Technical Bulletin
Procedure for Cleaning Magnetic Head

When to Clean the Magnetic Head

The brown magnetic stripe on each Alere Cholestech LDX® Test Cassette contains specific information required for the test to function. This information is read by the magnetic reader inside the Alere Cholestech LDX® Analyzer. No routine cleaning procedure is needed for the magnetic reader when the system is operated according to the System User Manual. It is possible however, that the Mag Read Error message could be caused by contamination on the magnetic reader through non-standard system use.

The cleaning procedure described below should only be conducted if a Mag Read Error message is displayed on the screen and the User Manual has been consulted by viewing the “Actions to Take” instructions in the troubleshooting section for Mag Read Error.

Note: Mag Read Errors may be caused by the analyzer or by a cassette, or a combination of both. Alere recommends verifying that both the test cassette and optics check cassette cause the Mag Read Error before proceeding with the steps below.

Materials Needed

- One (1) Alere Cholestech LDX® Test Cassette – An unused or used test cassette or optics check cassette can be used.
- Three (3) isopropyl alcohol pads – two-ply, folded alcohol pads must be used. Attempting this procedure with single-ply alcohol pads may be ineffective and is not recommended.

Cleaning Procedure

1. If a printer is connected to the Alere Cholestech LDX® Analyzer, turn the printer off.
2. Wrapping the alcohol pad around the cassette:
   a. Remove an alcohol pad from its pouch.
   b. The pad should be wet with alcohol. The alcohol will help the pad cling to the cassette.
   c. Unfold the pad and place the left half of the alcohol pad on the top side of the cassette, covering the brown magnetic stripe.
   d. Fold the other half of the alcohol pad around the right edge of the cassette. The other half of the alcohol pad should be on the bottom side of the cassette.
   e. The crease of the alcohol pad should be on the right side of the cassette.
3. Once the pad is correctly wrapped around the cassette, press the RUN button to open the tray of the analyzer and place the cassette on the tray. Ensure the alcohol pad is flat against the cassette as pieces of the pad that are not adhered to the cassette could cause the alcohol pad to get stuck in the analyzer.
4. Press the RUN button again to close the tray and initiate the cleaning cycle.
5. The tray will open and close three (3) times and will end by displaying ‘Mag Read Error See User Manual’.
6. Discard the alcohol pad that was wrapped around the cassette.
7. Repeat steps 2 – 6 using a new alcohol pad
8. Repeat steps 2 - 6 again using a new alcohol pad. The magnetic reader will now have been cleaned a total of nine (9) times using 3 alcohol pads.
9. Wipe the cassette dry with a lint-free tissue, wait 30 seconds for the magnetic reader to dry and rerun (place the cassette in the tray and press RUN).
10. If the test completes without a Mag Read Error, the cleaning has been successful.
    Note: if you used a used cassette to perform the procedure, you will see a ‘Used Cassette’ error message on the display.
11. If Mag Read Error persists, call Alere™ Technical Services at 1-877-308-8289.