

PyloriTek Troubleshooting Tips

#	EFFECT	POSSIBLE CAUSE(S)	RESOLUTIONS / EXPLANATION
1	Positive Control did not develop	Did not wait the full 60 minutes	<i>Wait the full 60 minutes</i> for the Positive Control to develop. It is normal for development times of the Positive Control to vary from strip to strip. "Normal" is within minutes but sometimes it takes the full 60 minutes . In some cases, the patient's specimen may yield a positive reaction <i>before</i> the Positive Control develops. However, before interpreting the results, you must wait for the Positive Control to appear.
		Forgot to add Hydration Reagent	Repeat test remembering to add the Hydration Reagent
		Red Control Spot was missing or inadvertently removed from the strip (see Effect # 4)	Always check to make sure the red Control Spot is present on the white Reaction Pad before using a PyloriTek Reagent Strip. Protect strips from exposure to excess moisture, which can cause the red Control Spots to become moist and sticky and possibly adhere to another strip in the bottle or degrade and become non-reactive.
		Did not use the Reaction Pouch or Reaction Chamber to hold the PyloriTek Reagent Strip during development	Always use the Reaction Pouch or Reaction Chamber to hold strip during development. Do not use paper clips or tape or carry the reacting strip in your pocket.
		Opened & closed the strip a few times after adding the Hydration Reagent	If adding more than one biopsy to the Reaction Pad, don't fold the strip until all biopsies are in place. Once the first biopsy is placed on the Reaction Pad and the strip is closed, the urease in red Control Spot will begin reacting with the urea in the moistened Substrate Pad and generate ammonia gas. If the strip is unfolded to add a second biopsy, any ammonia gas generated will take the path of least resistance; the gas will dissipate in the air instead of passing through the semi-permeable membrane to the yellow pH indicator on the front of the PyloriTek Reagent Strip. The dissipation of the ammonia whenever the strip is unfolded can result in a pale or undetectable Positive Control on the yellow Reaction Pad.
		Exposed PyloriTek Strip to humidity or moisture	Moisture can degrade the red Control Spot, resulting in pale or undetectable color development when the strip is actually used. Protect PyloriTek Reagent Strips from moisture by: <ul style="list-style-type: none"> o Removing a strip from the bottle just prior to use o Replacing the bottle cap immediately after removing a strip o Make sure hands are dry when handling strips o Do not return opened bottles of PyloriTek Reagent Strips to the refrigerator

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2	Positive Control developed a paler than normal color	Added too much Hydration Reagent	Only add 4 drops of Hydration Reagent (1 drop in each quadrant of the substrate pad); no more, no less. Excess Hydration Reagent can cause the Control Spot to appear paler.
		Returned bottle of PyloriTek to the refrigerator after opening.	Repeatedly returning an opened bottle of PyloriTek to the refrigerator can result in condensation building up inside the bottle. Depending on the amount of moisture, the red Control Spot can degrade resulting in pale or undetectable color development when the strip is actually used.
		Opened & closed the strip a few times after adding the Hydration Reagent	If adding more than one biopsy to the Reaction Pad, don't fold the strip until all biopsies are in place. If the first biopsy is placed on the Reaction Pad and the strip is closed, the urease in Positive Control spot will begin reacting with the urea in the moistened Substrate Pad and generate ammonia gas. If the strip is unfolded to add a second biopsy, any ammonia gas generated will take the path of least resistance; the gas will dissipate in the air instead of passing through the semi-permeable membrane to the yellow pH indicator on the front of the PyloriTek Reagent Strip. The dissipation of the ammonia whenever the strip is unfolded can result in a pale or undetectable Positive Control spot on the yellow Reaction Pad.
3	Positive control took longer than "normal" to develop	Did not wait the full 60 minutes	It is normal for development times of the Positive Control Spots to vary from strip to strip within a bottle. "Normal" is within minutes, but it could take a full 60 minutes. Make sure all the PyloriTek components are at room temperature prior to use. Colder temperatures can slow the development of the control spot.
4	Red Positive Control Spot was missing from the Reaction Pad	Red Control Spot was stuck to another PyloriTek Test strip due to exposure to humidity. Not recapping bottle tightly or leaving strips on counter exposed to humidity, then returning it to the bottle	Replace the bottle cap immediately after removing a strip to protect the other strips from exposure to humidity. Exposure to excess moisture can cause the red Positive Control Spots to become moist and sticky and possibly adhere to another strip in the bottle.
		Mishandling a PyloriTek Reagent Strip; inadvertently smearing or rubbing off the red Control Spot.	Do not touch the red Control Spot or lay the strip on a damp countertop. Oils or moisture on your hands or the counter can inadvertently remove the red Control Spot.

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5	Yellow Reaction Pad turned entirely purple/blue	<p>PyloriTek Reagent Strip was exposed to humidity</p> <p>PyloriTek Reagent Strip was exposed to heat</p>	<p>Replace the bottle cap immediately after removing a strip to protect the other strips from exposure to humidity. Exposure to excess moisture can adversely affect the integrity of the chemicals in the PyloriTek strip.</p>
		<p>Results of the PyloriTek Reagent Strip were read after 60 minutes</p>	<p>Refrigerate an unopened kit at 2°- 7°C until needed. Allow kit to come to room temperature prior to first opening, then store at 15° - 30°C.</p> <p>Disregard any color developed after 60 minutes.</p>
#	EFFECT	POSSIBLE CAUSE	POSSIBLE RESOLUTIONS / EXPLANATION
6	Yellow Reaction Pad turned purple/blue along the edges	<p>PyloriTek Reagent Strip was exposed to humidity</p>	<p>Replace the bottle cap immediately after removing a strip to protect the other strips from exposure to humidity. Exposure to excess moisture can adversely affect the integrity of the chemicals in the PyloriTek strip.</p>
		<p>PyloriTek Reagent Strip was exposed to heat</p>	<p>Refrigerate an unopened kit at 2°- 7°C until needed. Allow kit to come to room temperature prior to first opening, then store at 15° - 30°C.</p>
		<p>Results of the PyloriTek Reagent Strip were read after 60 minutes</p>	<p>Disregard any color developed after 60 minutes.</p>