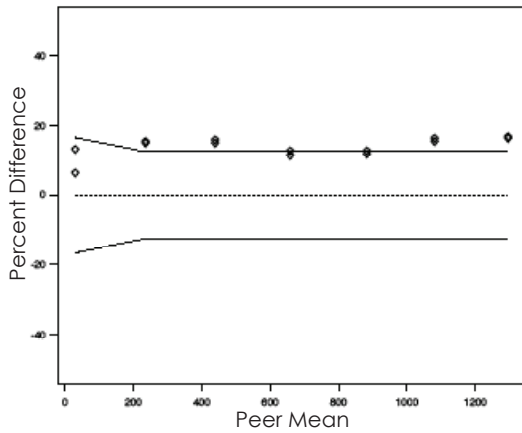


Calibration Verification Troubleshooting Guide

This troubleshooting guide provides suggested actions if you receive a calibration verification evaluation result of Different, or if your evaluation result is Verified over a range that does not include all of your reported results. To use this guide, determine which of the following examples is most similar to your calibration verification plot. Refer to the corresponding suggested actions, in conjunction with the CVL Investigation Checklist for Problematic Results, to investigate possible causes and corrective actions.

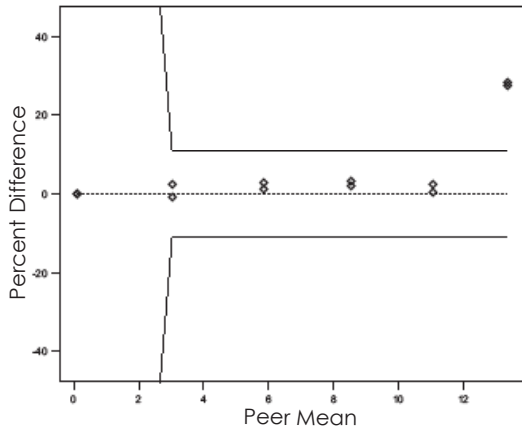
Constant Bias



Review the **ANALYTICAL** section of the investigation checklist. Analytical problems that produce a constant bias may be due to a calibration error. Recalibration may be needed.

Review the **CLERICAL** section of the investigation checklist. Clerical errors that result in a constant bias are likely due to units of measure or decimal place errors, or incorrect peer group assignment. Clerical errors may indicate a need for additional staff training.

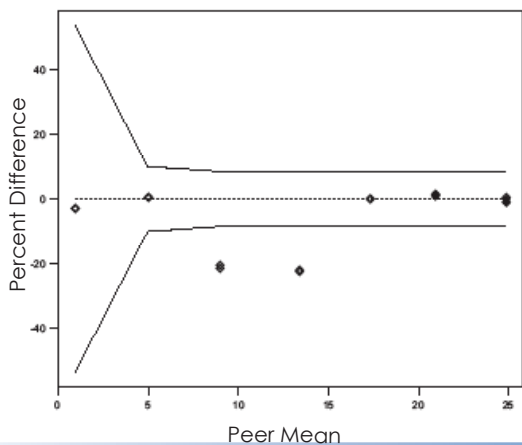
Problems With Low or High Specimens



Review the **ANALYTICAL** section of the investigation checklist. Analytical problems that appear at the low or high end may be due to recovery issues near or at the analytical measurement range (AMR) limits. If your results were diluted, review your laboratory's dilution protocol.

Review the **SPECIMEN HANDLING** section of the investigation checklist. Problems at the low or high end may also indicate sample degradation.

