



**SENTIA™**



## USER GUIDE

Chemical Analysis Instrument

## *Original Instructions*

Any software screens, hardware details or test results shown in this manual are for illustrative purposes only. The information shown on your analyzer may differ.

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# 1. Introducing Sentia™

## General warnings and precautions

- When you use a new vial of strips, you may need to establish a WiFi connection to the Internet so that the latest test strip calibration data can be downloaded (see Page 9). You will need to download calibration data every 3 months or so to stay up to date with the test strips we produce.
- Always follow the safety procedures and precautions listed here and throughout this user guide.
- When connecting the analyzer to external devices (such as USB power sources), ensure those devices are in compliance with local safety regulations.
- The power supply that comes with your analyzer is for indoor use only.
- Only use Sentia™ test strips.
- **Always store Sentia™ test strips according to the symbol on the vial label: some of our strips require refrigeration – i.e. between 2 °C and 8 °C (35.6 °F and 46.4 °F).**
- **Always close the vial lid after a strip has been taken out.**
- The Sentia™ analyzer contains a lithium-ion rechargeable battery which must be treated with care:
  - Do not attempt to access the battery; if your battery is not performing adequately, contact Customer Support (see Page 38);
  - Do not place the analyzer near a heat source or in a hot environment (e.g. an automobile parked in the sun); and
  - If you suspect the battery may have been punctured, crushed or damaged, contact Customer Support (see Page 38).
- Failure to follow the above battery care instructions could result in serious injury or death due to a battery catching fire, exploding or leaking.

# Your Sentia™ kit

Your Sentia™ kit contains the following items:

1.



Analyzer

2.



This User Guide

3.



Power Supply/  
USB Cable

4.



Spare Cap

## Intended use of the Sentia™ system

The Sentia™ system can be used to determine the concentration of various chemicals in wine. It is portable and fast, allowing concentrations to be determined within minutes of sample application.

## Key features of the Sentia™ system

- hand-held and portable
- able to measure free sulfur dioxide, malic acid and glucose
- easy sample application with small sample volume
- fast result
- strip ejection mechanism
- rich user interface
- internal battery with power monitoring
- memory feature (for displaying past test results and errors)
- can export past test results to an external device

## How Sentia™ works

The Sentia™ system analyzes a sample applied to a Sentia™ test strip\*. The sample is applied after the test strip has been inserted into the Sentia™ analyzer's strip port. The sample mixes with dried reagents inside the strip and the analyzer detects the level of a particular analyte. The result is then displayed on the analyzer screen.

Up to one thousand records can be stored in the analyzer memory. You can list the records and download them to an external device for external review and analysis.

## Quality control

The Sentia™ analyzer has a number of integrated quality control functions:

- A check of components and functions is performed every time the analyzer is turned on.
- During the test, the strip's integrity is monitored. The strip temperature is also controlled to ensure test results are reproducible.

An error is reported if the analyzer fails any of the above checks. Warning and error messages are described in Section 7 (Troubleshooting) on page 30.

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\* Sentia™ test strips are sold separately. See "Ordering details" on page 38.

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## 2. Getting started

### Powering the analyzer

The Sentia™ analyzer is charged via a micro USB cable and AC power supply (included). It can also be charged using a micro USB cable connected to another suitable power source (such as a USB port on a computer).

It is best to make sure that the analyzer is fully charged before first use.

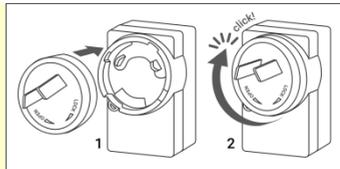


AC power supply and cable



To charge analyzer, plug in AC power supply and connect the USB cable

Your AC power supply comes with a range of plugs. Find the right plug for your region, then align the plug's rear three plastic tabs with the power supply's main body and gently turn the plug in the "Lock" direction until you hear a click.

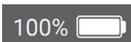


### Power indicators

A battery icon is at the top right corner of the screen with colour coding as follows:



Green: power supply plugged in, battery charging.



White: analyzer has sufficient battery charge.



Yellow: moderately-low battery; charge soon.



Red: critical battery; charge before running a test on battery power

## Parts of the Sentia™ analyzer

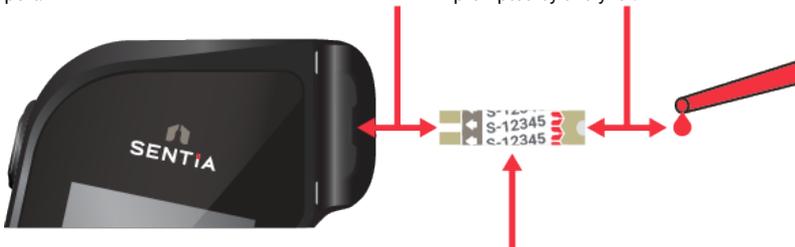
1. Power button
2. Touch screen display
3. Test strip eject button
4. Test strip port and protective cap
5. USB charge port



## Sentia™ test strips

**Electrodes:** Insert this end into the analyzer strip port.

**Target Area:** Apply sample here when prompted by analyzer.



**Strip Index Number:** Enter the number after the letter (e.g. 12345 in the example above) when prompted by the software.



You must enter the correct strip index number to get accurate results: the analyzer uses this number to determine the strip calibration.

# First time use

## Turning the analyzer on and off

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To turn the analyzer on, touch the power button  briefly.

You can turn the analyzer off by touching the power button  for several seconds and answering yes when prompted for confirmation.



If the power button or touch screen are not responding, you can force the analyzer to shut down by disconnecting the external power supply and holding your finger on the power button for around 15 seconds until the screen goes black.

## Registration

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The very first time you power up your device, you will be guided through a registration workflow in which you will need to connect to a wireless network (that is connected to the internet), enter your e-mail address and type in the activation code that has been e-mailed to you. You must complete these steps to unlock your device.

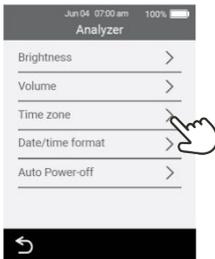
## Setting the date and time (by setting the time zone)

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Before you run any tests you should check the date and time (displayed at the top of the screen). The analyzer uses the internet and your time zone to set the date and time.

