Recovery on firefly®

GET STARTED »»

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Initial steps

- Remove any precious samples from firefly
- Log the time that the error message occurred
- [Report problem to support if cause is unknown](#)
- Recover machine using guidance

Begin recovery of my firefly »»

Required information to raise a ticket

- Identify the type of issue using the dropdown menus

- Write a simple description of the issue

- In the description, you should include the time stamp and exact wording of any error messages

- Add machine logs, protocols and any images or videos that may be useful

DO NOT REBOOT the machine unless report is made

Begin recovery of my firefly »»

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1. Pipette head

- Empty tips loaded to the head
- Full tips loaded to the head
- No tips loaded to the head

Click here

Click here

Click here

The issue is with another part of my firefly

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Empty tips loaded to the pipette head

1. Go to the manual controls page
2. Select "Reset Pipette head"
3. Select "No" when asked if any liquid is in tips
4. Listen to head to hear if pistons move down to home position
5. Unload tips to a suitable deck position
6. Select "Home All"
7. Run protocol from appropriate Change tips Step (load tips)

Move to next Recovery Step

Issue resolved: Move to Re-Execute

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Full tips loaded to the head

1. Go to the manual controls page

2. Select "Reset Pipette head"

3. Select "Yes" when asked if any liquid is in tips

4. Allocate deck, plate and tip type, then select "Purge tips"

5. Listen to head to hear if pistons move down to home position (You should hear movement, if you do not hear movement, press "Reset" or contact support)

6. Unload tips to a suitable deck position

7. Select "Home All"

8. Run protocol from appropriate Change tips Step (load tips)

| Move to next Recovery Step | Issue resolved: Move to Re-Execute |

No tips loaded to the head

1. Go to the manual controls page
2. Select "Reset Pipette head"
3. Select "No" when asked if any liquid is in tips
4. Listen to head to hear if pistons move down to home position
5. Select "Home All"
6. Run protocol from appropriate Change tips Step (load tips)

Move to next Recovery Step

Issue Resolved: Move to Re-Execute

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2. Gripper

- Plate in gripper
- Gripper visible with no plate in gripper
- Gripper not visible

Click here

Click here

Click here

The issue is with another part of my firefly

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Plate in gripper

1. Go to the manual controls page
2. Remove plate from gripper manually with your hands
3. Select "Home All"

Move to next Recovery Step

Issue resolved: Move to Re-Execute

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Gripper visible with no plate in gripper

1. Go to the manual controls page
2. Select "Home All"

Move to next Recovery Step

Issue resolved: Move to Re-Execute

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Gripper not visible

1. Go to the manual controls page
2. Press "Reset" button in gripper section
3. Select "Home All"

Move to next Recovery Step

Issue resolved: Move to Re-Execute

3. Dispense head recovery

- Syringe aspirated reagent and air, but has not dispensed   **Click here**
- Syringe aspirated reagent only, but has not yet dispensed   **Click here**
- Syringe aspirated reagent and dispensed partial plate   **Click here**
- Syringe aspirated and dispensed full plate   **Click here**

The issue is with another part of my firefly

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Syringe aspirated reagent and air, but has not dispensed

1. Go to the manual controls page
2. Select syringe with air aspirated
3. Press the "Purge" button to remove air and liquid from syringe
4. Check volume in the reservoir is correct and no damage has been done to the syringe
5. If syringe is damaged, press "Remove" then replace syringe
6. Select "Home All"
7. Run protocol from appropriate step

My issue is still not resolved

Issue resolved: Move to Re-Execute

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Syringe aspirated reagent only, but has not yet dispensed

1. Go to the manual controls page
2. Select syringe with air aspirated
3. Press the "Purge" button to remove liquid from syringe
4. Check no damage has been done to the syringe
5. If syringe is damaged, press "Remove" then replace syringe
6. Select "Home All"
7. Run protocol from appropriate step

My issue is still not resolved

Issue resolved: Move to Re-Execute

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Syringe aspirated reagent and dispensed partial plate

1. Write down last six dispenses from the execute log on the execute page
2. Note the well position that the syringe is currently over (e.g., S1 – A12, S4 –E12)
3. Go to the manual controls page
4. Select syringes used in dispense step that failed
5. Press the "Purge" button to remove liquid from syringe
6. Check remaining volume in the reservoir is correct and no damage has been done to the syringe
7. If syringe is damaged, press "Remove" then replace syringe.
8. Select "Home All"
9. Write protocol using file fill to dispense appropriate volume into remaining wells
10. Return to run protocol from appropriate step (the step after failed step)

My issue is still not resolved

Issue resolved: Move to Re-Execute

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Syringe aspirated and dispensed full plate

1. Go to the manual controls page
2. Check volume in the reservoir is correct
3. If syringe is damaged, press "Remove" then replace syringe
4. Select "Home All"
5. Run protocol from appropriate step

My issue is still not resolved

Issue resolved: Move to Re-Execute

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Issue still not resolved?

Please report this issue to
fireflysupport@sptlabtech.com
or use the feedback button
on your firefly software

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Re-Execute Page

1. Select the step you want to run from the Step drop down menu

2. Press "Execute"

3. Ensure this is the correct step and then click "Ok"

4. Check the deck layout is correct (note: this may be different to the deck layout when the machine errored)