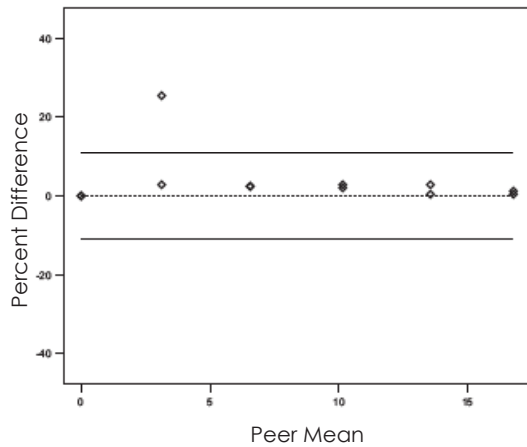
Problems With Middle Specimens



Review the **SPECIMEN HANDLING** section of the investigation checklist. Specimen handling problems may be due to tests performed on an incorrect vial, mixing or reconstitution problems, or improper specimen storage. Check whether special instructions were performed correctly.

Review the **CLERICAL** section of the investigation checklist. Clerical errors that show inconsistent recoveries for the middle specimens are likely due to a fax scanning, transcription, or result entry errors. If you suspect a fax scanning error, you must contact the CAP Customer Contact Center. If you suspect a transcription or result entry error, consider additional staff training.

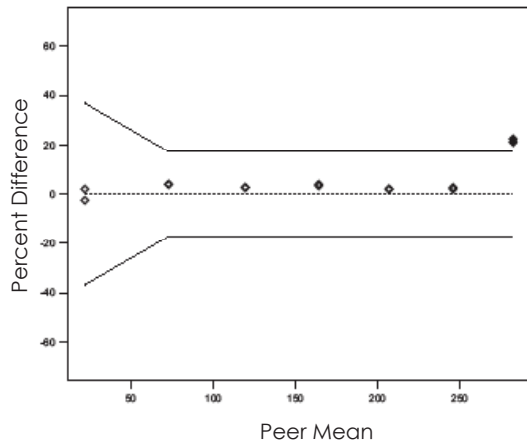
Large Difference Between Replicates for a Single Specimen



Review the **CLERICAL** section of the investigation checklist. Clerical errors that may cause a large difference between replicates for a single specimen are likely due to fax scanning, transcription, or result entry errors. If you suspect a fax scanning error, you must contact the CAP Customer Contact Center. If you suspect a transcription or result entry error, additional staff training may be needed.

Review the **SPECIMEN HANDLING** section of the investigation checklist. Specimen handling problems may be due to tests performed on an incorrect vial, mixing or reconstitution problems, or improper specimen storage. Check whether special instructions were performed correctly.

Problems With Diluted Specimens

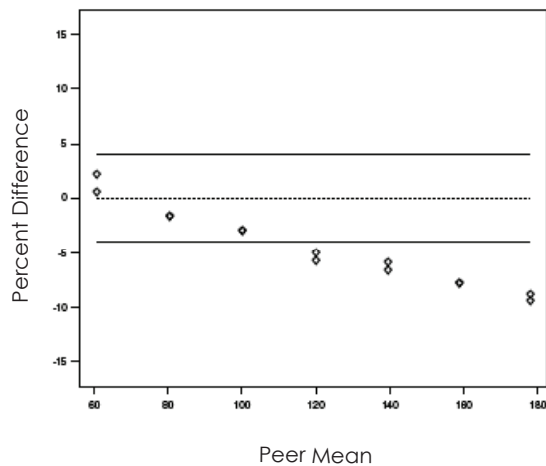


Review the **ANALYTICAL** section of the investigation checklist. Check whether the dilution protocol was followed (eg, dilution factor, diluents used). Confirm that the autodiluter is functioning correctly. If you suspect that the autodiluter is not functioning properly, you must contact the instrument manufacturer.

Review the **CLERICAL** section of the investigation checklist. Clerical errors with diluted specimens are likely due to use of an incorrect dilution factor.

Dilution errors resulting from a failure to adhere to protocol may indicate a need for additional staff training.

Proportional Bias



Review the **ANALYTICAL** section of the investigation checklist. Analytical problems that demonstrate increasing or decreasing bias may be due to a calibration error. Recalibration may be needed.

Review the **SPECIMEN HANDLING** section of the investigation checklist. Specimen handling problems that result in proportional bias may be due to mixing or reconstitution problems or improper storage.