If the date and time are not correct, you will need to set the time zone. Set the time zone as follows:

1. From the **Home** screen, touch the *SETTINGS* button to navigate to the **Settings** screen, then select *Analyzer* and then *Time zone*
2. Select your region, touch , then select your sub-region. You may need to swipe your finger up and down on the screen to scroll to your selection
3. Touch  to confirm your selection



## Connecting to a wireless network

If it has been more than three months since you ran a test and you are using a new vial of test strips, a wireless (WiFi) network connection with Internet access may be required for the analyzer to download the necessary calibration information for the strips.

If not already connected, follow these steps to connect to a wireless network:

1. From the **Home** screen, touch the *SETTINGS* button, then touch *Connectivity* to navigate to the **Connectivity** screen
2. Touch *Wi-Fi Settings* to get to the **WiFi Settings** screen
3. Turn on Wi-Fi
4. Select a network from the *CHOOSE A NETWORK* panel and enter the WiFi password (if prompted)
5. After the connection is established, press  to confirm your selection



To stop the analyzer trying to connect to a previously connected network, select *Known networks* on the **Connectivity** screen, then select the network by name and touch the rubbish bin icon.

## **Downloading strip calibration data from the Internet**

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The analyzer will download strip calibration data automatically when a stable Internet connection is established.

If you plan to use the analyzer away from a reliable Internet connection for extended periods, you should make a point of connecting to a wireless network at least every three months or so.

## **Guidance on wine types**

The Sentia™ system has been designed for red and white table wines. The following guidance is provided for other wine types. Check the Technical specifications on Page 41 for more details.

### **Rosé**

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For Rosé wines, winemaker discretion is advised when selecting the 'Red' or 'White' sample type (see Page 13). The best selection may depend on skin contact the wine received during processing. In most instances selecting 'White' will generate acceptable results but there may be some cases where the 'Red' option yields better results. Validation of results via an alternate method for your particular wine is highly recommended.

### **Other Styles and Non-Table Wine**

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Some lighter style red varietals may report slightly higher free sulfur dioxide results on the Sentia™ system compared with other measurement methods.

Compounds in fortified, sweet and sparkling wines may impact test accuracy and should be validated using a secondary test method.

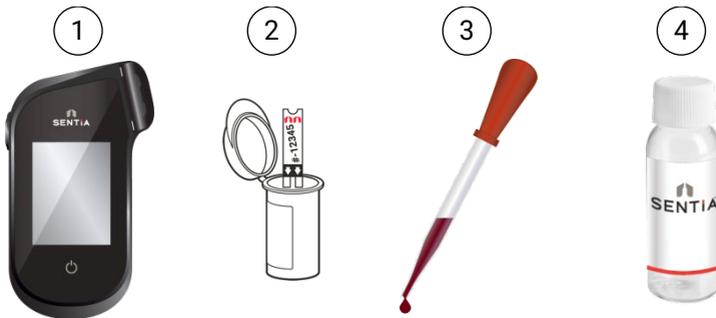
### 3. Running a test



#### Preparing to run a test

Items necessary to conduct a test are as follows:

1. Sentia™ analyzer
2. A vial of Sentia™ test strips
3. The sample of wine to be tested
4. For some test types (e.g. Malic Acid), you will need to dilute your sample using one of our sample preparation kits (check the Technical specifications on Page 41 or with your distributor for details)



A sample dilution device is only required for some test types (e.g. Malic Acid). Check the Technical specifications on Page 41 for details.

#### Warnings

##### Do:

- Always follow the safety procedures and precautions listed here and throughout the user guide, and those adopted by your production facility.
- Keep the analyzer as still and level as possible during the test.

- Only use the system when the room temperature is between 10 °C and 30 °C (50 °F to 86 °F) (See “Technical specifications” on page 41 for Transport and Storage conditions).
- Always store test strips in their original vial with the cap firmly snap closed. **Close the strip vial securely (until you hear a “click”) as soon as you have removed your test strip.** This will protect the remaining strips in the vial.
- **Always store test strips between the temperatures on the vial label.**
- Use a strip within 10 minutes of removing it from the vial.
- Use each test strip only once and discard after use.
- Try to minimize the time between collecting the sample and applying it to the test strip.

**Do not:**

- Do not insert a test strip into the strip port more than once. A test strip that is inserted twice might fail to make a proper electrical contact with the analyzer.
- Do not bump the test strip or analyzer after you apply the sample or while the test is in progress.
- Do not use a vial of test strips if the expiration date recorded on the label has passed. An error will be displayed if an expired strip is used.
- Do not handle a test strip with wet hands as moisture can damage the strip.
- Do not use a strip that has been dropped or which may have been contaminated.
- Do not use a strip if it appears damaged in any way.
- Do not shake, stir, aerate or heat a sample prior to testing as these can all change the measurable analyte levels.
- Do not dilute the sample unless instructed to on the analyzer screen.
- Do not apply the sample to the test strip until you are prompted to do so by the “apply sample” message on the analyzer screen.
- Never add more sample to the test strip after the analysis has begun.

# How to perform a test

## 1. Touch and hold the power button until the analyzer turns on

When the analyzer boot process is complete, the home screen will appear.



## 2. From the Home screen, tap on the TEST button



You can exit a test at any time by touching the  button on the bottom left of the screen.



## 3. Select the test type

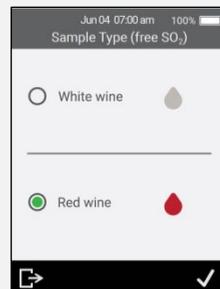
Select the test type to match the test strip.



## 4. Select the sample type

Select the sample type corresponding to your sample and then press .

For guidance on testing other wine types, see Page 10.



## 5. Enter the Sample ID

If the analyzer is configured for Sample ID (see Page 28), you will be presented with the Enter Sample ID screen.

Enter the ID and touch *Enter*.

To switch the keyboard from portrait to landscape, touch the  button on the bottom left of the keyboard.



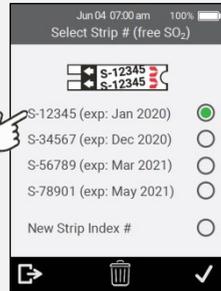
## 6. Enter strip index number

Check the number on the strip vial and match it to one of the numbers on the screen. Select the number and press .



If the number does not appear on the screen, tap "New Strip Index #", press , then enter the number on the on-screen number pad.

If you have finished a vial of strips, you can remove its number from the list by selecting the item and touching .



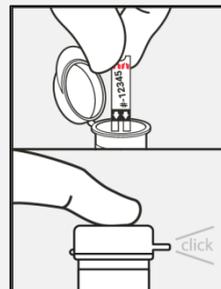
When you are using a vial of strips for the first time, there is a chance that the analyzer will require a wireless Internet connection to download new calibration data. See Page 9 for more information.

## 7. Remove a test strip from its vial

**Firmly close the vial immediately.**

Ensure that your hands are clean and dry to avoid contaminating or damaging the test strips.

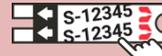
Once you have removed the test strip from a vial, you should conduct the test within 10 minutes



Always check that the number on the strip matches the number on the vial.

To avoid a potentially inaccurate test result, you must use the strip within 10 minutes of removing it from the vial.

Do not use test strips that are past their expiration date (printed on the label of the vial).

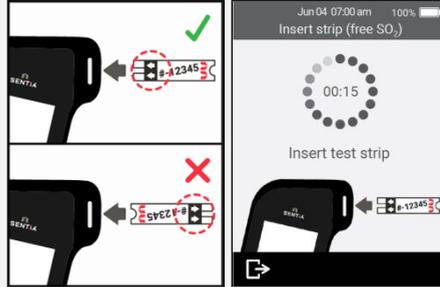


these numbers must match



## 8. Insert the strip

Following the on-screen instructions and with the strip's print-side facing upward, follow the direction of the arrows and gently but firmly insert the test strip into the test strip port.

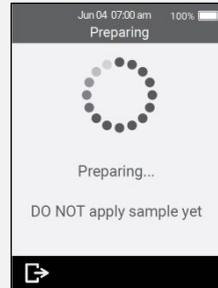


## 9. Analyzer prepares

Wait for the analyzer to prepare.

When the analyzer is ready, the **Apply sample now** screen will appear.

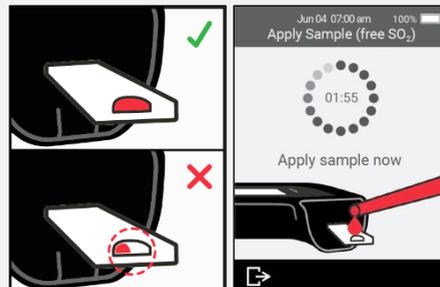
**DO NOT** apply the sample until prompted.



## 10. Apply the sample

When prompted, apply a single drop of sample so that it fills the test strip semi-circular white notch.

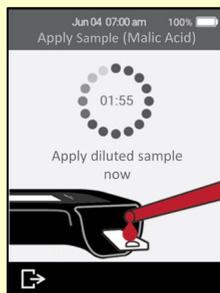
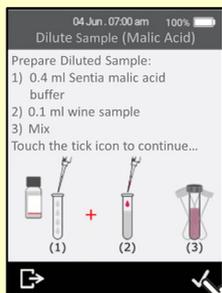
The analyzer will then move to the **Analyzing** screen.



For some test types (e.g. Malic Acid), you will need to dilute the sample using a Sentia sample preparation device (check the Technical specifications on Page 41 or with your distributor for details).

For these test types, you will be prompted to prepare your sample as shown below. Once your sample is prepared, touch the tick icon and then apply the sample to the strip after the "Apply Sample" screen appears.

You must apply the sample **within 30 minutes** of dilution.



**Note:** it is normal for the solution to turn blue/grey after red wine is added.

The sample must not be heated, shaken, stirred or aerated.

**Never** dilute the sample unless instructed to on the analyzer screen. Check the Technical specifications on Page 41 or contact your distributor for further guidance.

**After** the sample is applied, do not bump the analyzer or strip until the final result is displayed.



**Do not** tilt the analyzer at extreme angles while running a test. If the analyzer is tilted in any direction by more than 65° before sample application, a warning screen will prompt you to hold it level. If the analyzer is tilted during sample application, an error will occur and the test will abort.

**Ensure** enough sample is applied to fill the small white semi-circle notch target area on the strip.

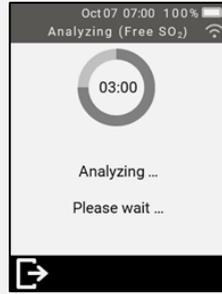
**If you spill** sample into the analyzer's strip port while applying the sample, clean the analyzer using the instructions on Page 19.

## 11. Analysis in progress

During analysis, a circle will show test progress. When the analysis is complete, a **Result** screen will appear.



Be careful not to bump the analyzer or strip while the sample is being analyzed.

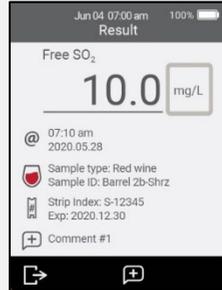


## 12. Result screen

When the test is complete, the result will be displayed. If multiple units are available, touch unit specifier beside the result to switch to your preferred units.

To add a text comment to the result record, touch  and enter the comment using the on-screen keyboard.

To exit, touch .



### Unexpected results

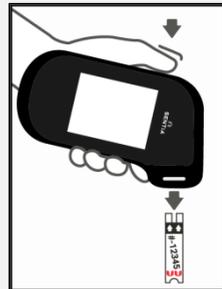


If an unexpected result is reported, the test should be repeated with a fresh sample. If the result is similar, you may choose to confirm the result by other means. Inconsistent results could indicate poor test strip storage, a contaminated sample or analyzer malfunction.

## 13. Eject strip

Hold the analyzer over a waste bin so that the strip points toward the opening of the waste bin, then press the eject button to discard the test strip.

For disposal instructions, see Page 42.



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## 4. Cleaning the analyzer

If it is necessary to clean the Sentia™ analyzer, it should be wiped down using a damp cloth or lint-free tissue. If any of the test samples have left stains or marks on the plastic housings, these may be removed using a cloth lightly dipped in warm soapy water. Take care not to allow liquid to directly enter the test strip port.

### **Spills during sample application or cleaning**

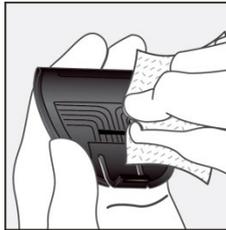
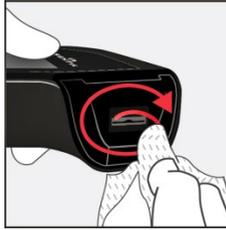
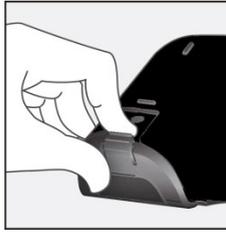
---

The Sentia™ analyzer comes with a protective cap to help prevent liquid from getting inside the analyzer strip port during sample application and cleaning.

After a spill, remove the protective cap and carefully blot up the excess from the inside of the cap. See the next page for visual instructions.

If you suspect that liquid has entered the strip port, carefully mop up the liquid using absorbent, lint-free paper (such as coffee filter paper). Using a new strip of paper each time, insert the paper into the strip port until the paper comes out clean.

While cleaning spills, always keep the strip port pointed downwards to avoid getting liquid into the analyzer.



*Cleaning spills around the sample port*

## 5. Historical results



The Sentia™ analyzer keeps a record of past tests. A summary of these tests (including tests that ended in an error) can be viewed on the analyzer. There is capacity for up to one thousand records. Once capacity has been reached, a new record will overwrite the oldest record. Past records on the analyzer cannot be edited or deleted.

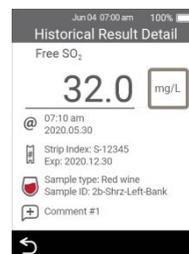
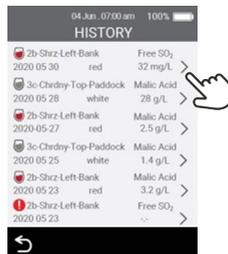
Test results on the analyzer can also be exported to an external device for further processing or storage. See Page 22 for more details.

### Past results

#### Viewing past test results

To view the results of previous tests:

1. From the **Home** screen, touch the *HISTORY* button
2. Past results are listed with the most recent result at the top. If the list extends beyond the screen, swipe up and down to scroll through the list
3. Touch a result listing to see more details about that result



Past results are retained, even when the analyzer is off.

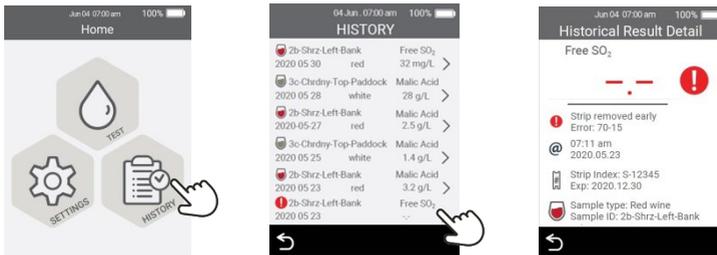
## Viewing past tests that ended in an error

---

Tests that end in an error are also recorded in the result list. These tests are identified in the result list with the  icon.

To view the results of tests that ended in an error:

1. From the **Home** screen, touch the *HISTORY* button
2. Past results are listed with the most recent result at the top. Tests that ended in an error are identified with the  icon. If the list extends beyond the screen, swipe up and down to scroll through the list
3. Touch a result listing to see more details about that result. If the details extend beyond the screen, swipe up and down to scroll. See Section 7 (Troubleshooting) on page 30 for guidance on errors



## Exporting past results to an external device

Test results on the analyzer can be exported to an external device in text (comma-delimited-text) format.

## What you'll need

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1. Your Sentia™ analyzer connected to a wireless network (see Page 8 for instructions)

2. An external device that is connected to the same wireless network as the analyzer and has a web browser (e.g. laptop, tablet, smartphone)

## Setting up

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Find your Sentia™ analyzer's **IP address** by doing the following:

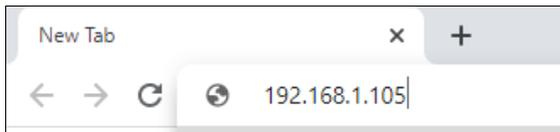
- i) on your analyzer, tap *SETTINGS* from the **Home** screen,
- ii) tap *About* on the **Settings** screen
- iii) tap *Network Information* on the **About** screen and note the IP address of your analyzer



## Connecting to the analyzer from another device

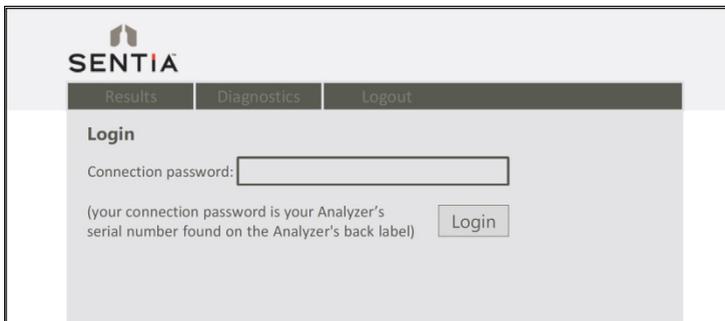
---

1. On the external device, open a browser and navigate to your Sentia™ analyzer's **IP address** (see "Setting up" above)



**NOTE:** Your browser may give you a security warning about the website not being secure (because the analyzer uses the http rather than the https protocol). This is not of concern because the connection between the analyzer and your device is happening within your wireless network.

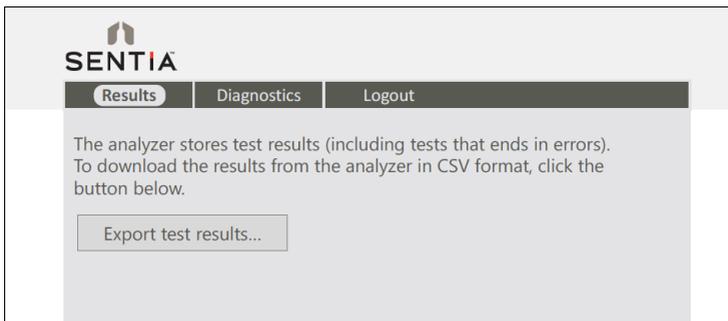
2. The analyzer login screen will appear. In the password field, enter your device's serial number (the six digit number found on the back cover next to the "SN" box) and then click the Login button.



