

Fortessa Troubleshooting

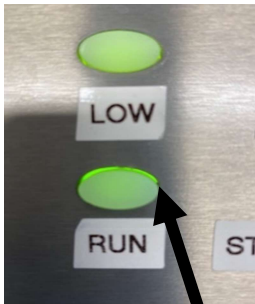
Problem stated: No events being seen, possible clog

Solution:

1. Heat 100% bleach in flask located above the sink in Fortessa room. Microwave is located in R5543, second bay, right behind where Fortessa 2 is located.
2. Place tube of hot bleach on instrument and run for 7 minutes on High. Then run water for 4 minutes on High.

Please make sure you are filtering your samples just prior to running them and if you are using more than 1 hour, it is best to stop midway and run a cleaning of bleach and water for 3 minutes each and then proceed to run your samples.

Possible other issues:



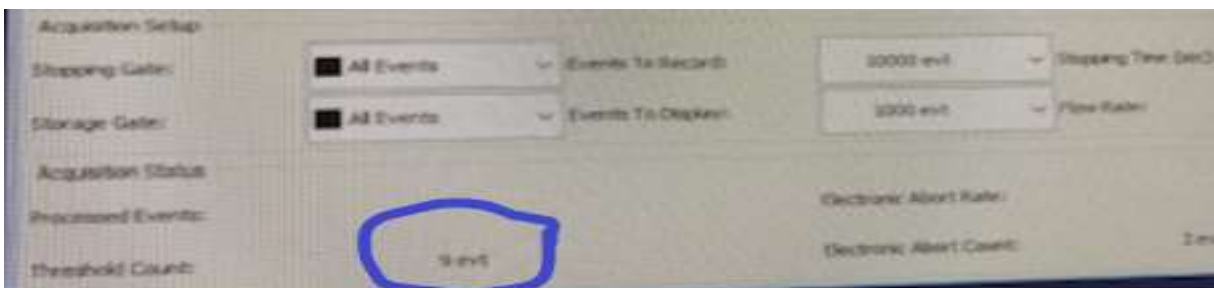
Correct



Not Correct



1. Tank is not pressurized. This could be due to a crack in your tube, the o-ring missing from sheath tank (or fell to bottom of sheath tank), sheath or air lines not connected correctly or waste line not in properly. De-bubble both the sheath filter on the tank and the non-filtered sheath line coming into the instrument and then try running a sample again.
2. Could be a bubble in the flow cell, prime 2X with nothing on the SIT and try your sample again.
3. Make sure you have a tube selected. Arrow next to tube needs to be green in order to run a sample.
4. Try a new experiment. If you are using a template, sometimes they can become corrupt. Open a new experiment and run your tube again to see if you have any events.
5. Check to make sure the instrument is connected to the computer. If you see a "9" in the threshold event spot, this means that they are not connected correctly. See image below. Turn off computer and instrument and then restart computer first, instrument second, and the UV lasers (Fortessa 1 or LSR II only).



If this fails, please call 6-3575 or visit the lab, R5503. You can also text Alyssa @ 859-743-3323 or find any one of the RFCC lab members.