



cobas p 480 v2 instrument

Software version 2.1

Known Issues
Version 1.0



cobas[®]
Life needs answers

Document information

Manual version	Software version	Revision date	Change description
1.0	2.1	September 2016	First publication

☰ Revision history

Edition notice

This document is intended for operators of the **cobas p 480 v2** instrument.

Every effort has been made to ensure that all the information is correct at the time of publishing. However, Roche Diagnostics Ltd. reserves the right to make any changes necessary without notice as part of ongoing product development.



General attention

To avoid serious or fatal injury, ensure that you are familiar with the system and safety information before you use the instrument.

- ▶ Pay particular attention to all safety precautions.
- ▶ Always follow the instructions in this publication.
- ▶ Store all publications in a safe and easily retrievable place.

Training

Do not carry out operation tasks or maintenance actions unless you have received training from Roche Diagnostics. Leave tasks that are not described in the user documentation to trained Roche Service representatives.

Warranty

Any customer modification to the instrument renders the warranty or service agreement null and void.

For conditions of warranty, contact your local sales representative or refer to your warranty contract partner.

Always leave software updates to a Roche Service representative, or perform such updates with their assistance.

Copyright

© 2014–2016, F. Hoffmann-La Roche Ltd. All rights reserved.

License information

cobas p 480 software is protected by contract law, copyright law, and international treaties. **cobas p 480** software contains a user license between F. Hoffmann-La Roche Ltd. and a license holder, and only authorized operators may access the software and use it. Unauthorized use and distribution may result in civil and criminal penalties.

Open Source and Commercial Software

cobas p 480 software may include components or modules of commercial or open-source software. For further information on the intellectual property and other warnings, as well as licenses pertaining to the software programs included in **cobas p 480** software, refer to the electronic distribution included with this product.

The respective authorization is no longer valid according to the corresponding legislation should any unauthorized changes be made to **cobas p 480** software or **cobas p 480** instrument.

Trademarks

The following trademarks are acknowledged:

COBAS, COBAS P, and LIFE NEEDS ANSWERS are trademarks of Roche.

All other trademarks are the property of their respective owners.

Feedback

Every effort has been made to ensure that this publication fulfills the intended use. All feedback on any aspect of this publication is welcome and is considered during updates. Contact your Roche representative, should you have any such feedback.

Approvals

The **cobas p 480** instrument meets the requirements of the Directive 98/79/EC.

Directive 2011/65/EU of the European Parliament and of the Council of 8 June 2011 on the restriction of the use of certain hazardous substances in electrical and electronic equipment.

The following marks demonstrate compliance:



Complies with the IVD directive 98/79/EC.



For *in vitro* diagnostic use.



Issued by CSA Group for Canada and the US.



Global Trade Item Number.

Contact addresses



cobas p 480 (Instrument only)
HAMILTON Bonaduz AG
Via Crusch 8
CH-7402 Bonaduz
Switzerland
Made in Switzerland



cobas p 480 (Instrument and Software)
Roche Molecular Systems, Inc.
1080 US Highway 202 South
Branchburg, NJ 08876
USA
Made in Switzerland



Roche Diagnostics GmbH
Sandhofer Strasse 116
68305 Mannheim
Germany

Table of contents

List of known issues.	6
----------------------------	---

List of known issues

#	Issue	Detail	When can you encounter this problem	Workaround
1	Deformed cap tray causes run to abort.	If a deformed cap tray is used, the caps may be picked up askew and may not be screwed on properly. In this case, the run is aborted.	When cap trays are damaged or stored outside the specified storage conditions.	Always store cap trays in a temperature and humidity controlled environment that meets the specified storage conditions. Inspect cap trays before starting a run (see Operator's Manual for details).
2	The run aborts when the error carrier is full during the heating and reagent addition workflow.	Barcode labels on secondary tubes deform and become unreadable from the heat during the heating step.	Non-heat-resistant barcode labels can deform and become unreadable by the onboard barcode readers. The instrument is unable to read the barcode and align the secondary tube. The secondary tube is placed in the error carrier.	Use appropriate heat-resistant barcode labels that do not deform at the set heating temperature.
3	Inaccurate expected run end time if the unload button is not chosen at the time the run is finished.	If the unload button is not chosen after the end of a run, it may cause the software to display incorrect expected run end time for subsequent runs.	If a run is left unattended for long durations (e.g. overnight) after the end of a run without choosing the unload button.	Always choose the unload button after the end of a run. Do not leave the run unattended after the end of a run without choosing the unload button.
4	LED bar on instrument and on software GUI is incorrectly indicating that a track can accept a carrier.	Status LED on LED bar of the instrument is on instead of off and GUI shows green dot instead of white dot for a track in recapping workflows for MPA racks (with/without heating station). User may place a carrier in that track but the instrument will display an error message.	When a recapping run for MPA racks (with/without heating station) is started and the workplace screen is displayed for: Recapping workflow for MPA racks with heating station - Track 18 Recapping workflow for MPA racks without heating station - Track 15	Follow the instructions in the 'Reminders' area of the workplace work area which provides accurate instructions.
5	Sample IDs are not listed in the run report for certain abort scenarios in a recapping workflow.	If an aborted recapping run leaves samples in the decapper/recapper module, the run report will not indicate these samples.	If the 'Read barcodes and display all sample IDs in the run report' workflow setting is selected for the recapping workflow and the run is aborted with samples present in the decapper/recapper module.	Always follow the software prompts to retrieve the samples manually from the decapper/recapper module.

List of known issues for cobas p 480 v2 instrument, software version 2.1