

# Troubleshooting Guide for Growth Direct® Customers

RAPID MICRO BIOSYSTEMS, 1001 PAWTUCKET BLVD WEST, LOWELL, MA 01854 USA.

## INTRODUCTION

Users of the Growth Direct® System can often resolve basic issues simply by following these easy tips. If you need additional assistance, Rapid Micro Biosystems offers customer support seven days a week during normal business hours in the United States and Europe, from 7:00 AM to 6:00 PM EST/EU CET. Just call **+1-978-349-3601** or email **support@rapidmicrobio.com**.

PROBLEM OR ERROR DISPLAY	CODE	POSSIBLE CAUSES	CORRECTIVE STEPS
<b>Emergency stop / No air pressure</b>	-----	Door is not shut properly	1. Open and close doors of loading carousel and output queue.
<b>LIMS orders not being received by Growth Direct® instrument</b>	-----	Ordered samples are not on the Growth Direct® home screen System interruption	1. Restart the Bridge computer. (If you do not have access, try step 2.) 2. Refresh the connection – go into general settings, uncheck the Bridge computer setting, and save the setting. Then re-check and select save.
	-----	Label printer is offline	1. Check your printer's power and cable connections. 2. Restart the label printer.
	3122	Loading carousel is unlocked	1. Enter maintenance menu. 2. Home all robotics. 3. Unlock and open IOQ door. 4. Ensure both loading carousels are locked. 5. Close the IOQ door. 6. Home all robotics. 7. Exit to home screen.
	6194	Unlocking a door while another is already unlocked	1. Restart the system.

**TROUBLESHOOTING GUIDE FOR GROWTH DIRECT® CUSTOMERS  
(CONTINUED)**

PROBLEM OR ERROR DISPLAY	CODE	POSSIBLE CAUSES	CORRECTIVE STEPS
 <p>System Status</p> <p>A door has been unlocked. Please open and reclose the door.</p>	-----	Carousel or output queue doors are closed improperly	<ol style="list-style-type: none"> <li>1. Unlock door from the maintenance menu, then close it carefully.</li> </ol>
 <p>System Status</p> <p>Failed to orient 5 consecutive cassettes Growth Direct instrument requires service. Please contact RMB Technical Support. Reference Code -6097</p>	6097	Cassettes are loaded upside down	<ol style="list-style-type: none"> <li>1. Enter the maintenance menu.</li> <li>2. Clear the fatal state.</li> <li>3. Home all robotics.</li> <li>4. Unlock and open the IOQ door.</li> <li>5. Remove any upside down cassettes from the loading carousel.</li> <li>6. Close the IOQ door.</li> <li>7. Home all robotics.</li> <li>8. Exit to the main menu screen.</li> <li>9. Enter the “cancel/retrieve cassettes” menu.</li> <li>10. Find and select all samples that contain only an ID number.</li> <li>11. Select “retrieve” to send samples to the output queue.</li> <li>12. Retrieve upside down cassettes from output queue.</li> <li>13. Check that all upside down cassettes are out of the system.</li> <li>14. Reload cassettes right side up.</li> </ol>