

Software does not connect:

1. Switch off the cytometer and compressor.
2. Shut down the computer
3. Wait 15 seconds
4. Start the computer and login to the software
5. Switch on the compressor and instrument

Closed loop nozzle is not found:

1. Check to see if you have any residue on the nozzle or on the nozzle fitting. Do the following before trying the nozzle again:
  - i) Wipe the closed loop nozzle with a q-tip with dh20.
  - ii) Wipe the nozzle fitting
  - iii) Wipe the black fitting with dh20
  - iv) Wipe all of the above with a dry qtip
2. Touch the nozzle on a nut or bolt near by to remove any charge that is on the nozzle. The charge deposited on the nozzle usually does not allow the system to read that the nozzle is in place. Hence by touching the nozzle on a conductive surface such as the bolt, it removes the charge of the nozzle

Potential clog:

**How to identify – There are two ways to identify this:**

1. Gradual decrease in number of events per second and you have more than 200uL sample remaining.  
If you have every sticky samples, these would stick onto the sample line and then buildup into a clog.  
If you have samples that have a log of aggregates or are known to clump a lot, these clog the nozzle as it passes through.
2. The stream breaks and a droplet of sheath is viewed in your stream window

1. Remove the sort nozzle
2. Clean up the steam mirror, the deflection plates and the accudrop window.
3. Re-install the closed loop nozzle.
4. Perform a flow cell clean using dH2O and the sample line of any deposition.

Please take note if the volume of dH2O has reduced, if it hasn't, there is a clog in the sample.

6. Perform a flow cell clean in the following order: 3x 10% bleach, 3x 70% ethanol, 3x dH2O

7. Reinstall the sort nozzle and start the stream.

If the problem is not solved, try sonicating the nozzle for 10 minutes.

If the problem is still persistent, perform an extended fluidics startup

Contact the CMTO staff if you still have any issues.

Stream is not stable:

Perform a sheath filter purge

Ensure the sheath tank is tightly closed

Software is slow:

Restart the computer

CST does not pass:

Clean the flow cell in the following order: 3x 10% bleach, 3x 70% ethanol, 3x Dh20