Applied Cytometry Systems

Failure of Calibration Procedure

In the event of a failure of the calibration procedure carry out the steps listed below.
Carrying out these steps before calling Applied Cytometry Systems STarStation Customer Support will enable us to resolve any problems more quickly.

1.	Ensure that your calibration beads are within their expiration date. Vortex the vials for 30 s before use. To prevent photo-bleaching, ensure that exposure of beads to light is limited.
2.	Ensure that the correct calibration lot number is chosen and that the correct target values were entered into the Reagent manager for that lot number and that when the lot is selected in the **Calibrate** tab of the STarStation Instrument Controls the target values are correct..
3.	Make sure the correct wells are designated for calibration in the **Calibrate** tab of the STarStation Instrument controls or in the Calibration Script. It is always a good idea to double-check this setting, especially if the instrument is used by more than one operator.
4.	If your instrument has not been restarted recently, turn off the instruments and shutdown the PC. Turn the instruments back on before starting the PC and complete a full system Warm-up.
5.	Run **Backflush**, **Drain**, and **Alcohol Flush** operations.
6.	Remove the long sample probe from the instrument. Sonicate the narrow end for 2–3 minutes and then flush the probe with water using a syringe.
7.	Upon replacement of the sampling probe, you must re-adjust the height for the plates you are using and perform a remove air bubbles procedure. **Remember that the height of the probe is absolutely critical for proper sample acquisition and should not be overlooked.**
8.	Attempt calibration once more. If calibration continues to fail, please contact Applied Cytometry Customer Support. Remember to note the cytometer serial number and instrument firmware versions before contacting Applied Cytometry Customer Support. Refer to the STarStation Troubleshooting topic in the software help files, Press the F1 when STarStation is running.