Luminex®

MAGPIX® Customer Fact Sheet

Welcome!

Thank you for your continued investment in Luminex. To aid your efforts, below are some tips and information that may help with successful operation of the product. For complete MAGPIX® information, please refer to the MAGPIX System User Manual.

Commonly Ordered Parts and Accessories

Accessories

Description	Part Number
Heater Block for 96-Well Microtiter Plates	CN-0224-01
Sample Probe Height Adjustment Kit	CN-0263-01

RUO*

Description	Part Number
MAGPIX® Drive Fluid (Qty 4)	MPXDF-4PK
MAGPIX® Drive Fluid PLUS (Qty 4)	40-50030
MAGPIX® Calibrator Kit	MPX-CAL-K25
MAGPIX® Performance Verification Kit	MPX-PVER-K25

IVD**

Description	Part Number
MAGPIX® Drive Fluid (Qty 4)	MPXDF-4PK-1
MAGPIX® Drive Fluid PLUS (Qty 4)	Coming Soon
MAGPIX® Calibrator Kit	MPXIVD-CAL-K25
MAGPIX® Performance Verification Kit	MPXIVD-PVER-K25

Spare Parts

Description	Part Number
Twelve Month Preventative Maintenance Kit	CN-0287-01
Syringe, 500 µl Ball End	CN-0262-01
Air Filter, 4.5 x 4.5	CN-0257-01
Drive Fluid Filter	CN-0258-01
Sample to Valve Tubing Assembly	CN-0259-01
Sample Probe Needle	CN-0221-01
Waste Bottle Assembly	CN-0261-01

Contact Luminex for pricing information.

Calibration and Verification Failure Causes

MPXCAL

- Incorrect target values
- Not enough drops were dispensed
- Incorrect wells selected
- Expired or improperly stored drive fluid or reagents
- Clogged probe or dirty chamber
- Use of other reagent in place of drive fluid
- Instrument idle for long period of time without proper cleaning

MAGPIX® Calibration Kit

MPXVER

- Incorrect target values
- Not enough drops were dispensed
- Incorrect wells selected
- Expired or improperly stored drive fluid or reagents
- Clogged probe or dirty chamber
- Failing percent classification efficiency or percent total misclassification could indicate instrument needs cleaning

MAGPIX® Performance Verification Kit

FL 1 and FL 2

- Not enough drops were dispensed
- Incorrect wells selected
- Probe height adjusted incorrectly
- Clogged probe or dirty chamber
- Internal component could be malfunctioning

Stringent Cleaning

If you are experiencing the following issues, please reference the **Enhanced Startup Routine**.

- Low or no bead counts
- Calibration failure
- Dripping probe
- Bead shift
- Sample empty error
- Air in the syringe
- Clog

Enhanced Startup Routine

1. Open the Maintenance page, then open the Cmds & Routines tab.
2. Select Enhanced Startup Routine to run from the Routine Name list.
3. Click Eject on the system monitor.
4. Add the appropriate reagents to the plate, reservoirs, and well strips as indicated in the plate image and set the plate on the plate holder.
5. Click Retract.
6. Click Run. The Routine Message dialog box opens when the routine is complete.
7. Click OK.

The training video for this procedure is available by clicking on the link: **MAGPIX**

Adjust the Sample Probe Height

Adjust the sample probe height to ensure that the probe drops far enough into the well to acquire sample.

Procedure

1. On the Home page, click **Probe and Heater** under **Daily Activities**. The Probe & Heater tab opens.
2. Use well **D6** (this is the center of a standard 96-well plate).
3. Ensure that the well location is selected on the plate image. A green pin marks the selected well.
4. Based on the type of plate you are using, place alignment disks or an alignment sphere in the well.
    a. For a standard 96-well plate - none
    b. For a Filter-bottom plate - two 5.08 mm disks
    c. For a Mylar-bottom plate - two 5.08 mm disks
    d. For a conical (v-shaped) plate - one sphere
5. Click **Eject** to eject the plate carrier.
6. Place the off-plate reagent block on the plate carrier. Make sure it is well-seated so that it clips into place.
7. Place a strip well (provided with the Calibration and the Performance Verification kit) in the off-plate reagent block.
8. In the **Strip Wells** section, click **SD1**.
9. Verify that the reservoir is empty.
10. In the **Reservoir** section, click well **RB1**.
11. Verify that the plate is not warped. Warped plates can lead to incorrect probe height adjustment.
12. Place the plate on the plate carrier with well A1 positioned as indicated on the plate carrier.
13. Click **Retract** to retract the plate carrier.
14. Type a name for the plate in the **Plate Name** box.
15. Click **Auto Adjust Height**. The probe automatically adjusts itself to the locations you selected.
    NOTE: The probe height is automatically set to 0.98 mm. The probe automatically adjusts this distance from the bottom of the plate, or calibration disks or spheres.
16. Click **Eject** to eject the plate holder. If you used alignment disks or spheres, remove them from the plate.
    NOTE: When you adjust and save the probe height settings for all three areas under a plate name, all areas retain the adjustment.

Obtaining Your License Key

1. Find the serial number located on the back of your instrument. To locate through your software, click on **Maintenance > System Info**.

   NOTE: If the serial number is not listed, verify that the instrument is powered on and showing as connected in the xPONENT® software.

2. Locate the expired trial license key. (Example: ABC12-DEF34-GHJ56-KLM78-NPQ91-RST01-UVW23)

   NOTE: The license key will not include the letter I or the letter O.

Contact Luminex Support with both serial number and key at **support@luminexcorp.com** or by calling (877) 785-2323.

Applying Your New License Key

1. Access the **Admin** page, then the **Licensing** tab,
2. Click **Licensing** (bottom right corner of window).
3. Copy and paste the new key into the **License Code** field. The **License File** field remains blank.
4. Click **OK**. This closes xPONENT, applies the license, and restarts xPONENT.

If you have any issues with the new license, please contact Luminex Support at **support@luminexcorp.com** or by calling (877) 785-2323.

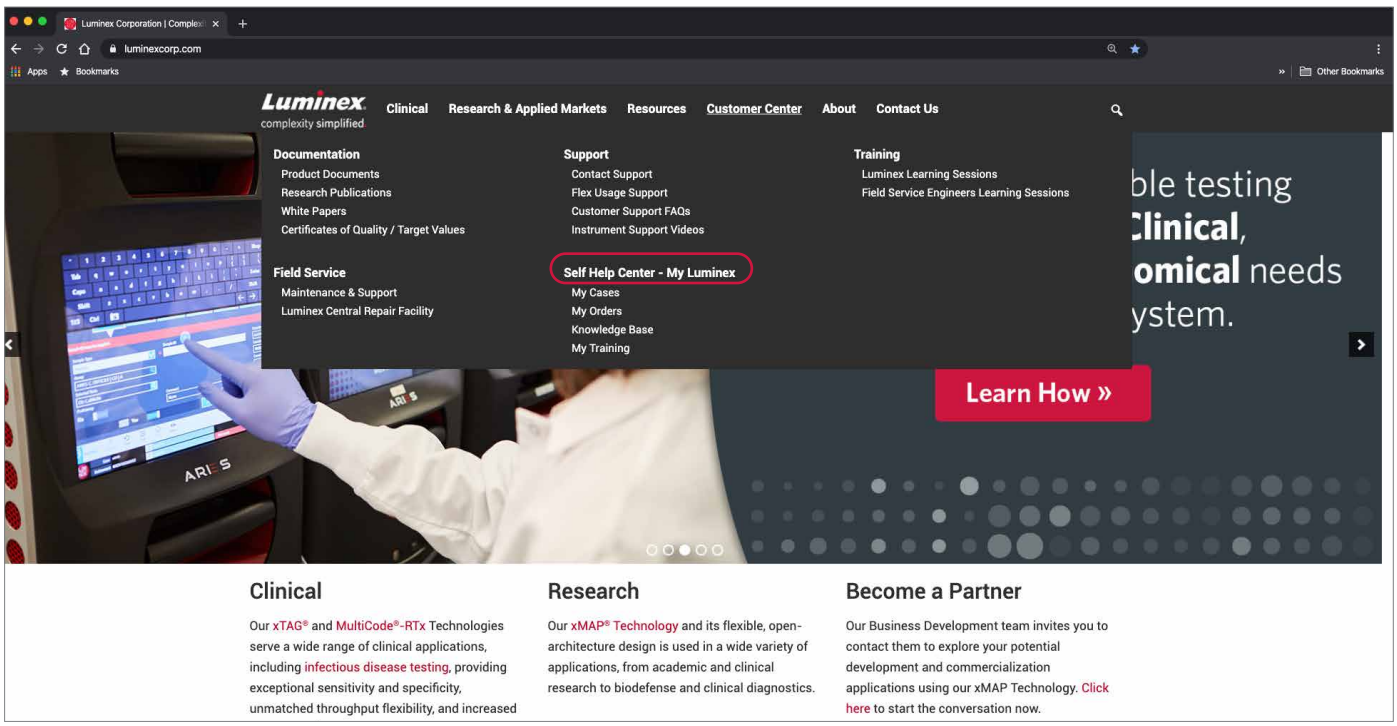
Don't forget to visit the Luminex Customer Center online at www.luminexcorp.com.

The Luminex Customer Center is a great resource for:

- Knowledge articles
- Viewing order history
- Creating a case
- Checking order status
- Viewing videos for troubleshooting
- Registering and completing training

Visit our website and follow the steps below to get started:

- Hover over the Customer Center tab
- Click on Self-help Center
- Click Register



Please print out a copy and keep next to your instrument for quick reference.

Luminex®
complexity simplified.

For additional support, please visit: **www.luminexcorp.com**

*For Research Use Only. Not for use in diagnostic procedures.

**For In Vitro Diagnostic Use. Products are region specific and may not be approved in some countries/regions. Please contact Luminex at support@luminexcorp.com to obtain the appropriate product information for your country of residence.

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