SEEKGENE

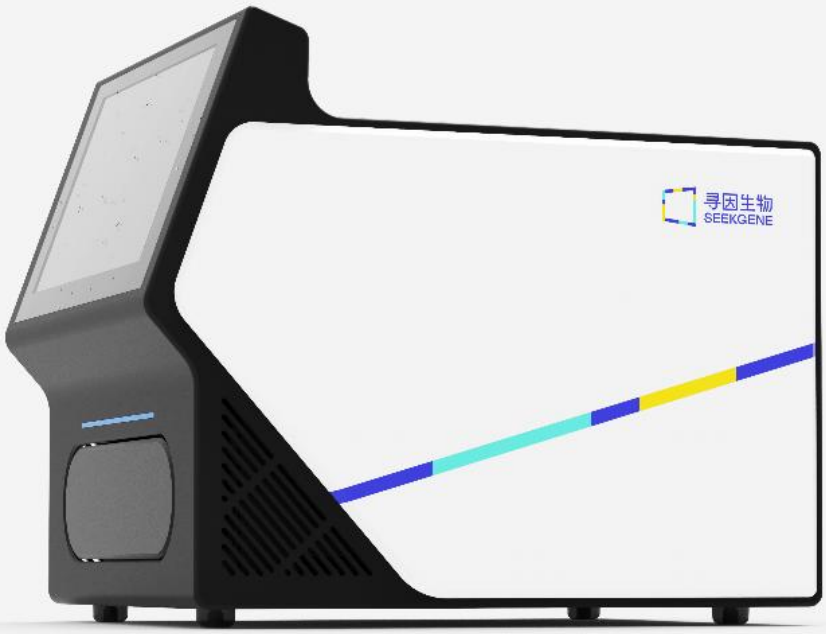
SeekOne™ Digital Droplet

A/3

USER MANUAL

Beijing SeekGene BioSciences Co., Ltd

M001A



Envision the Future

Revise date: March 1, 2025

Edition: A/3

Declaration

Beijing SeekGene BioSciences Co.,Ltd (hereinafter referred to as “SeekGene” or "the Company") owns the copyright of this manual and reserves the right to treat it as confidential information. This manual is only used as a reference for operation, maintenance and repair. The contents of this document may not be disclosed to others without the express written consent of the Company.

All contents of this manual are assumed to be correct. The Company shall not be held liable for typographical errors in this manual and for any damage caused by improper operation. The Company does not grant privileges under the Patent Law to third parties, and shall not be held liable for legal consequences arising from the violation of the Patent Law or the rights of third parties.

Prior to using the Company's products, any user must fully understand this document. This manual outlines the necessary operating steps, the potential adverse effects of improper operation, and the risks of damage to the instrument. The Company shall not be held liable for any safety, reliability, or performance guarantees in cases where abnormal phenomenon or danger resulting from non-compliance with the specified instructions cause harm to individuals or instrument. The Company will NOT provide free repair services for such faults.

The content of this manual is subject to change without notice.

Manufacturer's Responsibility

The Company shall only be responsible for the safety, reliability, and functionality of the instrument when the following procedures are complied with:

- Adjustment and maintenance of the instrument shall be undertaken by specially trained service personnel designated by the company.
- The necessary electrical equipment and working environment must be comply with national standards, industry standards and specifications outlined in the manual.
- The instrument must be operated strictly in accordance with the instructions.

Usage Notice

Welcome to use our products!

To use the product correctly and effectively, the user must carefully read this manual before using the product.

The user must fully understand and strictly adhere to the instructions provided in this manual when using this product.

This product is intended for use only as described in this specification.

The repair and maintenance of this product can only be carried out by trained professional maintenance personnel.

In case of any situation, the user may contact the Company for assistance, and we will provide you with friendly service.

Product specifications are subject to change without notice.