## Exporting the results

---

3. Select the Results tab, then click on the "Export test results..." button and specify a location and filename.



Your results will be exported as a ZIP file. Inside the ZIP file will be a CSV (comma-delimited text) file (called "results\_all.csv") which contains all of the historical results on the analyzer. This file can be opened in any spreadsheet program for easy filtering,

sorting and analyzing. The first row contains headings for each column.

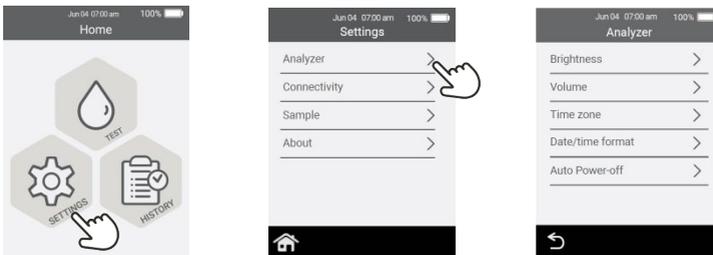
4. Click logout when you are finished to go back to the login page.

## 6. Settings



### Analyzer settings

To adjust analyzer settings, on the **Home** screen tap on *SETTINGS*, then tap *Analyzer*.

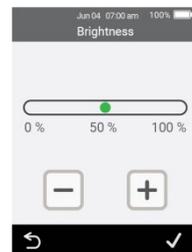


### Brightness

The brightness of the screen can be modified.

The default value is 100%. Tap **+** or **-** to increase or decrease the screen brightness.

Press **✓** to accept the new brightness level.



## Sound volume

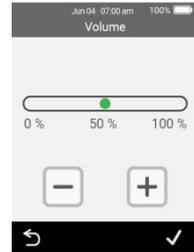
---

The analyzer emits audible alerts at various times, including when:

- a key event occurs during a test
- an error or warning occurs

Tap  or  to increase or decrease the sound volume of audible alerts.

Press  to accept the new volume level.



## Time zone

---

The analyzer uses the internet and your time zone to set the date and time. To set your region and sub-region, swipe up or down to scroll through the list, select your region and sub-region, then touch  to accept the details.

See Page 8 for more details.



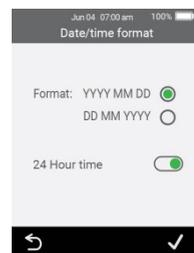
## Date and Time format

---

The date format can be set to one of the two options shown.

The time format can be set to 12 or 24 hour time.

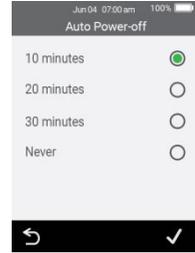
Touch  to accept the date and time format.



## Auto power-off

The analyzer can be configured to automatically turn off after a period of inactivity. This feature can be disabled by selecting “Never”.

To configure auto power-off, select the desired value then press .



## Connectivity (wireless network)

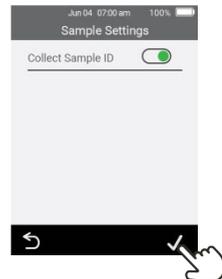
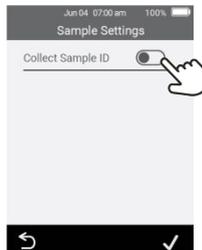
### Wi-Fi (wireless) Settings

A Wireless network connection must be established every 3 months or so because the analyzer must periodically obtain strip calibration data from the internet. See Page 8 for instructions on how to connect to a Wireless network.

## Sample settings

To control whether the analyzer asks for a Sample ID during a test (see Page 14), from the **Home** screen select SETTINGS and then:

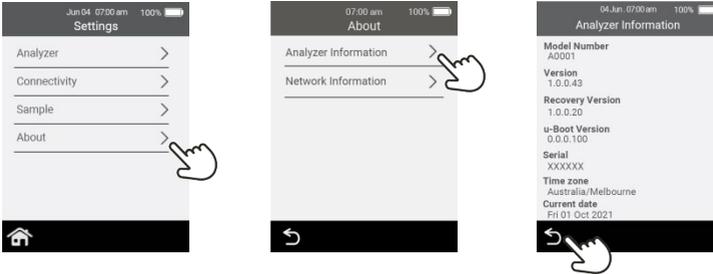
1. Select *Sample* to navigate to the **Sample Settings** screen
2. Turn on (or off) *Collect Sample ID*
3. Press  to confirm your selection



# About

## Analyzer information

Information about the analyzer such as serial number and software version can be found by selecting **SETTINGS** on the **Home** screen, then **About**, then **Analyzer Information**.



## Network information

Information about the wireless network connection such as IP address and MAC address can be found by selecting **SETTINGS** on the **Home** screen, then **About**, then **Network Information**.



## 7. Troubleshooting



Service, repairs and modifications must be done by parties explicitly authorized by Universal Biosensors. Service, repairs and modifications done by unauthorized parties will render the warranty void.

### General troubleshooting

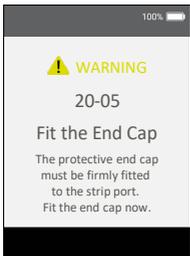
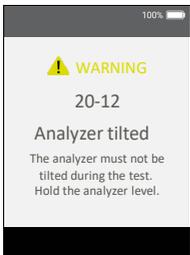
| Situation  | Solution   |
|--|--|
| The test type I want to run doesn't seem to be available on the analyzer | Make sure you are running the latest version of software (by connecting to a Wireless network and leaving the analyzer on for around 30 minutes – if a new version is available, it will be automatically downloaded and you will be prompted to install it).  |
| The test generated an unexpected result                                  | <p>The test should be repeated with a fresh sample. If a similar result is obtained, you may choose to confirm the result by other means. Inconsistent results could indicate poor test strip storage, a contaminated sample or analyzer malfunction.</p> <p>Internal testing indicates the potential for large variation from the true value when using poor sampling techniques. Ensure samples are not aerated excessively by filling the pipette fully and that the sample obtained is representative of the wine.</p> |
| The touch screen and/or power button are unresponsive                    | <p>Disconnect external power from the analyzer and then touch the power button for an extended period. Eventually (after 15 seconds or so), the screen will go black and the analyzer will turn off.</p> <p>If the problem persists, contact Customer Support.</p>   |
| WiFi seems to turn itself off sometimes                                  | The analyzer deliberately turns WiFi off while the analysis is occurring and then turns WiFi back on. This is completely normal and is not a cause for concern.  |

### Warning and error messages

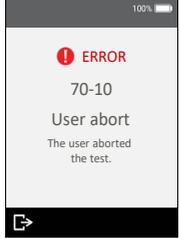
Warnings and errors are listed below in number order. To find the warning or error number, check the area under the WARNING or ERROR text in the top half of the screen.

