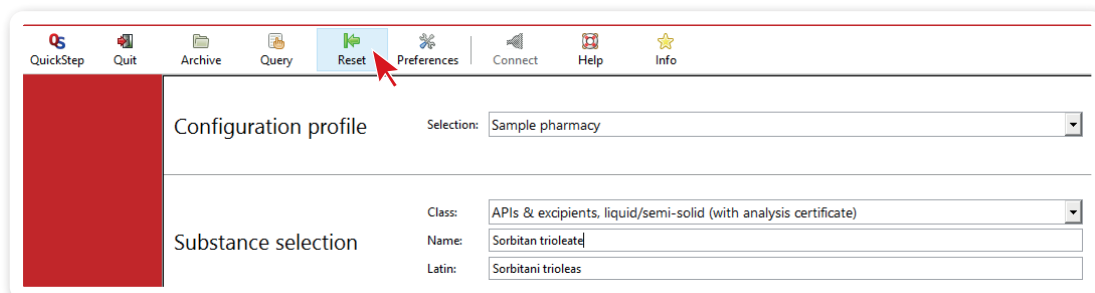


There can be different reasons for non-identification of liquid pharmaceutical substances

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. Some substances are not exclusively included in the group of “APIs & excipients (solid) (liquid/semi-solid) with analysis certificate” but they are also included in a group of “APIs & excipients (solid) (liquid/semi-solid) without analysis certificate”. In the group of “APIs & excipients (solid) (liquid/semi-solid) with analysis certificate” you can only test the substances with validated analysis certificate by ApBetrO. Other substances will not be identified in some circumstances. Please verify which substance group is suitable for the test.
3. Please eliminate these possible sources of error:
 - a. Is the black distance ring positioned correctly?
 - b. Did you choose the right substance class (see point 2)?
 - c. Did you correctly choose the substance?
 - d. Was the transfectance reference measurement executed correctly? Did the transfectance reference measurement start before the sample container with the transfectance insert was placed in the measurement position?
 - e. Was the wrong sample measured? Check that the sample was correctly labeled.
 - f. Was the green button next to <Start of measurement> clicked before the sample container was positioned?
 - g. Is the sample container tilted or not in the correct position?
 - h. Did you shake or stir the sample well before identification (phase separation)?
 - i. Was the sample placed into the container correctly?
 - Are all three feet visible?
 - Are air bubbles present?
 - Is the bottom of the sample container completely covered with the semi-solid or liquid sample?
 - j. It is very important to use the same sample container for referencing and sample measurement.
 - k. Is the transfectance insert discolored or scratched between its feet? → Please contact customer service.
 - l. Was the sample container clean and dry before the sample was dispensed? If in doubt clean the container as per the operator manual.
4. In case of further problems:
Start a new referencing by clicking on the button “Reset” 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: