

# ➔ What to do on a Cepheid® GeneXpert® if a Module Fails During Xpert® Check

Cepheid® Self Help Article

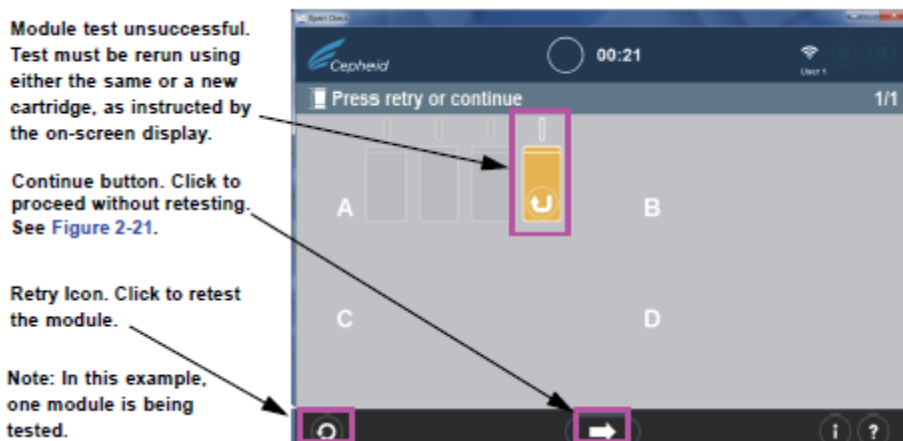
Title: **What to do on a Cepheid® GeneXpert® if a Module Fails Xpert® Check**

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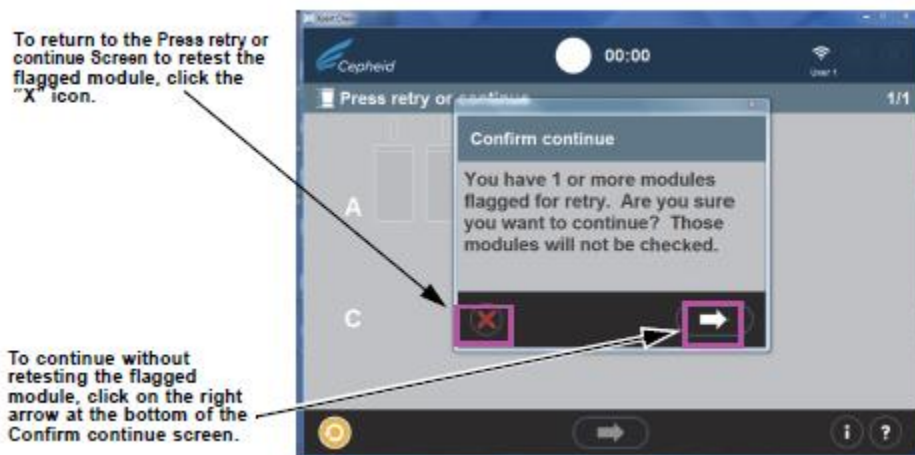
**Introduction:** The below provides guidelines on what to do on a Cepheid® GeneXpert® if a module fails Xpert® Check.

**Solution:**

1. If the test was unsuccessful, the screen shown below will appear, showing module status. A test retry must be performed. **Click the Retry** icon in the lower left-hand corner of the screen.



2. If the **Continue** arrow at the bottom of the screen is pressed when there is an unsuccessful module test displayed, the Confirm continue screen will appear.





## What to do on a Cepheid® GeneXpert® if a Module Fails During Xpert® Check

- A. You have the option of continuing by pressing the right arrow on the Confirm continue screen overlay. Choosing this option will result in the flagged module not being retested, and you will begin uploading check data.
- B. Another option is to return to the Press retry or continue Screen to Retry (retest) the flagged module by clicking the red “X” icon at the bottom left of the Confirm continue screen. The Retry procedure is described in the following.
- C. If the Retry icon appears, click the Retry icon and you will return to the Scan Barcode screen to complete the retest on the affected module(s). Note that the retest can be of two possible types:
  - 1) Retry with the same cartridge: For example, a message may appear telling you to vent the cartridge, rescan it, and put it back in the module.
  - 2) Retry with a new cartridge: If the cartridge was defective, or had already been used, you will be asked to replace it by scanning the barcode on a new cartridge, venting it, and loading it into the module.

**Note: During the course of running retests, modules may need to be skipped if the user runs out of Xpert Check cartridges. Please contact your ASP or local Cepheid Technical Support office for additional Xpert Check cartridges. Rerun Xpert Check on any modules that were skipped.**

**Note: At the completion of the Xpert Check data collection process, modules determined to require service will be flagged with an orange module icon (See Figure 2-20). Please contact your local ASP or local Cepheid Technical Support office for further assistance in servicing or replacing modules.**