

FLASH Base™ troubleshooting quick guide



Error Code	When It Appears	Cause	Action
E1	After plugging in	Power error. Incorrect or incompatible adaptor/cable detected.	Use the original AC adaptor supplied with the device.
E2	After plugging in	System error or possible tampering detected.	Error cannot be cleared. Contact customer support.
E3	After waking up	Datetime error.	Go to vetid.flashdiagnostics.com.hk on a mobile device and refer to the Troubleshooting Guides>"E3 Error". Use the FLASH Base™ scanner to scan the displayed QR code. The FLASH Base™ can be used only after scanning.
E4	After waking up	Memory error.	Error cannot be cleared. Contact customer support.
E5	After plugging in or waking up	A slot is not empty or a test cartridge is inserted at the time of plugging in or waking up.	Remove the test cartridge and double-tap the tap sensor to reset the slot. This error only affects the corresponding reaction slot. Other slots are available for use. If there is no cartridge in the slot, yet you still cannot reset the slot by double tapping, contact customer support.

E6	During testing	Test cartridge removed before completion.	Remove the cartridge, double-tap the tap sensor to reset, and run the test again with a new test cartridge .
E7	During self-test	Hardware error.	This slot will be disabled. Other slots are available for use. Contact customer support.
	During testing	Hardware error.	Re-run the test using a new Cartridge. This slot will be disabled. Other slots are available for use. Contact customer support.
E8	During self-test	Hardware error.	This slot will be disabled. Other slots are available for use. Contact customer support.
E9	During self-test	Hardware error.	The slot cannot be used. Other slots are available for use. Contact customer support.
E10	During self-test	Hardware error.	Error cannot be cleared. Contact customer support.
Too hot / Too cold	After plugging in or waking up	Room temperature outside of operation temperature.	Place the FLASH Base™ in a room with temperature between 15°C and 30°C.

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