrument performs internal checks to ensure the correct test procedure is followed and returns error codes for unexpected and unwanted conditions which may have arisen.

If an issue occurs, a message will be displayed on the Instrument touch-screen.

This document contains an overview of the common user error messages and on board control error messages which could be displayed by the Instrument as well as additional trouble shooting guidance where appropriate.
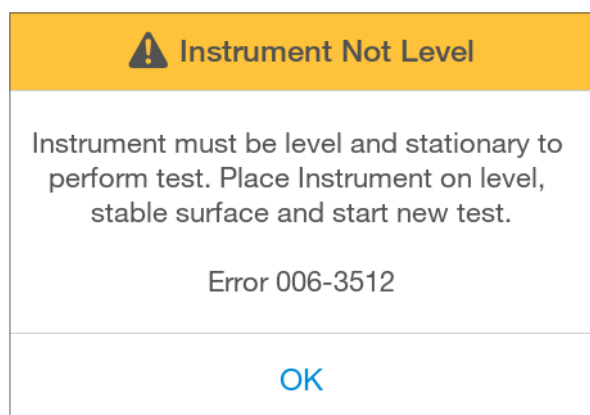
### Error codes come in two formats:

Error XXX and Error XXX-YYYY

XXX => Error group number linked to the message shown on the screen

YYYY => Detailed technical message for LumiraDx

### Example user error message with error code:

> ⚠️ **Instrument Not Level**
>
> Instrument must be level and stationary to perform test. Place Instrument on level, stable surface and start new test.
>
> Error 006-3512
>
> **OK**

### In case of a persistent problem please contact Customer Services:

Mon - Fri 9am - 9pm EST

Sat - Sun 9am - 8pm EST

T: 888-586-4721 (option 1)

E-mail: technicalservices.us@lumiradx.com

**Error messages and available troubleshooting guidance for the most frequently seen errors**

| Error Code | On-Screen Message | Additional trouble shooting guidance |
|---|---|---|
| **002-3501** | Door opened during test | |
| **003-3506**<br>**Error can occur without error code displaying** | Test Strip not detected | Verify that the instrument screen changes from 'open door and insert Test Strip' to 'insert Test Strip' after the door is opened. Try the same Test Strip in a different Instrument if possible. Try a different Test Strip. Try power cycling the Instrument. |
| **006-3510/3512** | Instrument not level | The Instrument must be level and stationary to perform the Test. Place the Instrument on a level, stable surface and start a new test.<br>This error is more prevalent on portable worktops. |
| **038-3605** | Insufficient Sample volume. | Repeat test with a new Test Strip. This could be caused by insufficient sample or be an issue with the Test Strip. You can re-test using the same extracted swab sample but with a new Test Strip. |
| **049-3521** | Test Strip Invalid | Repeat Test with a Test Strip from a new carton. Contact customer services to notify them of this occurrence with the Test Strip lot number and Test Strip ID number. |
| **105-3302** | Test Strip reading error | Test Strip has not been recognized. Replace with another valid test strip to continue or cancel test. |
| **106** | Invalid Lot Cal File | The Lot Calibration File has failed to load. Try again and contact customer services if the problem persists. |
| **108-1009** | Test Operation Error | An onboard control check has failed. Try retesting with a new Test Strip. This is a time out error. |
| **108-1813** | Test Operation Error | An onboard control check has failed. Power cycle the Instrument. Repeat Test with a new Test Strip. |
| **108-1713** | Test Operation Error | An onboard control check has failed. Power cycle the Instrument. |
| **108-2224** | Test Operation Error | An onboard control check has failed. Try retesting with a new Test Strip. |
| **108-2411** | Test Operation Error | An onboard control check has failed. Try retesting with a new Test Strip. |
| **108-2602** | Test Operation Error | An onboard control check has failed for this test.<br>Try re-testing with a new Test Strip. |

| Error Code | On-Screen Message | Additional trouble shooting guidance |
|---|---|---|
| 115 | Instrument Error during start up | |
| 115-1303 | Instrument Error | An Instrument error has caused an onboard control mechanism to fail. Testing has been disabled. Try power cycling the Instrument. |
| 115-1304 | Instrument Error | An Instrument error has caused an onboard control mechanism to fail. Testing has been disabled. Try power cycling the Instrument. |
| 115-1305 | Instrument Error | An Instrument error has caused an onboard control mechanism to fail. Testing has been disabled. Try power cycling the Instrument. |
| 115-1307 | Instrument Error | Contact Customer Services to report this issue. |
| 115-1308 | Instrument Error | An Instrument error has caused an onboard control mechanism to fail. Testing has been disabled. Try power cycling the Instrument. |
| 115-1309 | Instrument Error | An Instrument error has caused an onboard control mechanism to fail. Testing has been disabled. Try power cycling the Instrument. |
| 115-1312 | Instrument Error | An Instrument error has caused an onboard control mechanism to fail. Testing has been disabled. Try power cycling the Instrument. |
| 124-1324/1325 | Temperature issue | Move Instrument to a warmer environment and wait for the Instrument to warm up. Allow the Instrument time to acclimatise to ambient temperatures. Power cycling may speed up this process. |

**Manufactured by:**

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