Contact us

Manufacturer: Beijing SeekGene BioSciences Co., Ltd

Address: Room 201, Floor 2, Tower A Building 9, Zone 1, 8 Life Science Parkway, Life Science Park, Changping District, Beijing, China

Telephone: +86- (0)10 56918048

Email Address: info@seekgene.com

Website: https://www.seekgene.com

TABEL OF CONTENTS

TABEL OF CONTENTS

1. Overview

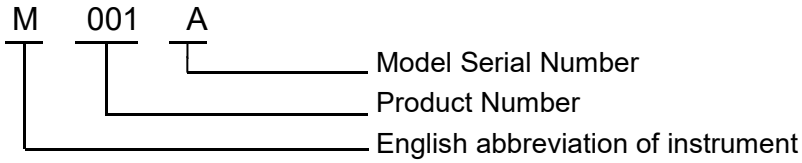
Thank you for choosing the SeekOne™ Digital Droplet System, manufactured by Beijing SeekGene BioSciences Co.,Ltd!

This manual provides comprehensive instructions and essential information on the installation, operation, and maintenance of the SeekOne™ Digital Droplet System (SeekOne™ DD).

Please read these instructions carefully before using the product. If you have any further questions regarding its operation and use, please contact us.

Warning:
Do not disassemble or modify this product under any circumstances!
In case of an emergency requiring immediate power-off, unplug the power cord immediately.

1.1 Model Designation



1.2 Warnings and Precautions

⚠ Warnings:

- Inspect the power cord carefully for any signs of damage before connecting it to the product. If the cord is damaged, replace it immediately.
- This product does not require sterilization.
- If the product has been dropped, mishandled, has damaged housing, or has experienced water ingress, stop using it immediately and contact us for support.
- For any subsequent transport of the product, please use the original packaging and the provided shipping block to ensure safe transport.

⚠ Precautions:

- Keep the instrument away from heating or cooling equipment, such as exhaust fans, radiators, or air conditioners, during operation.
- Do not operate the instrument in a high-humidity environment. Ensure that no liquids enter the internal components of the device.
- If the system malfunctions, stop using it immediately and contact the manufacturer as soon as possible.

2. Storage and Transportation Requirements

The SeekOne™ Digital Droplet System is a precision electronic instrument and should not be moved over long distances by users. For long-distance transportation, the shock-absorbing packaging provided by the original manufacturer must be used, and the instrument should be kept as stable as possible to prevent damage or malfunction.

The transportation and storage requirements for the SeekOne™ Digital Droplet System are as follows:

Storage Environmental Requirements:

Temperature: -20℃ to +55℃

Relative Humidity: 10% to 93%

Atmospheric Pressure: 50 kPa to 106 kPa

Transportation Requirements:

In addition to meeting the storage conditions, the transportation environment must have proper packaging:

1) The instrument's accessories and documentation should be packed in neutral materials.
2) The packaging should have good shock absorption properties, and the instrument should be kept upright and not be dropped or subjected to strong impacts during transportation.
3) The packaging should be protected from rain and moisture during transportation.

3. Instrument Installation Requirements

3.1 Installation

After receiving the instrument, please carefully follow the installation instructions provided in this manual. If you encounter any issues, please contact our technical support team for assistance.

3.2 Unpacking and Inspection

The product has been securely packed prior to shipment. Before unpacking, carefully inspect the packaging for any damage, and check that all ordered components are complete according to the packing list. Please retain all packaging materials, as they are required for any future transportation or storage of the product.
If you have any questions or concerns, please contact us immediately.

3.3 Work Room Requirements

- A clean environment without direct sunlight, with minimal dust, and good ventilation.
- The floor should be level (slope less than 1/200).
- The floor must be vibration-free, with a load-bearing capacity of 50 kg/m², and located at an altitude below 2000 m.
- Switchboard equipment should be located near the instrument.
- There should be no nearby machines that emit abnormal high-frequency signals (such as ultrasonic equipment, discharge devices, etc.).
- Proper heat dissipation is necessary during operation; ensure adequate clearance is provided at the back of the instrument during installation, and that the device is positioned for easy disconnection. Minimum installation space: 510 mm (depth) * 415 mm (width) * 330 mm (height). Instrument Dimensions: 260 mm (D) * 215 mm (W) * 230 mm (H).
- Space requirements for installation are shown in Figure 3-1:

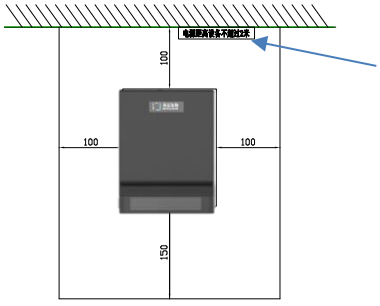


Figure 3-1 Top View of Instrument

4. Safety

4.1 General safety

The SeekOne™ Digital Droplet System has undergone rigorous safety testing before delivery, ensuring that no safety incidents will occur during standard operation. Please read this chapter and other relevant sections carefully before using the instrument. Additionally, personnel operating this product must receive appropriate technical training.

