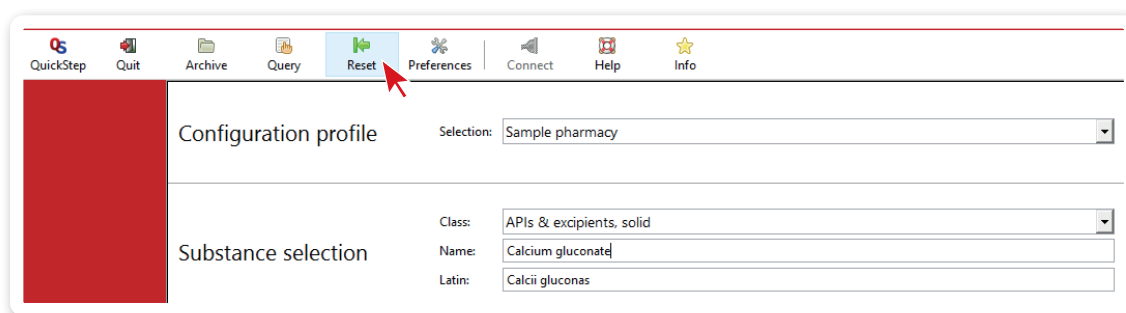


There can be different reasons for non-identification of solid pharmaceutical substances

Failed identification for measurement without sample insert

1. Please check that you are using the latest update of *Apo-Ident* software.
(New updates are available every 8 - 10 weeks (including batch updates). Information on the installed version of *Apo-Ident* may be found under the menu item <Info>.)
Please contact customer service if you require help updating to the latest version.
2. Please eliminate these possible sources of error:
 - a. Is the black distance ring positioned correctly?
 - b. Did you correctly choose the substance to be identified?
 - c. Was the wrong sample measured? Check that the sample was correctly labeled.
 - d. Was the green button next to <Start of measurement> clicked before the sample container was positioned?
 - e. Is the sample container tilted or not in the correct position?
 - f. Is there sufficient sample in the sample container? Fill to the container to a depth of at least 2-4mm.
 - g. Is the substance spread equally in the container or did agglomerates form? → If necessary shake to disperse the sample evenly.
 - h. Did you use the sample insert for measurement of small amounts of sample, although that type of measurement is not appropriate for this substance?
 - i. Have agglomerates been formed? If so please shake the container or stir the sample using a clean glass stirring rod.
 - j. Was the sample container clean and dry before the sample was dispensed? If in doubt use a different container.
3. Re-position the sample container and repeat the measurement.
4. In case of further problems:
Update the reference levels by clicking on the “Reset” button in the menu bar.



If identification is still not possible then please contact customer service.

If you have any questions, please contact your local distributor or us:

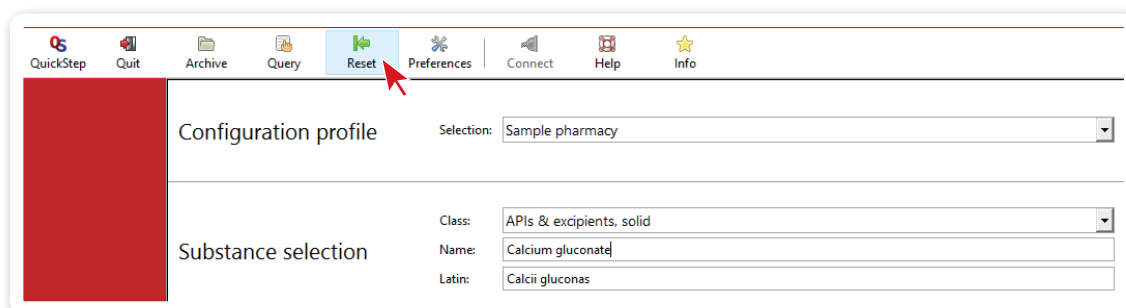


info@hiperscan.com or by telephone +49 351 212 496 0

There can be different reasons for non-identification of solid pharmaceutical substances

Failed identification for measurement with sample insert (for measurement of small substance amounts)

1. Please check that you are using the latest update of *Apo-Ident* software.
(New updates are available every 8 - 10 weeks (including batch updates). Information on the installed version of *Apo-Ident* may be found under the menu item <Info>.)
Please contact customer service if you require help updating to the latest version.
2. Please eliminate these possible sources of error:
 - a. Is the black distance ring positioned correctly?
 - b. Did you correctly choose the substance to be identified?
 - c. Was the wrong sample measured? Check that the sample was correctly labeled.
 - d. Is the option "Use sample insert" selected?
 - e. Was the green button next to <Start of measurement> clicked before the sample container was positioned?
 - f. Is the sample container tilted or not in the correct position?
 - g. Was the sample insert placed in the sample container for this measurement?
 - h. Was the specific white reference for small volumes used? If not then please use the small volume white reference (with insert) and run a new white reference by selecting "Reset" in the menu bar.
 - i. Did agglomerates form in the substance so that it does not sufficiently cover the measurement area or is not equally distributed? If necessary shake to disperse the sample evenly.
 - j. Did you use the sample insert for measurement of small amounts of sample, although that type of measurement is not appropriate for this substance?
 - k. Is all of the sample within the sample insert? There should be no material outside of the sample insert.
 - l. Was the sample container clean and dry before the sample was dispensed? If in doubt use a different container.
3. Re-position the sample container and repeat the measurement.
4. In case of further problems:
Update the reference levels by clicking on the "Reset" button in the menu bar.



If identification is still not possible then please contact customer service.

If you have any questions, please contact your local distributor or us: