Agilent 2100 Bioanalyzer

Maintenance and Troubleshooting Guide

Notices

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A WARNING notice denotes a hazard. It calls attention to an operating procedure, practice, or the like that, if not correctly performed or adhered to, could result in personal injury or death. Do not proceed beyond a WARNING notice until the indicated conditions are fully understood and met.

In this Book

This manual provides maintenance and troubleshooting information for the Agilent 2100 Bioanalyzer system. It includes essential measurement practices, troubleshooting hints for hardware, software and applications, maintenance procedures and a list of spare parts and accessories.

This manual is based on the 2100 Expert software revision B.02.08. Other software revisions may have an impact on results.

Contents

1 How to Use this Manual 7

Overview 8

2 Essential Measurement Practices 11

Overview 12
Tools and Handling 13
Chip Priming Station 14
Reagents and Reagent Mixes 15
Samples 16
Chips 17
Agilent 2100 Bioanalyzer 18

3 Troubleshooting the Instrument Communication 19

Verify the Instrument Communication 20
Changing COM Port Settings 23
USB to Serial Adapter 24

4 Troubleshooting the 2100 Expert Software 25

Run Installation Qualification Test 26

5 Hardware Diagnostics 29

Overview 30
Diagnostic Test Procedure 33

6 Troubleshooting the DNA Application 35

Overview 36
Symptoms (DNA) 37
Symptoms (High Sensitivity DNA) 68

7 Troubleshooting the RNA Application 71

Overview 72
Symptoms (RNA) 73

8 Troubleshooting the Protein Application 99

Overview 100
Symptoms (Protein) 101
Symptoms (High Sensitivity Protein) 128

9 Troubleshooting the Cell Application 133

Overview 134
Symptoms (Cell) 135

10 Maintenance of the Electrode Cartridge 143

Overview 144
DNA and Protein Assays 145
RNA Nano Assay 147
RNA Pico or Small RNA Assay 152
How to Clean the Pin Set of the Electrode Cartridge 155

11 Maintenance of the Chip Priming Station 161

Overview 162
Replacing the Syringe 163
Cleaning the Syringe Adapter 164
Replacing the Syringe Adapter 168
Replacing the Gasket 169
Checking the Chip Priming Station for Proper Performance - Seal Test 171

12 Maintenance of the Pressure Cartridge 175

Overview 176
Cleaning the Pressure Adapter 177
Replacing the Pressure Adapter 179

13 Maintenance of the Agilent 2100 Bioanalyzer 183

Overview 184
Cleaning the Lens 185
Changing the Fuses 186

14 Maintenance of the Vortexer 191

Changing the Adapter 192

15 Spare Parts and Accessories 193

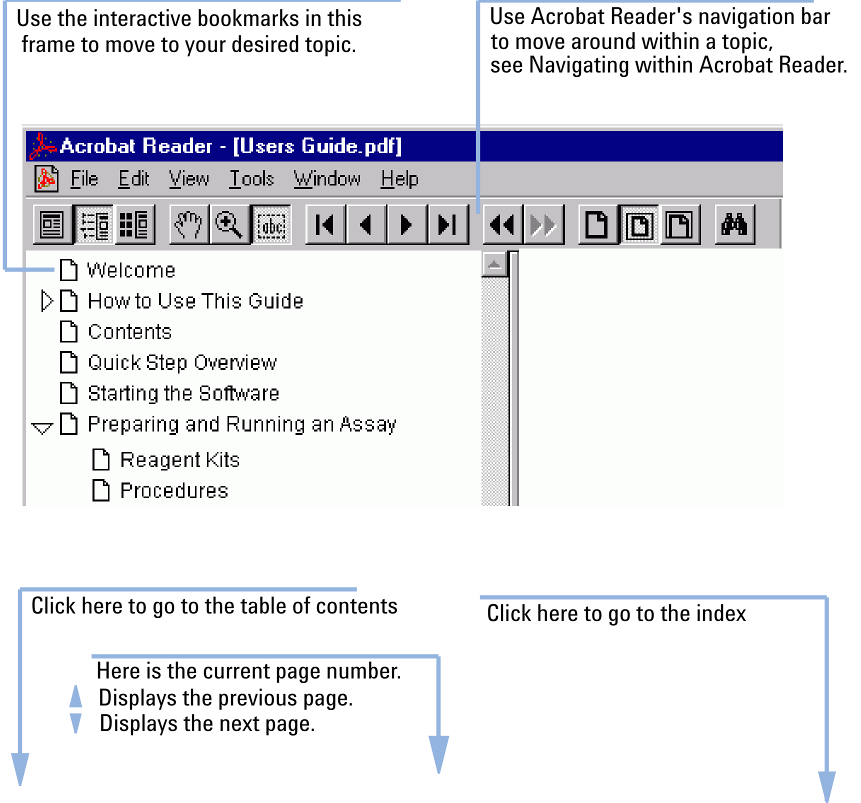
Overview 194

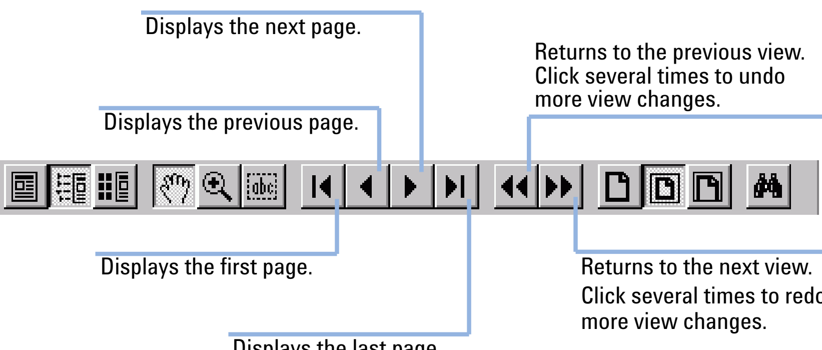
1
How to Use this Manual

Overview 8

Overview

This manual uses convenient online navigation features and follows certain typographic conventions.

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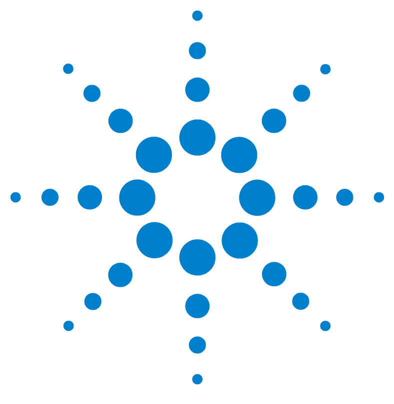


2
Essential Measurement Practices

Overview 12

Tools and Handling 13

Chip Priming Station 14

Reagents and Reagent Mixes 15

  Gel and Gel-Dye Mix 15

Samples 16

Chips 17

Agilent 2100 Bioanalyzer 18

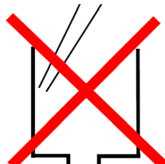
Overview

This section lists all user relevant hints on handling tools, chips, reagents and the Agilent 2100 Bioanalyzer. For the latest information on assay-related hints, go to the Agilent web site at:

www.agilent.com/genomics/bioanalyzer

Tools and Handling

- Always follow the GLP-rules established in the laboratory.
- Always wear gloves when handling chips to prevent contamination.
- When pipetting sample, use non-filter pipette tips that are of adequate size. Pipette tips that are too large will lead to poor quantitation accuracy.
- Change pipette tips between steps to avoid cross-contamination.
- Always insert the pipette tip to the bottom of the well when dispensing liquid. Placing the tip at the edge of the well leads to bubbles and poor results. Holding the pipette at a slight angle will ensure proper dispensing of the liquid.



- Use a new syringe and electrode cleaner with each new kit.
- For flow cytometric assays: Use inverse pipetting for chip preparation. When filling the pipette tip, push slightly past the first resistance. Empty the pipette tip only to the first resistance. This procedure avoids the introduction of bubbles and ensures pipetting the correct volume.

Chip Priming Station

- Refer to the appropriate Reagent Kit Guide for the correct position of the syringe clip and base plate.
- Replace the syringe with each new kit.
- Check the performance of the chip priming station by applying the seal test on a monthly basis. For details see "Maintenance of the Chip Priming Station" on page 161. If necessary, replace the gasket and/or adapter.

Reagents and Reagent Mixes

- Handle and store all reagents according to the instructions given in the specific Reagent Kit Guide.
- Keep all reagents and reagent mixes (for example, the gel-dye mix) refrigerated at 4°C when not in use for more than 1 hour. Reagents left at room temperature may decompose, leading to poor measurement results.
- Allow all reagents and samples to equilibrate to room temperature for 30 minutes. Mix and spin down prior to use.

Gel and Gel-Dye Mix

- Use gel-dye mix within the specified time frame stated in the instructions. Otherwise, it may decompose and lead to poor measurement results.
- Protect dye and gel-dye mixes from light. Dye decomposes when exposed to light.

Samples

- Refer to the assay specific Reagent Kit Guides for maximum allowed sample and salt concentration.
- For RNA assays: Heat denature all RNA samples and RNA ladder for 2 minutes at 70°C before use.
- For protein assays: Use 0.5 mL tubes for denaturation. Using larger tubes will lead to poor results.

Chips

- Prepared chips must be used within 5 minutes. Reagents may evaporate, leading to poor results.
- For DNA and RNA assays, vortex chips for 1 minute. Inappropriate and insufficient vortexing will lead to poor results. Use only the IKA vortexer for chip vortexing. Replace the chip adapter if it is worn out. For the MS-2 vortexers with 3 mounting screws, the replacement part number is 5065-9966. For MS-3 vortexers with 4 mounting screws, replacement adapters may be purchased directly from IKA (www.ika.de) with part number 3428300.
- Do not touch the wells of the chip. The chip could get contaminated resulting in poor measurement results.
- Do not leave any wells of the chip empty. The assay will not run properly.

  For DNA and RNA assays: Add 1 µL of sample buffer to each unused sample well so the total liquid volume in each well is at least 6 µL.

  For protein assays: pipette a sample or ladder replicate in any empty sample well.

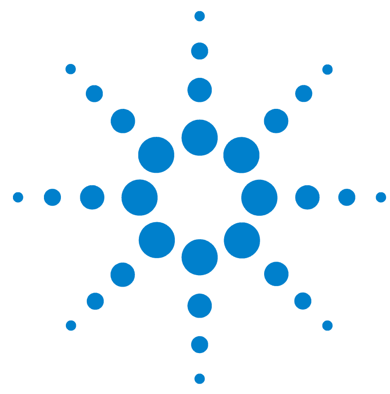
  For flow cytometry assays: Pipette 10 µL of Cell Buffer or a sample replicate to each unused sample well so the total liquid volume in each sample well is 10 µL. If a well is empty or contains a different buffer, bubbles may form in the priming well resulting in a clogged pressure cartridge.
- Do not touch the underside of the chip.

Agilent 2100 Bioanalyzer

- Do not touch the 2100 Bioanalyzer during a run and never place it on a vibrating surface or near air-circulating instruments (for example, temperature cyclers).
- Do not force the chip to fit in the 2100 Bioanalyzer. The pressure or electrode cartridge may be damaged when the lid is closed. Check if the chip selector is in the correct position.
- Cartridge cleaning:

  For electrophoresis assays: Clean electrodes on a daily basis using the electrode cleaner. For more details, see “Maintenance of the Electrode Cartridge” on page 143.

  For flow cytometry assays: If necessary, use a tissue to dry off any liquid at the pressure adapter at the end of a run.
- Thorougly clean electrodes on a monthly basis using a toothbrush and distilled water. For more details, see “How to Clean the Pin Set of the Electrode Cartridge” on page 155.
- Clean the focusing lens once a month (or after any liquid spill) using isopropanol. For more details, see “Cleaning the Lens” on page 185.



3
Troubleshooting the Instrument Communication

Verify the Instrument Communication 20
Changing COM Port Settings 23
USB to Serial Adapter 24

Verify the Instrument Communication

To check whether your PC communicates with the Agilent 2100 Bioanalyzer:

1 Start the instrument. The power switch is located at the rear where the power cable plugs in.

The status indicator lamp will light green if power is present and all instument self-tests have been passed successfully.

NOTE A green status indicator does not indicate that the instrument is communicating with the PC, the lamp is green even if the instrument is not connected.

2 Start the 2100 Expert software.

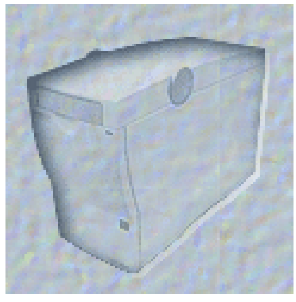
3 Select the instrument tab in the **Instrument** context.

4 In the tree view, highlight the appropriate instrument.

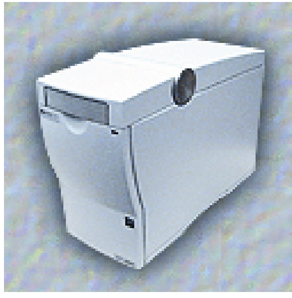
The connection to the selected instrument is established.

5 Open and close the lid — the icon in the **Instrument** context should change from closed to open, see Table 1 on page 20.

Table 1 2100 Bioanalyzer icons



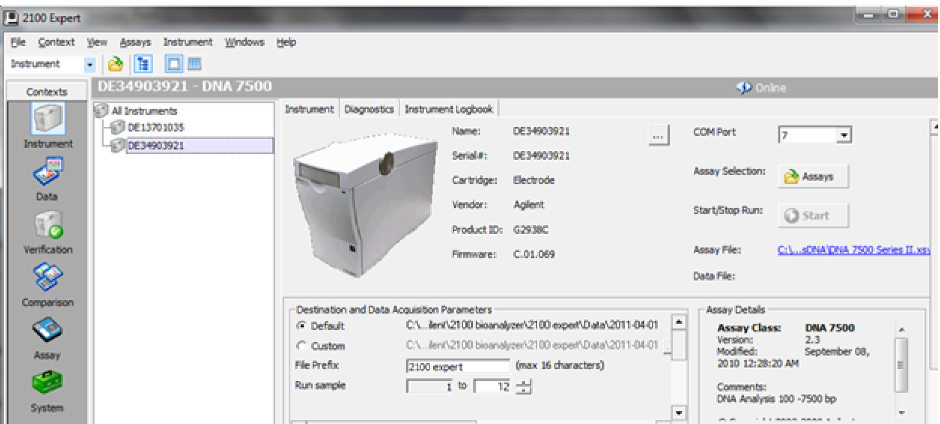
Dimmed icon:
2100 Bioanalyzer switched off or not connected to PC.



2100 Bioanalyzer online and lid closed.

2100 Bioanalyzer online and lid open.

If the instrument is connected successfully, additional hardware information (serial number, cartridge type,...) is displayed on top of the screen, see Figure on page 21.



If the icon does not change:

- Check if license keys have been registered with the software. Go to **Help > Registration > Add Licenses**. For B.02.0x software, ensure at least 2 licenses have been entered: the instrument control license *and* the electrophoresis or flow cytometry license.
- Check the COM port settings in the 2100 Expert software, see “Changing COM Port Settings” on page 23.
- Check whether the status indicator is red. If it is red, turn off power to the 2100 Bioanalyzer and turn on again. If the problem persists, contact Agilent Technologies at www.agilent.com/genomics/contact.
- Check whether the status indicator is on. If it is off and the fan is not running, replace the fuses as described under “Changing the Fuses” on page 186. A set of spare fuses comes with the instrument. If the status indicator is off and the fan is running, contact Agilent Technologies at www.agilent.com/genomics/contact.
- Check that the RS232 communication cable is connected as described in the Installation and Safety Guide.
- Check if another harware device is connected to your computer via RS232 cable.
- Replace the RS232 cable.
- Reinstall the 2100 Expert software.

- If the 2100 Bioanalyzer still will not communicate, contact Agilent Technologies at www.agilent.com/genomics/contact.

Changing COM Port Settings

The Agilent 2100 Bioanalyzer communicates via a serial RS232 cable with the PC. The number of COM ports available depends on the type of PC used. Laptop PCs have only one COM port. The standard desktop PC that is shipped with the 2100 Bioanalyzer contains two COM ports. The 2100 Expert software allows adjustment of the COM port.

To change the COM port settings:

1 Select the **Instrument** tab in the **Instrument** context. In the tree view, highlight the appropriate instrument.

2 Under **COM Port** choose a different port number from the drop down list.

3 Check the icon of the 2100 Bioanalyzer on the screen. If it is no longer dimmed, communication between the 2100 Bioanalyzer and PC is working properly. In addition, hardware information is displayed, see Figure on page 21

4 If you have a PC connected to your instrument and the icon is still dimmed, repeat step 2, choosing a different COM port each time, until it is not dimmed anymore. If the 2100 Bioanalyzer still will not communicate, contact Agilent Technologies at www.agilent.com/genomics/contact.

NOTE The demo port refers to demo assays that do not require PC-instrument communication. For more information on demo assays, please refer to the *Online Help* or *User's Guide*.

USB to Serial Adapter

Current 2100 Bioanalyzers are supplied with a USB-to-serial adapter, requiring a driver to be installed onto the computer system. The driver comes pre-installed in laptops included with the 2100 Bioanalyzer bundles.

For these computers, the 2100 Bioanalyzer may be used after following these steps:

1 Connect the 2100 Bioanalyzer and the laptop with the USB-to-serial adapter cable and the standard serial RS232 cable.
2 Turn on the 2100 Bioanalyzer and the laptop.
3 Start the 2100 Expert software.
4 Choose the correct COM port in the **Instrument Context**.

For third party computers without a serial port, the USB-to-serial adapter (part number 8121-1013) is an option to control the 2100 Bioanalyzer. The USB-to-serial adapter cable includes a Prolific PL-2303HX controller component, requiring the installation of a driver. The cable is connected via an USB port and emulates a serial port. Only the above specified adapter, in combination with a given driver, is a supported configuration.

The driver can be found on the software installation CD-ROM in the following folder: \Support\Driver\8121-1013\PL2303_Prolific_DriverInstaller_v130.exe. It may also be downloaded from the web site www.agilent.com/genomics/bioanalyzer.

Install the driver *prior* to connecting the adapter and the 2100 Bioanalyzer. Proceed as follows:

1 Close the 2100 Expert software
2 Execute the installation program of the driver and follow the instructions. Reboot the operating system.
3 Physically connect the 2100 Bioanalyzer and the laptop by using the USB-to-serial adapter cable and the standard serial RS232 cable.
4 Start the 2100 Expert software and select the correct new COM port in the **Instrument** context.

The serial port and the assigned COM port number are also visible from the Microsoft Windows device manager.

4
Troubleshooting the 2100 Expert Software

Run Installation Qualification Test 26

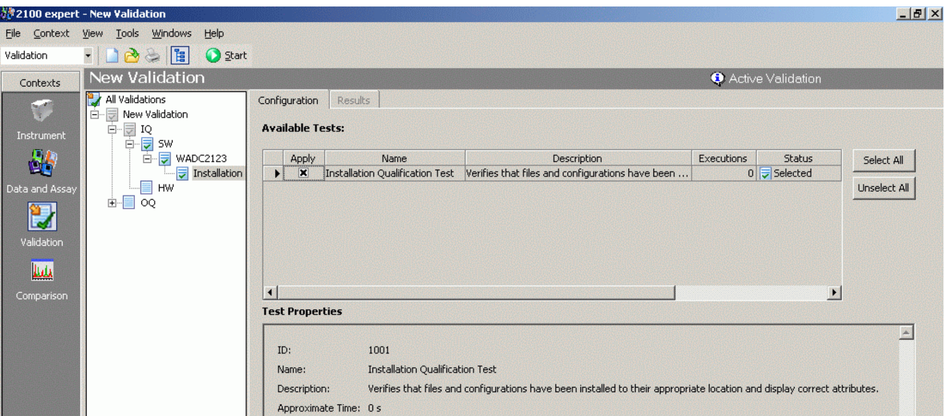
Run Installation Qualification Test

If it is suspected that the 2100 Expert software is not working properly, check for corrupted or missing files.

1 Start the 2100 Expert software and select the **Validation (Verification)** context.

2 In the tree view, select **New Validation (Verification) > Installation Validation (Verification) > Software > [My PC Name] > Installation Qualification Test**.

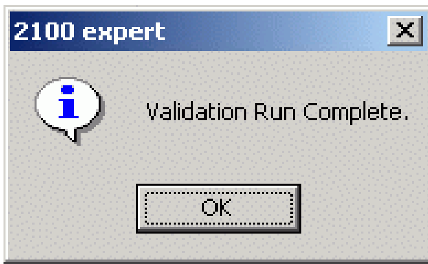
3 Under **Available Tests** select the checkbox of the **Installation Qualification Test**. This test verifies that files and configurations have been installed to their appropriate locations and display correct attributes.



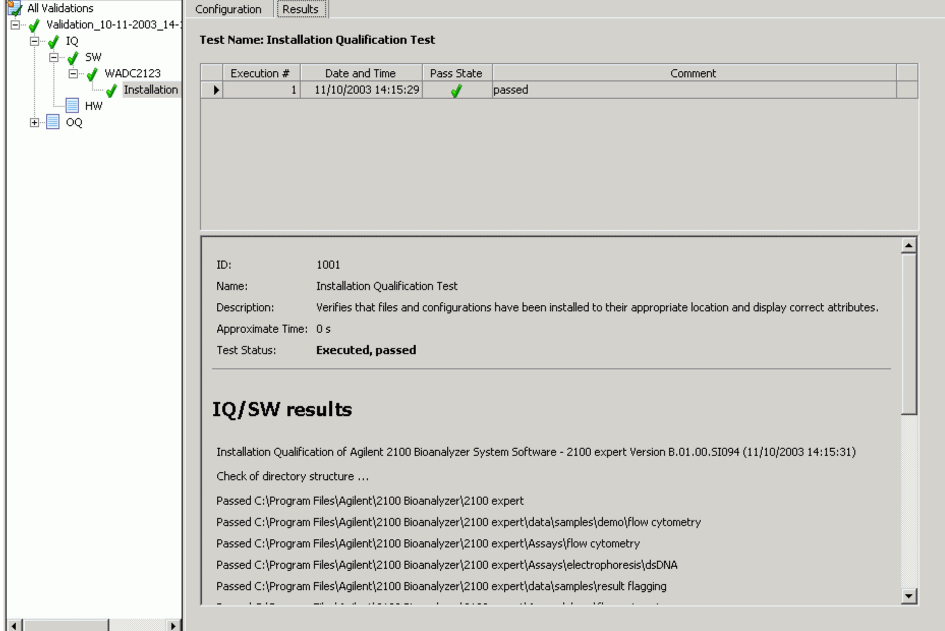
4 Start the software test tool by clicking **Start**.

5 The **Save As** dialog box appears. Define the name and location of the verification file.

6 When the test is finished, the **Validation Run Complete** message appears.



7 The result of the installation qualification test depends on whether the software installation is complete and no files are corrupted. To review the results, switch to the **Results** tab:



8 If the test passes and the 2100 Bioanalyzer system still does not function properly, see “Verify the Instrument Communication” on page 20 and “Overview” on page 30 for further troubleshooting procedures. Finally, to check the application, see “Overview” on page 36, “Overview” on page 72 , “Overview” on page 100 or “Overview” on page 134.

9 If the test fails, reinstall the 2100 Expert software using the software CD-ROM that is supplied with the system. Follow the instructions that are printed on the CD-ROM.

10 If the test continues to fail, contact Agilent Technologies at www.agilent.com/genomics/contact.

5
Hardware Diagnostics

Overview 30

Diagnostic Test Procedure 33

Overview

Several tests are provided for the Agilent 2100 Bioanalyzer to check the functionality of the hardware. These tests should be performed on a regular basis, or if incorrect measurements or error messages occur. Depending on the assay type (electrophoresis or flow cytometry), different sets of tests would be available with different test chip requirements. Test chips for electrophoresis (G2938-68300) or flow cytometry (G2938-68200) mode are included in the 2100 Bioanalyzer electrophoresis set (G2937CA) or flow cytometry set (G2948CA), respectively. Table 2 on page 30 and Table 3 on page 30 provide an overview of the available test chips.

Table 2 2100 Bioanalyzer Test Chips - Electrophoresis Mode

Test chip type	Comment	Quant.
Autofocus test chip	Values for fluorescence and offset are printed on the chip; can be used multiple times.	1
Electrode/Diode test chip	Can be used multiple times.	1

Table 3 2100 Bioanalyzer Test Chips - Flow Cytometry Mode

Test chip type	Comment	Quant.
Cell autofocus test chip	Required for multiple tests, can be used multiple times.	1

Table 4 on page 31 shows a complete list of hardware diagnostic tests that can be run with the electrode cartridge.

Table 4 Diagnostic tests for electrophoresis mode

Test	Description
Electronic test	Verifies proper functioning of all electronic boards.
Fan test	Checks that the fan is running.
Lid sensor test	Checks for the devices sensing open or closed lid, and for laser and LED off when lid is closed.
Temperature test	Checks that the temperature ramp up speed of the heater plate is within specifications.
Stepper motor test	Checks for proper movement of the stepper motor.
Electrode/Diode test	Checks photodiode and current versus voltage performance of the 2100 Bioanalyzer. Electrode/Diode test chip required.
High voltage stability test	Checks the accuracy and stability of all 16 high voltage power supplies. Unused chip (DNA, RNA or protein) required.
High voltage accuracy test	Checks high voltage controller. Unused chip (DNA, RNA or protein) required.
High voltage accuracy-on load test	Checks channel-reference diode in transmission direction. Unused chip (DNA, RNA or protein) required.
Short circuit test	Checks for instrument leak currents using an empty chip. Note: the limits of this test specify an ambient temperature of 25°C and relative humidity less than or equal to 60%. Higher temperatures of relative humidity could result in a leak current. Unused chip (DNA, RNA or protein) required.
Optics test	Checks for proper alignment of internal optics and proper function of the laser and LED. Unused chip (DNA, RNA or protein) required.
Autofocus test	Checks focusing capability of optical system. Autofocus test chip required. Input values are located on top of the chip.
Laser stability test	Measures red laser signal stability. Autofocus test chip required.

Table 5 on page 32 shows the complete list of hardware diagnostic tests that can be run with the pressure cartridge when the 2100 Bioanalyzer is set-up for flow cytometry.

Table 5 Diagnostic tests for flow cytometry mode

Test	Description
Pressure offset test	Calibrates the pressure sensors to zero.
System leak test	First a pressure of -100 mbar is produced. Then, the pressure is monitored for changes. Cell Autofocus test chip required.
Pressure control test	Checks whether the 2100 Bioanalyzer can hold the working pressure of -140 mbar. Cell Autofocus test chip required.
Cell autofocus test	Checks the focusing capability of the system. Cell autofocus test chip required.

Diagnostic Test Procedure

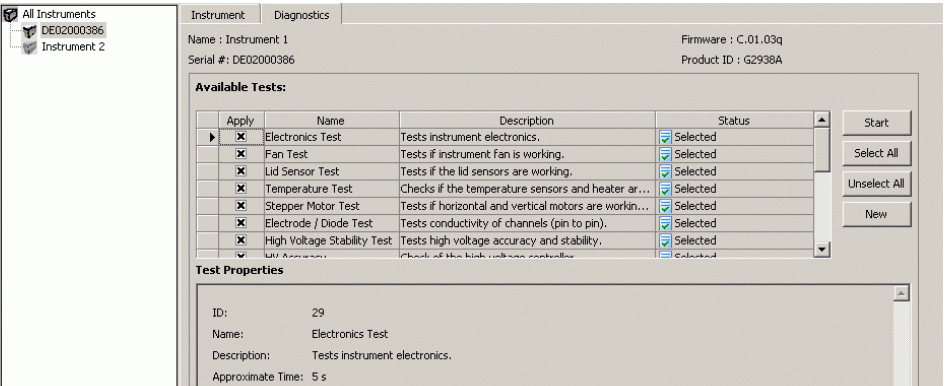
For details on the test procedure, please refer to the documentation included with the test chip kits.

NOTE Diagnostic tests cannot be run while the 2100 Expert software is performing a chip run.

1 Start the 2100 Expert software.
2 Access the hardware diagnostic tests by selecting the **Diagnostics** tab in the **Instrument** context of the 2100 Expert software.
3 In case more than one 2100 Bioanalyzer is connected to the PC, highlight the appropriate instrument in the tree view.

NOTE Tests can only be performed if the instrument is online. In the offline mode, the test entries are dimmed.

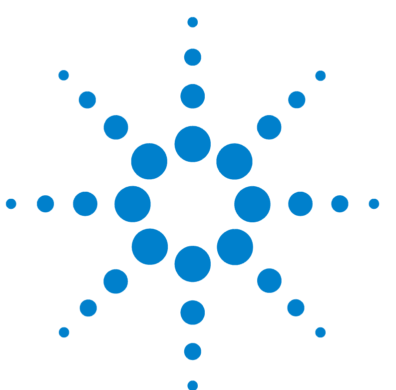
4 Select any of the hardware tests from the list given or choose **Select All** to run all tests.



5 Select **Start** and follow the instructions as given by the 2100 Expert software.
6 At the end of the procedure, all tests must have passed.

7. If there are failures, repeat the failed tests.
8. If failures persist, contact Agilent Technologies at www.agilent.com/genomics/contact.

The results of diagnostic tests are stored as .xdy files in Agilent\2100 bioanalyzer\2100 expert\diagnosis. If tests fail, send the .xdy files to Agilent Technical Support.



6
Troubleshooting the DNA Application

Overview 36

Symptoms (DNA) 37

- Residual Gel in Spin Filter after Centrifugation 39
- Too High Quantitation Results 39
- Too Low Quantitation Results 40
- Wrong Sizing Result 41
- Run Aborted 42
- Chip Not Detected 44
- Additional Sample or Ladder Peaks 45
- Spikes 47
- Low Signal Intensity 49
- Missing Peaks 51
- Missing Upper Marker 53
- Broad Peaks 54
- Baseline Dips 55
- Baseline Noise 56
- Baseline Jumps 57
- Wavy Baseline 58
- Late Migration 60
- Peak Tailing 62
- Unexpected Run Time 63
- Error Message: No data received since 5 seconds 67

Symptoms (High Sensitivity DNA) 68

- Artefact Peaks 69
- Split Peaks 70

Overview

Error messages appearing on the screen describe a problem that has occurred with either the hardware or the software.

Additional information regarding the nature of a problem may be found in the **Run Log** for the data file. Select the **Log Book** tab in the **Data and Assay** context. The **Run Log** lists all the actions and errors that occurred during the run.

In rare cases, results generated by the 2100 Bioanalyzer might not be as expected. To help find the reason for the discrepancy, see “Symptoms (DNA)” on page 37.

For most observations, there will be at least one corresponding example, depicting a typical electropherogram, gel-like image or result table. Once the observation that resembles the outcome of the experiment has been identified, a set of assigned causes will be listed by priority.

The causes are grouped into three levels:

- Most probable cause
- Probable cause
- Least probable cause

A list of solutions to help fix the problems are assigned to the causes. For successful troubleshooting, go through all the solution hints listed by probability.

Symptoms (DNA)

Click to go straight to the troubleshooting hints.

- "Residual Gel in Spin Filter after Centrifugation" on page 39
- "Too High Quantitation Results" on page 39
- "Too Low Quantitation Results" on page 40
- "Wrong Sizing Result" on page 41
- "Run Aborted" on page 42
- "Chip Not Detected" on page 44
- "Additional Sample or Ladder Peaks" on page 45
- "Spikes" on page 47
- "Low Signal Intensity" on page 49
- "Missing Peaks" on page 51
- "Missing Upper Marker" on page 53
- "Broad Peaks" on page 54
- "Baseline Dips" on page 55
- "Baseline Noise" on page 56
- "Baseline Jumps" on page 57
- "Wavy Baseline" on page 58
- "Late Migration" on page 60
- "Peak Tailing" on page 62
- "Unexpected Run Time" on page 63

- "Error Message: No data received since 5 seconds" on page 67

Residual Gel in Spin Filter after Centrifugation

Most probable causes	*Solution*
Gel was filtered at insufficient g-value.	Refer to the Reagent Kit Guide for proper centrifuge settings.
Cooled centrifuge was used for gel filtration.	Repeat centrifugation step at room temperature.
Gel was too cool or viscous.	Reagents must be equilibrated at room temperature for 30 minutes prior to use.

Too High Quantitation Results

Most probable causes	*Solution*
Pipetting error during preparation of reagent mixes.	Check dilution procedure and check calibration of pipette.
Chip pipetting error.	Prepare new chip. Always insert the pipette tip to the bottom of the well when dispensing the liquid. Use appropriate pipette and tips.
Insufficient vortexing of chip.	Vortex chip for 1 minute. Only use the IKA vortexer. Adjust the speed to the set-point.
Probable causes	*Solution*
Dye concentration too low (marker disappears).	Use dye concentration according to the Reagent Kit Guide. Let the dye warm up to room temperature for 30 minutes before preparing the gel-dye mix. Protect dye from light during this time.
Low or missing upper marker.	Check “Missing Upper Marker” on page 53.
Least probable causes	*Solution*
Loaded chip kept for too long before run.	Prepared chips must be used within 5 minutes.

Back to “Symptoms (DNA)” on page 37

Too Low Quantitation Results

Most probable causes	*Solution*
Pipetting error during preparation of reagent mixes.	Check dilution procedure and calibration of pipette.
Chip pipetting error.	Prepare new chip. Always insert the pipette tip to the bottom of the well when dispensing the liquid. Use appropriate pipette and tips.
Insufficient vortexing of chip.	Vortex chip for 1 minute. Only use the IKA vortexer. Adjust the speed to the set-point.
Probable causes	*Solution*
Loaded chip kept for too long before run.	Prepared chips must be used within 5 minutes.
Dye concentration too high.	Use dye concentration according to the Reagent Kit Guide. Let the dye warm up to room temperature for 30 minutes before preparing the gel-dye mix.
Least probable causes	*Solution*
Sample concentration too high.	Use sample concentration according to the Reagent Kit Guide.

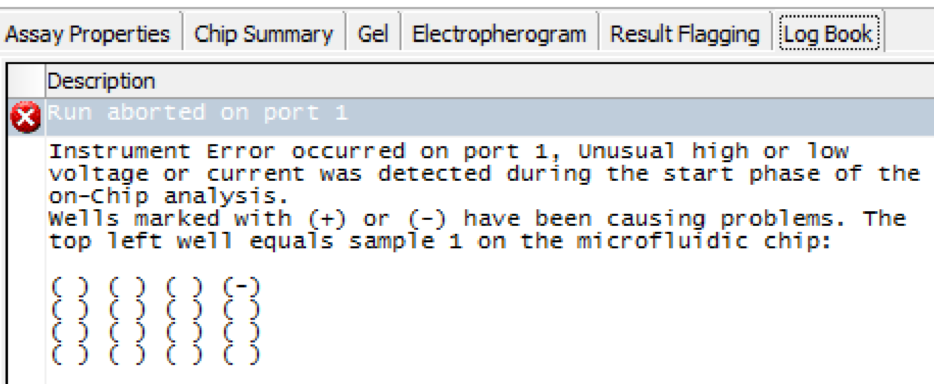
Back to "Symptoms (DNA)" on page 37

Wrong Sizing Result

Most probable causes	*Solution*
DNA ladder degraded.	Check expiration date of reagents.
Chip not properly primed. Clogged chip priming station or wrong priming station settings.	Prepare a new chip. Check chip priming station as described in "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171. Clean/replace syringe, gasket, and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide).
Chip contaminated.	Wear powder-free gloves only. Do not touch the underside of the chip. Do not touch the wells of the chip. Clean the electrodes. Load the chip immediately after taking it out of its sealed bag.
Markers called incorrectly.	Manually assign lower marker. Follow instructions for "Manual Marker Assignment" on page 64
Probable causes	*Solution*
Loaded chip kept for too long before run.	Prepared chips must be used within 5 minutes.
No ladder in ladder well.	Prepare a new chip.
Least probable causes	*Solution*
Vibration of 2100 Bioanalyzer.	Do not touch 2100 Bioanalyzer during a run. Remove vibration devices, such as vortexers and vacuum pumps, from bench.
Changes of ambient temperature of more than 5°C during the run.	Place 2100 Bioanalyzer in thermally stable environment.
High voltage power supply defective.	Check high voltage power supply using the "Overview" on page 30. If the power supply is defective, contact Agilent Technologies at www.agilent.com/genomics/contact.

Back to "Symptoms (DNA)" on page 37

Run Aborted



NOTE

In the logbook, an error will appear: **Run aborted on port x. Instrument error occurred on port x, Unusual high or low voltage or current was detected during the start phase of the on-chip analysis.** The marked wells will indicate the wells on the chip that caused the problem.

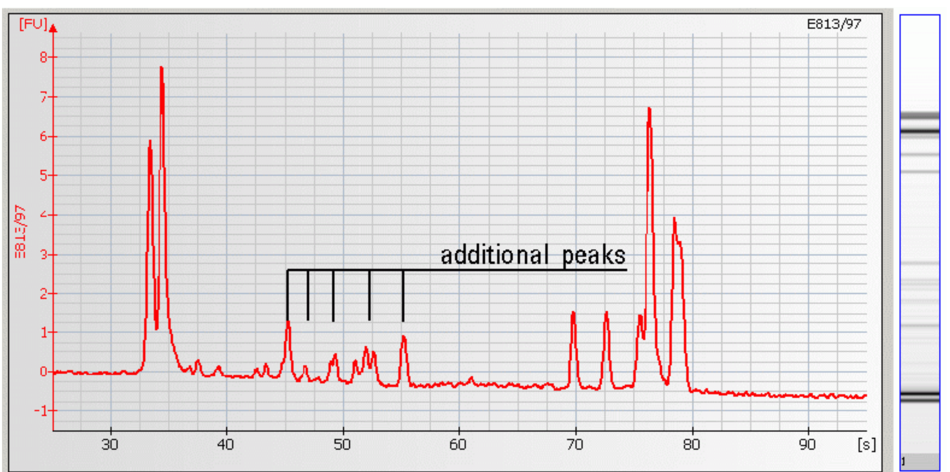
Most probable causes	*Solution*
Insufficient volume in well(s).	Check Reagent Kit Guide for the amount of liquid to be pipetted. Ensure all wells contain sufficient ladder, samples or buffer.
Air bubble at the bottom of the well, obstructing access to microchannels.	Always insert the pipette tip to the bottom of the well when dispensing the liquid. Remove large air bubbles with a pipette tip (small bubbles on top of the well will not affect the assay).
Dirty electrodes.	Clean electrodes according to instructions in “How to Clean the Pin Set of the Electrode Cartridge” on page 155.
Chip not properly primed. Clogged chip priming station or wrong priming station settings.	Prepare a new chip. Check chip priming station as described in “Checking the Chip Priming Station for Proper Performance - Seal Test” on page 171. Clean/replace syringe, gasket, and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide).
Probable causes	*Solution*
Chip prepared with cold reagents.	Prepare a new chip. Allow all reagents and reagent mixes to warm up to room temperature for 30 minutes prior to use. Store chips at room temperature.
Least probable causes	*Solution*
High voltage power supply defective.	Check high voltage power supply using the “Overview” on page 30. If the power supply is defective, contact Agilent Technologies at www.agilent.com/genomics/contact.

Chip Not Detected

Most probable causes	*Solution*
No communication between 2100 Bioanalyzer and PC.	Check instrument communication as described in "Verify the Instrument Communication" on page 20.
Insufficient volume in well(s).	Check Reagent Kit Guide for the amount of liquid to be pipetted. Ensure all wells contain ladder, samples or buffer.
Chip not properly primed. Air bubble in chip.	Prepare a new chip. Check chip priming station as described in "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171. Clean/replace syringe, gasket, and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide).
Probable causes	*Solution*
Expired reagents.	Prepare new chip with fresh reagents.
Least probable causes	*Solution*
High voltage power supply defective.	Check high voltage power supply using the "Overview" on page 30. If the power supply is defective, contact Agilent Technologies at www.agilent.com/genomics/contact.

Back to "Symptoms (DNA)" on page 37

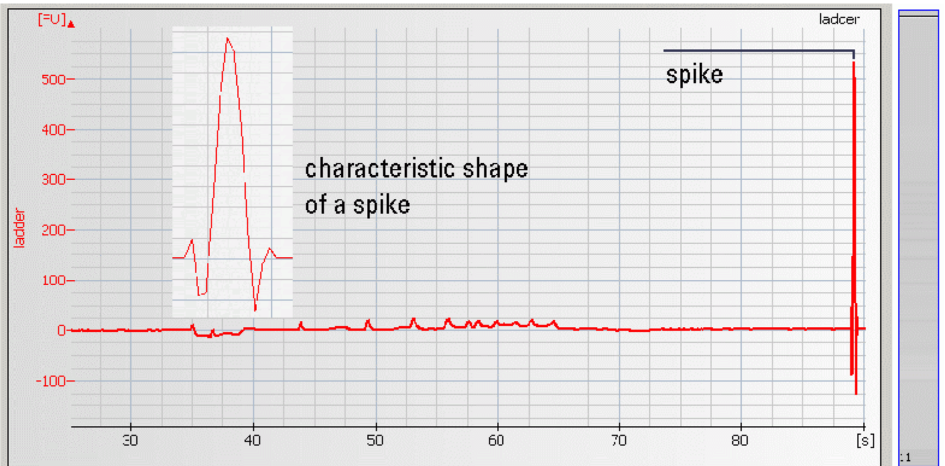
Additional Sample or Ladder Peaks



Most probable causes	*Solution*
Chip or gel-dye mix contaminated with particles.	Prepare new chip with new gel-dye mix: Wear powder-free gloves only. Do not touch the underside of the chip. Do not touch the wells of the chip. Clean the electrodes. Load the chip immediately after taking it out of its sealed bag.
Sample degraded or contaminated.	Always wear gloves when handling chips and samples.
Probable causes	*Solution*
Chip prepared with cold reagents.	Prepare a new chip. Allow all reagents and reagent mixes to warm up to room temperature for 30 minutes before use.
Chip not properly primed. Clogged chip priming station or wrong priming station settings.	Prepare a new chip. Check chip priming station, see "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171. Clean/replace syringe, gasket, and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide).
Vibration of 2100 Bioanalyzer.	Do not touch 2100 Bioanalyzer during a run. Remove vibration devices, such as vortexers and vacuum pumps, from bench.
Dye agglomerates present in the gel-dye mix.	Use dye concentration according to the Reagent Kit Guide. Let the dye warm up to room temperature for 30 minutes before preparing the gel-dye mix. Protect the dye from light during this time. After centrifugation, the gel-dye mix should be taken up from the top of the tube.
Least probable causes	*Solution*
DNA ladder degraded.	Check expiration date of reagents. Use fresh DNA ladder.

Back to "Symptoms (DNA)" on page 37

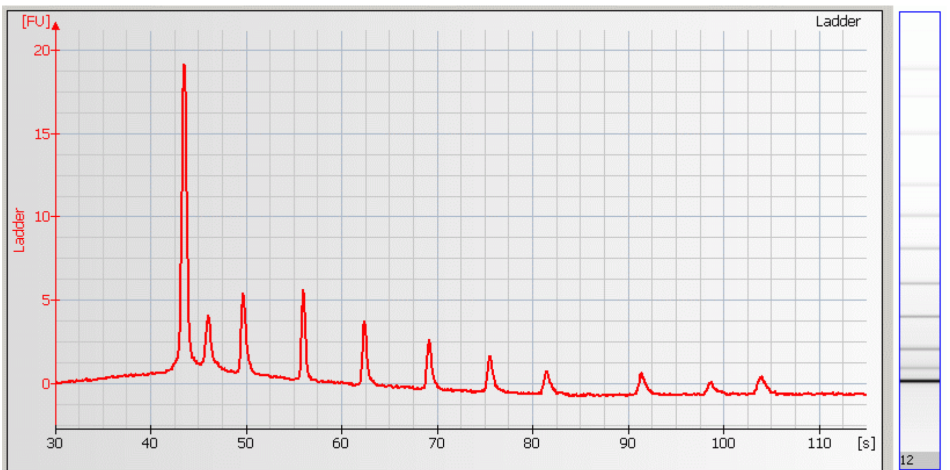
Spikes



Most probable causes	*Solution*
Vibration of 2100 Bioanalyzer.	Do not touch 2100 Bioanalyzer during a run. Remove vibration devices, such as vortexers and vacuum pumps, from bench.
Chip or gel-dye mix contaminated with particles.	Prepare new chip with new gel-dye mix: Wear powder-free gloves only. Do not touch the underside of the chip. Do not touch the wells of the chip. Clean the electrodes. Load the chip immediately after taking it out of its sealed bag.
Dye agglomerates present in the gel-dye mix.	Use dye concentration according to the Reagent Kit Guide. Let the dye warm up to room temperature for 30 minutes before preparing the gel-dye mix. Protect the dye from light during this time. After centrifugation, the gel-dye mix should be taken up from the top of the tube.
Probable causes	*Solution*
Chip prepared with cold reagents.	Prepare a new chip. Allow all reagents and reagent mixes to warm up to room temperature for 30 minutes before use.

Back to “Symptoms (DNA)” on page 37

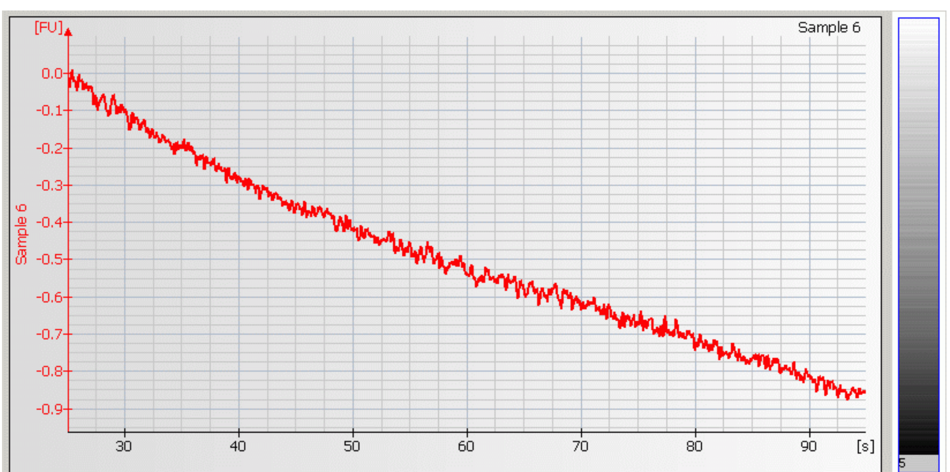
Low Signal Intensity



Most probable causes	*Solution*
Dye concentration too low.	Use dye concentration according to the Reagent Kit Guide. Let the dye warm up to room temperature for 30 minutes before preparing the gel-dye mix. Protect the dye from light during this time.
Pipetting error during preparation of reagent mixes.	Check dilution procedure and calibration of pipette.
Chip pipetting error.	Pipette new chip. Always insert the pipette tip to the bottom of the well when dispensing the liquid. Holding the pipette at a slight angle will ensure proper dispensing of the liquid. Use appropriate pipette and tips.
Probable causes	*Solution*
Fingerprint on focusing lens or on the backside of the chip.	Clean lens as described in "Cleaning the Lens" on page 185. Do not touch the underside of the chip.
Insufficient vortexing of chip.	Vortex chip for 1 minute. Only use IKA vortexer for chip vortexing. Adjust speed to set-point.
Least probable causes	*Solution*
Chip contaminated.	Wear powder-free gloves only. Do not touch the underside of the chip. Do not touch the wells of the chip. Clean the electrodes. Load the chip immediately after taking it out of its sealed bag.
Vibration of 2100 Bioanalyzer.	Do not touch 2100 Bioanalyzer during a run. Remove vibration devices, such as vortexers and vacuum pumps, from bench.
Autofocus failure.	Check autofocus using the "Hardware Diagnostics" on page 29. If autofocus fails, contact Agilent Technologies at www.agilent.com/genomics/contact.

Back to "Symptoms (DNA)" on page 37

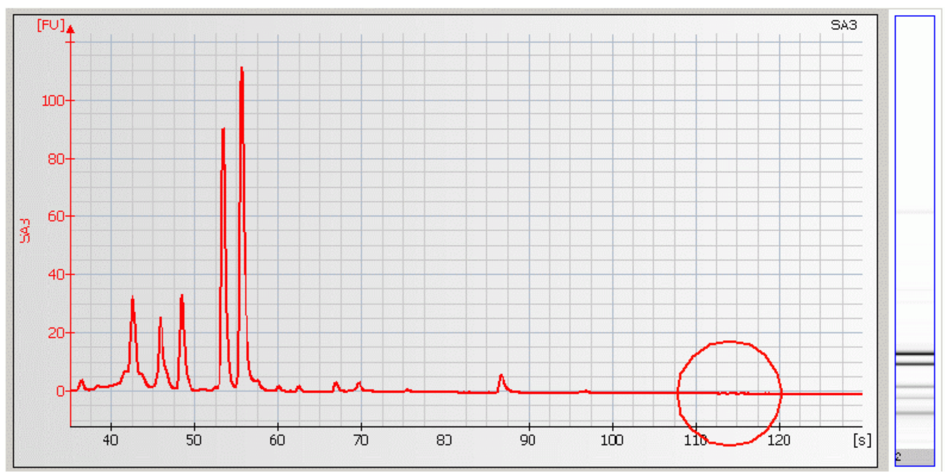
Missing Peaks



Most probable causes	*Solution*
Sample salt concentration is too high.	Refer to the maximum sample buffer salt limits as specified in the Reagent Kit Guide. Dilute samples with deionized DNase free water, if necessary.
Chip not properly primed. Clogged chip priming station or wrong priming station settings.	Prepare a new chip. Check chip priming station as described in "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171. Clean/replace syringe, gasket and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide).
Leak currents due to contaminated electrodes.	Clean electrodes with analysis-grade water and a toothbrush, see "How to Clean the Pin Set of the Electrode Cartridge" on page 155.
Least probable causes	*Solution*
Laser broken.	Perform laser/LED/optics and autofocus tests as described in "Hardware Diagnostics" on page 29. If tests fail, contact Agilent Technologies at www.agilent.com/genomics/contact.
Autofocus failure or high voltage power supply defective	Check autofocus and high voltage power supply by means of the "Hardware Diagnostics" on page 29. If a diagnostic test fails, contact Agilent Technologies at www.agilent.com/genomics/contact.

Back to "Symptoms (DNA)" on page 37

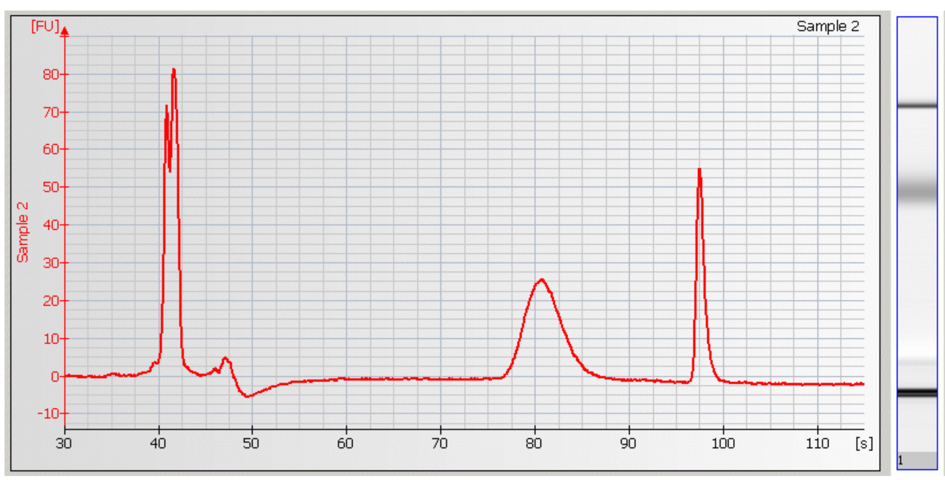
Missing Upper Marker



Most probable causes	*Solution*
Alignment of upper marker not set properly.	Manually assign upper marker. Follow instructions for "Manual Marker Assignment" on page 64
Upper marker digested by restriction enzymes.	Inactivate restriction enzymes by adding EDTA or heat according to the manufacturer's instructions.
Probable causes	*Solution*
Sample salt concentration is too high.	Refer to the maximum sample buffer salt limits as specified in the Reagent Kit Guide. Dilute samples with deionized DNase free water if necessary.

Back to "Symptoms (DNA)" on page 37

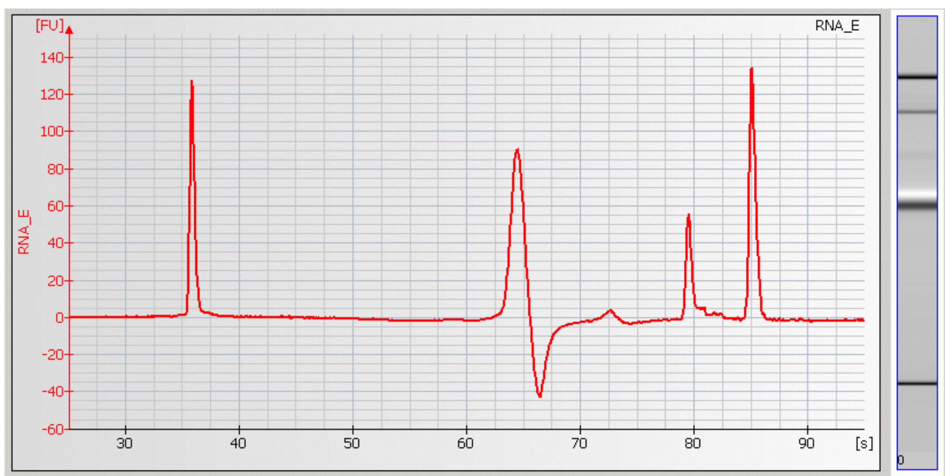
Broad Peaks



Most probable causes	*Solution*
Leak currents due to contaminated electrodes.	Clean electrodes with analysis-grade water and a toothbrush, see "How to Clean the Pin Set of the Electrode Cartridge" on page 155.
Chip not properly primed. Clogged chip priming station or wrong priming station settings.	Prepare a new chip. Check the priming station as described in "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171. Clean/replace syringe, gasket and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide).
Dye concentration too high.	Use dye concentration according to the Reagent Kit Guide. Let the dye warm up to room temperature for 30 minutes before preparing the gel-dye mix.
Probable causes	*Solution*
Genomic DNA or cDNA contamination.	Check DNA preparation procedure.

Back to "Symptoms (DNA)" on page 37

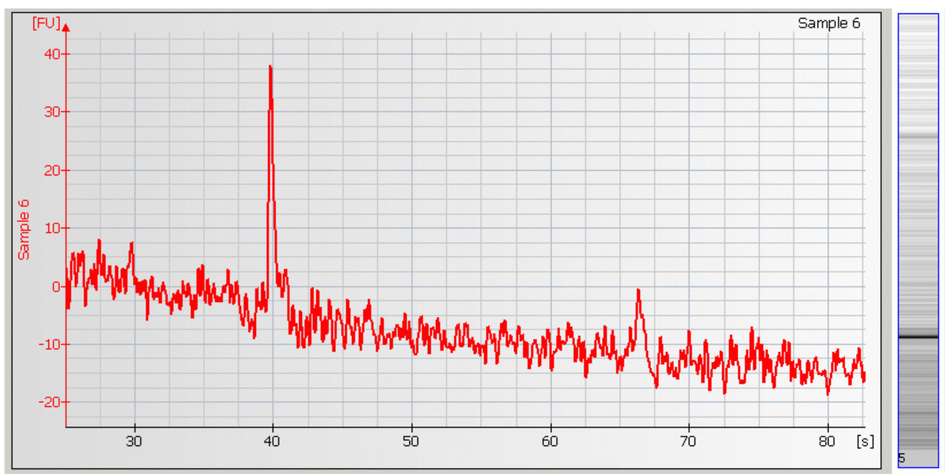
Baseline Dips



Most probable causes	*Solution*
Sample concentration is too high.	Use sample concentration according to the Reagent Kit Guide.
Sample impurities: e.g. genomic DNA, ss DNA, etc.	Check DNA-isolation protocol. If possible, clean up samples.
Probable causes	*Solution*
Sample salt concentration is too high.	Refer to the maximum sample buffer salt limits as specified in the Reagent Kit Guide. Dilute samples with deionized DNase free water, if necessary.
Dye concentration is too low.	Use dye concentration according to the Reagent Kit Guide. Let the dye warm up to room temperature for 30 minutes before preparing the gel-dye mix. Protect the dye from light during this time.
Least probable causes	*Solution*
Autofocus failure.	Check autofocus by means of the "Overview" on page 30. If the diagnostic test fails, contact Agilent Technologies at www.agilent.com/genomics/contact.

Back to "Symptoms (DNA)" on page 37

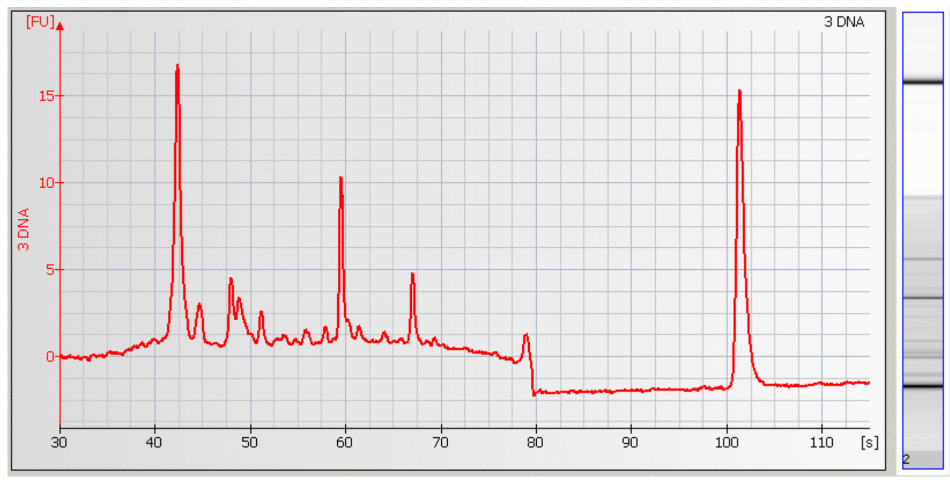
Baseline Noise



Most probable causes	*Solution*
Chip contaminated.	Wear powder-free gloves only. Do not touch the underside of the chip. Do not touch the wells of the chip. Clean the electrodes. Load the chip immediately after taking it out of its sealed bag.
Probable causes	*Solution*
Fingerprint on focusing lens or on the backside of the chip.	Clean lens as described in "Cleaning the Lens" on page 185. Do not touch the underside of the chip.
Least probable causes	*Solution*
Autofocus failure or high voltage power supply defective.	Check autofocus and high voltage power supply by means of the "Hardware Diagnostics" on page 29. If tests fail, contact Agilent Technologies at www.agilent.com/genomics/contact.

Back to "Symptoms (DNA)" on page 37

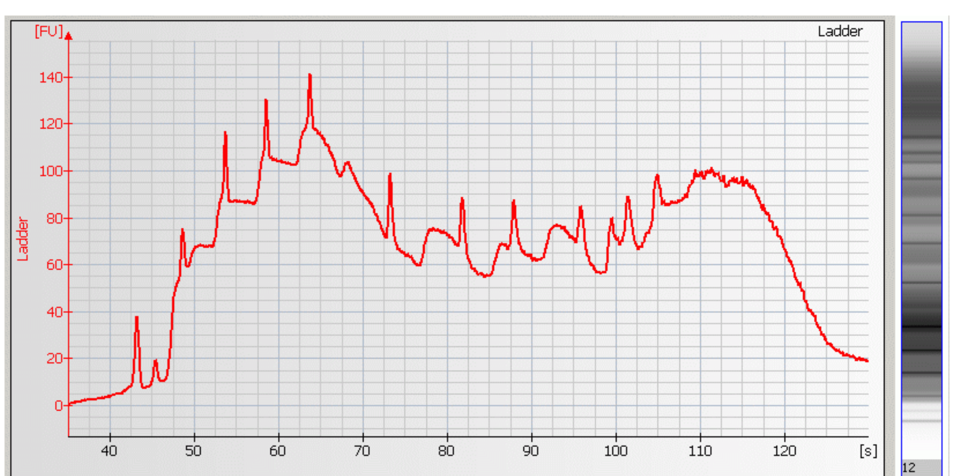
Baseline Jumps



Most probable causes	*Solution*
Vibration of 2100 Bioanalyzer.	Remove vibration devices, such as vortexers and vacuum pumps, from bench.
Instrument lid was touched during the run.	Do not touch the 2100 Bioanalyzer during a run.
Least probable causes	*Solution*
Laser defective.	Check laser using the "Hardware Diagnostics" on page 29. If the diagnostic test fails, contact Agilent Technologies at www.agilent.com/genomics/contact.

Back to "Symptoms (DNA)" on page 37

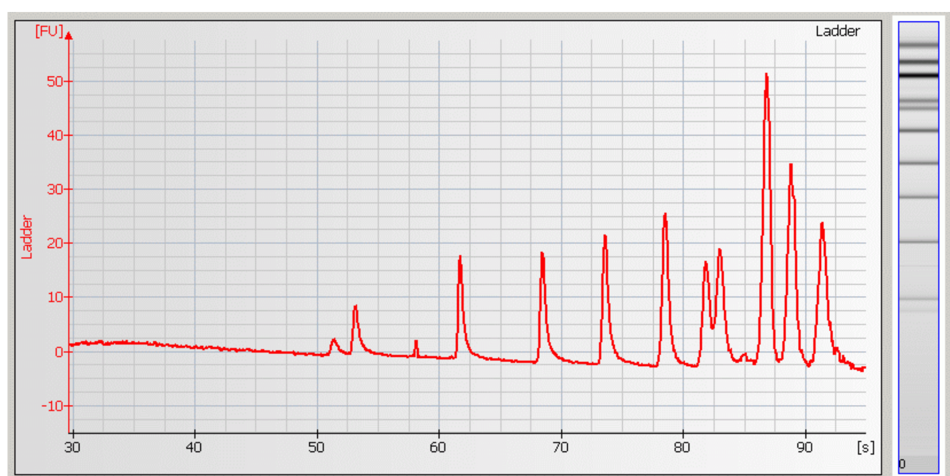
Wavy Baseline



Most probable causes	*Solution*
Leak currents due to contaminated electrodes.	Clean electrodes as described in "How to Clean the Pin Set of the Electrode Cartridge" on page 155.
Leak currents due to liquid spillage on top of the chip (detergents in sample buffer lower surface tension in the wells of the chip).	Prepare a new chip. Lower vortexing speed or mix samples manually.
Dye concentration too low.	Use dye concentration according to the Reagent Kit Guide. Let the dye warm up to room temperature for 30 minutes before preparing the gel-dye mix.
Probable causes	*Solution*
Chip not properly primed. Clogged chip priming station or wrong priming station settings.	Prepare a new chip. Check the priming station as described in "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171. Clean/replace syringe, gasket and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide).
Leak currents due to wet cartridge.	Use only 350 µL of water in the cleaning chip. Ensure the humidity in the room is below 80% at 5-31°C (41-89°F), decreasing linearly to 50% at 40°C (104°F).
Least probable causes	*Solution*
Changes in ambient temperature of more than 5°C during the run.	Place the 2100 Bioanalyzer in a thermally stable environment.
High voltage power supply defective.	Check high voltage power supply using the "Overview" on page 30. If the power supply is defective, contact Agilent Technologies at www.agilent.com/genomics/contact.

Back to "Symptoms (DNA)" on page 37

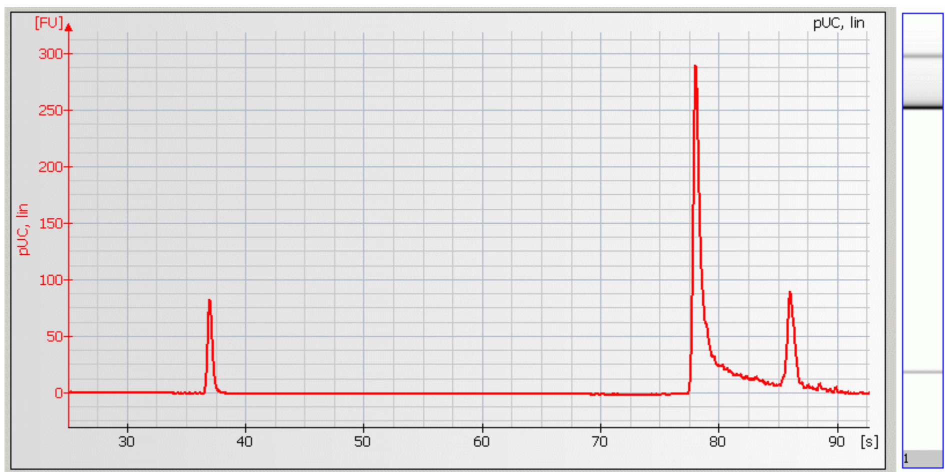
Late Migration



Most probable causes	*Solution*
Chip not properly primed. Clogged chip priming station or wrong priming station settings.	Prepare a new chip. Check chip priming station as described in "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171. Clean/replace syringe, gasket and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide).
Leak currents due to contaminated electrodes.	Clean electrodes as described in "How to Clean the Pin Set of the Electrode Cartridge" on page 155.
Leak currents due to liquid spillage on top of the chip (detergents in sample buffer lower surface tension in the wells of the chip).	Prepare a new chip. Lower vortexing speed or mix samples manually.
Probable causes	*Solution*
Loss of gel separation properties.	Gel or gel-dye mix expired or stored incorrectly. Check Reagent Kit Guide for proper storage of gel and gel-dye mix. Use gel-dye mix within indicated time. Do not use expired reagents.
Dye concentration too low.	Use dye concentration according to the Reagent Kit Guide. Let the dye warm up to room temperature for 30 minutes before preparing the gel-dye mix.
Vortex speed too high.	Vortex chip for 1 minute. Only use the IKA vortexer. Ensure speed is adjusted to the setpoint.
Genomic DNA or high molecular weight DNA contamination.	Check DNA isolation protocol.
Least probable causes	*Solution*
Vortex adapter not connected tightly.	Press vortex adapter tightly on mount (vortex adapter must not rock). Replace vortex adapter as described in "Maintenance of the Vortexer" on page 191.
Changes in ambient temperature of more than 5°C during the run.	Place the 2100 Bioanalyzer in a thermally stable environment.

Back to "Symptoms (DNA)" on page 37

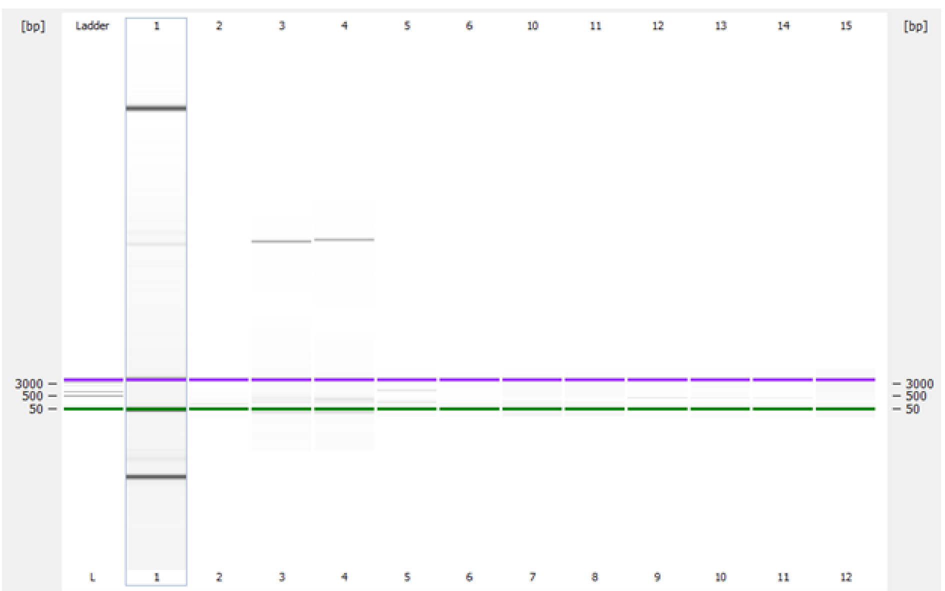
Peak Tailing



Most probable causes	*Solution*
Sample salt concentration is too high.	Refer to the maximum sample buffer salt limits as specified in the Reagent Kit Guide. Dilute samples with deionized DNase free water, if necessary.

Back to "Symptoms (DNA)" on page 37

Unexpected Run Time

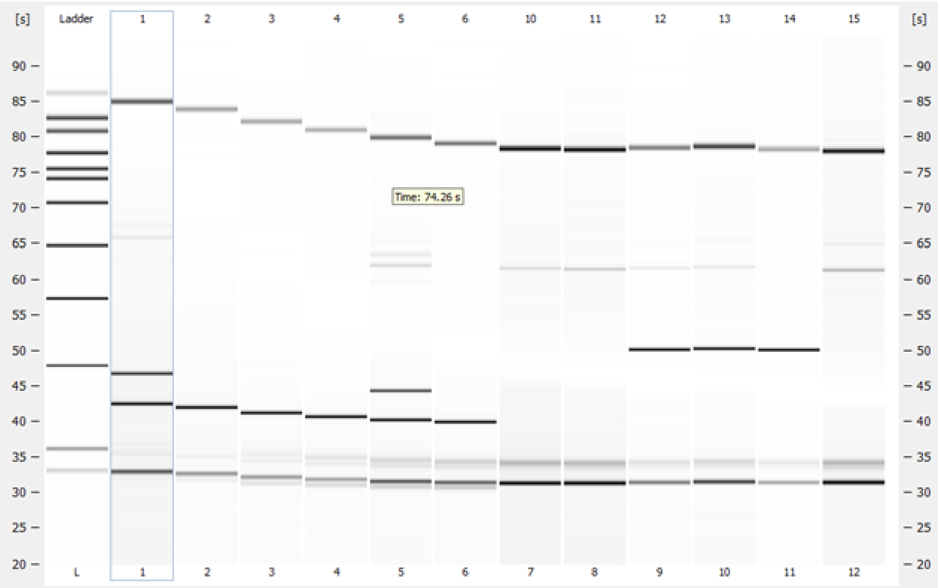


Most probable causes	*Solution*
Lower and/or upper markers are called incorrectly.	Turn off alignment and check which bands are the correct lower and upper markers. For more details, see “Manual Marker Assignment” on page 64.

Back to “Symptoms (DNA)” on page 37

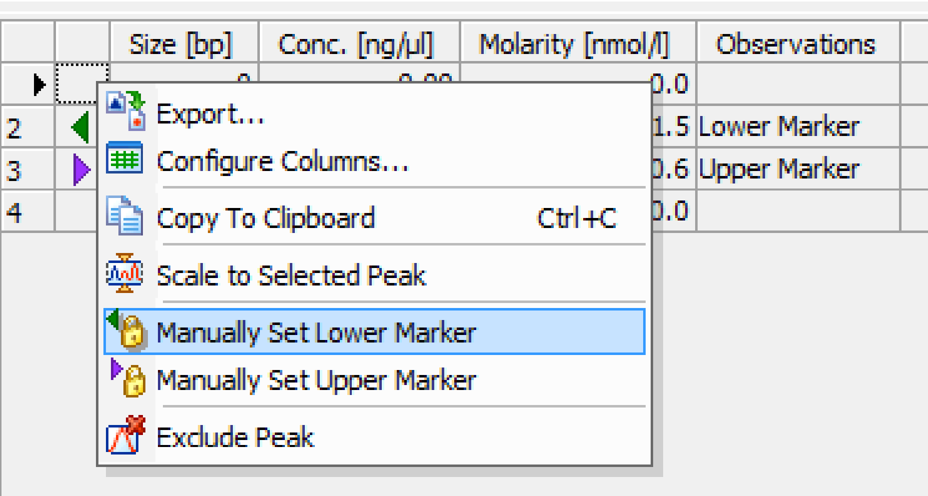
Manual Marker Assignment

1 Turn alignment off . Check the gel-like image to identify which bands are the correct lower and upper markers.

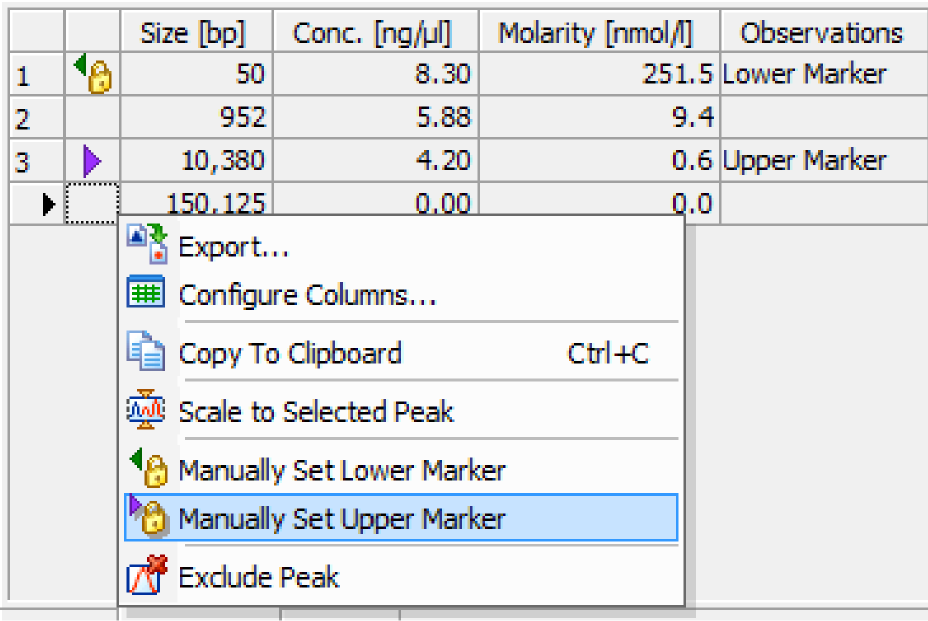


2 Turn the alignment back on . Check the electropherogram of each sample. Go to the **Peak Table** tab to adjust the markers.

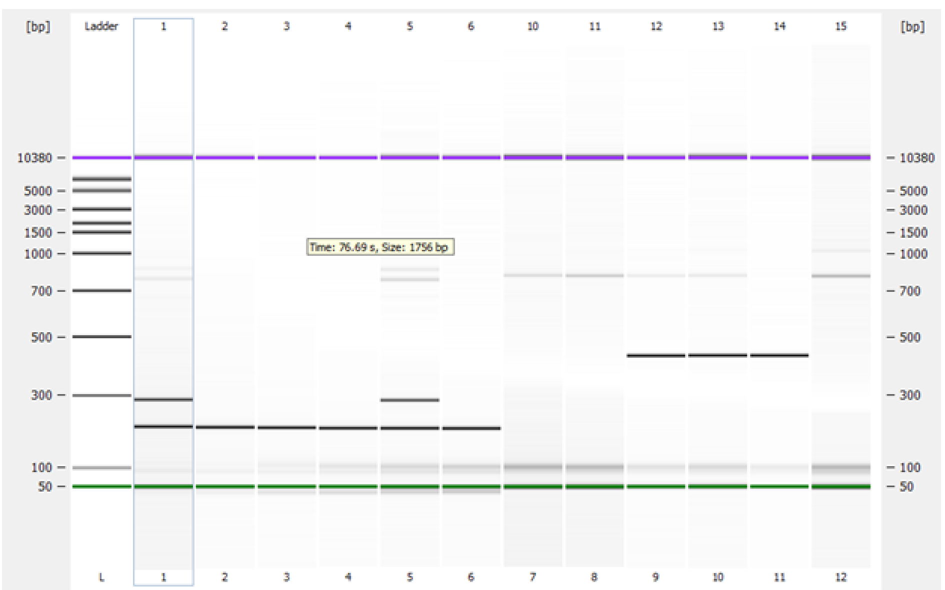
3 To adjust the lower marker, right click on the correct peak, and choose **Manually Set Lower Marker**.



4 To adjust the upper marker, right click on the correct peak, and choose **Manually Set Upper Marker**.



The data is properly aligned after the markers are called correctly.



Error Message: No data received since 5 seconds

		Code	Description	Category
1		1,570	No data received since 5 seconds	Instrument

Most probable causes	*Solution*
Disrupted communication between instrument and computer.	Ensure the Agilent USB-serial adapter cable (part number 8121-1013) is used to connect the 2100 Bioanalyzer to the computer through a USB port. The correct driver must be installed. See "USB to Serial Adapter" on page 24.

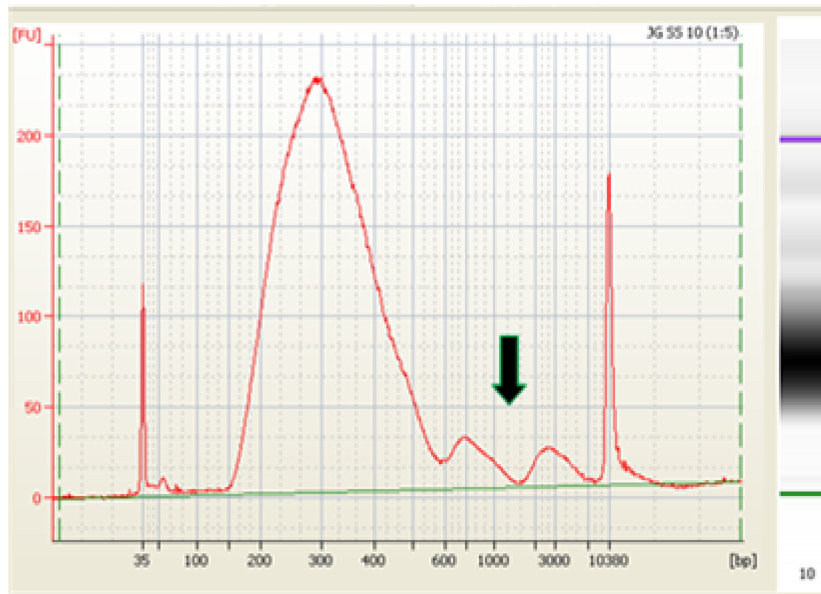
Symptoms (High Sensitivity DNA)

NOTE Follow protocols appropriate for the Next Generation Sequencing or targeted-enrichment system used. Additional inquiries should be directed to the manufacturer of those products.

Click to go straight to the troubleshooting hints.

- "Artefact Peaks" on page 69
- "Split Peaks" on page 70

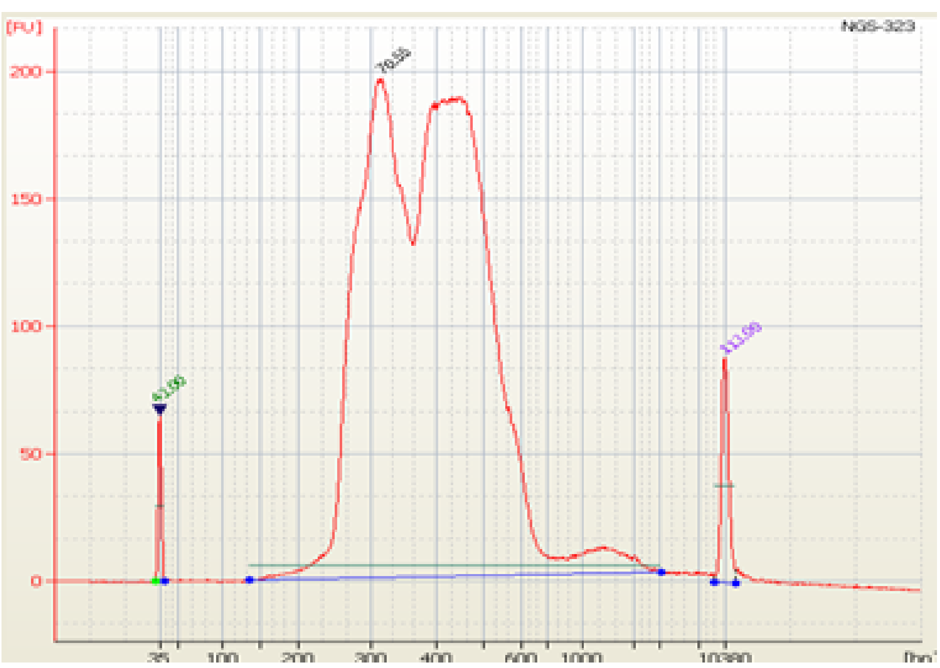
Artefact Peaks



Most probable causes	*Solution*
Samples are in water.	Refer to the Reagent Kit Guide for sample buffer specifications. For optimal results, samples should be dissolved in 10 mM Tris and 1 mM EDTA.
Probable causes	*Solution*
Chip, gel-dye mix, or samples are contaminated with particles.	Wear powder-free gloves only. Do not touch the wells of the chip. Clean the electrodes. Load the chip immediately after taking it out of its sealed bag.

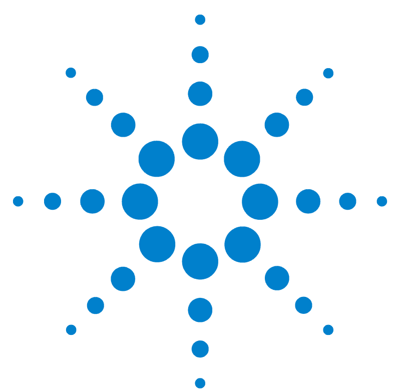
Back to "Symptoms (High Sensitivity DNA)" on page 68

Split Peaks



Most probable causes	*Solution*
Sample concentration is too high.	Prepare a new chip. Follow guidelines in the Reagent Kit Guide for the amount of sample to be loaded.

Back to “Symptoms (High Sensitivity DNA)” on page 68



7
Troubleshooting the RNA Application

Overview 72

Symptoms (RNA) 73

- Residual Gel in Spin Filter after Centrifugation 74
- Too High Quantitation Results 74
- Too Low Quantitation Results 75
- Chip Not Detected 76
- Run Aborted 77
- Additional Sample or Ladder Peaks 79
- Additional Saturating Bands 81
- Degraded RNA Ladder and/or Samples 82
- Spikes 83
- Low Signal Intensity 85
- Baseline Noise 87
- Broad Peaks 88
- Missing Peaks 89
- Missing RNA Fragment 91
- Wavy Baseline 92
- Cross Contamination 94
- Late Migration 95
- Error Message: No data received since 5 seconds 97

Overview

Error messages appearing on the screen describe a problem that has occurred with either the hardware or the software.

Additional information regarding the nature of a problem may be found in the run log for the data file. Select the Log Book tab in the Data and Assay context. The Run Log lists all the actions and errors that occurred during the run.

In rare cases, results generated by the Agilent 2100 Bioanalyzer might not be as expected. To help find the reason for the discrepancy, see "Symptoms (RNA)" on page 73.

For most observations there will be at least one corresponding example depicting a typical electropherogram, gel-like image or result table. Once the observation that resembles the outcome of the experiment has been identified, a set of assigned causes will be listed by priority.

The causes are grouped into three levels:

- Most probable cause
- Probable cause
- Least probable cause

A list of solutions to help fix the problems are assigned to the causes. For successful troubleshooting, go through all the solution hints listed by probability.

Symptoms (RNA)

Click to go straight to the troubleshooting hints.

- "Residual Gel in Spin Filter after Centrifugation" on page 74
- "Too High Quantitation Results" on page 74
- "Too Low Quantitation Results" on page 75
- "Chip Not Detected" on page 76
- "Run Aborted" on page 77
- "Additional Sample or Ladder Peaks" on page 79
- "Additional Saturating Bands" on page 81
- "Degraded RNA Ladder and/or Samples" on page 82
- "Spikes" on page 83
- "Low Signal Intensity" on page 85
- "Baseline Noise" on page 87
- "Broad Peaks" on page 88
- "Missing Peaks" on page 89
- "Missing RNA Fragment" on page 91
- "Wavy Baseline" on page 92
- "Cross Contamination" on page 94
- "Late Migration" on page 95
- "Error Message: No data received since 5 seconds" on page 97

Residual Gel in Spin Filter after Centrifugation

Most probable causes	*Solution*
Gel was filtered at insufficient g-value.	Refer to the Reagent Kit Guide for proper centrifuge settings.
Cooled centrifuge was used for gel filtration.	Repeat centrifugation step at room temperature.
Gel was too cool or viscous.	Reagents must be equilibrated at room temperature for 30 minutes prior to use.

Too High Quantitation Results

Most probable causes	*Solution*
Pipetting error during preparation of ladder or samples.	Check dilution procedure and calibration of pipettes.
Chip pipetting error.	Prepare new chip. Always insert the pipette tip to the bottom of the well when dispensing the liquid. Use appropriate pipette and tips.
Insufficient vortexing of chip.	Vortex chip for 1 minute. Only use the IKA vortexer. Adjust speed to set-point.
Probable causes	*Solution*
RNA ladder degraded.	Prepare a new chip using a new ladder aliquot. Always wear gloves when handling chips and RNA samples to avoid contamination. Follow decontamination procedure, see “How to Clean the Pin Set of the Electrode Cartridge” on page 155.
Electrodes contaminated with RNases.	Clean electrodes with RNaseZAP. Follow decontamination procedure, see “How to Clean the Pin Set of the Electrode Cartridge” on page 155
Dye concentration too low.	Use dye concentration according to the Reagent Kit Guide. Let the dye warm up to room temperature for 30 minutes before preparing the gel-dye mix. Protect the dye from light during this time.
RNA ladder not denatured.	Heat denature the RNA ladder as described in the Reagent Kit Guide.

Back to “Symptoms (RNA)” on page 73

Too Low Quantitation Results

Most probable causes	*Solution*
Reference measurement (e.g. UV absorption) was elevated due to contaminants in sample.	Purify sample prior to measurement.
Pipetting error during preparation of ladder, samples, or reagent mixes.	Use appropriate calibrated pipette and tips. Check dilution procedure. Always insert the pipette tip to the bottom of the well when dispensing the liquid.
Insufficient vortexing of chip.	Vortex chip for 1 minute. Only use the IKA vortexer. Adjust the speed to the set-point.
Probable causes	*Solution*
RNA ladder not denatured.	Heat denature the RNA ladder as described in the Reagent Kit Guide.
Sample concentration too high.	Use the sample concentration recommended by the Reagent Kit Guide.
Least probable causes	*Solution*
Dye concentration too high.	Use dye concentration according to the Reagent Kit Guide. Let the dye warm up to room temperature for 30 minutes before preparing the gel-dye mix. Protect the dye from light during this time.

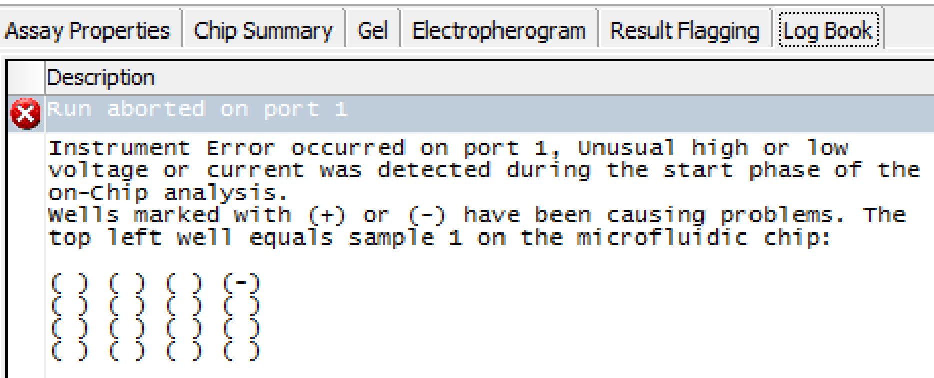
Back to “Symptoms (RNA)” on page 73.

Chip Not Detected

Most probable causes	*Solution*
Insufficient volume in well(s) or chip is empty.	Check Reagent Kit Guide for the amount of liquid to be pipetted. Ensure all wells contain ladder, samples or buffer.
Chip not properly primed. Air bubble in chip.	Prepare a new chip. Check chip priming station as described in "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171. Clean/replace syringe, gasket and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide).
Probable causes	*Solution*
No communication between the 2100 Bioanalyzer and PC.	Test the PC-instrument communication as described in "Verify the Instrument Communication" on page 20.
Least probable causes	*Solution*
Lid not closed properly.	For G2938B/C instruments, ensure the chip selector is in position 1 before lid is shut.
High voltage power supply defective.	Check high voltage power supply using the "Overview" on page 30. If the power supply is defective, contact Agilent Technologies at www.agilent.com/genomics/contact.

Back to "Symptoms (RNA)" on page 73

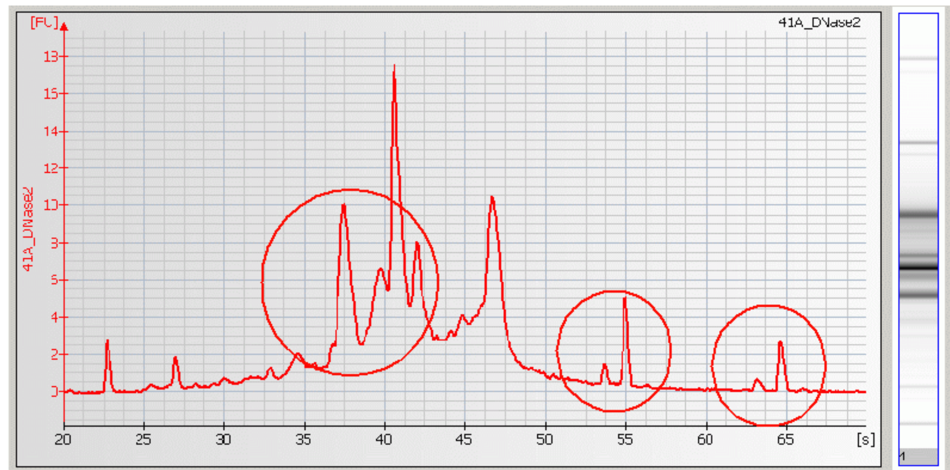
Run Aborted



NOTE In the logbook, an error will appear: **Run aborted on port x. Instrument error occurred on port x, Unusual high or low voltage or current was detected during the start phase of the on-chip analysis.** The marked wells will indicate the wells on the chip that caused the problem.

Most probable causes	*Solution*
Insufficient volume in well(s).	Check Reagent Kit Guide for the amount of liquid to be pipetted. Ensure all wells contain sufficient ladder, samples or buffer.
Air bubble at the bottom of the well, obstructing access to microchannels.	Always insert the pipette tip to the bottom of the well when dispensing the liquid. Remove large air bubbles with a pipette tip (small bubbles on top of the well will not affect the assay).
Dirty electrodes.	Clean electrodes according to instructions in “How to Clean the Pin Set of the Electrode Cartridge” on page 155.
Chip not properly primed. Clogged chip priming station or wrong priming station settings.	Prepare a new chip. Check chip priming station as described in “Checking the Chip Priming Station for Proper Performance - Seal Test” on page 171. Clean/replace syringe, gasket, and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide).
Probable causes	*Solution*
Chip prepared with cold reagents.	Prepare a new chip. Allow all reagents and reagent mixes to warm up to room temperature for 30 minutes prior to use. Store chips at room temperature.
Least probable causes	*Solution*
High voltage power supply defective.	Check high voltage power supply using the “Overview” on page 30. If the power supply is defective, contact Agilent Technologies at www.agilent.com/genomics/contact.

Additional Sample or Ladder Peaks

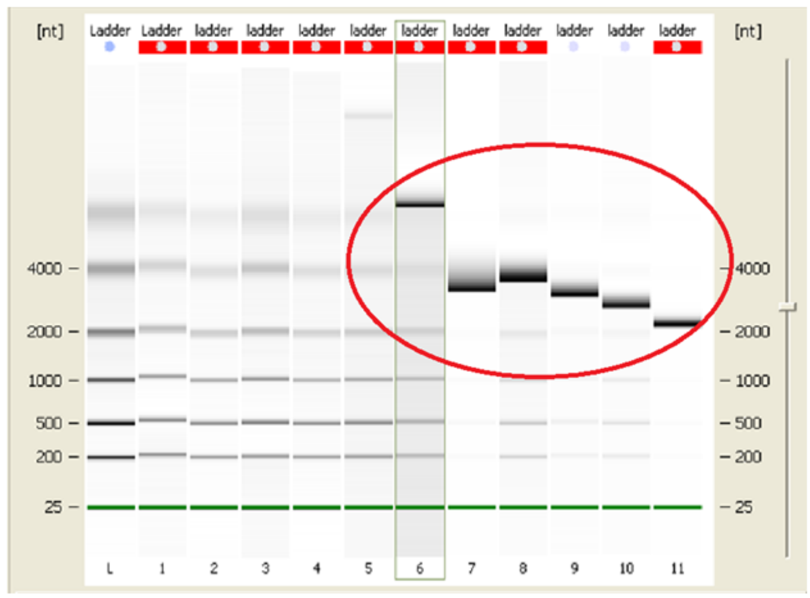


Most probable causes	*Solution*
Gel-dye mix expired.	Use prepared gel-dye mix within one day.
RNA ladder or sample not denatured properly.	Heat ladder or samples at 70°C for 2 minutes.
Particles in tubes.	For reagent preparation, use tubes that are supplied with the kit. Do not use autoclaved tubes.
Chip or gel-dye mix contaminated with particles.	Wear powder-free gloves only. Do not touch the wells of the chip. Clean the electrodes. Load the chip immediately after taking it out of its sealed bag.
Probable causes	*Solution*
Dye agglomerates present in the gel-dye mix.	Use dye concentration according to the Reagent Kit Guide. Let the dye warm up to room temperature for 30 minutes and vortex for 10 seconds before preparing the gel-dye mix. Protect the dye from light during this time. After centrifugation, the freshly prepared gel-dye mix should be taken up from the top of the tube.
Vibration of 2100 Bioanalyzer	Do not touch the 2100 Bioanalyzer during a run. Remove vibration devices, such as vortexers and vacuum pumps, from the bench.
Chip preparation with cold reagents or chips.	Prepare a new chip. Allow all reagents and reagent mixes to warm up to room temperature for 30 minutes before use. Store chips at room temperature.
Least probable causes	*Solution*
RNA ladder or sample degraded.	Always wear gloves when handling chips or RNA samples to prevent them from getting contaminated. Follow decontamination procedure, see “How to Clean the Pin Set of the Electrode Cartridge” on page 155.

Back to “Symptoms (RNA)” on page 73

Additional Saturating Bands

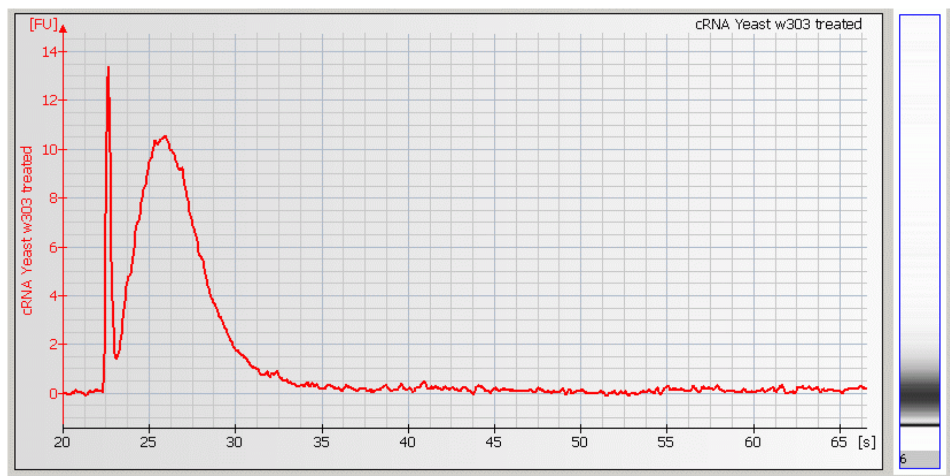
NOTE Only present in RNA 6000 Pico or Small RNA assays.



Most probable causes	*Solution*
Residual RNaseZAP on electrode pins.	A dedicated electrode cassette for the use of RNA 6000 Pico and Small RNA Assays. This cassette should only be washed with water in the electrode cleaner chip before and after each run. Only use RNaseZAP when decontaminating the pins according to "How to Clean the Pin Set of the Electrode Cartridge" on page 155.

Back to "Symptoms (RNA)" on page 73

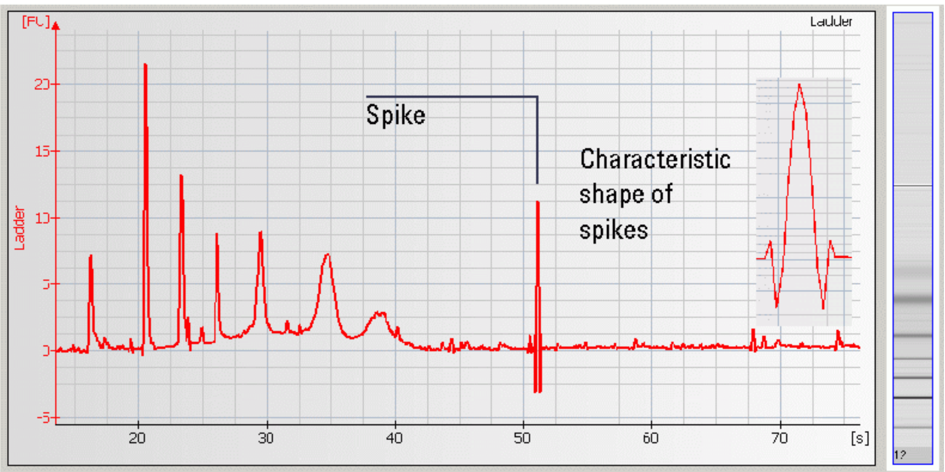
Degraded RNA Ladder and/or Samples



Most probable causes	*Solution*
RNase contamination of the pin set.	Decontaminate pin set. Follow decontamination procedure, see "How to Clean the Pin Set of the Electrode Cartridge" on page 155. Decontaminate pipettes and work space.
RNase contamination of chips and/or reagents.	Prepare a new chip and fresh reagents. Wear powder-free gloves when preparing the chip. Decontaminate pipettes and work space.

Back to "Symptoms (RNA)" on page 73

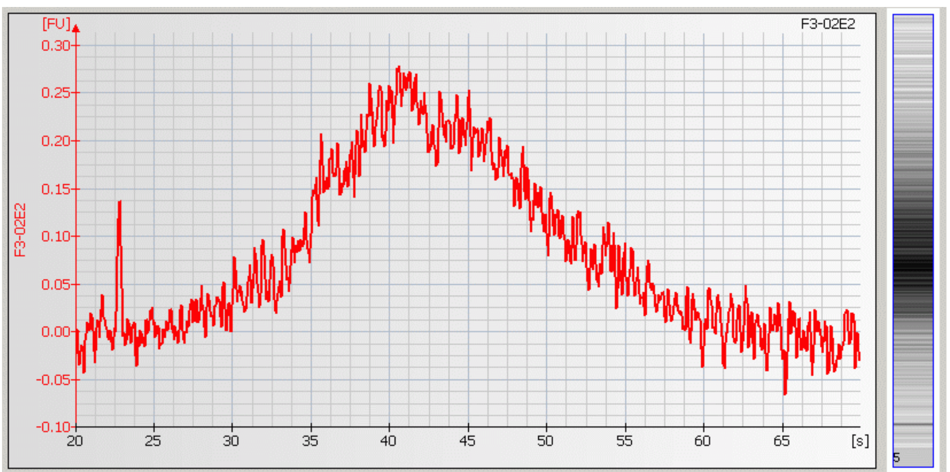
Spikes



Most probable causes	*Solution*
Vibration of 2100 Bioanalyzer.	Do not touch the 2100 Bioanalyzer during a run. Remove vibration devices, such as vortexers and vacuum pumps, from the bench.
Particles in tubes.	For reagent preparation, use tubes that are supplied with the kit. Do not use autoclaved tubes.
Chip or gel-dye mix contaminated with particles.	Prepare new chip with new gel-dye mix. Wear powder-free gloves only. Do not touch the underside of the chip. Do not touch the wells of the chip. Clean the electrodes. Load the chip immediately after taking it out of its sealed bag.
Dye agglomerates present in the gel-dye mix.	Use dye concentration according to the Reagent Kit Guide. Let the dye warm up to room temperature for 30 minutes and vortex for 10 seconds before preparing the gel-dye mix. Protect the dye from light during this time. After centrifugation, the freshly prepared gel-dye mix should be taken up from the top of the tube.
Probable causes	*Solution*
Chip prepared with cold reagents.	Prepare a new chip. Allow all reagents and reagent mixes to warm up to room temperature for 30 minutes before use.

Back to “Symptoms (RNA)” on page 73

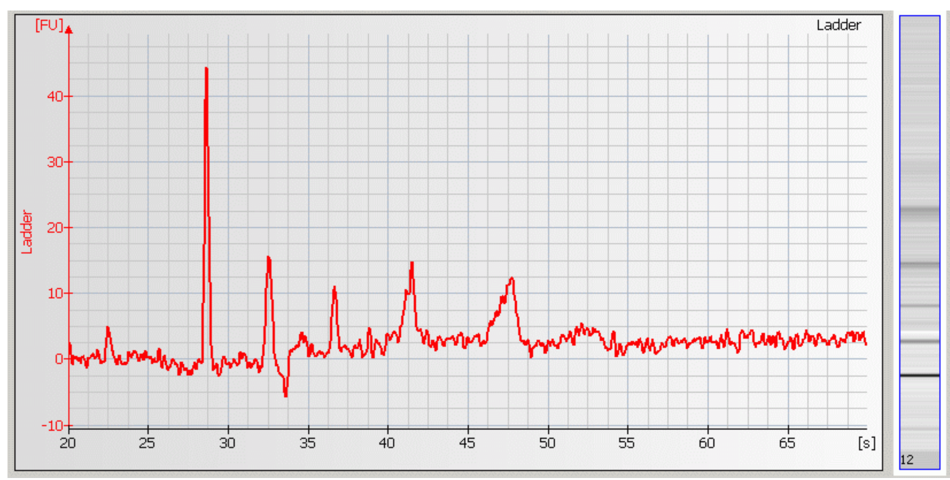
Low Signal Intensity



Most probable causes	*Solution*
Gel-dye mix expired.	Use prepared gel-dye mix within one day.
Dye concentration too low.	Use dye concentration according to the Reagent Kit Guide. Let the dye warm up to room temperature for 30 minutes before preparing the gel-dye mix. Protect the dye from light during this time.
Pipetting error during preparation of reagent mixes.	Check dilution procedure and calibration of pipette.
Chip pipetting error.	Prepare new chip. Always insert the pipette tip to the bottom of the well when dispensing the liquid. Use appropriate pipette and tips.
Probable causes	*Solution*
Fingerprint on focusing lens or on the backside of the chip.	Clean lens as described in "Cleaning the Lens" on page 185. Do not touch the underside of the chip
Insufficient vortexing of chip.	Vortex chip for 1 minute. Only use IKA vortexer. Adjust speed to set-point .
Least probable causes	*Solution*
Autofocus or laser failure.	Check autofocus and laser using the "Overview" on page 30. If tests fail, contact Agilent Technologies at www.agilent.com/genomics/contact.

Back to "Symptoms (RNA)" on page 73

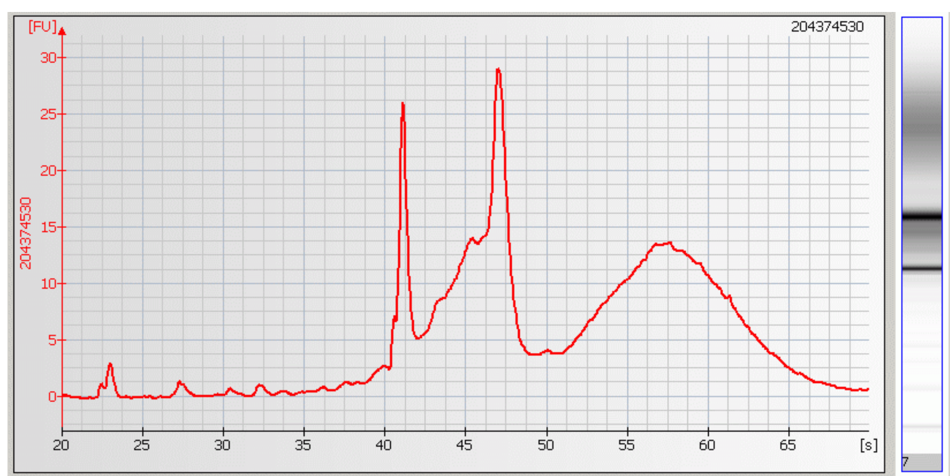
Baseline Noise



Most probable causes	*Solution*
Fingerprint on focusing lens or on the backside of the chip.	Clean lens as described in "Cleaning the Lens" on page 185. Do not touch the underside of the chip.
Chip contaminated with particles.	Wear powder-free gloves only. Do not touch the underside of the chip. Do not touch the wells of the chip. Clean the electrodes. Load the chip immediately after taking it out of its sealed bag.
Vibration of 2100 Bioanalyzer.	Do not touch the 2100 Bioanalyzer during a run. Remove vibration devices, such as vortexers and vacuum pumps, from the bench.
Probable causes	*Solution*
Dye concentration too low.	Use dye concentration according to the Reagent Kit Guide. Let the dye warm up to room temperature for 30 minutes before preparing the gel-dye mix. Protect the dye from light during this time.

Back to "Symptoms (RNA)" on page 73

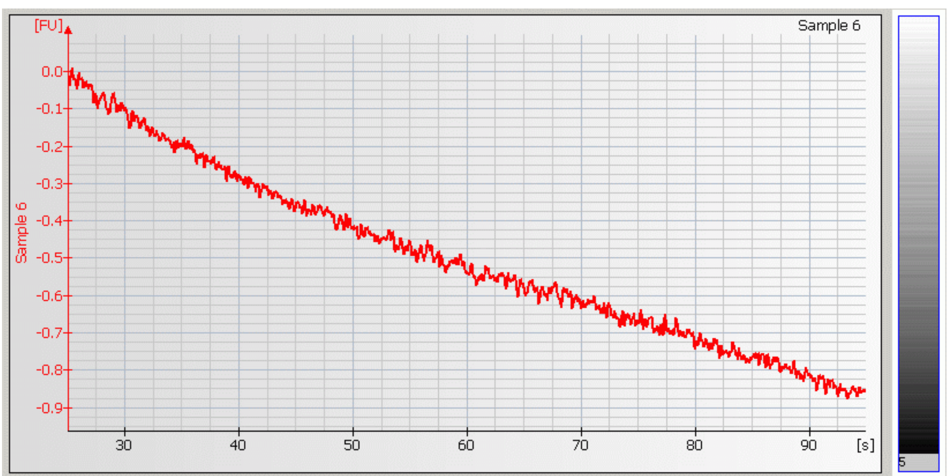
Broad Peaks



Most probable causes	*Solution*
Sample contaminated with genomic DNA.	Check RNA isolation protocol. To remove genomic DNA, perform DNase treatment.
Leak currents due to contaminated pin set.	Clean the pin set of the electrode cartridge. Follow cleaning procedure, see "How to Clean the Pin Set of the Electrode Cartridge" on page 155
Probable causes	*Solution*
Chip not properly primed. Clogged chip priming station or wrong priming station settings.	Prepare a new chip. Check the priming station as described in "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171. Clean/replace syringe, gasket and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide).
Least probable causes	*Solution*
Dye concentration too high.	Use dye concentration according to the Reagent Kit Guide. Let the dye warm up to room temperature for 30 minutes before preparing the gel-dye mix. Protect the dye from light during this time.

Back to "Symptoms (RNA)" on page 73.

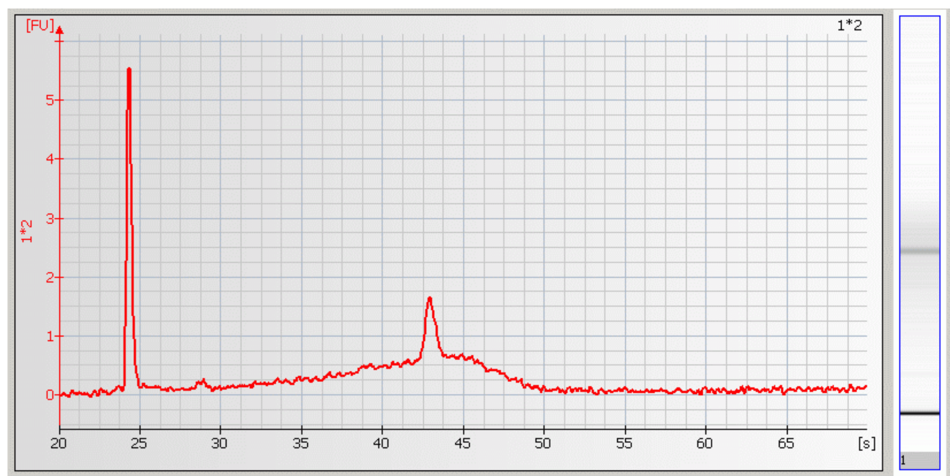
Missing Peaks



Most probable causes	*Solution*
Sample salt concentration is too high.	Refer to the maximum sample buffer salt limits as specified in the Reagent Kit Guide. Dilute samples with deionized RNase free water, if necessary.
Chip not properly primed. Clogged chip priming station or wrong priming station settings.	Prepare a new chip. Check chip priming station as described in "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171. Clean/replace syringe, gasket and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide).
Leak currents due to contaminated electrodes.	Clean electrodes as described in "How to Clean the Pin Set of the Electrode Cartridge" on page 155.
Leak currents due to liquid spillage on top of the chip (detergents in sample buffer lower surface tension in the wells of the chip).	Prepare a new chip. Lower vortexing speed or mix samples manually.
Least probable causes	*Solution*
Laser broken.	Perform Laser, optics, and autofocus tests as described in "Hardware Diagnostics" on page 29. If tests fail, contact Agilent Technologies at www.agilent.com/genomics/contact.
Autofocus failure or high voltage power supply defective.	Check autofocus and high voltage power supply by means of the "Hardware Diagnostics" on page 29. If diagnostic fails, contact Agilent Technologies at www.agilent.com/genomics/contact.

Back to "Symptoms (RNA)" on page 73.

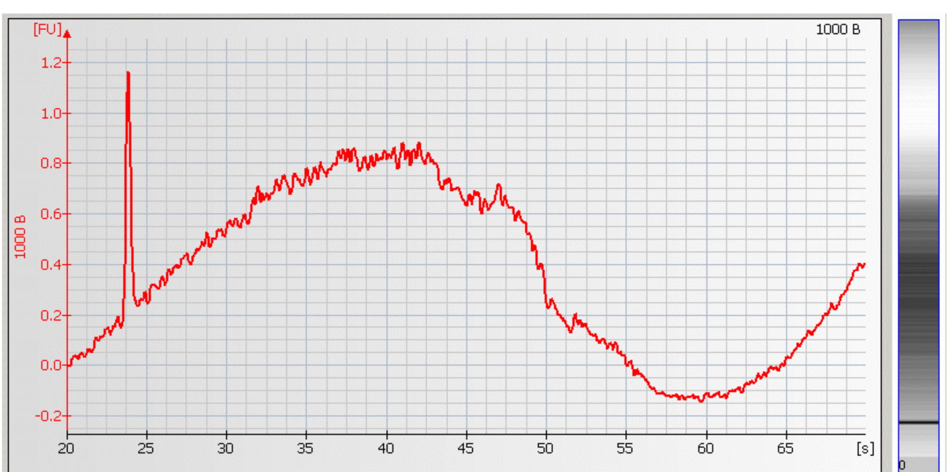
Missing RNA Fragment



Most probable causes	*Solution*
Sample salt concentration is too high.	Refer to the maximum sample buffer salt limits as specified in the Reagent Kit Guide. Dilute samples with deionized RNase free water, if necessary,
Probable causes	*Solution*
RNase contamination of electrodes or reagents.	Clean electrodes with RNaseZAP. Follow cleaning procedure, see “How to Clean the Pin Set of the Electrode Cartridge” on page 155. Prepare a new chip with fresh reagents. Wear powder-free gloves when preparing the chip.

Back to “Symptoms (RNA)” on page 73.

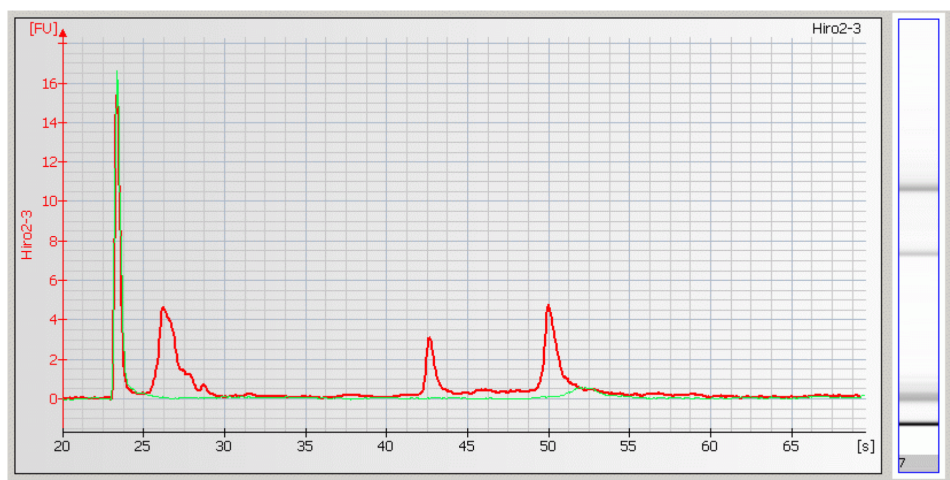
Wavy Baseline



Most probable causes	*Solution*
Contamination with genomic DNA.	Check RNA isolation protocol. To remove genomic DNA, perform DNase treatment.
Leak currents due to contaminated electrodes.	Clean the electrode cartridge as described in "How to Clean the Pin Set of the Electrode Cartridge" on page 155. Prepare a new chip.
Leak currents due liquid spillage on top of the chip (detergents in sample buffer lower surface tension in the wells of the chip).	Prepare a new chip. Lower vortexing speed or mix samples manually
Chip not properly primed. Clogged priming station or wrong priming station settings.	Check chip priming station as described in "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171. Clean/replace syringe, gasket and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide).
Probable causes	*Solution*
Leak currents due to wet cartridge.	Use only 350 µL of water in the cleaning chip. Ensure the humidity in the room is below 80% at 5-31°C (41-89°F), decreasing linearly to 50% at 40°C (104°F).
Least probable causes	*Solution*
Changes in ambient temperature of more than 5°C during the run.	Place the 2100 Bioanalyzer in a thermally stable environment.
Autofocus failure or high voltage power supply defective.	Check autofocus and high voltage power using the "Overview" on page 30. If a diagnostic test fails, contact Agilent Technologies at www.agilent.com/genomics/contact.

Back to "Symptoms (RNA)" on page 73

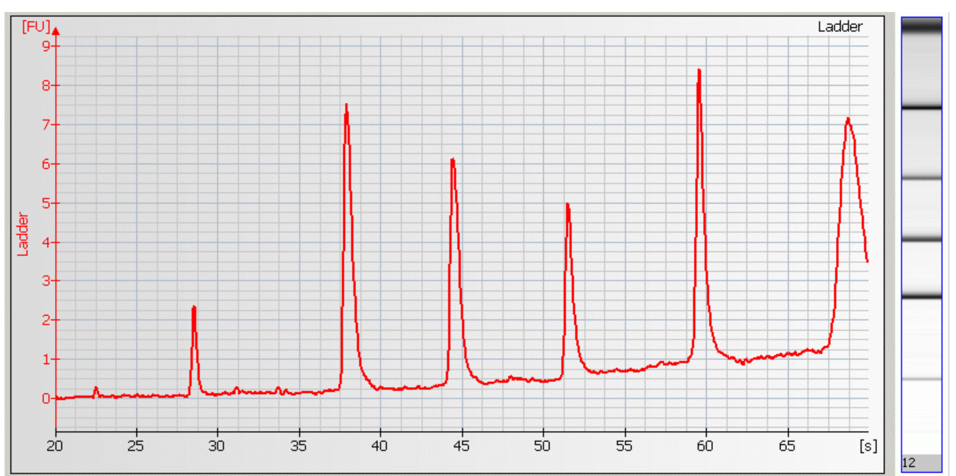
Cross Contamination



Most probable causes	*Solution*
Contamination of pipette tips.	Use fresh tips for each pipetting step.
Contamination of electrodes.	Clean electrodes between runs as described in “Maintenance of the Electrode Cartridge” on page 143.
Least probable causes	*Solution*
Leak currents due to contaminated pin set.	Clean the pin set of the electrode cartridge. Follow cleaning procedure, see “How to Clean the Pin Set of the Electrode Cartridge” on page 155.

Back to “Symptoms (RNA)” on page 73

Late Migration



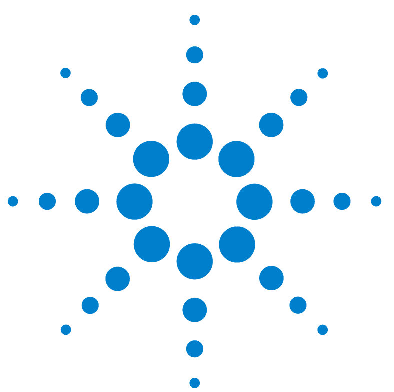
Most probable causes	*Solution*
Chip not properly primed. Clogged chip priming station or wrong priming station settings.	Check chip priming station as described in "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171. Clean/replace syringe, gasket and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide).
Vortex speed too high.	Vortex chip for 1 minute. Only use the IKA vortexer. Ensure speed is adjusted to the set point.
Leak currents due to contaminated electrodes.	Clean electrodes as described in "How to Clean the Pin Set of the Electrode Cartridge" on page 155.
Leak currents due to liquid spillage on top of the chip (detergents in sample buffer lower surface tension in the wells of the chip).	Prepare a new chip. Lower vortexing speed or mix samples manually.
Probable causes	*Solution*
Vortex adapter not connected tightly.	Press vortex adapter tightly on mount (vortex adapter must not rock). Replace vortex adapter as described in "Changing the Adapter" on page 192.
Loss of gel separation properties.	Gel or gel-dye mix expired or stored incorrectly. Check Reagent Kit Guide for proper storage of gel and gel-dye mix. Use gel-dye mix within indicated time. Do not use expired reagents.

Back to "Symptoms (RNA)" on page 73

Error Message: No data received since 5 seconds

		Code	Description	Category
1		1,570	No data received since 5 seconds	Instrument

Most probable causes	*Solution*
Disrupted communication between instrument and computer.	Ensure the Agilent USB-serial adapter cable (part number 8121-1013) is used to connect the 2100 Bioanalyzer to the computer through a USB port. The correct driver must be installed. See “USB to Serial Adapter” on page 24.



8
Troubleshooting the Protein Application

Overview 100

Symptoms (Protein) 101

- Residual Gel in Spin Filter after Centrifugation 102
- Too High Quantitation Results 102
- Too Low Quantitation Results 103
- Wrong Sizing Result 104
- Chip Not Detected 105
- Run Aborted 106
- Unexpected Run Time 108
- Additional Sample or Ladder Peaks 112
- Upper Marker is Missing or Miscalled 114
- Broad Variability of the Lower Marker 115
- Missing Peaks 116
- Spikes 117
- Poor Reproducibility 118
- Low Signal Intensity 120
- Low Ladder Peaks 122
- Broad Peaks 123
- Baseline Dips 125
- Late Migration 126
- Error Message: No data received since 5 seconds 127

Symptoms (High Sensitivity Protein) 128

- Saturation of Lower Marker or Sample Peaks – Optical Signal too High 129
- Low Signal Intensity 131

Overview

Error messages appearing on the screen describe a problem that has occurred with either the hardware or the software.

Additional information regarding the nature of a problem may be found in the Run Log for the data file. Select the **Log Book** tab in the **Data and Assay** context. The **Run Log** lists all the actions and errors that occurred during the run.

In rare cases, results generated by the Agilent 2100 Bioanalyzer might not be as expected. To help find the reason for the discrepancy, see "Symptoms (Protein)" on page 101.

For most observations, there will be at least one corresponding example, depicting a typical electropherogram, gel-like image or result table. Once the observation that resembles the outcome of the experiment has been identified, a set of assigned causes will be listed by priority.

The causes are grouped into three levels:

- Most probable cause
- Probable cause
- Least probable cause

A list of solutions that help fix the problem are assigned to the causes. For successful troubleshooting, go through all the solution hints listed by probability.

Symptoms (Protein)

Click to go straight to the troubleshooting hints.

- "Residual Gel in Spin Filter after Centrifugation" on page 102
- "Too High Quantitation Results" on page 102
- "Too Low Quantitation Results" on page 103
- "Wrong Sizing Result" on page 104
- "Chip Not Detected" on page 105
- "Run Aborted" on page 106
- "Unexpected Run Time" on page 108
- "Additional Sample or Ladder Peaks" on page 112
- "Upper Marker is Missing or Miscalled" on page 114
- "Broad Variability of the Lower Marker" on page 115
- "Missing Peaks" on page 116
- "Spikes" on page 117
- "Poor Reproducibility" on page 118
- "Low Signal Intensity" on page 120
- "Low Ladder Peaks" on page 122
- "Broad Peaks" on page 123
- "Baseline Dips" on page 125
- "Late Migration" on page 126
- "Error Message: No data received since 5 seconds" on page 127

Residual Gel in Spin Filter after Centrifugation

Most probable causes	*Solution*
Gel was filtered at insufficient g-value.	Refer to the Reagent Kit Guide for proper centrifuge settings.
Cooled centrifuge was used for gel filtration.	Repeat centrifugation step at room temperature.
Gel was too cool or viscous.	Reagents must be equilibrated at room temperature for 30 minutes prior to use.

Too High Quantitation Results

Most probable causes	*Solution*
Alignment of upper marker not set properly.	Manually set upper marker. Follow instructions for "Manual Marker Assignment" on page 109 .
Pipetting error during preparation of reagent mixes or chip.	Refer to the Reagent Kit Guide for proper preparation of reagents. Check dilution procedure and calibration of pipette.
Chip preparation error.	Prepare new chip. Always insert the pipette tip to the bottom of the well when dispensing the liquid. Use appropriate pipette and tips.
Probable causes	*Solution*
Upper marker is degraded by proteases.	Treat sample with protease inhibitors prior to sample preparation.
Sample salt concentration is too high.	Check maximum sample buffer salt limits in the compatible buffer list in the Reagent Kit Guide. Dilute the sample prior to the sample preparation or use a different buffer, if possible.
Improper denaturation of sample.	Use fresh sample aliquot. Heat sample or denaturing solution for 5 minutes at 100°C. Use 0.5 mL tubes for denaturation.
Least probable causes	*Solution*
Loaded chip kept too long before run.	Prepared chips must be used within 5 minutes of preparation.

Back to "Symptoms (Protein)" on page 101

Too Low Quantitation Results

Most probable causes	*Solution*
Alignment of upper marker not set properly.	Manually set upper marker. Follow instructions for "Manual Marker Assignment" on page 109.
Pipetting error during preparation of reagent mixes or chip.	Refer to the Reagent Kit Guide for proper preparation of reagents. Check dilution procedure and calibration of pipette.
Chip preparation error.	Prepare new chip. Always insert the pipette tip to the bottom of the well when dispensing the liquid. Use appropriate pipette and tips.
Probable causes	*Solution*
Sample concentration too high.	Use sample concentration according to the specifications in the Reagent Kit Guides. Do not forget to dilute samples with deionized water after heat denaturation.
Diluted samples are degraded.	Use diluted samples within one day. Store samples at 4°C when not in use for longer than 1 hour.
Least probable causes	*Solution*
Loaded chip kept too long before run.	Prepared chips must be used within 5 minutes of preparation.

Back to "Symptoms (Protein)" on page 101

Wrong Sizing Result

Most probable causes	*Solution*
Incorrect assignment of ladder peaks.	Check assignment of ladder peaks. For details, please refer to the Online Help or Users Guide.
Incorrect assignment of upper and/or lower marker.	Store sample buffer and denaturing solution according to the instructions given in the Reagent Kit Guide. Check assignment of markers. Follow instructions for "Manual Marker Assignment" on page 109.
Ladder degraded.	Use diluted ladder within one day. Store ladder at 4°C when not in use for longer than 1 hour.
Probable causes	*Solution*
Improper denaturation of ladder.	Use fresh ladder aliquot. Heat ladder for 5 minutes at 100°C. Use 0.5 mL tubes for denaturing.
Least probable causes	*Solution*
Incomplete reduction of samples.	Due to disulfide bonds, some proteins will not migrate according to their molecular weight if they are not reduced properly. Proteins will migrate higher than the expected molecular weights. Check preparation of denaturing solution described in the Reagent Kit Guide.
Protein characteristics	Glycosylation and other post-translational modifications may disturb micelle formation around the protein. The proteins will migrate higher than the expected molecular weights. This effect is reproducible.

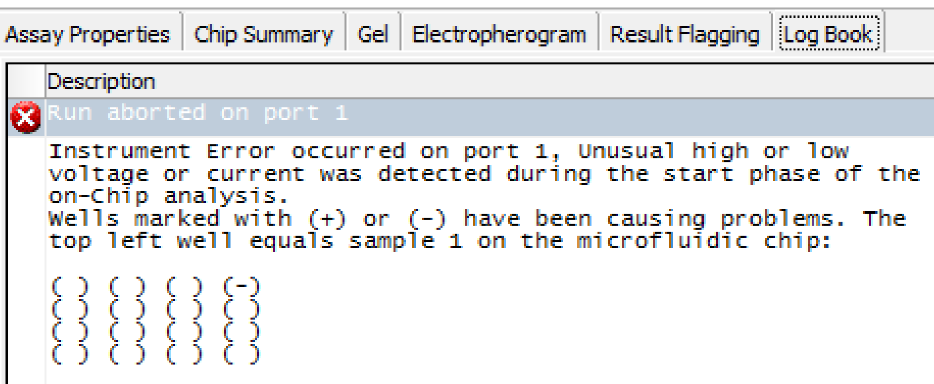
Back to "Symptoms (Protein)" on page 101

Chip Not Detected

Most probable causes	*Solution*
Insufficient volume in well(s) or chip is empty.	Check Reagent Kit Guide on amount of liquid to be pipetted. Ensure all wells contain sample, ladder or buffer.
Air bubbles at the bottom of the well.	Always insert the pipette tip to the bottom of the well when dispensing the liquid. Remove large air bubbles with a pipette tip (small bubbles on top of well do not affect the assay).
Probable causes	*Solution*
No communication between the 2100 Bioanalyzer and PC.	Test the PC-instrument communication as described in "Verify the Instrument Communication" on page 20.
Chip not properly primed. Air bubble in chip.	Prepare a new chip. Check chip priming station as described in "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171. Clean/replace syringe, gasket, and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide).
Least probable causes	*Solution*
High voltage power supply defective.	Check high voltage power supply using the "Overview" on page 30. If the power supply is defective, contact Agilent Technologies at www.agilent.com/genomics/contact.

Back to "Symptoms (Protein)" on page 101

Run Aborted

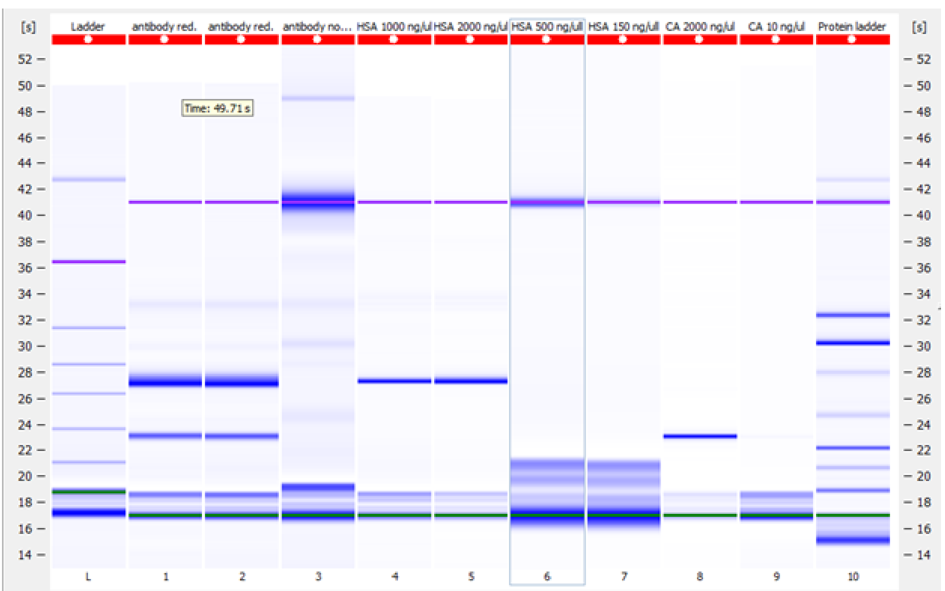


NOTE

In the logbook, an error will appear: **Run aborted on port x. Instrument error occurred on port x, Unusual high or low voltage or current was detected during the start phase of the on-chip analysis.** The marked wells will indicate the wells on the chip that caused the problem.

Most probable causes	*Solution*
Insufficient volume in well(s).	Check Reagent Kit Guide for the amount of liquid to be pipetted. Ensure all wells contain sufficient ladder, samples or buffer.
Air bubble at the bottom of the well, obstructing access to microchannels.	Always insert the pipette tip to the bottom of the well when dispensing the liquid. Remove large air bubbles with a pipette tip (small bubbles on top of the well will not affect the assay).
Dirty electrodes.	Clean electrodes according to instructions in "How to Clean the Pin Set of the Electrode Cartridge" on page 155.
Chip not properly primed. Clogged chip priming station or wrong priming station settings.	Prepare a new chip. Check chip priming station as described in "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171. Clean/replace syringe, gasket, and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide).
Probable causes	*Solution*
Chip prepared with cold reagents.	Prepare a new chip. Allow all reagents and reagent mixes to warm up to room temperature for 30 minutes prior to use. Store chips at room temperature.
Least probable causes	*Solution*
High voltage power supply defective.	Check high voltage power supply using the "Overview" on page 30. If the power supply is defective, contact Agilent Technologies at www.agilent.com/genomics/contact.

Unexpected Run Time

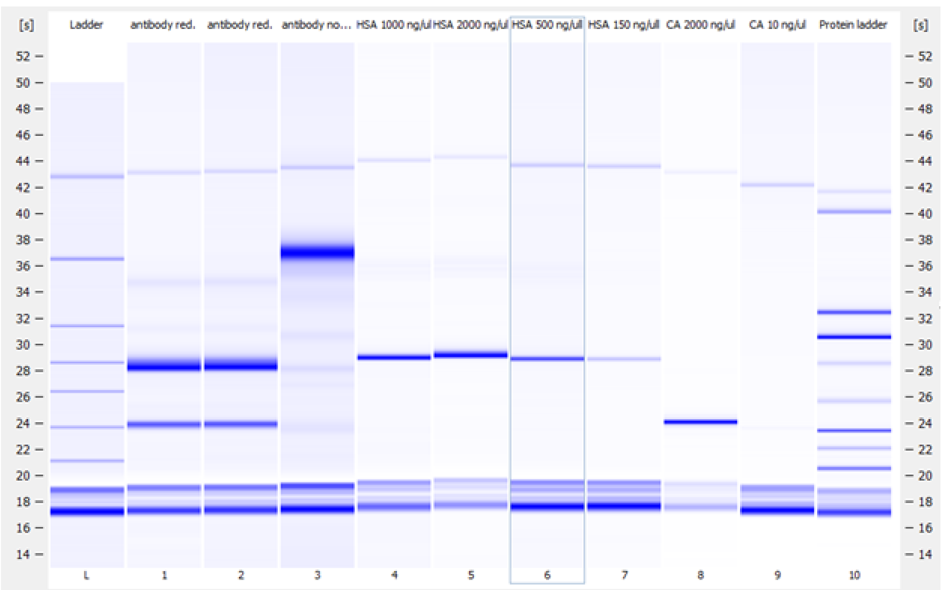


Most probable causes	*Solution*
Lower and/or upper markers are called incorrectly.	Turn off alignment and check which bands are the correct lower and upper markers. For more details see “Manual Marker Assignment” on page 109 .
Least probable causes	*Solution*
Bent electrode pin.	Check if electrode pins are bent or damaged. Replace electrophoresis cassette.

Back to “Symptoms (Protein)” on page 101

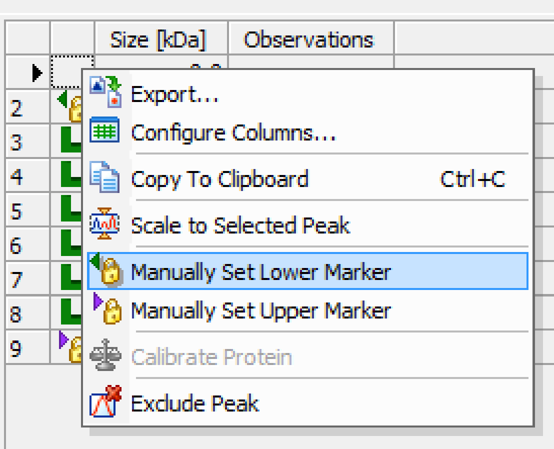
Manual Marker Assignment

1 Turn alignment off . Check the gel-like image to identify which bands are the correct lower and upper markers.

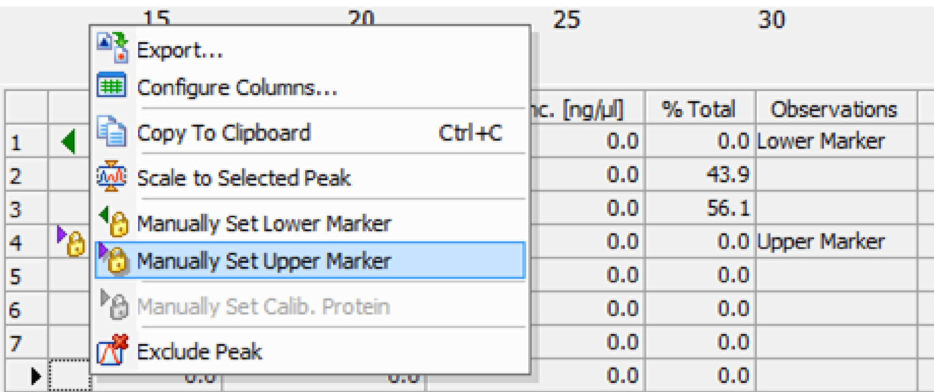


2 Turn the alignment back on . Check the electropherogram of each sample. Go to the **Peak Table** tab to adjust the markers.

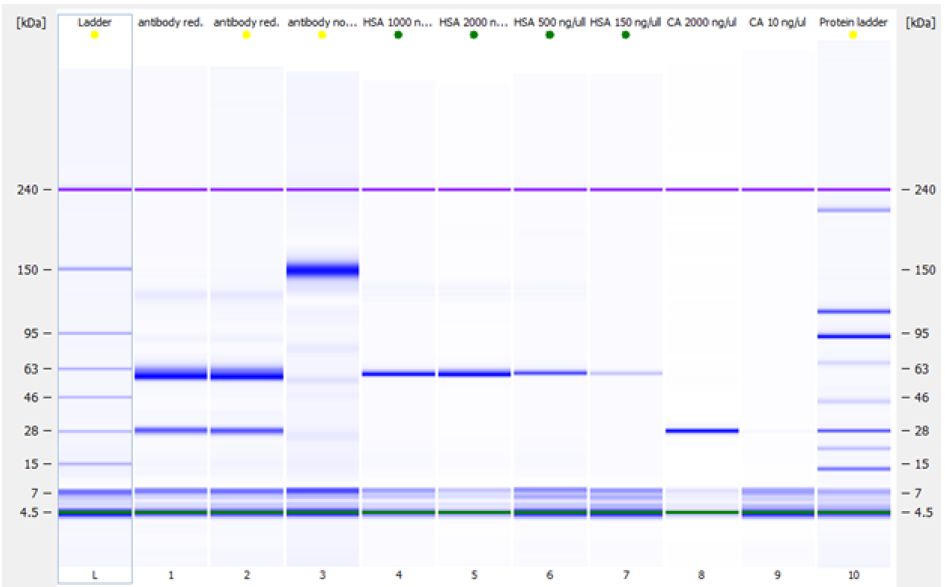
3 To adjust the lower marker, right click on the correct peak, and choose **Manually Set Lower Marker**.



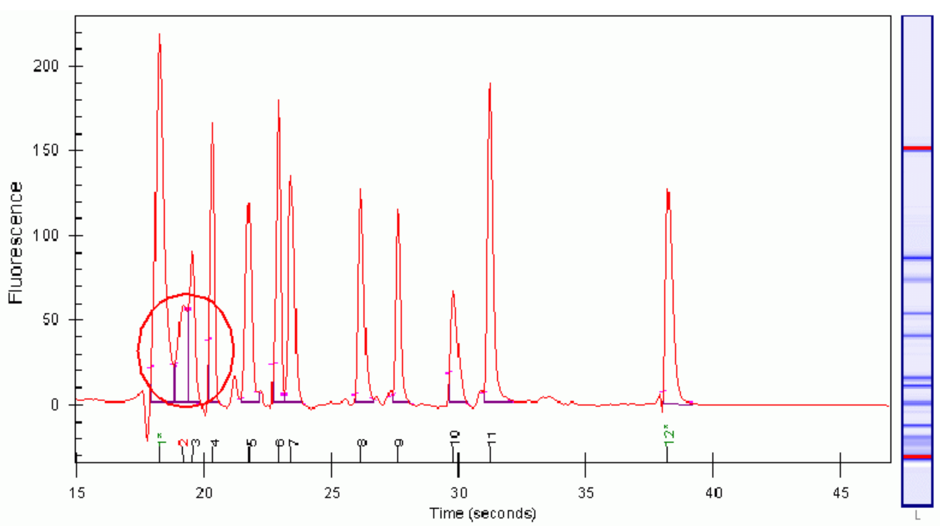
4 To adjust the upper marker, right click on the correct peak, and choose **Manually Set Upper Marker**.



The data is properly aligned after the markers are called correctly.



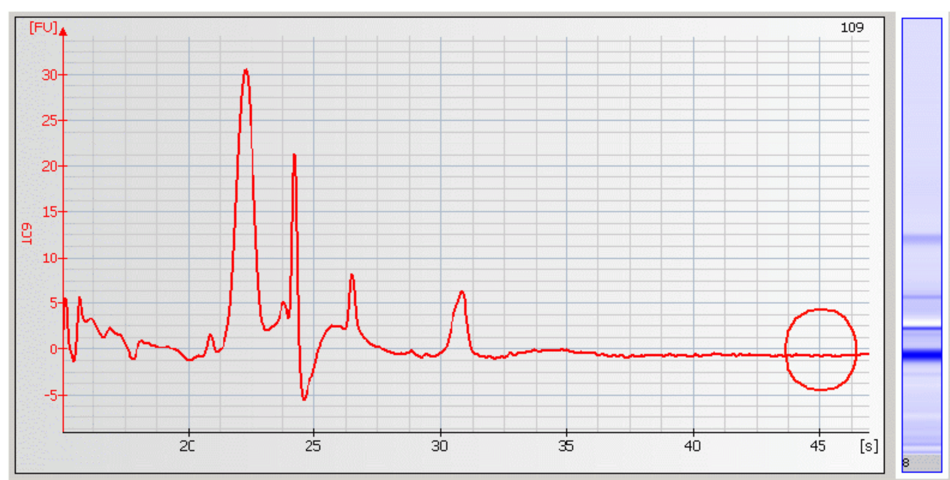
Additional Sample or Ladder Peaks



Most probable causes	*Solution*
Sample or ladder not denatured properly.	Prepare fresh sample aliquot. Heat sample or denaturing solution and ladder for 5 minutes at 100°C
Improper tubes used for denaturing samples.	Use 0.5 mL tubes for denaturing sample or denaturing solution.
Chip or gel-dye mix contaminated with particles.	Prepare new chip with new gel-dye mix. Wear powder-free gloves only. Do not touch the underside of the chip. Do not touch the wells of the chip. Clean the electrodes, see "How to Clean the Pin Set of the Electrode Cartridge" on page 155. Load the chip immediately after taking it out of its sealed bag.
Probable causes	*Solution*
Sample degraded or contaminated.	Always wear gloves when handling chips and samples.
Ladder degraded.	Refer to the Reagent Kit Guide for proper ladder storage. Optional: Prepare ladder aliquots and use a new aliquot.
Chip prepared with cold reagents.	Prepare a new chip. Allow all reagents and reagent mixes to warm up to room temperature for 30 minutes before use. Store chips at room temperature.
Dye agglomerates present in the gel-dye mix.	Use dye concentration according to the Reagent Kit Guide. Let the dye warm up to room temperature for 30 minutes before preparing the gel-dye mix. Protect the dye from light during this time. After centrifugation, the gel-dye mix should be taken up from the top of the tube.
Vibration of 2100 Bioanalyzer.	Do not touch the 2100 Bioanalyzer during a run. Remove vibration devices, such as vortexers and vacuum pumps, from bench.

Back to "Symptoms (Protein)" on page 101

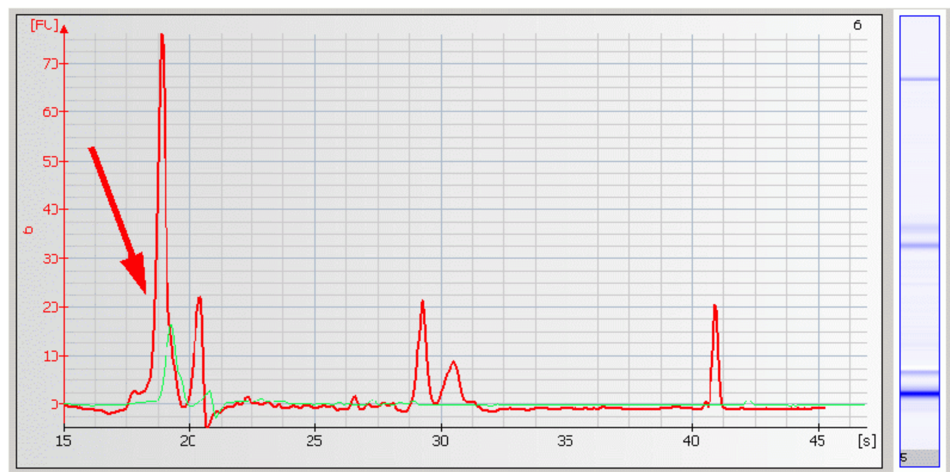
Upper Marker is Missing or Miscalled



Most probable causes	*Solution*
Upper marker was called incorrectly.	Check upper marker assignment. Follow instructions for "Manual Marker Assignment" on page 109.
Improper preparation of sample buffer or denaturing solution.	Refer to the Reagent Kit Guide for instructions on storage and preparation of the sample buffer or denaturing solution.
Incompatible sample component. Some components of the buffer, e.g. CHAPS, TFA, etc. may interfere with the upper marker and decrease sensitivity.	See Reagent Kit Guide for a list of compatible buffers and buffer compounds. For an updated list, refer to the web site www.agilent.com/genomics/bioanalyzer. If necessary, dilute, dialyze or desalt the sample. It is recommended to perform a serial dilution with water to determine the optimal dilution.
Diluted samples are too old.	Use diluted samples within one day. Store samples at 4°C when not in use for more than 1 hour.
Probable causes	*Solution*
Digestion of upper marker by proteases.	Add protease inhibitor cocktails to cell lysate samples.
Improper denaturation of samples.	Use fresh sample aliquot. Heat samples with denaturing solution for 5 minutes at 100°C Use 0.5 mL tubes for denaturing samples.

Back to "Symptoms (Protein)" on page 101

Broad Variability of the Lower Marker

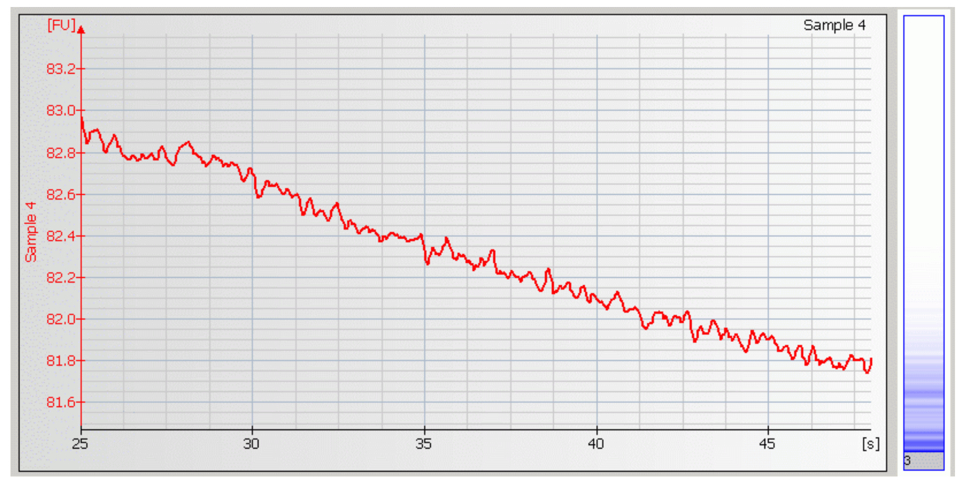


NOTE If the lower marker is detected, the assay performance is not affected by lower marker or system peak variability.

Most probable causes	*Solution*
Buffer components of the sample , e.g. salts, detergents, other additives etc. may interfere with the lower marker.	Ionic strength of the sample buffer may affect the lower marker intensity. See Reagent Kit Guide for a list of compatible buffers and buffer compounds. For an updated list, refer to the web site www.agilent.com/genomics/bioanalyzer. If necessary, dilute, dialyze or desalt the sample. It is recommended to perform a serial dilution with water to determine the optimal dilution.

Back to "Symptoms (Protein)" on page 101

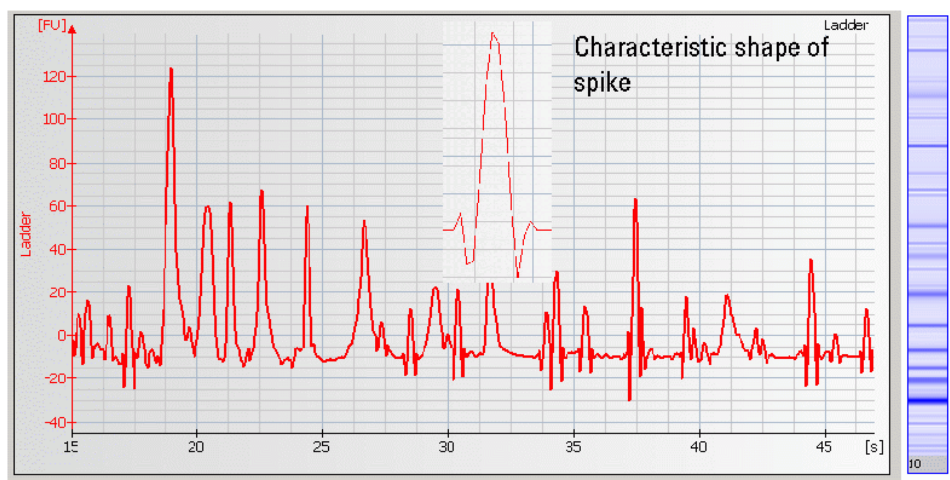
Missing Peaks



Most probable causes	*Solution*
Gel-dye mix was loaded in the destain well.	Prepare a new chip.
Probable causes	*Solution*
Fingerprint on focusing lens or on the backside of the chip.	Clean lens as described in "Cleaning the Lens" on page 185. Do not touch the underside of the chip.
Least probable causes	*Solution*
Defective laser.	Check the laser stability using the "Overview" on page 30. If the laser test fails, contact Agilent Technologies at www.agilent.com/genomics/contact.
Autofocus failure.	Check autofocus using the "Overview" on page 30. If autofocus test fails, contact Agilent Technologies at www.agilent.com/genomics/contact.
High voltage power supply defective.	Check high voltage stability using the "Overview" on page 30. If the high voltage stability test fails, contact Agilent Technologies at www.agilent.com/genomics/contact.

Back to "Symptoms (Protein)" on page 101

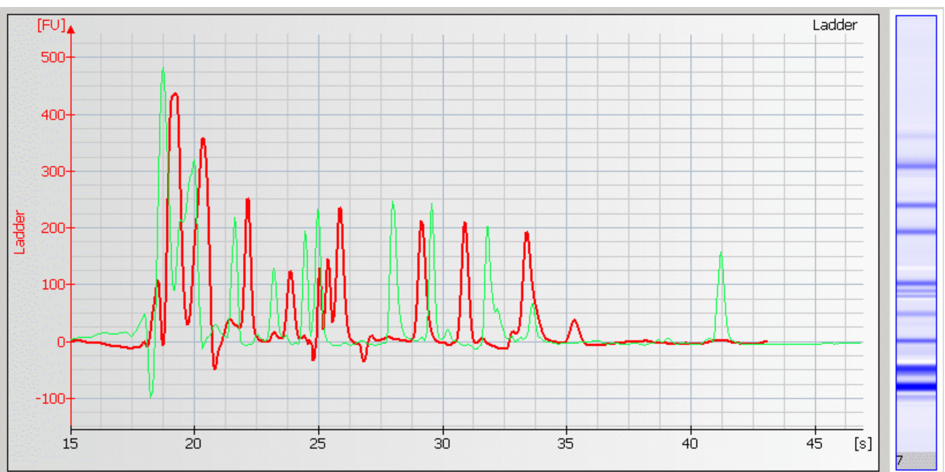
Spikes



Most probable causes	*Solution*
Chip, gel-dye mix, destaining solution, or electrodes contaminated.	Prepare new chip with new gel-dye mix and new destaining solution. Wear powder-free gloves only. Do not touch the underside of the chip. Do not touch the wells of the chip. Clean the electrodes as described in "Maintenance of the Electrode Cartridge" on page 143. Load the chip immediately after taking it out of its sealed bag.
Gel-dye mix or destaining solution not properly prepared.	Refer to the Reagent Kit Guide for proper preparation of the gel-dye mix and destaining solution. Let the dye warm up to room temperature for 30 minutes before preparing the gel-dye mix. Protect the dye from light during this time.
Probable Causes	*Solution*
Vibration of 2100 Bioanalyzer.	Do not touch the 2100 Bioanalyzer during a run. Remove vibration devices, such as vortexers and vacuum pumps, from the bench.

Back to "Symptoms (Protein)" on page 101

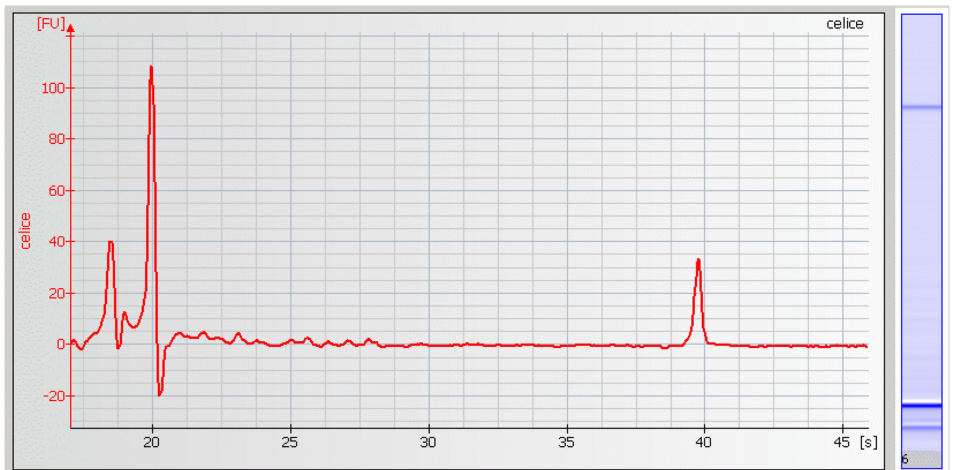
Poor Reproducibility



Most probable causes	*Solution*
Wrong peak alignment.	Check lower and upper marker assignment. Follow instructions for "Manual Marker Assignment" on page 109.
Improper denaturation of sample(s).	Use fresh sample aliquot. Heat samples with denaturing solution for 5 minutes at 100°C Use 0.5 mL tubes for denaturing samples.
Samples not prepared similarly, i.e. reducing agent (BME or DTT) was not added to all samples.	Refer to the Reagent Kit Guide for proper sample reduction.
Dirty electrodes.	Thoroughly clean the electrodes as described in "Maintenance of the Electrode Cartridge" on page 143.
Probable causes	*Solution*
Diluted samples are too old.	Use diluted samples within one day.
Incompatible buffer component.	See Protein Reagent Kit Guide for a list of compatible buffers and buffer compounds. For an updated list, refer to the web site www.agilent.com/genomics/bioanalyzer. If necessary, dilute, dialyze or desalt the sample.

Back to "Symptoms (Protein)" on page 101

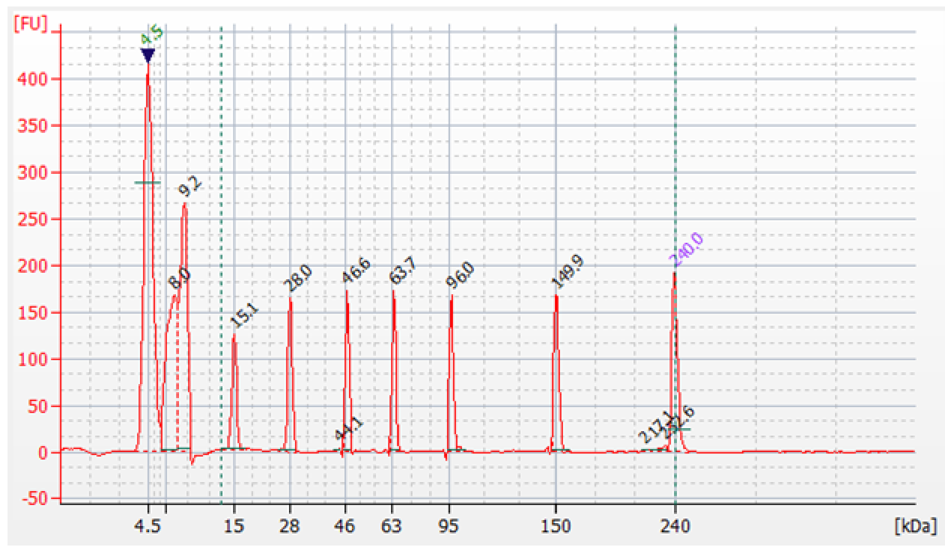
Low Signal Intensity



Most Probable Causes	*Solution*
Protein concentration is too low.	Follow specifications given in the Reagent Kit Guide.
Sample salt concentration is too high.	Salt concentration strongly affects the sensitivity of the assay. Dilute samples in deionized H_2O, dialyze samples against low salt buffer or desalt samples using spin filters.
Insufficient dissolution of SDS in the dye.	Allow the dye to equilibrate to room temperature for 30 minutes before use. Protect dye from light during this time. Check for undissolved SDS crystals in the tube. Vortex dye well before use. If necessary, heat the sample buffer to 37°C for 2 minutes.
Samples were not diluted prior to chip loading	Dilute samples according to protocol given in the Reagent Kit Guide.
Probable Causes	*Solution*
Improper denaturation of samples.	Prepare fresh sample aliquot. Heat sample and denaturating solution for 5 minutes at 100°C. Use 0.5 mL tubes for denaturation.
Pipetting error during preparation of reagent mixes.	Check dilution procedure and check calibration of pipette(s).
Least Probable Causes	*Solution*
Samples dissolved in acidic buffer.	Neutralize samples with appropriate buffer or dilute samples in deionized H_2O. Alternatively, dialyze samples against buffer with medium pH.

Back to "Symptoms (Protein)" on page 101

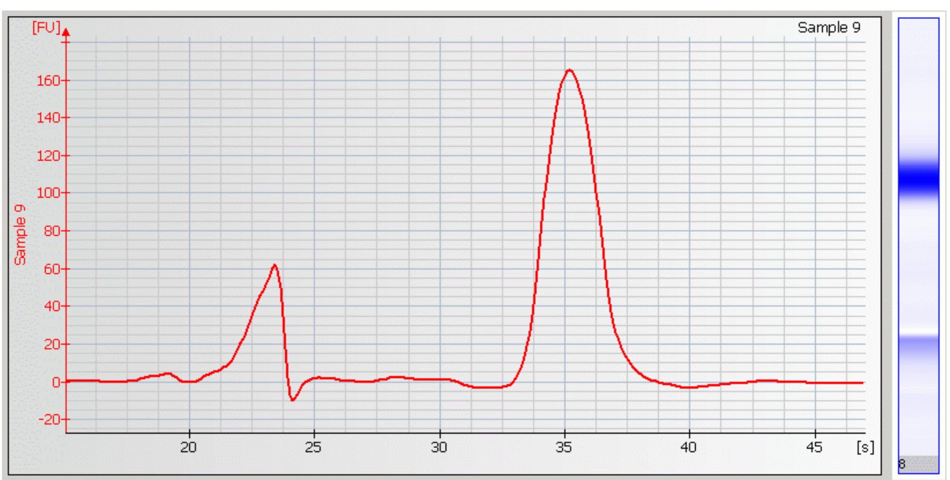
Low Ladder Peaks



Most probable causes	*Solution*
Ladder degraded.	Refer to the Reagent Kit Guide for proper ladder storage. Optional: Prepare ladder aliquots and use a new aliquot.
Ladder not diluted after denaturing.	Refer to Reagent Kit Guide for proper chip preparation.
Probable causes	*Solution*
Improper denaturation of ladder.	Use fresh ladder aliquot. Heat ladder for 5 minutes at 100°C. Use 0.5 mL tubes for denaturation.
Diluted ladder is too old.	Use diluted ladder within one day.
Pipetting error during preparation of reagent mixes.	Check dilution procedure and calibration of pipette.

Back to “Symptoms (Protein)” on page 101

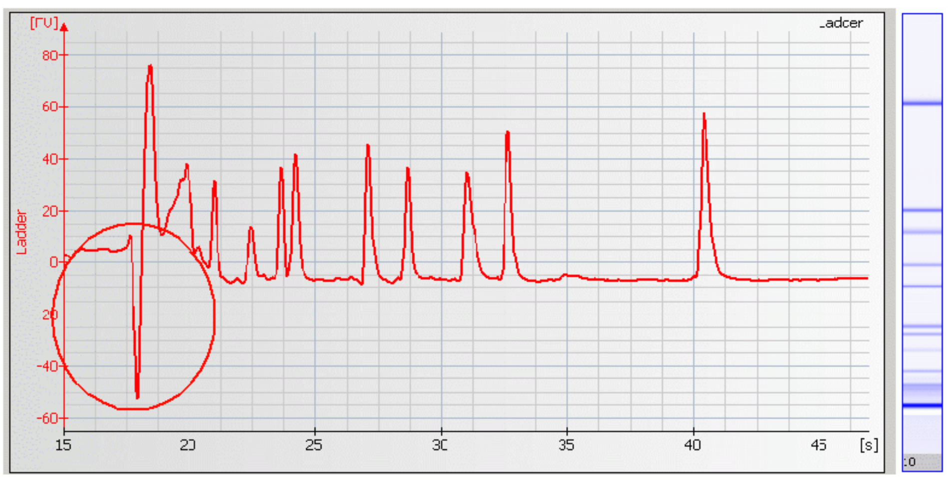
Broad Peaks



Most probable causes	*Solution*
Lower and/or upper markers are called incorrectly.	Turn off alignment and check which bands are the correct lower and upper markers. For more details see “Manual Marker Assignment” on page 109.
Air bubbles at the bottom of the well.	Always insert the pipette tip to the bottom of the well when dispensing the liquid. Remove large air bubbles with a pipette tip (small bubbles on top of the well will not affect the assay).
Chip not properly primed. Clogged chip priming station or wrong priming station settings.	Prepare a new chip. Check chip priming station as described in “Checking the Chip Priming Station for Proper Performance - Seal Test” on page 171. Clean/replace syringe, gasket, and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide)
Leak currents due to contaminated electrodes.	Clean electrodes with analysis-grade water and a toothbrush, see “How to Clean the Pin Set of the Electrode Cartridge” on page 155. Do not leave chip in instrument after run. Clean electrodes with the electrode cleaner chip for 10 seconds after each run.
Probable causes	*Solution*
Sample was not denatured properly.	Use fresh sample aliquot. Heat sample and denaturing solution for 5 minutes at 100°C.
Samples not prepared similarly, i.e. reducing agent (BME or DTT) was not added to all samples.	Refer to the Reagent Kit Guide for proper sample reduction.

Back to “Symptoms (Protein)” on page 101

Baseline Dips

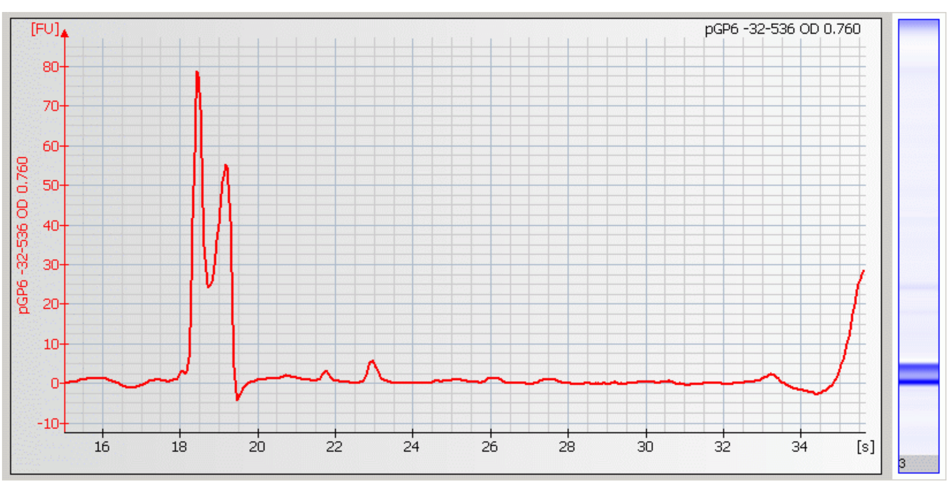


NOTE If the lower marker is detected, the assay performance is not affected by dips.

Most probable causes	*Solution*
Sample contains additional detergents and dyes.	See Reagent Kit Guide for a list of compatible buffers and buffer compounds. For an updated list, refer to the web site www.agilent.com/genomics/bioanalyzer. If necessary, dilute, dialyze or desalt the sample.

Back to "Symptoms (Protein)" on page 101

Late Migration



Most probable causes	*Solution*
Chip not properly primed. Clogged chip priming station or wrong priming station settings.	Prepare a new chip. Check chip priming station as described in "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171. Clean/replace gasket, syringe and plastic adapter, if necessary. Check if clip and base plate of priming station are in the correct position (see Reagent Kit Guide)
Protein chips expired.	Check expiration date on chip box.
Protein concentration in samples too high.	Use protein concentration accorting to specifications given in the Reagent Kit Guide.
Least probable causes	*Solution*
Defective heater plate.	Run the temperature test by using the "Overview" on page 30. If the heater plate is defective, contact Agilent Technologies at www.agilent.com/genomics/contact.

Back to "Symptoms (Protein)" on page 101

Error Message: No data received since 5 seconds

		Code	Description	Category
1		1,570	No data received since 5 seconds	Instrument

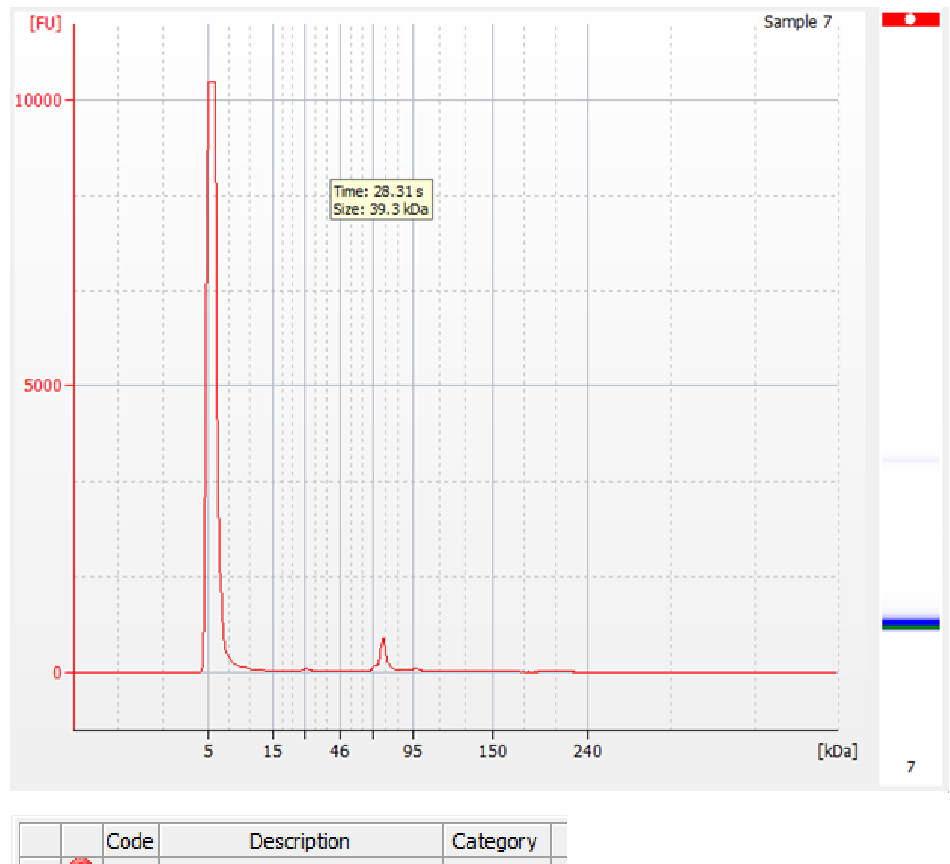
Most probable causes	*Solution*
Disrupted communication between instrument and computer.	Ensure the Agilent USB-serial adapter cable (part number 8121-1013) is used to connect the 2100 Bioanalyzer to the computer through a USB port. The correct driver must be installed. See “USB to Serial Adapter” on page 24.

Symptoms (High Sensitivity Protein)

Click to go straight to the troubleshooting hints.

- "Saturation of Lower Marker or Sample Peaks – Optical Signal too High" on page 129
- "Low Signal Intensity" on page 131

Saturation of Lower Marker or Sample Peaks – Optical Signal too High

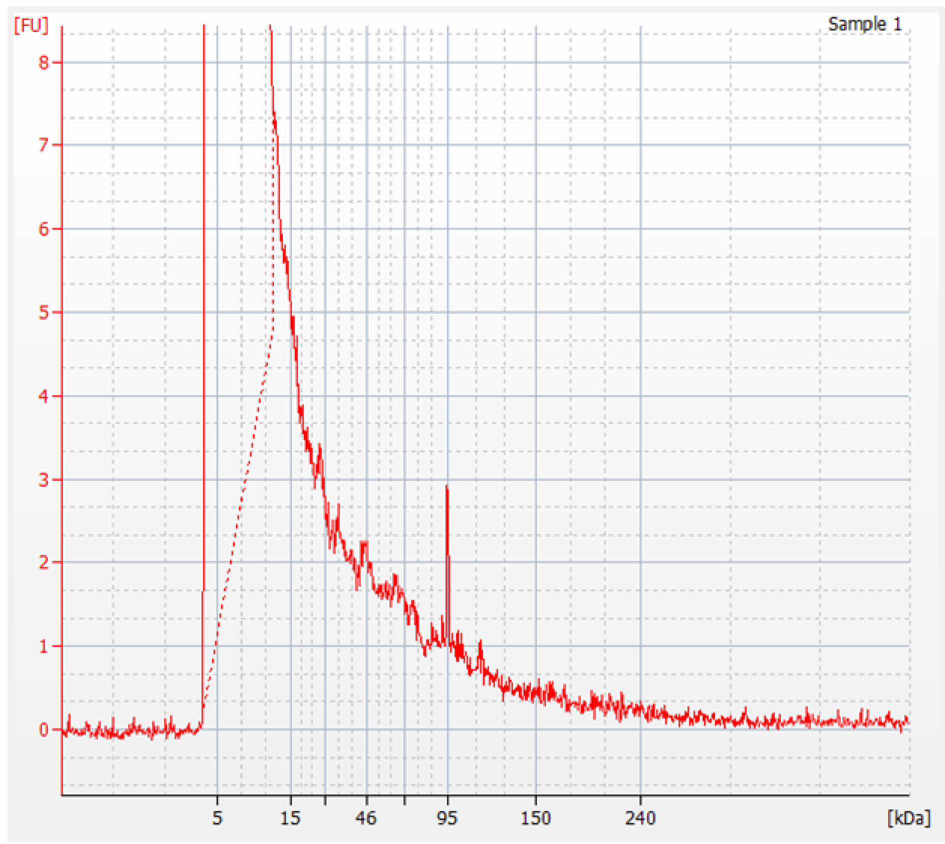


		Code	Description	Category
1		559	Optical signal too high (1605h)	Instrument

Most probable causes	*Solution*
Insufficient dilution of ladder or samples.	Follow instructions in the Reagent Kit Guide. Dilution of the labeling reaction by 1:200 is recommended.
Probable causes	*Solution*
Chip prepared with cold reagents.	Prepare a new chip. Allow all reagents and reagent mixes to warm up to room temperature for 30 minutes prior to use. Store chips at room temperature.

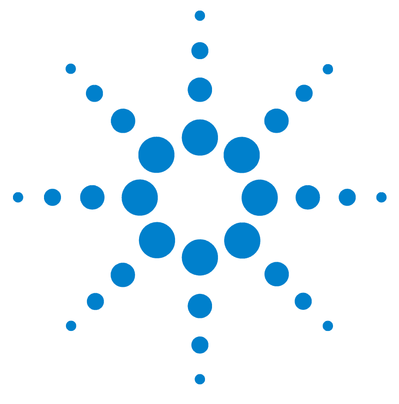
Back to “Symptoms (High Sensitivity Protein)” on page 128

Low Signal Intensity



Most probable causes	*Solution*
Insufficient labeling of ladder or samples.	Follow instructions in the Reagent Kit Guide. Labeling occurs between pH 8-9. Proteins must contain lysines for labeling reaction. Check buffer compatibility in the “Compatibility List for the Labeling Reaction” in the Reagent Kit Guide.
Insufficient sample present.	Follow instructions for protein concentration in the Reagent Kit Guide. Low abundant proteins may require pico labeling (Technical Note 5990-3703EN).

Back to “Symptoms (High Sensitivity Protein)” on page 128



9
Troubleshooting the Cell Application

Overview 134

Symptoms (Cell) 135

- Clogged Pressure Adapter 136
- No Cell Events 137
- Low Cell Events 139
- Low Signal Intensity 141
- High Events 142

Overview

Error messages appearing on the screen describe a problem that has occurred with either the hardware or the software.

Additional information regarding the nature of a problem may be found in the Run Log of the data file. Select the **Log Book** tab in the **Data and Assay** context. The Run Log lists all the actions and errors that occurred during the run.

In rare cases, results generated by the Agilent 2100 Bioanalyzer might not be as expected. To help find the reason for the discrepancy, see "Symptoms (Cell)" on page 135.

For most observations, there will be at least one corresponding example, depicting a typical histogram. Once the observation that resembles the outcome of the experiment has been identified, a set of assigned causes will be listed by priority.

The causes are grouped into three levels:

- Most probable cause
- Probable cause
- Least probable cause

A list of solutions to help fix the problem are assigned to the causes. For successful troubleshooting, go through all the solution hints listed by priority.

Symptoms (Cell)

Click to go straight to the troubleshooting hints.

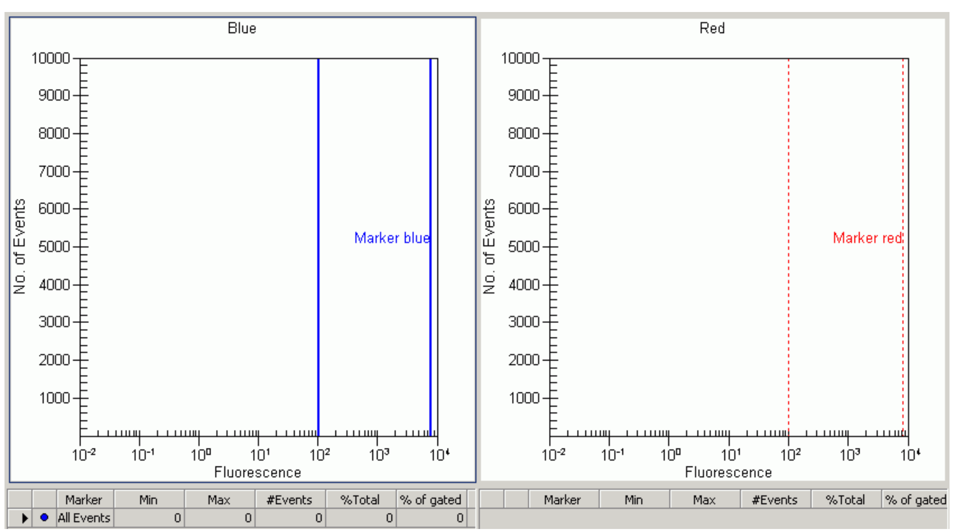
- “Clogged Pressure Adapter” on page 136
- “No Cell Events” on page 137
- “Low Cell Events” on page 139
- “Low Signal Intensity” on page 141
- “High Events” on page 142

Clogged Pressure Adapter

Most probable causes	*Solution*
Liquid is drawn from the priming well into the adapter, because insufficient buffer was loaded in the buffer well.	Replace the pressure adapter as described in "Replacing the Pressure Adapter" on page 179. Prepare a new chip. Refer to the Reagent Kit Guide for proper chip preparation. Do not leave any wells empty.
Liquid is drawn from the priming well into the adapter, because insufficient focusing dye or sample was loaded in focusing dye or sample well.	Replace the pressure adapter as described in "Replacing the Pressure Adapter" on page 179. Prepare a new chip. Refer to the Reagent Kit Guide for proper chip preparation. Do not leave any wells empty.

Back to "Symptoms (Cell)" on page 135

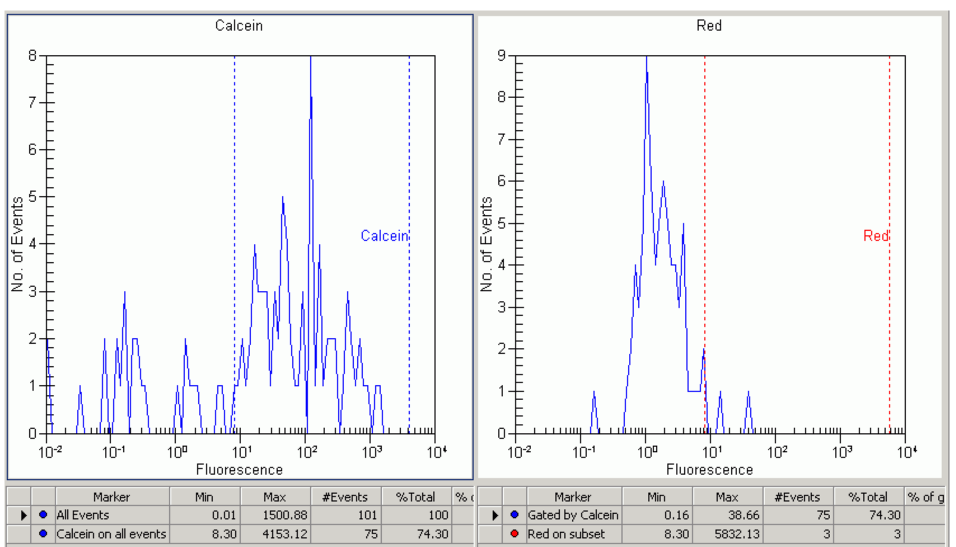
No Cell Events



Most probable causes	*Solution*
No cells in sample.	Prepare a new chip. Use cell concentration as recommended in the Reagent Kit Guide. Check cell concentration with a counting chamber. Adjust concentration, if necessary. Visually inspect sample well under microscope to confirm that cells are present.
Improper preparation of bead sample.	Prepare a new chip. Refer to the Cell Fluorescence Checkout Kit Guide for proper bead preparation.
Low staining efficiency.	Check staining procedure. Always prepare positive and negative staining controls. The staining protocol (dye concentration, incubation time, temperature, etc.) may need optimization. For application specific protocols and recommended staining reagents, please refer to available application notes (www.agilent.com/genomics/bioanalyzer).
Probable causes	*Solution*
Cells not resuspended in CB.	Always resuspend cells in CB at an appropriate cell concentration before analysis.
Dye is not compatible with 2100 Bioanalyzer optics.	For application specific protocols and recommended staining reagents, please refer to available application notes (www.agilent.com/genomics/bioanalyzer).
Insufficient buffer or focusing dye in chip wells.	Prepare a new chip. Refer to the Cell Reagent Kit Guide for proper chip preparation. Do not leave any wells empty.
Chip not properly primed. Air bubble in chip.	Prepare a new chip. Use inverse pipetting for chip preparation. When filling the pipette tip, push slightly over the first resistance. Empty the pipette tip only to the first resistance.
Chip channel clogged.	Prepare a new chip. Use cell strainer if cell sample has clumps.
Least probable causes	*Solution*
Chip contaminated.	Prepare a new chip. Wear powder-free gloves only. Do not touch the underside of the chip. Do not touch the wells of the chip. Load the chip immediately after taking it out of its sealed bag.
Autofocus failure.	Check autofocus using the "Overview" on page 30. If test fails, contact Agilent Technologies at www.agilent.com/genomics/contact.

Back to "Symptoms (Cell)" on page 135

Low Cell Events

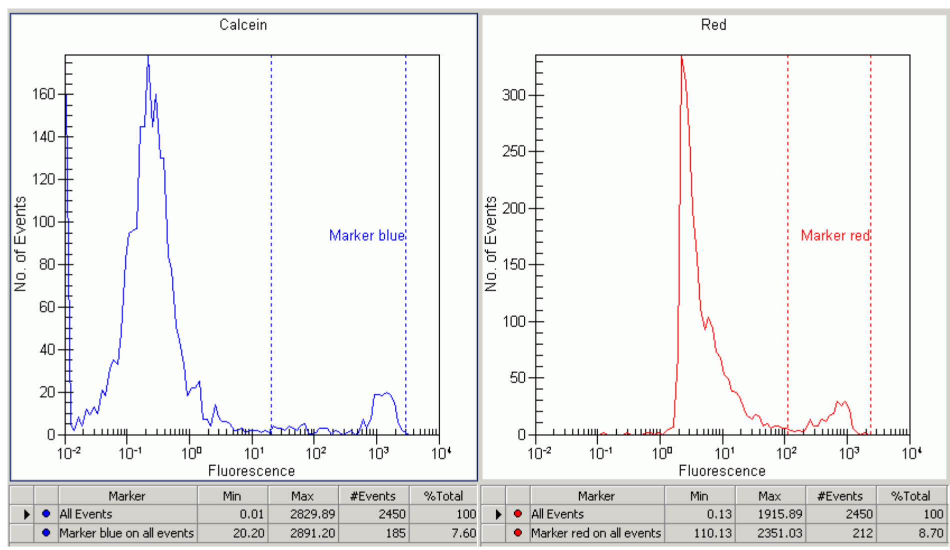


NOTE At the recommended cell concentration of 2 million/mL, an average of 750 cells are measured per sample. Event numbers below 400 are considered as low.

Most probable causes	*Solution*
Cell concentration is too low.	Prepare a new chip. Use cell concentration of 2 million cells/mL as recommended in the Reagent Kit Guide. Check cell concentration with a counting chamber. Adjust concentration, if necessary.
Improper preparation of bead sample.	Prepare a new chip. Please refer to the Cell Fluorescence Checkout Kit Guide for proper bead preparation.
Low staining efficiency.	Check staining procedure. Always prepare positive and negative staining control. The staining protocol (dye concentration, incubation time, temperature, etc.) may need optimization. For application specific protocols and recommended staining reagents please refer to available application notes (www.agilent.com/genomics/bioanalyzer).
Probable causes	*Solution*
Insufficient buffer in buffer well.	Prepare a new chip. Refer to the Reagent Kit Guide for proper chip preparation.
No focusing dye in FD well.	Prepare a new chip. Refer to the Reagent Kit Guide for proper chip preparation.
Insufficient sample in sample well.	Prepare a new chip. Refer to the Cell Reagent Kit Guide for proper chip preparation.
Chip not properly primed. Air bubble in chip.	Prepare a new chip. Use inverse pipetting for chip preparation. When filling the pipette tip, push slightly over the first resistance. Empty the pipette tip only to the first resistance.
Chip channel clogged.	Prepare a new chip. Use cell strainer if cell sample has clumps.
Chip contaminated.	Prepare a new chip. Wear powder-free gloves only. Do not touch the underside of the chip. Do not touch the wells of the chip. Load the chip immediately after taking it out of its sealed bag.
Least probable causes	*Solution*
Autofocus failure.	Check autofocus using the "Overview" on page 30. If test fails, contact Agilent Technologies at www.agilent.com/genomics/contact.

Back to "Symptoms (Cell)" on page 135

Low Signal Intensity



Most probable causes	*Solution*
Low staining efficiency.	Check staining procedure. Always prepare positive and negative staining controls. The staining protocol (dye concentration, incubation time, temperature, etc.) may need optimization. For application specific protocols and recommended staining reagents, please refer to available application notes (www.agilent.com/genomics/bioanalyzer).
Least probable causes	*Solution*
Autofocus failure.	Check autofocus using the "Overview" on page 30. If test fails, contact Agilent Technologies at www.agilent.com/genomics/contact.
Decomposed focusing dye.	Prepare a new chip. Use fresh focusing dye. Protect the focusing dye solution from light.

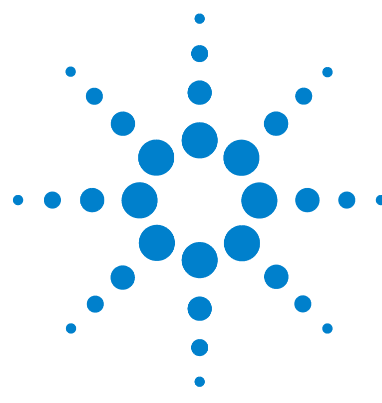
Back to "Symptoms (Cell)" on page 135

High Events

	Sample Name	Sample Comment	Blue Staining	Red Staining	Status	Total Events	% of Gated	Observation
▸	J 0.2uM		Oreg Green	CBNF	✓	5220	N/A	
2	J 1uM		Oreg Green	CBNF	✓	5130	N/A	
3	J 5uM		Oreg Green	CBNF	✓	4435	N/A	
4	J 25uM		Oreg Green	CBNF	✓	2651	N/A	
5	Sample 5		Oreg Green	CBNF	✓	0	0	
6	Sample 6		Oreg Green	CBNF	✓	0	0	

Most probable causes	*Solution*
Cell concentration is too high.	Results may be inaccurate. Prepare a new chip. Use cell concentration as given in the Reagent Kit Guide. Check cell concentration with a counting chamber. Adjust concentration, if necessary.
Improper preparation of bead sample.	Prepare a new chip. Refer to the Cell Fluorescence Checkout Kit Guide for proper bead preparation.
Probable causes	*Solution*
Wrong assay selected, i.e. a conventional assay was selected, while the staining was performed on-chip.	Import markers and settings from the correct on-chip assay.
Insufficient buffer in buffer well.	Prepare a new chip. Refer to the Reagent Kit Guide for proper chip preparation.
Insufficient sample in sample well.	Prepare a new chip. Refer to the Reagent Kit Guide for proper chip preparation.

Back to “Symptoms (Cell)” on page 135



10
Maintenance of the Electrode Cartridge

Overview 144

DNA and Protein Assays 145

Cleaning the Electrodes after each DNA and Protein Assays 146

RNA Nano Assay 147

Cleaning the Electrodes before each RNA Nano Assay 148

Cleaning the Electrodes after each RNA Nano Assay 150

RNase Decontamination of the Pin Set 151

RNA Pico or Small RNA Assay 152

Cleaning the Electrodes before each RNA Pico or Small RNA Assay 153

Cleaning the Electrodes after each RNA Pico or Small RNA Assay 154

RNase Decontamination of the Pin Set 154

How to Clean the Pin Set of the Electrode Cartridge 155

Overview

The cleaning procedure of the electrode cartridge depends on the assay that is run on the 2100 Bioanalyzer. For details see “How to Clean the Pin Set of the Electrode Cartridge” on page 155. Table 6 on page 144 gives an overview on the different cleaning procedures.

Table 6 Maintenance of the Electrode Cartridge

Assay	Before each run	After each run	Monthly or after liquid spill: pin set cleaning
DNA and Protein	Not required	Electrode cleaner: deionized H_2O for 10 seconds.	With brush: deionized H_2O or isopropanol.
RNA Nano	Electrode cleaner: • RNaseZAP for 60 seconds. • RNase free H_2O for 10 seconds.	Electrode cleaner: • RNase free H_2O for 10 seconds.	RNase decontamination with brush: • RNaseZAP. • RNase free H_2O.
RNA Pico and Small RNA	Electrode cleaner: • RNase free H_2O for 5 minutes.	Electrode cleaner: • RNase free H_2O for 30 seconds.	RNase decontamination with brush: • RNaseZAP • RNase free H_2O

DNA and Protein Assays

Assay	Before each run	After each run	Monthly or after liquid spill: Pin set cleaning
DNA and Protein	Not required	Electrode cleaner: • deionized H_2O for 10 seconds.	With brush: • deionized H_2O or isopropanol

Cleaning the Electrodes after each DNA and Protein Assays

When the assay is complete, immediately remove the used chip out of the Agilent 2100 Bioanalyzer and dispose of it according to good laboratory practice. Then perform the following procedure to ensure that the electrodes are clean and no residues are left over from the previous assay.

When After each DNA and Protein run.

Parts required

#	p/n	Description
1	NA	Electrode cleaner (required amount included in the kits)
1	NA	Deionized analysis-grade water

CAUTION

Leak currents between electrodes

Liquid spill may cause leak currents between the electrodes.

→ Never fill too much water in the electrode cleaner.

1. Slowly fill one of the wells of the electrode cleaner with 350 µL deionized analysis-grade water.
2. Open the lid and place electrode cleaner in the 2100 Bioanalyzer.
3. Close the lid and leave it closed for about 10 seconds.
4. Open the lid and remove the electrode cleaner.
5. Wait another 10 seconds for the water on the electrodes to evaporate.
6. After 5 assays, empty and refill the electrode cleaner
7. After 25 assays, replace the used electrode cleaner with a new one.

NOTE

When switching between different assays, a more thorough cleaning may be required. For details, refer to "How to Clean the Pin Set of the Electrode Cartridge" on page 155.

RNA Nano Assay

Assay	Before each run	After each run	Monthly or after liquid spill: Pin set cleaning
RNA Nano	Electrode cleaner: • RNase ZAP for 60 seconds. • RNase free H_2O for 10 seconds.	Electrode cleaner: • RNase free H_2O for 10 seconds.	RNase decontamination with brush: • RNase ZAP. • RNase free H_2O.

Cleaning the Electrodes before each RNA Nano Assay

To avoid decomposition of the RNA sample, follow this electrode decontamination procedure on a daily basis before running any RNA Nano assay.

When Before each RNA Nano run.

Parts required

#	p/n	Description
2	NA	Electrode cleaner (required amount included in the kits)
1	NA	RNase-free water
1	NA	RNaseZAP (Ambion, Inc cat. no. 9780)

NOTE Perform the following RNase decontamination procedure on a daily basis before running any RNA Nano assays.

CAUTION Leak currents between electrodes

Liquid spill may cause leak currents between the electrodes.

→ Never fill too much water in the electrode cleaner.

1 Slowly fill one of the wells of an electrode cleaner with 350 µL RNaseZAP.
2 Open the lid and place electrode cleaner in the 2100 Bioanalyzer.
3 Close the lid and leave it closed for about 1 minute.
4 Open the lid and remove the electrode cleaner - label the electrode cleaner and keep for future use. You can reuse the electrode cleaner for all chips in one kit.
5 Slowly fill one of the wells of *another* electrode cleaner with 350 µL RNase-free water.
6 Place electrode cleaner in the 2100 Bioanalyzer.
7 Close the lid and leave it closed for about 10 seconds.
8 Open the lid and remove the electrode cleaner. Label it and keep it for further use.

9 Wait another 10 seconds for the water on the electrodes to evaporate before closing the lid.

NOTE Remove the RNaseZAP and the RNase-free water from the electrode cleaner at the end of the day.

Cleaning the Electrodes after each RNA Nano Assay

When the assay is complete, immediately remove the used chip from the Agilent 2100 Bioanalyzer and dispose of it according to good laboratory practice. Then perform the following procedure to ensure that the electrodes are clean and no residues are left over from the previous assay.

When After each RNA Nano run.

Parts required

#	p/n	Description
1	NA	Electrode cleaner (required amount included in the kits)
1	NA	RNase-free water

NOTE Use a new electrode cleaner with each new kit.

CAUTION Leak currents between electrodes

Liquid spill may cause leak currents between the electrodes.

→ Never fill too much water in the electrode cleaner.

1 Slowly fill one of the wells of the electrode cleaner with 350 µL RNase free water.
2 Open the lid and place electrode cleaner in the 2100 Bioanalyzer.
3 Close the lid and leave it closed for about 10 seconds.
4 Open the lid and remove the electrode cleaner.
5 Wait another 10 seconds for the water on the electrodes to evaporate.

NOTE Remove the RNase-free water from the electrode cleaner at the end of the day.

RNase Decontamination of the Pin Set

When the pin set of the electrode cartridge is suspected to be contaminated with RNases follow the instructions described in "How to Clean the Pin Set of the Electrode Cartridge" on page 155.

RNA Pico or Small RNA Assay

Assay	Before each run	After each run	Monthly or after liquid spill: pin set cleaning
RNA Pico or Small RNA	Electrode cleaner: • RNase free H_2O for 5 minutes.	Electrode cleaner: • RNase free H_2O for 30 seconds.	RNase decontamination with brush: • RNaseZAP • RNase free H_2O

Cleaning the Electrodes before each RNA Pico or Small RNA Assay

To avoid decomposition of the RNA sample, follow this electrode decontamination procedure on a daily basis before running any RNA Pico or Small RNA assay.