Warning:

Do not use the instrument in environments containing flammable or explosive materials, and do not place or store such materials near the instrument. Flammable and explosive materials include, but are not limited to: gasoline, alcohol, anesthetics, solvents, desiccants, ointments, synthetic resins, etc.

4.2 Safety Symbols and Descriptions

Labels, nameplates, and warning signs have been affixed as required by relevant standards and regulations.

Symbols	Descriptions
	**General Warning Symbol**: Indicates potential damage to the instrument or impact on the results of the procedure.
	**Electrical Hazard Symbol**: Indicates the presence of electrical components. Improper handling may cause injury to the operator.
	**Biohazard Symbol:** Indicates the presence of biological samples. Improper handling may cause injury to the operator.

5. Product Description

The SeekOne™ Digital Droplet System is an independently developed platform by SeekGene BioSciences for single-cell water-in-oil encapsulation and spatial technology applications. It enables automated, one-click single-cell isolation, capture, and labeling, while simultaneously acquiring spatial positional information. The system can be paired with a variety of high-throughput single-cell reagent kits or spatial reagent kits to support a range of applications and meet diverse research needs.

5.1 System components

The SeekOne™ DD System is composed of the main unit, Chip Holder and Gasket. The Chip Holder and Gasket are accessories.

The main unit is shown in the figure below:

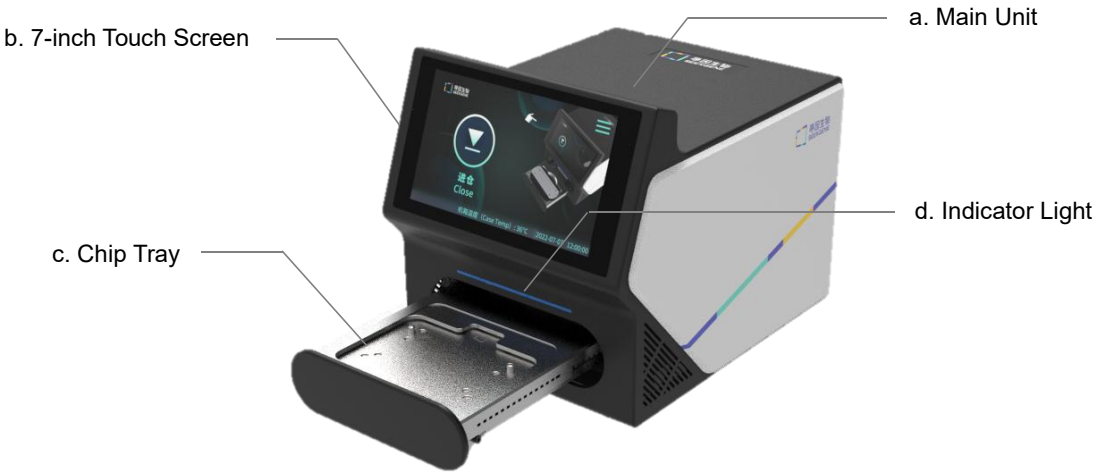


Figure 5-1 Front

Figure 5-2 Back

Function Description:

a. **Main Unit:** Portable design with a small footprint, suitable for placement on a standard laboratory bench.

b. **7-inch Touch Screen**: High-definition IPS capacitive touch screen with a user-friendly interface for multi-parameter adjustment and control.

c. **Chip Tray**: Special metal-textured surface combined with an automatic temperature control system to ensure stable cell conditions.

d. **Indicator Light**: Automatic multi-color display with an eye-friendly design, ensuring the light is not glaring while maintaining clear and bright colors.

e. **Dual Cooling System**: Features dual fans for rapid cooling, providing full coverage of the device's cooling area to maintain optimal temperature stability.

f. **Power Switch**: Integrated power interface with switch: "I" indicates power on, "O" indicates power off.

g. **USB 2.0 Port**: A dedicated interface for maintenance by our professional technicians.

h. **Mini USB Port**: Another dedicated interface for maintenance by our professional technicians.