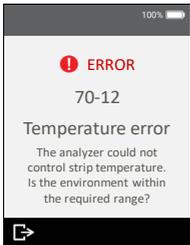
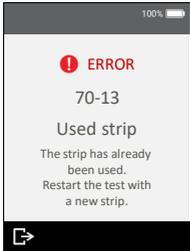
Whether a warning or error appears depends on the situation:

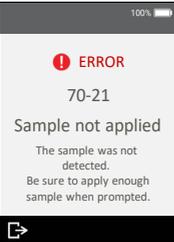
- **Warnings** inform you of something that needs to be corrected before a process can continue
- **Errors** inform you of an issue that is not recoverable (e.g. an issue that requires the test to be restarted with a new strip)

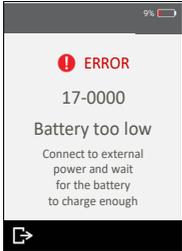
| Warning/Error Screen   | Cause   | Solution  |
|--|---|---|
|  <p>100% </p> <p><b>WARNING</b></p> <p>20-02</p> <p>Remove strip</p> <p>The strip should not be inserted now. Only insert the strip when prompted. Discard the strip.</p> | <p>The test strip was inserted at an inappropriate time. The test strip should only be inserted after the analyzer displays the <b>Insert strip</b> screen.</p> | <p>Discard the strip and start a new test.</p> <p>The strip must not be reused after it has been inserted into the strip port.</p>                                |
|  <p>100% </p> <p><b>WARNING</b></p> <p>20-05</p> <p>Fit the End Cap</p> <p>The protective end cap must be firmly fitted to the strip port. Fit the end cap now.</p>       | <p>The strip port's protective end cap (see item 4 on page 6) is not correctly fitted.</p>  | <p>Fit the protective cap to the strip port.</p> <p>Keep the strip port protective end cap firmly fitted at all times (except during cleaning - see page 19).</p> |
|  <p>100% </p> <p><b>WARNING</b></p> <p>20-12</p> <p>Analyzer tilted</p> <p>The analyzer must not be tilted during the test. Hold the analyzer level.</p>                 | <p>The analyzer was tilted too much or was bumped.</p>  | <p>Hold the analyzer level to continue the test. Do not bump or tilt the analyzer when the sample is being applied.</p>   |

| Warning/Error Screen  | Cause   | Solution   |
|---|---|--|
|  <p>(This row also applies to 20-16 and 20-20)</p> | <p>The battery level has become critical (less than 10%) while a test is in progress.</p> <p>If a test has already been started prior to this warning message appearing, the test can be completed.</p> | <p>Before a new test can be started you must connect the analyzer to an external power source, which will also charge the battery.</p>   |
|    | <p>When a software upgrade is being performed the analyzer must be connected to external power. This is to ensure that the upgrade will not be interrupted.</p>   | <p>Connect the analyzer to external power and start the software upgrade again.</p>  |
|   | <p>Something stopped the software upgrade from being performed.</p>   | <p>Start the software upgrade again. If it continues to fail, contact Customer Support (see page 38).</p> <p>In the meantime, you can continue to use your analyzer using the existing software version.</p> |
|    | <p>Insufficient sample was applied to the strip and the test could not be completed.</p>  | <p>You must <b>not</b> apply additional sample to the test strip after the test has begun.</p> <p>Discard the strip and start the test again. Apply the sample as instructed on page 15.</p>                 |

| Warning/Error Screen  | Cause   | Solution   |
|---|---|--|
|  <p>30-02<br/>Bad fill error<br/>The sample did not reach the strip's reaction chamber. Restart the test with a new strip.</p>                                       | <p>The sample could not reach the strip's reaction chamber.</p> <p>Possible causes include too much analyzer movement, an unsupported sample type or an analyzer fault.</p>   | <p>Discard the test strip and start the test again. Apply the sample as instructed on page 15.</p> <p>If the error persists, contact Customer Support (see page 38).</p> |
|  <p>30-03<br/>Analysis error<br/>The result could not be calculated. Restart the test with a new strip.</p> <p>(This row also applies to 30-04, 30-05 and 30-06)</p> | <p>An analysis error occurred and the test result could not be calculated.</p> <p>Possible causes include too much analyzer movement, an unsupported sample type, an analyzer fault, or test strips that have not been maintained properly.</p> | <p>Discard the test strip and start the test again. Apply the sample as instructed on page 15.</p> <p>If the error persists, contact Customer Support (see page 38).</p> |
|  <p>30-07<br/>Sample undiluted<br/>Please dilute 1 part wine with 4 parts Sentia buffer. Consult your User Manual for details.</p>                                  | <p>The sample was not properly diluted with Sentia buffer.</p> <p>In order to run some test types (e.g. Malic Acid), the sample must be specially prepared.</p>   | <p>Obtain Sentia buffer or a Sentia Sample Preparation Kit from your distributor (see page 38) and dilute the wine sample per the instructions provided.</p>             |
|  <p>70-10<br/>User abort<br/>The user aborted the test.</p>  | <p>The user aborted a test after the strip was inserted.</p>  | <p>Discard the strip and start a new test.</p> <p>The strip must not be reused after it has been inserted into the strip port.</p>                                       |