When Before each RNA Pico or Small RNA run.

Parts required

#	p/n	Description
1	NA	Electrode cleaner (required amount included in the kits)
1	NA	RNase-free water

NOTE To prevent contamination problems, it is strongly recommended to use a dedicated electrode cartridge for RNA Pico and Small RNA assays.

CAUTION Leak currents between electrodes

Liquid spill may cause leak currents between the electrodes.

→ Never fill too much water in the electrode cleaner.

1. Slowly fill one of the wells of an electrode cleaner with 350 µL RNase-free water.
2. Open the lid and place electrode cleaner in the 2100 Bioanalyzer.
3. Close the lid and leave it closed for 5 minutes.
4. Open the lid and remove the electrode cleaner. Label the electrode cleaner and keep for future use.
5. Wait another 30 seconds for the water on the electrodes to evaporate before closing the lid.

Cleaning the Electrodes after each RNA Pico or Small RNA Assay

When the assay is complete, immediately remove the used chip out of the Agilent 2100 Bioanalyzer and dispose of it according to good laboratory practice. Then perform the following procedure to ensure that the electrodes are clean and no residues are leftover from the previous assay.

When After each RNA Pico or Small RNA run.

Parts required

#	p/n	Description
1	NA	Electrode cleaner (required amount included in the kits)
1	NA	RNase-free water

CAUTION

Leak currents between electrodes

Liquid spill may cause leak currents between the electrodes.

→ Never fill too much water in the electrode cleaner.

1. Slowly fill one of the wells of an electrode cleaner with 350 µL RNase-free water.
2. Open the lid and place electrode cleaner in the 2100 Bioanalyzer.
3. Close the lid and leave it closed for 30 seconds.
4. Open the lid and remove the electrode cleaner.
5. Wait another 30 seconds for the water on the electrodes to evaporate before closing the lid.

NOTE

Replace the water in the electrode cleaner after *each* use. Use a new electrode cleaner after 12-13 electrode cleaning procedures and with each new kit.

RNase Decontamination of the Pin Set

When the pin set of the electrode cartridge is suspected to be contaminated with RNases follow the instructions described in "How to Clean the Pin Set of the Electrode Cartridge" on page 155.

How to Clean the Pin Set of the Electrode Cartridge

The electrode cartridge, which includes the pin set, can be removed for cleaning.

When

- On a monthly basis.
- Whenever the pin set is contaminated with liquid spill or salt deposition.
- When the pin set is contaminated with RNases.

Tools required

	p/n	Description
	NA	Compressed oil-free air
OR	NA	Desiccator
	NA	Beaker
	NA	Soft brush

Parts required

#	p/n	Description
1	NA	Deionized analysis-grade water
1	NA	RNase-free water
1	NA	Unused chip to run the short circuit diagnostic test.

CAUTION

Damage of electrodes and high voltage power supply.

→ Do not touch the electrodes while the cartridge is in the 2100 Bioanalyzer, this could damage the electrodes and high voltage power supply.

1 Turn off line power to the 2100 Bioanalyzer. The line switch is located at the rear of the instrument.

2 Open the lid and pull the metal lever on the inside left of the lid to the vertical position as shown in Figure 1 on page 156. When the lever is in the vertical position, the cartridge is released from the lid by about 10 mm.

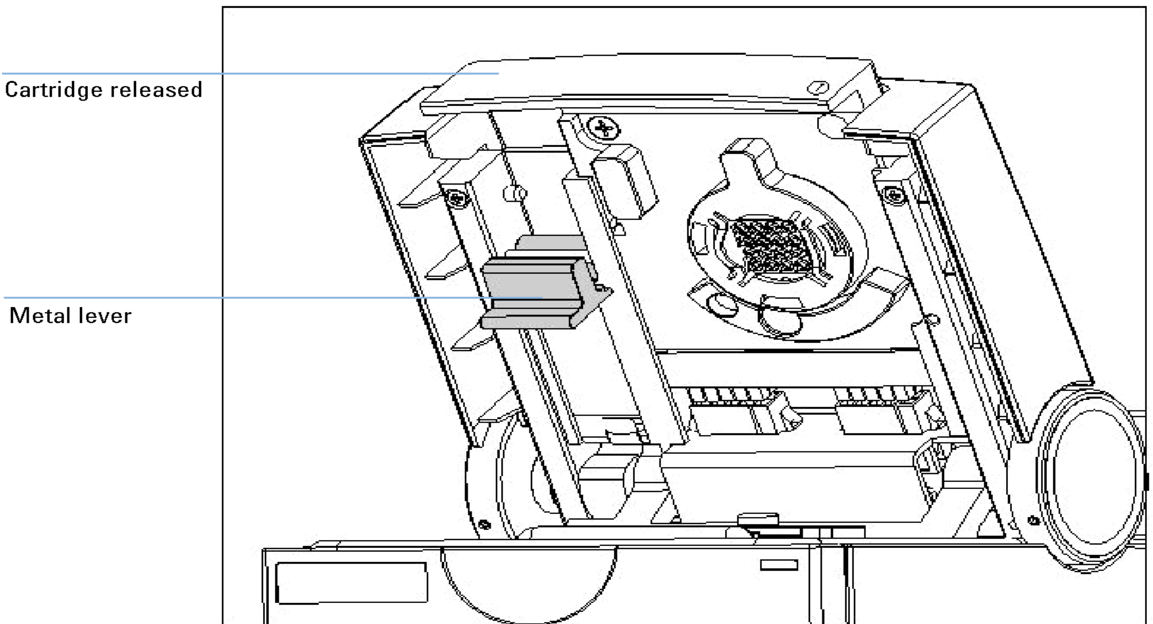


Figure 1 Remove/replace the electrode cartridge

3 Gently pull the cartridge out of the lid as shown in Figure 1 on page 156.

4 Open the bayonet socket of the pin set by turning the plastic lever to the left, see Figure 2 on page 157.

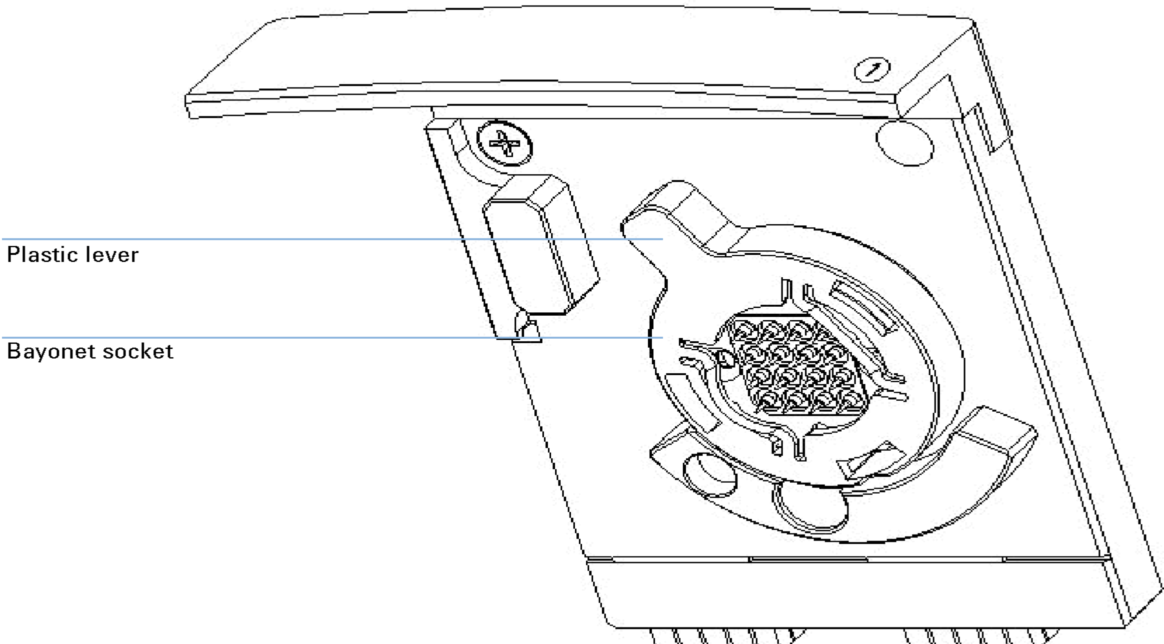


Figure 2 Bayonet socket of the electrode pin set

5 Remove the cover of the bayonet socket by gently pulling the plastic lever. The pin set may stick to the electrode base. Remove it by carefully pulling it off, see Figure 3 on page 158.

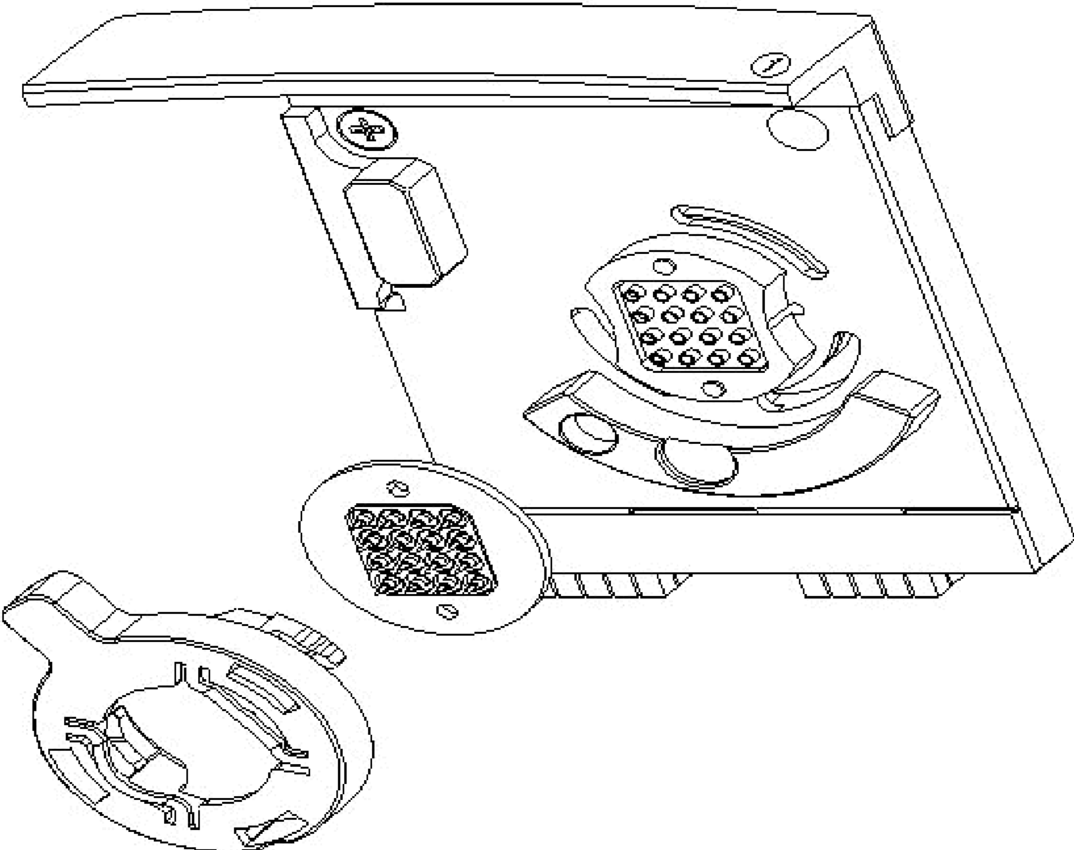


Figure 3 Bayonet cover and pin set

6 Gently brush the pin set with a soft brush in deionized analysis-grade water or isopropanol. In case of RNase contamination, use RNaseZap (Ambion, Inc. cat. no. 9780).

CAUTION

Damage of pin set

Bending or misaligning the pins will lead to poor quality results or prematurely terminated assay runs.

→ Be careful not to bend or misalign the pins.

7 In case of highly contaminated or dirty pins, the pin set may be autoclaved or sonicated. For autoclaving or sonicating the pin set, follow standard procedures for plastic material.

8 Rinse pin set thoroughly with deionized analysis-grade water when running DNA or Protein assays, or RNase-free water when running RNA assays.

CAUTION

Damp pin set

→ Make sure that the pin set is fully dry before placing it back into the electrode base. Even small amounts of liquid on the pin set can damage the high voltage power supply.

9 Let the pin set completely dry in a desiccator overnight or use oil-free compressed air.

10 Place the pin set on the cartridge base and the bayonet cover over the pin set, see Figure 3 on page 158.

11 Lock the pin set to the electrode base by turning the plastic lever of the bayonet cover to the right, see Figure 2 on page 157.

12 Slide the electrode cartridge with the pin set into the 2100 Bioanalyzer lid as shown in Figure 1 on page 156 and move the metal lever to the flat (closed) position.

13 Push the metal front of the electrode cartridge to ensure a tight connection to the 2100 Bioanalyzer, see Figure 1 on page 156.

14 To verify that the electrodes are completely dry, perform the Short circuit diagnostic test from the **Diagnostics** tab in the **Instrument** context. This test takes approximately three minutes.

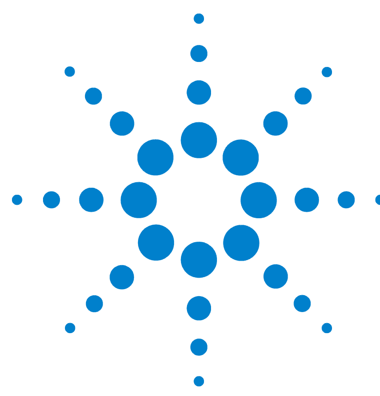
CAUTION

Damage of electrode cartridge

Heat can permanently damage the electrode cartridge.

➔ Do not dry the electrode cartridge in an oven.

15 If the short circuit test fails, the electrode assembly may still be wet. Take the pin set out of the instrument, dry it with oil-free compressed air, then repeat the test.



11 Maintenance of the Chip Priming Station

Overview 162

Replacing the Syringe 163

Cleaning the Syringe Adapter 164

Replacing the Syringe Adapter 168

Replacing the Gasket 169

Checking the Chip Priming Station for Proper Performance - Seal Test 171

Overview

Regular cleaning procedures are necessary to maintain the performance of the chip priming station. The table below gives an overview on the different maintenance procedures.

Procedure	Time interval	Or if...
Replacing the syringe	With each new kit Latest every 3 months	...syringe is broken, see "Replacing the Syringe" on page 163.
Cleaning the syringe adapter	Every 3 months	
Replacing the syringe adapter		...adapter is clogged with dried gel or damaged, see "Replacing the Syringe Adapter" on page 168.
Replacing the gasket	Every 3 months	...gasket is damaged, torn or contaminated with dried gel, see "Replacing the Gasket" on page 169.
Checking the chip priming station for proper seal	Every 4 weeks	...gasket, syringe adapter or syringe was replaced, see "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171.

Replacing the Syringe

When Quarterly or whenever it is clogged.

Parts required

#	p/n	Description
1	NA	Syringe kit that comes with each DNA, RNA and Protein kit
1	NA	Deionized water

1 Unscrew the old syringe from the top of the chip priming station.
2 Remove clip from the old syringe. Dispose syringe according to good laboratory practices.
3 Slide new syringe into the clip. Ensure syringe and clip are flushed together.
4 Screw the syringe tight into the luer lock adapter.
5 Check the priming station as described in "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171.

Cleaning the Syringe Adapter

When Quarterly or whenever it is clogged.

Parts required

#	p/n	Description
1	NA	Syringe kit that comes with each DNA, RNA and Protein kit
1	NA	Deionized water

1 Open the priming station.

2 Move the mounting ring holding the adapter in place to the left as shown in Figure 4 on page 165. The ring will come off.

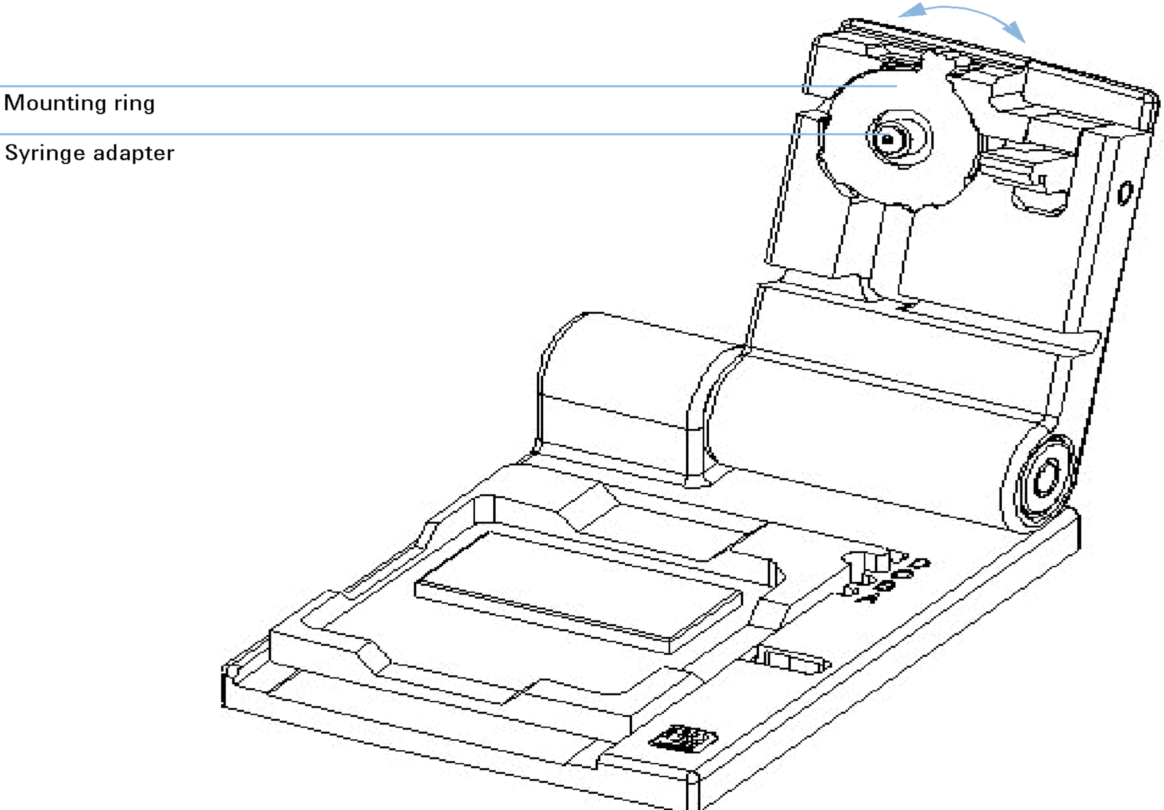


Figure 4 Mounting ring of the syringe adapter

3 Press the syringe adapter out of its mount as shown in Figure 5 on page 166.

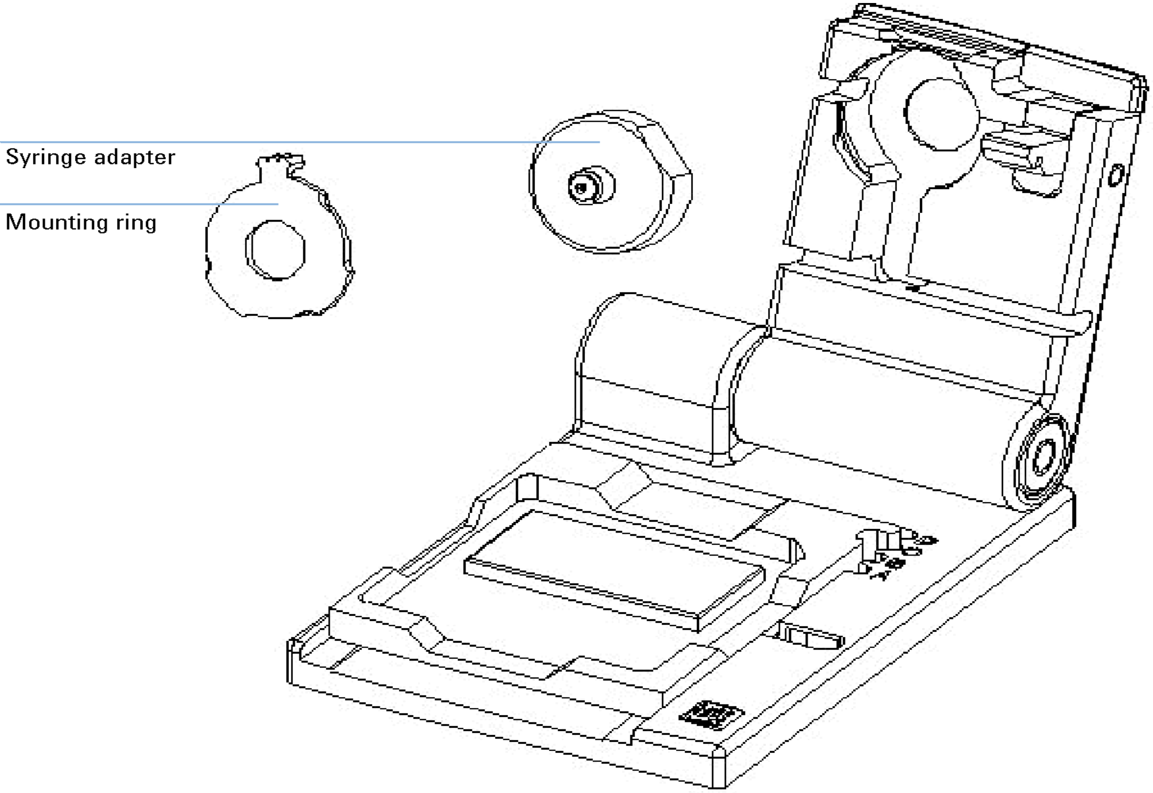


Figure 5 Removing/replacing the syringe adapter

4 Remove dried gel at the opening of the adapter with a needle.

5 Screw on syringe and flush water through the adapter several times.

6 Flush syringe with isopropanol.

7 Allow adapter to dry fully.

8 Insert the syringe adapter, see Figure 5 on page 166.

9 Follow the steps as described in "Cleaning the Syringe Adapter" on page 164 to reassemble the priming station.

10 Close the chip priming station.

11 Screw a dry syringe tight into the luer lock adapter.

12 Check the priming station as described in "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171.

Replacing the Syringe Adapter

When If significantly clogged and unable to clean thoroughly.

Parts required

#	p/n	Description
1	G2938-68716	Gasket kit

1 Follow the steps described in “Cleaning the Syringe Adapter” on page 164 to remove the syringe adapter.

2 Dipose the old syringe adapter.

3 Insert the syringe adapter, see Figure 5 on page 166.

4 Follow the steps as described in “Cleaning the Syringe Adapter” on page 164 to reassemble the priming station.

5 Check the priming station as described in “Checking the Chip Priming Station for Proper Performance - Seal Test” on page 171.

Replacing the Gasket

The silicone gasket, see Figure 6 on page 169, ensures a tight connetion between the chip and syringe adapter.

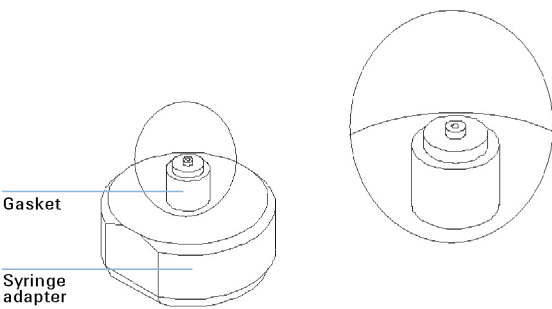


Figure 6 Syringe adapter with gasket

When Quarterly or when it is torn.

Parts required

#	p/n	Description
1	G2938-68716	Gasket kit

1 Remove the syringe adapter out of the chip priming station as described in "Replacing the Syringe Adapter" on page 168.

2 Pull out the old silicone gasket with your fingers or tweezers. See Figure 7 on page 170 for a disassembled adapter.

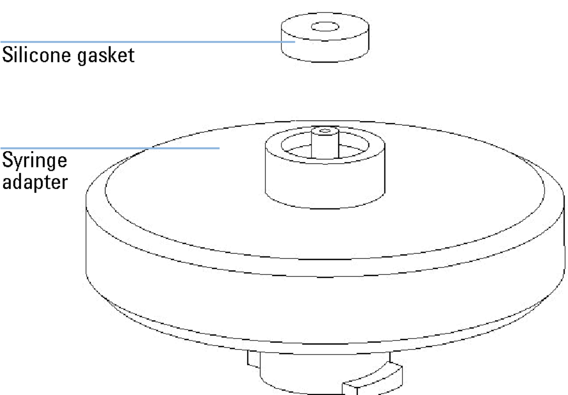


Figure 7 Syringe adapter with disassembled gasket

3 Insert a new silicone gasket and gently push into place.

4 Insert the syringe adapter into the chip priming station as described in "Replacing the Syringe Adapter" on page 168 and reassemble the priming station.

5 Check the priming station as described in "Checking the Chip Priming Station for Proper Performance - Seal Test" on page 171.

Checking the Chip Priming Station for Proper Performance - Seal Test

When Every month or whenever a component of the priming station (syringe, adapter or gasket) was replaced.

Parts required

#	p/n	Description
1	NA	Unused chip

1 Make sure the syringe is tightly connected to the chip priming station.
2 Pull the plunger of the syringe to the 1.0 mL position (plunger pulled back).
3 Place an unused chip in the chip priming station.
4 Close the chip priming station. The lock of the latch will audibly click when it closes.

5 Press the plunger down until it is locked by the clip. This is shown in Figure 8 on page 172.

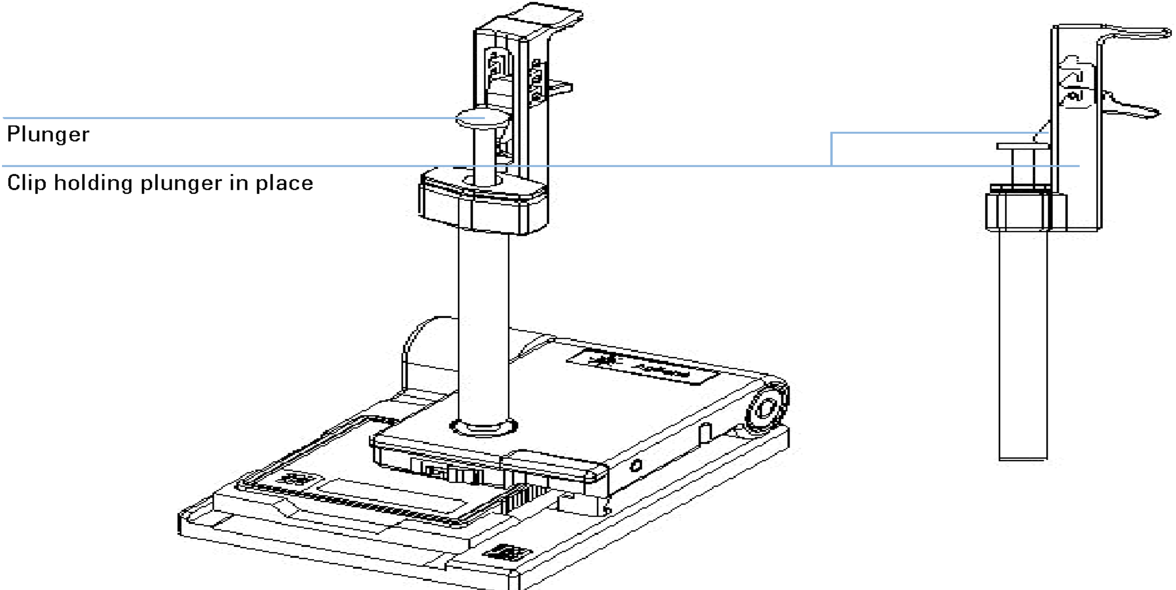


Figure 8 Locking the plunger of the syringe with the clip

6 Wait for 5 seconds and lower latch of the clip to release the plunger as shown in Figure 9 on page 173.

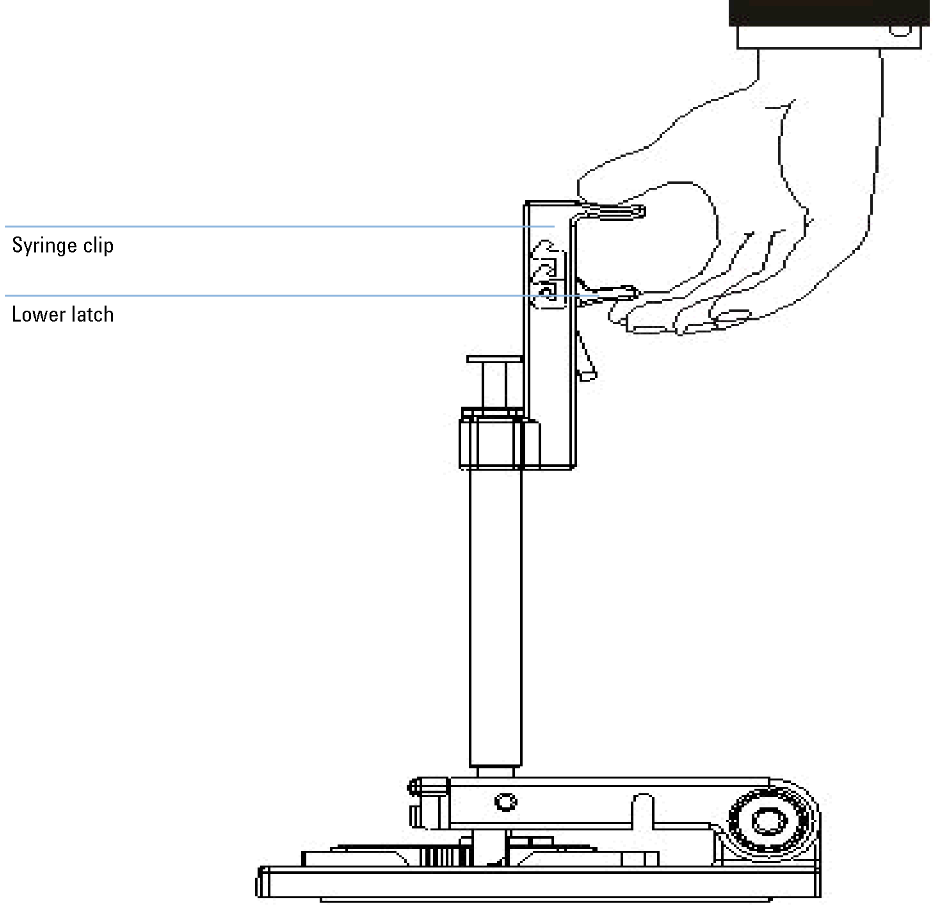
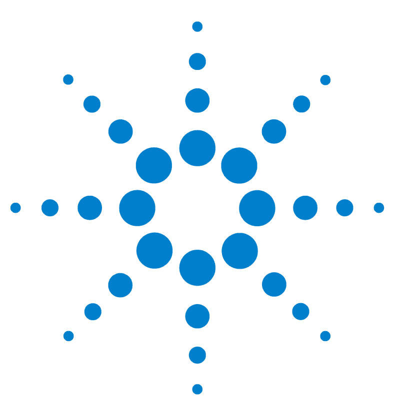


Figure 9 Releasing the plunger from the syringe

7 To indicate an appropriate sealing, the plunger should move back up at least to the 0.3 mL mark within less than 1 second.

NOTE If the plunger does not move up to the 0.3 mL mark within a second, the syringe-chip connection is probably not tight enough. Retighten the syringe or replace the syringe adapter, syringe or gasket to fix the problem.



12 Maintenance of the Pressure Cartridge

Overview 176

Cleaning the Pressure Adapter 177

Replacing the Pressure Adapter 179

Overview

The following table gives an overview on the different maintenance procedures of the pressure cartridge.