5.2 Chip Holder Composition

The main components of the Chip Holder are shown in the following figure:

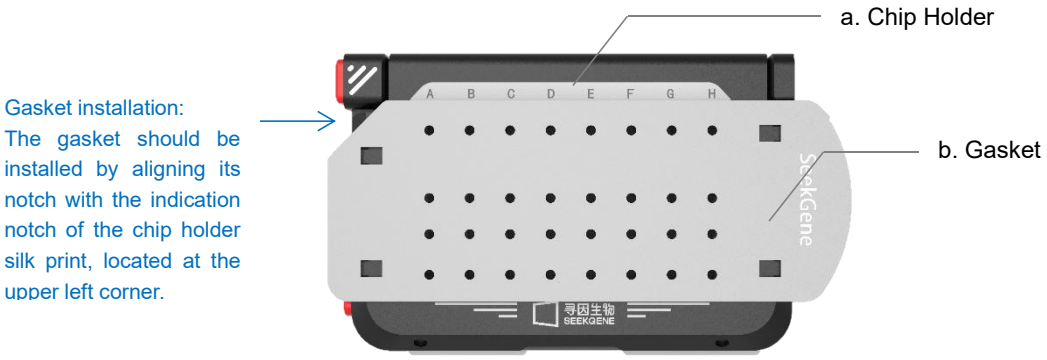


Figure 5-3 Chip Holder Outer Frame

Figure 5-4 Chip Holder Inner Frame

Function Description:

a. **Chip Holder**: The precise mechanical design allows flexible operation of 1-8 samples in a single channel, without chip waste.
b. **Gasket**: Attached to the chip holder to ensure airtight sealing of the air passage. (Refer to the above illustration for installation instructions).
c. **Test Chip**: Used to load and produce water-in-oil droplets.
d. **Placed Chip**: Installed in the positions where no test chip is needed.
e. **Flip-Lock Button**: Engages the brake when the top cover is lifted to 135 degrees. To close the top cover, press the release button to disengage the brake.
f. **Chip Lock Button**: Press the button when inserting or removing a chip, and release it to lock the chip securely in place.

5.3 Working Principle

This product is composed of five functional modules: the air supply module, temperature control module, compression module, circuitry module, and operational software. These modules automatically coordinate to create a water-in-oil droplet reaction system, driven by precisely controlled compressed air. The system utilizes microfluidic biochips and detection reagent kits, providing a foundational platform for subsequent digital PCR analysis and other applications.

5.4 Intended use

The SeekOne™ Digital Droplet System is a single-cell water-in-oil technology platform independently developed by Beijing SeekGene BioSciences Co.,Ltd. It is designed for use in clinical diagnostics and laboratory sample processing in conjunction with microfluidic biochips and detection kits. The system controls the mixing of samples and reagents, droplet formation, and collection during microfluidic biochip sample preparation. It does not support precision sample dispensing.

5.5 Intended users

The intended user of the SeekOne™ Digital Droplet System is intended for use primarily by laboratory personnel with expertise in molecular biology and relevant operational skills. The instrument should only be operated by individuals who have received appropriate training and certification.

5.6 Sample Requirements

The intended user of the SeekOne™ Digital Droplet System is intended for use primarily by laboratory personnel with expertise in molecular biology and relevant operational skills. The instrument should only be operated by individuals who have received appropriate training and certification.

5.6.1 Sample Type Requirements

Single-cell suspension: Ensure no large particle precipitates are present. If there are any large particle precipitates, filter the suspension using a 40 μm cell filter.

Cell diameter: 5-40 μm.

5.6.2 Sample Quality Requirements

Cell Count: Minimum of 1,000 cells.
Cell Viability: Optimal analysis is achieved with a cell viability greater than 90% (as determined by a cell counter).
Cell Aggregation: Less than 10%.
Nucleation rate: Greater than 70%.

