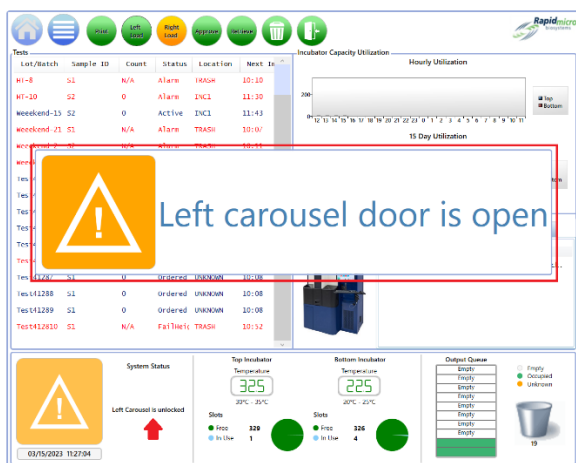


Carousel Door / Output Queue Door Open

If you observe an error message stating “Left/Right carousel door is open” or “Output queue door is open” displayed prominently in the UI or the bottom left system status message:

- Identify which door is indicated in the message – Left carousel, Right carousel, or Output queue.
- Gently attempt to open the indicated door, as it may appear to be fully closed to a user.
- If the door does not open, locate the button selection again and press it to disengage the lock mechanism.
- Open the door and ensure it is securely closed.
- Once the door is closed properly, the UI message will disappear.

Note: Ensure specific RMB provided guidelines are followed to safely handle and secure doors on your Growth Direct® System.



Open the physical door indicated in the message.
Close door securely to resume system operations.

Select door as instructed – press to open.



RMB strives to provide the highest quality products and services to our customers. If you have any questions regarding this informational document, please contact Customer Service at support@rapidmicrobio.com. If interested in placing an order with Rapid Micro Biosystems®, please reach out to orders@rapidmicrobio.com.