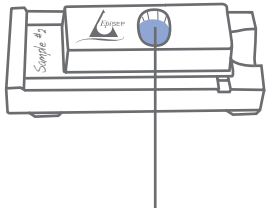




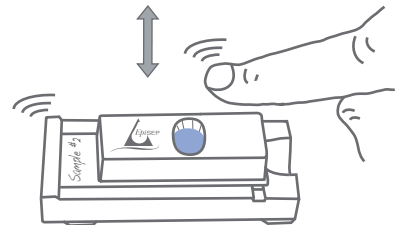
## No Flow or Air Entrapment

If the specimen has not been completely absorbed by the EpiSep® one minute after specimen addition there may be an air pocket in the well of the EpiSep®.



### ISSUE

Specimen appears trapped in the well of the EpiSep® for greater than one minute.

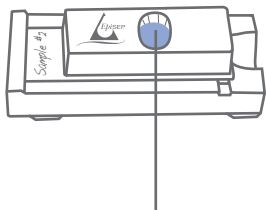


### SOLUTION

Gently tap the top of the EpiSep Slide® several times while it is still on the NSD. The specimen should begin to immediately be absorbed.

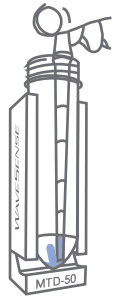
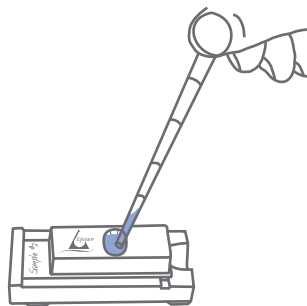
## Heavy Sediment or Debris

If the specimen has not been completely absorbed by the EpiSep® one minute after specimen addition and it is not the result of air entrapment, the source of the problem is likely due to the specimen containing heavy sediment or debris.



### ISSUE

Specimen appears trapped in the well of the EpiSep® for greater than one minute and tapping does not work.



### SOLUTION

Aspirate all standing specimen from the well of the EpiSep Slide® using any pipette. Place the specimen tube in the appropriate MTD and add the aspirated specimen. Wash and rinse as needed to sufficiently remove the sediment and debris. Add the remaining specimen to a new EpiSep Slide® or an attempt can be made to add the specimen to the previously blocked EpiSep Slide®.

## Other Trouble?

If you have any other problems, questions, or concerns please contact our Technical Support Team at (800) 807-7760.