| Warning/Error Screen  | Cause   | Solution  |
|---|---|---|
|  <p>100% </p> <p><b>! ERROR</b></p> <p>70-11</p> <p>Insert strip timeout</p> <p>The strip was not inserted.</p> <p>Restart the test.</p> <p></p>   | <p>The strip was not inserted within the time limit on the <b>Insert strip</b> screen.</p>                        | <p>Start the test again and insert the strip when prompted by the analyzer.</p>   |
|  <p>100% </p> <p><b>! ERROR</b></p> <p>70-12</p> <p>Temperature error</p> <p>The analyzer could not control strip temperature. Is the environment within the required range?</p> <p></p> | <p>The analyzer could not adequately control the strip temperature.</p>   | <p>Make sure the ambient temperature is between 10°C and 30°C (50°F to 86°F) and the device is not charging. Restart the test with a new strip. You may need to allow time for the analyzer temperature to stabilize.</p> <p>If the problem persists, contact Customer Support (see page 38).</p> |
|  <p>100% </p> <p><b>! ERROR</b></p> <p>70-13</p> <p>Used strip</p> <p>The strip has already been used. Restart the test with a new strip.</p> <p></p>                                   | <p>The inserted strip has already been used for a test (or the strip might have been handled with wet hands).</p> | <p>Discard the strip before starting a new test. If the error recurs, try a new vial of strips.</p>   |
|  <p>100% </p> <p><b>! ERROR</b></p> <p>70-14</p> <p>Early sample</p> <p>Only apply the sample when prompted. Restart the test with a new strip.</p> <p></p>                            | <p>The sample was applied too early.</p>  | <p>Discard the strip before starting a new test. Apply the sample only when prompted by the analyzer.</p>   |

| Warning/Error Screen  | Cause   | Solution   |
|---|---|--|
|                      | <p>The test strip was removed before the test was finished.</p>                               | <p>Discard the strip before starting a new test. Ensure the strip is pushed fully into the strip port, and don't remove the strip until instructed.</p>  |
| <p>Internal Error</p> <p>Includes Errors:<br/>70-18, 70-25,<br/>70-26, 80-00<br/>16-XXXX, 18-XXXX</p> | <p>There was an internal error and the test result could not be obtained.</p>                 | <p>Turn the analyzer off and on, then repeat the test. If the same error occurs, contact Customer Support (see page 38).</p>   |
|                      | <p>During a test, the strip port's protective end cap (see item 4 on page 6) was removed.</p> | <p>Fit the protective cap to the strip port and restart the test with a new test strip.</p> <p>Keep the strip port protective end cap firmly fitted at all times (except during cleaning - see page 19).</p> |
|                     | <p>The sample was not applied at the time requested by the analyzer.</p>                      | <p>Discard the strip before starting a new test. Apply the sample when prompted by the analyzer.</p>   |
|                    | <p>During sample application, the analyzer was tilted too much or was bumped.</p>             | <p>Discard the strip before starting a new test. Do not bump or tilt the analyzer after the sample is applied.</p>   |

| Warning/Error Screen   | Cause   | Solution   |
|--|---|--|
|  <p>The screenshot shows a mobile device screen with a battery icon at 9% in the top right corner. The main content is a red error message: 'ERROR 17-0000 Battery too low'. Below this, it says 'Connect to external power and wait for the battery to charge enough'. At the bottom left, there is a square button with a right-pointing arrow.</p> | <p>The battery is too low for the analyzer to operate, most likely because the analyzer has not been used for a very long time.</p> | <p>Before the analyzer can be used, you must connect the analyzer to an external power source to charge the battery enough for it to be used safely. This may take 30 minutes or more.</p> |

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## 8. Customer support

If you have unanswered questions, or the Sentia™ system is still not working as expected after you have tried the various troubleshooting options listed in Section 7, contact your authorized distributor (see [www.mysentia.com](http://www.mysentia.com)).

### Ordering details

If you need replacement parts or consumables, contact your authorised distributor (see [www.mysentia.com](http://www.mysentia.com)).

### Software updates

The analyzer will check for software updates whenever it is connected to the internet (via WiFi). If a software update is available the analyzer will ask your permission before performing the update, which should be done as soon as possible.

An icon on the home screen will alert you whenever a software update is ready to install (see below).



## 9. Appendices

### Abbreviations and terms

The following abbreviations and terms are used throughout this guide:

| Abbreviation or term | Meaning                       |
|----------------------|-------------------------------|
| AC                   | Alternating Current           |
| EMC                  | Electromagnetic compatibility |
| g/L                  | Grams per litre               |
| ID                   | Identifier                    |
| mg/L                 | Milligrams per litre          |
| PPM                  | Parts per million             |
| USB                  | Universal Serial Bus          |

### Labels and symbols

| Label or symbol   | Explanation   |
|---|---|
|   | Manufacturer  |
|  | Manufacturer's declaration that the product complies with applicable European Union directives  |
|  | Manufacturer's declaration that the product complies with the applicable essential requirement for sale in Great Britain  |
|  | Read the User Manual before use   |
|  | Consult the instructions for use for important cautionary information such as warnings and precautions that cannot, for a variety of reasons, be presented on the device itself |
|  | Fragile   |

| Label or symbol   | Explanation  |
|---|--|
|    | Handle with care   |
|    | Single use only  |
|    | Serial number  |
|    | Product batch code   |
|    | Expiry date  |
|    | Keep dry   |
|    | This symbol indicates that the product has a storage temperature limitation and must be stored at 2 to 8 °C (35.6 to 46.4 °F).               |
|    | WEEE: The analyzer complies with EU 2012/19/EU. Do not dispose of the analyzer with normal rubbish. Refer to local regulations for disposal. |
| FCC ID  | FCC registration identifier  |
|   | Keep out of direct sunlight  |
|  | Recycle  |
|  | This way up  |
|  | Contains 25 strips   |
|  | The Regulatory Compliance Mark (for Australia and New Zealand)   |