Procedure	Time interval	Or if...
Cleaning the pressure adapter	After each run	...gasket is contaminated with dried cell buffer. For details, see "Cleaning the Pressure Adapter" on page 177.
Replacing the pressure adapter	Every 12 months	...adapter is clogged and an error message is generated by the 2100 Expert software. For details, see "Replacing the Pressure Adapter" on page 179.

Cleaning the Pressure Adapter

When the chip run is complete, immediately remove the chip out of the 2100 Bioanalyzer. Then perform the following procedure to ensure that the pressure adapter is clean and no residues are left over from the previous assay.

When After each cell chip run.

Parts required

#	p/n	Description
1	NA	Lint-free tissue or cloth

1 Open the instrument and remove the chip.
2 If there is liquid at the adapter of the pressure cartridge, use a tissue to dry off the gasket. Do not touch the lens.

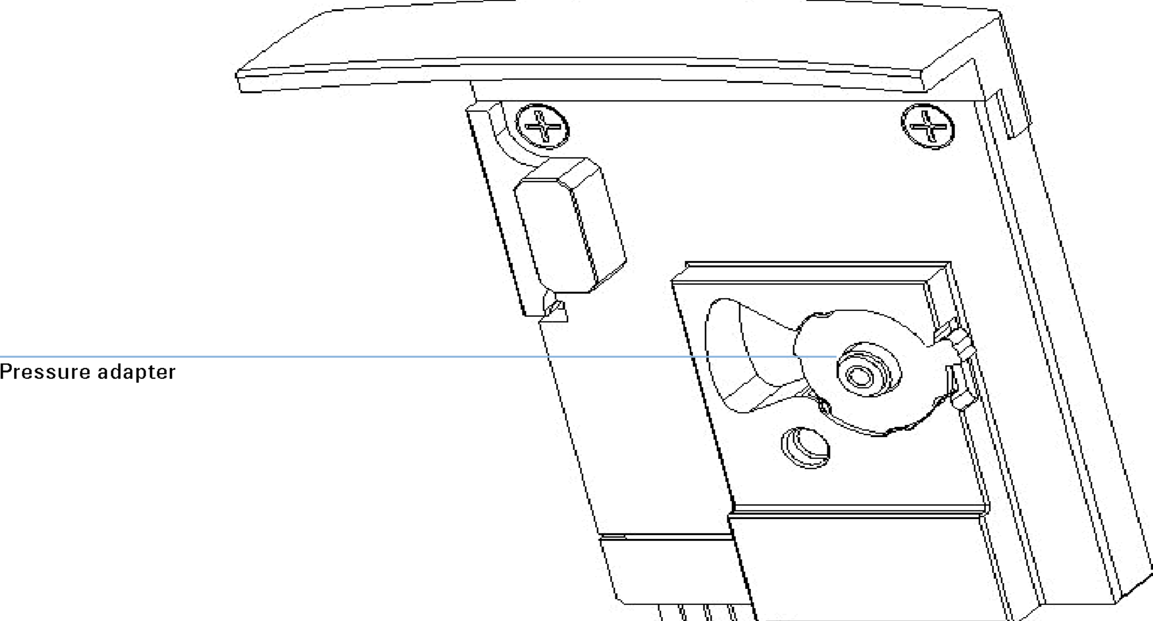


Figure 10 Pressure cartridge with pressure adapter

NOTE Dispose the cell contaminated chip and all other cell contaminated material according to good laboratory practices.

Replacing the Pressure Adapter

Improper chip preparation may result in clogging of the pressure adapter located in the pressure cartridge.

When Every 12 months or whenever it is clogged and the software generates an error message

Parts required

#	p/n	Description
1	5065-4478	Pressure adapter kit

1 Switch off the instrument. The line switch is located at the rear of the 2100 Bioanalyzer.
2 Open the lid and pull down the locking lever on the left inside the lid to the open position as shown in Figure 11 on page 179. The pressure cartridge is pushed out about 10 mm.
3 Gently pull the cartridge out of the lid.

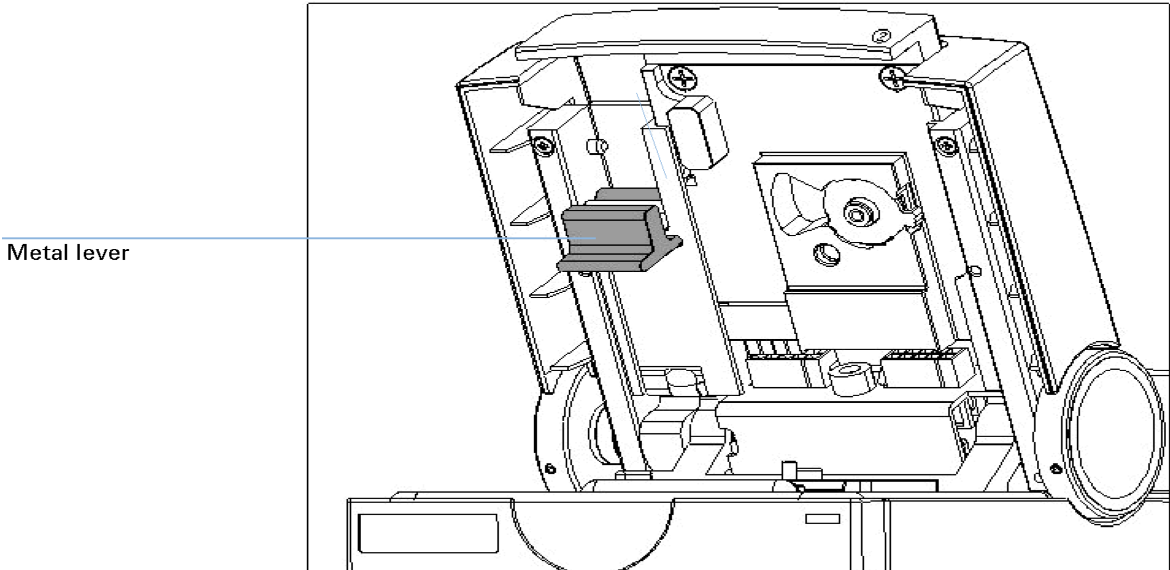


Figure 11 Removing/replacing the pressure cartridge

4 Move the plastic lever of the ring holding the adapter in place to the left as shown in Figure 12 on page 180. The ring will come off.

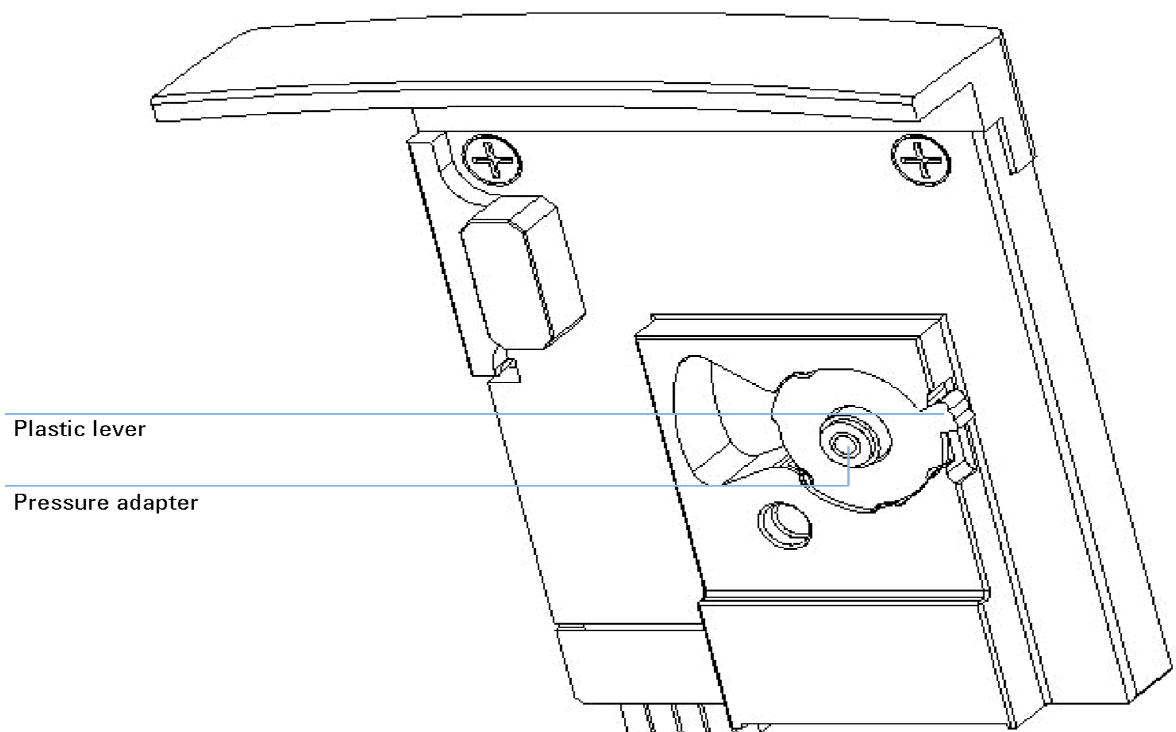


Figure 12 Pressure cartridge with pressure adapter

5 Pull the pressure adapter out of its mount, and replace it, see Figure 13 on page 181.

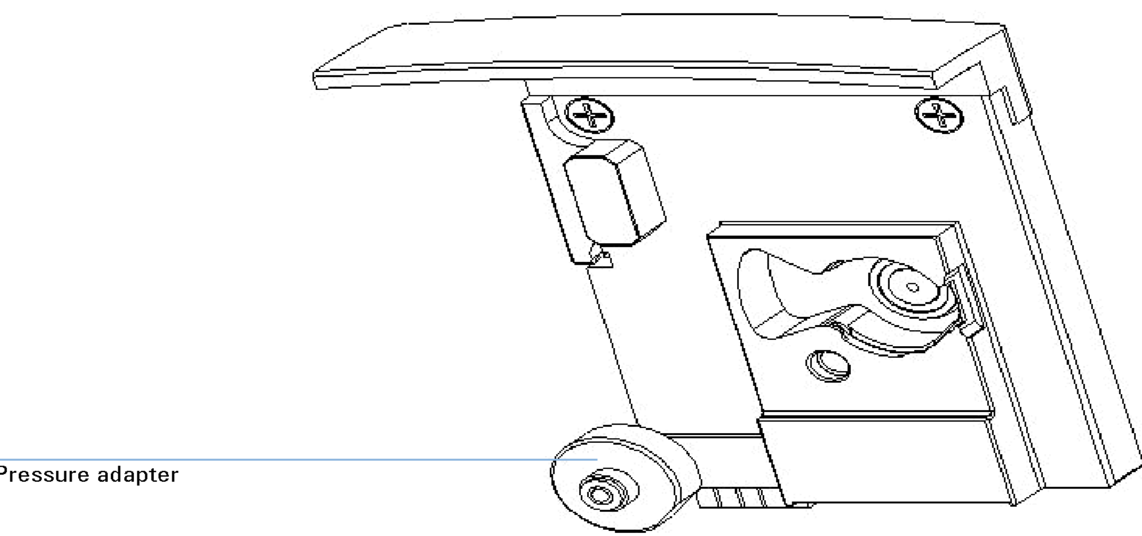


Figure 13 Pressure adapter and mounting ring

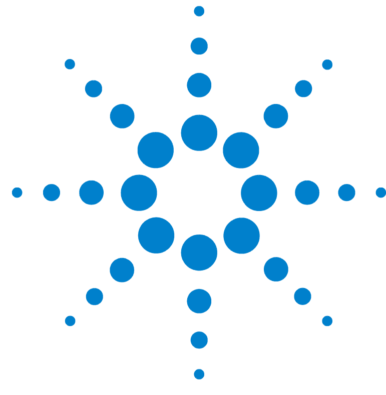
6 Re-insert the new pressure adapter and lock it by the mounting ring. Make sure that the pressure adapter is inserted correctly; it only fits in one orientation.

NOTE Dispose all cell contaminated material according to good laboratory practices.

7 Slide the pressure cartridge in the lid as shown in Figure 11 on page 179.

8 Move the metal lever to the flat (closed) position.

9 Push the metal front of the pressure cartridge to ensure a tight connection to the 2100 Bioanalyzer, see Figure 11 on page 179.



13
Maintenance of the Agilent 2100 Bioanalyzer

Overview 184

Cleaning the Lens 185

Changing the Fuses 186

Overview

WARNING

Pathogenic, toxic, or radioactive samples

Handling and use of pathogenic, toxic, or radioactive samples and of genetically modified organisms holds risks for health and environment.

→ Ensure that all necessary safety regulations, guidelines, precautions and practices are adhered to accordingly.

→ Consult the laboratory safety officer for advise on the level of containment required for the application, and proper decontamination or sterilization procedures to follow if fluids escape from containers.

The Agilent 2100 Bioanalyzer should be kept clean. Cleaning should be done with a damp lint-free cloth. Do not use an excessively damp cloth allowing liquid to drip into the 2100 Bioanalyzer. The following table gives an overview on the different 2100 Bioanalyzer maintenance procedures:

Procedure	Time Interval	Or if...
"Cleaning the Lens" on page 185	latest every 3 months	...lens is contaminated with liquid spill
"Changing the Fuses" on page 186	n/a	...status indicator is off and the cooling fan is not running

Cleaning the Lens

Liquid spill may reduce the light throughput of the focusing lens underneath the chip. To avoid low intensity signals due to absorbent coatings on the lens, follow the procedure below.

When Quarterly or after liquid has been spilled on the lens.

Parts required

#	p/n	Description
1	NA	Reagent-grade isopropanol
1	NA	Lens tissue

1 Switch off the instrument. The line switch is located at the rear of the 2100 Bioanalyzer.

2 Open the lid of the instrument.

3 Dampen a lens tissue with isopropanol and gently swab the surface of the lens. Repeat several times with clean tissues and alcohol each time.

CAUTION

Damaging the instrument

Liquid dripping into the instrument could cause a shock or damage the instrument.

→ Do not allow liquid to drip into the 2100 Bioanalyzer.

4 Wait for alcohol to evaporate before use.

Changing the Fuses

When	If the status indicator is off and the cooling fan is not running.		
Tools required	**p/n**	**Description**	
	NA	Screw driver	
Parts required	**#**	**p/n**	**Description**
	2	2110-0007	fuses 1A, 250 V

CAUTION

Disconnect the Agilent 2100 Bioanalyzer from line power before changing a fuse.

→ Use Agilent recommended fuses only.

1 Switch off the instrument. The line switch is located at the rear of the 2100 Bioanalyzer.

2 Disconnect the power cable from the power input socket.

3 To access the fuse drawer, gently lift the outer plastic housing of the power inlet socket using a screw driver, see Figure 14 on page 187.

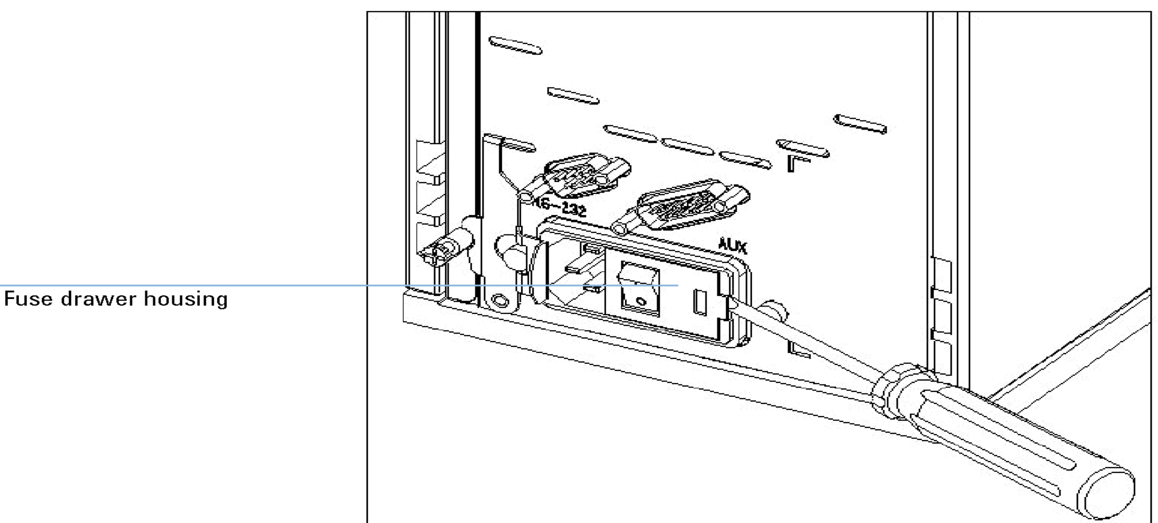


Figure 14 Remove power inlet housing

4 Pull out the fuse drawer as shown in Figure 15 on page 188.

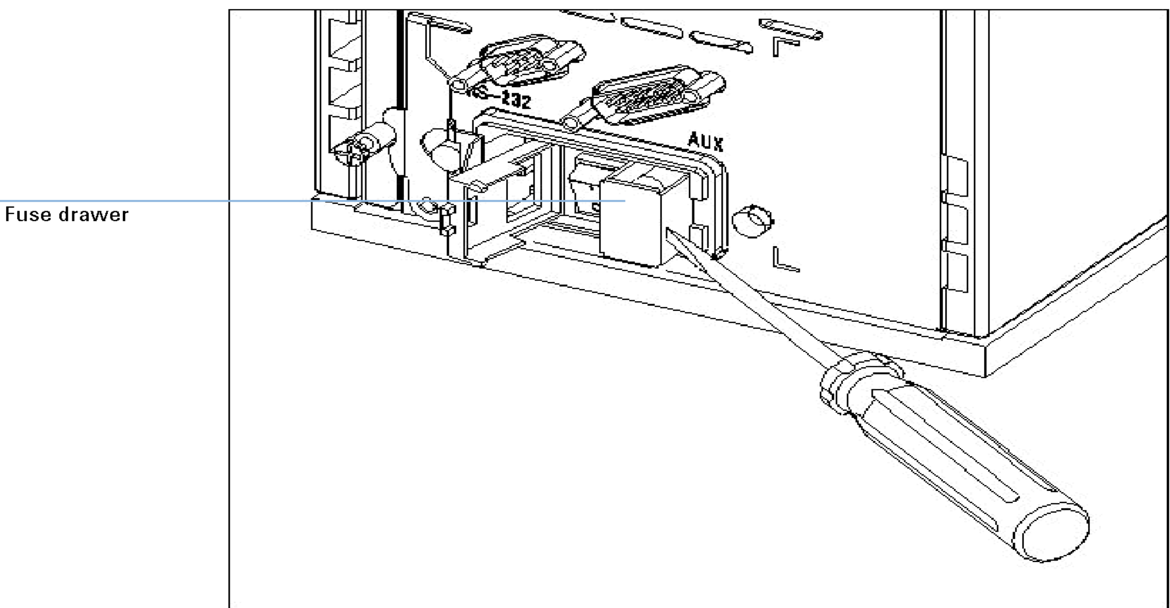


Figure 15 Remove fuse drawer

5 Replace the two fuses.

6 Slide in the fuse drawer and push till it fits tightly as shown in Figure 16 on page 189.

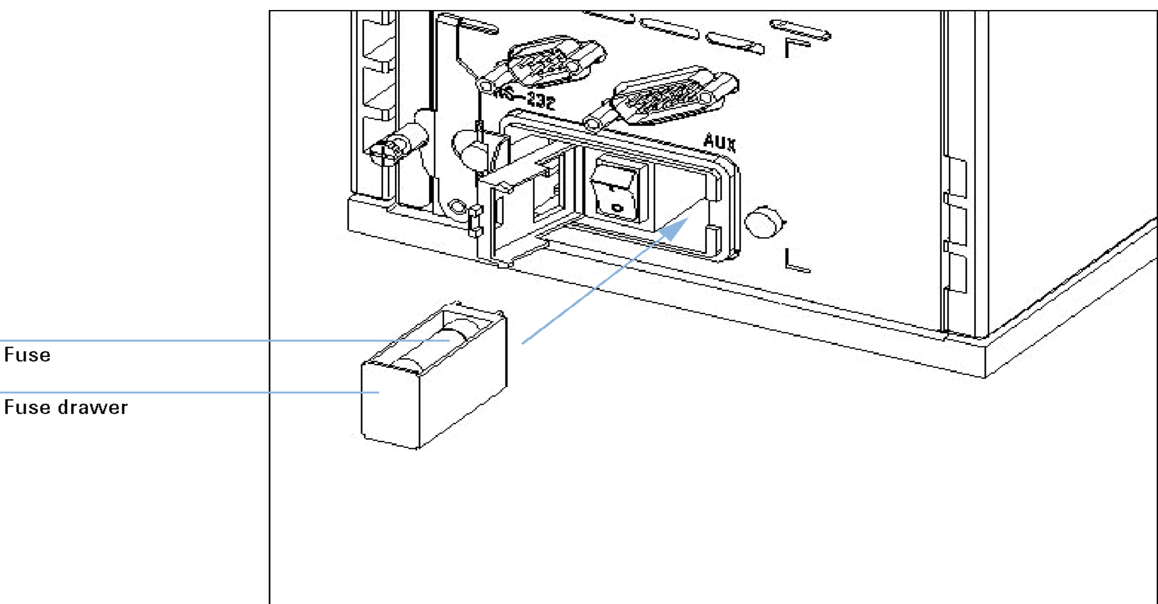


Figure 16 Insert fuse drawer

7 Close the fuse drawer housing (see Figure 17 on page 190), reconnect the instrument to the power line and switch it on.

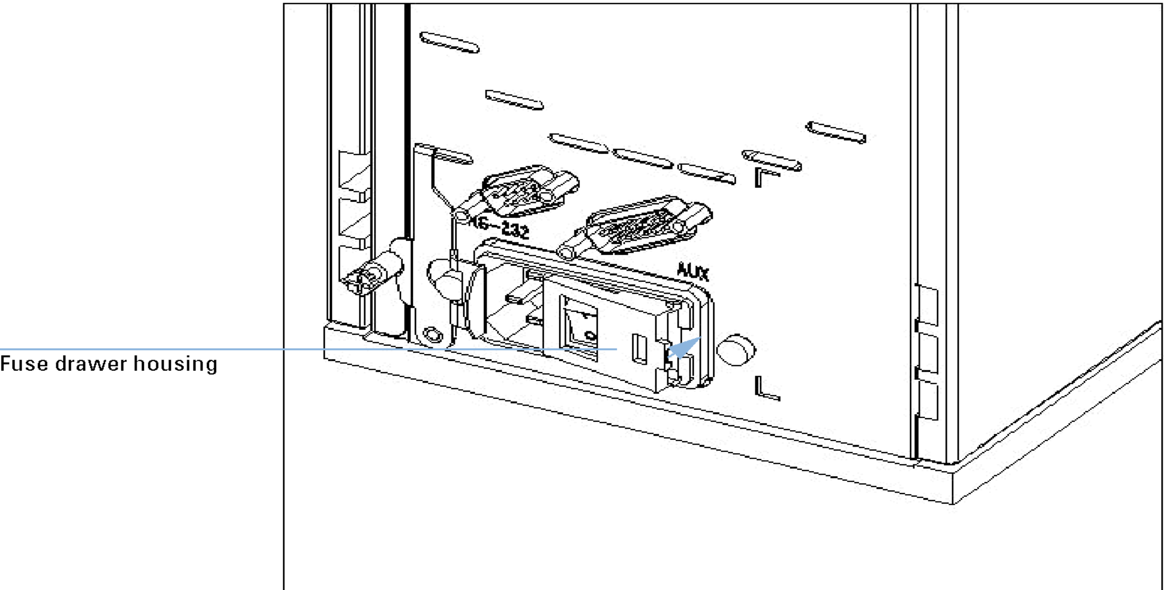
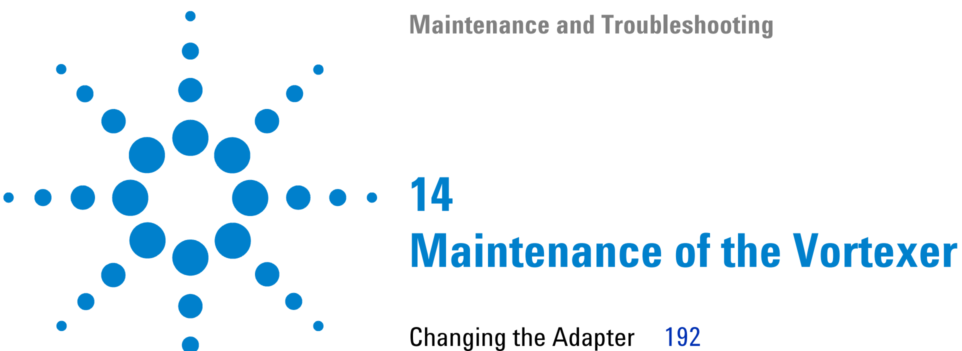


Figure 17 Close fuse drawer housing



14
Maintenance of the Vortexer

Changing the Adapter 192

Changing the Adapter

When Whenever the vortex adapter is damaged.

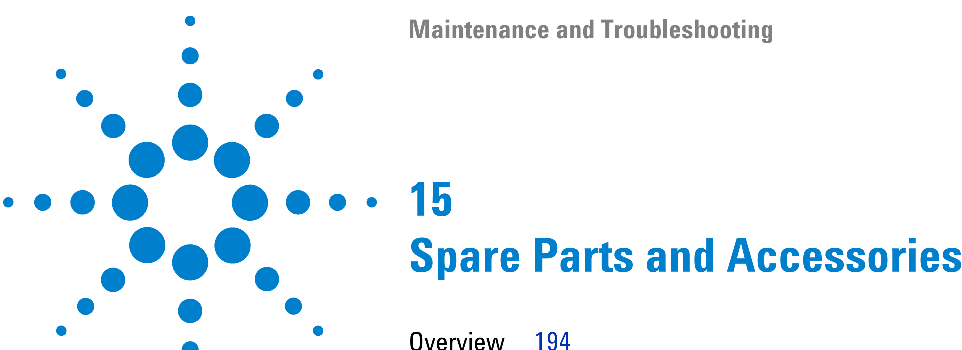
Tools required

p/n	Description
NA	Screw driver

Parts required

#	p/n	Description
1	5065-9966	IKA vortex mixer adapter (for MS 2 vortexers)
1	IKA 3617036	IKA vortex mixer adapter (for MS 3 vortexers) NOTE: This part must be purchased directly from IKA.

1. Release the 3 or 4 screws on top of the adapter.
2. Hold the base of the vortex mixer and pull up the head. Discard the old head according to good laboratory practices.
3. Place the new head adapter on the vortex mixer.
4. Insert and fix the 3 or 4 screws with the screw driver.



15
Spare Parts and Accessories

Overview 194

Overview

"Overview" on page 194 provides a list of spare parts and accessories that are available for the Agilent 2100 Bioanalyzer.

To buy parts, please refer to the Agilent Online Store:
www.agilent.com/genomics/bioanalyzer

Reorder number	Part	Description
5185-5990	Filters for gel matrix	Extra filters for gel matrix. Contains 25 spin filters for the electrophoresis assays.
8121-1013	USB-serial adapter cable	Connects RS232 cables to USB PC ports (for PCs without serial ports).
RS232-6101	RS232 cable	Communication cable between PC and instrument.
2110-0007	Fuse	Fuse for power supply.
5065-9951	Electrode cleaner kit	Contains 7 electrode cleaners for the maintenance of the electrode cartridge.
5065-4401	Chip priming station	Includes gasket kit and adjustable clip.
G2938-68716	Gasket kit	Contains spare parts for chip priming station: 1 adapter, 1 mounting ring and 10 gaskets.
5042-1398	Adjustable clip	For use with luer lock syringe.
5065-4413	Electrode cartridge	Removable cartridge with detachable 16-pin electrode assembly for easy cleaning. For use with electrophoresis assays. NOTE: electrode pin set is not sold separately.
5065-4492	Pressure cartridge	Removable cartridge with pressure adapter for flow cytometry assays.
5065-4478	Pressure adapter kit	Contains 5 pressure adapters and 1 mounting ring for use with the pressure cartridge.
G2938-68300	Test chip kit for electrophoresis	Comprises 1 autofocus and 1 electrode/diode chips.
G2938-68200	Test chip kit for flow cytometry	Comprises 1 cell autofocus chip.

Reorder number	Part	Description
5065-9966	Vortex mixer adapter	For IKA MS2 vortexer.
IKA 3617036	Vortex mixer adapter	For IKA MS3 vortexer (must be ordered through IKA).

Index

2

2100 expert software 20

A

additional peaks
- DNA 45
- protein 112
- RNA 79

artefact peaks
- high sensitivity DNA 69

B

baseline
- DNA 57, 58, 55, 56
- protein 125
- RNA 92, 87

bioanalyzer icons 20
bioanalyzer 18, 30, 184
broad peaks
- DNA 54
- RNA 88

C

cell events 139, 142
cell events 137
cell
- symptoms 135
- troubleshooting 134

chip not detected
- DNA 44
- protein 105
- RNA 76

chip priming station 14
chip priming station 162, 171
chips 17
COM port 21, 23, 24
contamination 13
- RNA 94

D

degraded RNA 82
demo port 23
diagnostic test 33
DNA
- symptoms 37, 68
- troubleshooting 36

E

electrode cleaning
- DNA 145

electrode cartridge 144
electrode cleaner 13
electrode cleaning
- protein 145
- RNA 152, 147

error message
- DNA 67
- Protein 127
- RNA 97

essential measurement practices 11

F

fuse drawer 188
fuse 186

G

gasket 14, 168, 169, 177
gel-dye 15
gel 15

H

handling
- chips 17
- gel-dye 15
- gel 15
- reagents 15
- samples 16

hardware diagnostics 30
head adapter 192
high sensitivity DNA 68
high sensitivity protein 128

I

installation qualification 26
instrument context 20
inverse pipetting 13

L

labeling 131
ladder
- protein 122

lens 185
license 21
log book 36
lower marker
- protein 115

luer lock 163, 167

M

marker assignment

DNA 64
protein 109
migration
DNA 60
protein 126
RNA 95
missing peaks
DNA 51
RNA 89
mounting ring 165

N

next generation sequencing 68

O

optical signal
protein 129

P

peak tailing
DNA 62
peaks broad
protein 123
peaks missing
protein 116
peaks
high sensitivity DNA 69
pico labeling 131
pin set cleaning 155
pipette tips 13
plunger 172
poor chip performance 43, 78, 107
power inlet socket 187
power switch 20
pressure adapter 136
pressure adapter 177, 179
pressure cartridge 176, 179
proteases 102
protein labeling 131
protein
symptoms 101, 128
troubleshooting 100

Q

quantitation
DNA 40, 39
protein 103, 102
RNA 75, 74

R

reagents 15
reproducibility
protein 118
RNA fragment 91
RNA pico 81
RNA
symptoms 73
troubleshooting 72
RNAse contamination 151, 154
RS232 cable 21, 23
RS232 cable 24
run aborted 42, 77, 106
run log 36
run time
DNA 63
protein 108

S

salt concentration 16
samples 16
saturation
protein 129
RNA 81
seal test 171
sensitivity
cell 141
DNA 49
high sensitivity protein 131
protein 120
RNA 85
short circuit diagnostic test 160
signal intensity
DNA 49
high sensitivity protein 131
protein 120
RNA 85
signalintensity
cell 141
sizing
DNA 41
protein 104
small RNA 81
spikes
DNA 47
protein 117
RNA 83
split peaks
high sensitivity DNA 70
status indicator 20
syringe clip 14
syringe adapter 164, 168, 169
syringe 13, 163

T

test chips 30
tools and handling 13
troubleshooting
cell 134
DNA 36
protein 100
RNA 72

U

upper marker
DNA 53
protein 114

USB to serial adapter 24

V

validation 26
verification 26
vortexer adapter 192

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In this Book

This manual provides maintenance and troubleshooting information for the Agilent 2100 Bioanalyzer system. It includes essential measurement practices, troubleshooting hints for hardware, software and applications, maintenance procedures and a list of spare parts and accessories.

This manual is based on the 2100 Expert software revision B.02.08. Other software revisions may have an impact on results.

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