# Technical specifications

| <b>Operating conditions</b>                         |   |
|---|---|
| Temperature   | 10 °C to 30 °C (50 °F to 86 °F)   |
| Relative humidity                                   | < 80% (without condensation)  |
| <b>Storage conditions (test strips)</b>             |   |
| Temperature   | 2 °C to 8 °C (35.6 °F to 46.4 °F)   |
| Relative humidity                                   | < 80% (without condensation)  |
| <b>Storage conditions (analyzer)</b>                |   |
| Temperature   | 2 °C to 40 °C (35.6 °F to 104 °F)   |
| Relative humidity                                   | < 80% (without condensation)  |
| <b>Analyzer Transport conditions (in packaging)</b> |   |
| Temperature   | -20 °C to 40 °C (-4 °F to 104 °F)   |
| Relative humidity                                   | < 90% (without condensation)  |
| <b>Features</b>                                     |   |
| Measurement range                                   | 3 to 50 mg/L (free sulfur dioxide)<br>0.05 to 5 g/L (malic acid)<br>0.1 to 10 g/L (glucose)   |
| Interface   | Wireless (2.4GHz)   |
| Automatic power off                                 | Configurable: disabled, 10 mins, 20 mins, 30 mins   |
| Dimensions  | 147 × 84 × 32 mm (5.79 × 3.31 × 1.26 in)  |
| Weight  | 210 g (7.41 oz)   |
| Design lifetime                                     | 5 years or 20,000 tests   |
| <b>Sample</b>                                       |   |
| Sample type   | Post-fermentation red or white wine (free sulfur dioxide)<br>Red or white wine (malic acid and glucose)   |
| Sample size   | At least 8 microlitres  |
| Sample dilution                                     | Malic acid: samples must undergo a 1 in 5 pre-dilution with the Sentia malic acid buffer. This means that 1 part sample is mixed with 4 parts Sentia malic acid buffer. |

# Legal notices

## Software licences

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The Sentia™ analyzer uses proprietary, third party and open source software. Details of licenses are available at: <https://www.universalbiosensors.com/Modified-Third-Party-Software.aspx>

Use of the Sentia™ analyzer is subject to the terms of those licenses.

## Disposing of the Sentia™ analyzer

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The analyzer must not be disposed of with general rubbish. Contact your local distributor and/or local authorities for instructions on the disposal of the analyzer. Always comply with local procedures and guidelines for the disposal of electrical, electronic and hazardous waste.



## Disposing of Sentia™ test strips

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In most regions, Sentia™ test strips (and the vial they came in) can be disposed of with your general rubbish. You should ensure that the test strips are bagged separately.

Check with your local authorities for any special instructions that might apply in your jurisdiction.

## European Union Radio Equipment Declaration

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Hereby, Universal Biosensors declares that this radio equipment (of type Chemical Analysis Instrument) is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: [www.universalbiosensors.com/products/sentia/](http://www.universalbiosensors.com/products/sentia/)

## United Kingdom Declaration of Conformity

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Hereby, Universal Biosensors declares that this radio equipment (of type Chemical Analysis Instrument) is in compliance with the relevant statutory requirements.

The full text of the United Kingdom declaration of conformity is available at the following internet address: [www.universalbiosensors.com/products/sentia/](http://www.universalbiosensors.com/products/sentia/)

## Radio emissions and electromagnetic compatibility

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### FCC Compliance Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

CAUTION: The grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. Such modifications could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment has been tested and meets applicable limits for radio frequency (RF) exposure as a portable device as per 47 CFR § 2.1093.

### Canadian Compliance Statement

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada license-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1) L'appareil ne doit pas produire de brouillage;

2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

NOTE: This equipment complies with RSS-102 radiation exposure limits. This equipment was tested and found compliant for safe use as a handheld product.

REMARQUE: Cet équipement est conforme aux limites d'exposition aux radiations RSS-102 établies pour un environnement non contrôlé. Cet équipement a été testé et jugé conforme pour une utilisation en tant que produit portable.

## **Sentia™ analyzer – Warranty**

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Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (“consumer guarantees”). You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### **Warranty Period**

In addition to the consumer guarantees, Universal Biosensors Pty Ltd (“UBS”) warrants that this product will operate substantially in conformance with UBS’ published specifications, when subject to normal, proper and intended usage by properly trained personnel, for a period of twelve (12) months from the date of shipment to the customer. Lamps, fuses, bulbs and other expendable items are expressly excluded from the Warranty. The Warranty Period for spare parts for this product is three (3) months from the date of shipment to the customer. UBS does not warrant that the operation of this product will be uninterrupted, error-free or will accomplish any particular result.

The Warranty is given to the original customer only and, subject to applicable law, is not assignable or transferable.

### **Remedy**

#### **How to claim under the Warranty**

The Warranty is given on the express condition that, if the customer wishes to make a claim under the Warranty, it must during the Warranty Period notify UBS (using the contact details below) of the claim in writing promptly after the discovery of any alleged defect. The customer must then at its own pre-paid cost (DDP – as defined in INCOTERMS 2010) send the product to a location designated by UBS. All requests for repairs, replacements or corrections required under the Warranty during the Warranty Period must comply with UBS’ returned goods procedure as specified or modified from time to time by UBS. This procedure will be notified to the customer after receipt of the warranty claim.

If the product is found by UBS to not comply with the Warranty, it will be repaired or replaced, at UBS’s sole discretion, so as to cause the product to operate in conformance with the Warranty. Replacement parts used may (subject to applicable law) be new or refurbished, at the election of UBS. All replaced parts become the property of UBS.

If UBS determines that the product for which customer has submitted a claim to UBS under the Warranty complies with the Warranty, customer shall before return of this product pay or reimburse UBS for all costs of investigating and responding to the Warranty claim and returning this product to the customer, at UBS’ then-prevailing time and materials rates. If UBS provides repair services or replacement parts that are not covered by the Warranty, customer shall pay UBS therefor at UBS’s then-prevailing time and materials rates.

### **Consumer Law**

The Warranty is offered in addition to, and does not affect, other rights and remedies available to the customer under the law.

**Warranty exclusions**

ANY INSTALLATION, MAINTENANCE, REPAIR, SERVICE, RELOCATION OR ALTERATION TO OR OF, OR OTHER TAMPERING WITH, THIS PRODUCT PERFORMED BY ANY PERSON OR ENTITY OTHER THAN UBS WITHOUT UBS' PRIOR WRITTEN APPROVAL, OR ANY USE OF REPLACEMENT PARTS NOT SUPPLIED BY UBS, SHALL IMMEDIATELY VOID AND CANCEL THE WARRANTY WITH RESPECT TO THIS PRODUCT.

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