5.6.2 Sample Storage Requirements

Fresh single cell suspensions should be kept on ice. For optimal results, complete single-cell lysis and labeling within 2 hours.

Note: Prior to starting the experiment, use a cell counter to determine the cell count and calculate the viable cell rate.

6. Product Parameters and Related Requirements

6.1 Product Parameters

Electrical Parameters	
Display	7-inch touch screen
Power Input	200 W
Power Supply	80~240 V AC, 50/60 Hz
Fuse	F1L250V

Packaging Parameters	
Main Unit Dimensions (L × W × H)	260 mm × 215 mm × 230 mm
Outer Packaging Dimensions (L × W × H)	480 mm × 430 mm × 430 mm
Net weight	7.25 kg

6.2 Workplace Requirements

Operating Environment:

Operating Temperature: +18℃ to +28℃

Operating Humidity: ≤80%

Working Atmospheric Pressure: 50 kPa to 106 kPa

7. Instrument Installation

7.1 Standard Accessories

No.	Name	Part Number	Quantity
1	SeekOne™ Digital Droplet System	M001A	1
2	Placeholder Chip (Chip P)	SP00001-1	8
3	Chip Holder (SeekOne™ DD Chip Holder)	SP00002	1
4	Chip Gasket	SP00003	2
5	Power Cord	SP00004	1
6	User Manual		1
7	Certificate of Compliance/Warranty Card		1

Note: To ensure the optimal performance of the instrument, please use only the provided accessories and consumables. The company will not be responsible for any losses or damages resulting from the use of alternative accessories or consumables.

7.2 Installation

7.2.1 Unpacking

Open the outer packaging box and carefully remove the relevant accessories and internal padding. Then, take out the instrument. Handle all items with care during the unpacking process to prevent accidental drops.

7.2.2 Electrical Connection

First, ensure that the voltage of the power supply matches the specifications of the instrument. Next, connect the power cord to the power interface on the rear panel of the main unit.

7.2.3 Removing the Transport Block

Set the power switch to the "I" position to power on the instrument. On the control interface, press the “Open Chip Compartment” button to eject chip tray. Remove the transport block from the tray.

Note: The transport block is an important protective component designed to secure the instrument during shipping. Please store it properly. If the instrument needs to be transported again, please reinstall the transport block correctly before repacking (as shown in Figures 7-1/7-2/7-3).

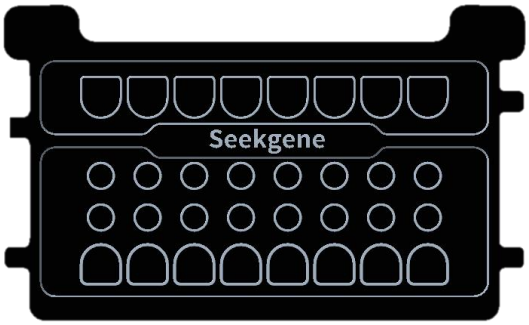


Figure 7-1 Transport Block

Ensure that the transport block is securely stored, as it will be required for each time the instrument is transported.

Installing the gasket

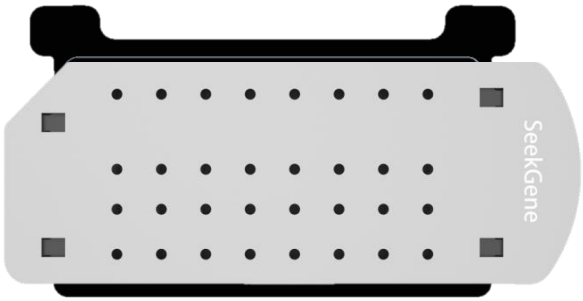


Figure 7-2 Transport Block with Gasket Installed

Align the holes on both sides of the sealing gasket with the clamps on each side of the shipping block and secure them in place.

Power on the instrument, click the "Open Chip Compartment" button to open the chamber. Insert the transport block into the chamber, and click the "Close Chip Compartment" button to allow the instrument to automatically switch to the [Experiment Interface]. At this point, the block will be properly secured in position. Turn off the power to finalize the setup.

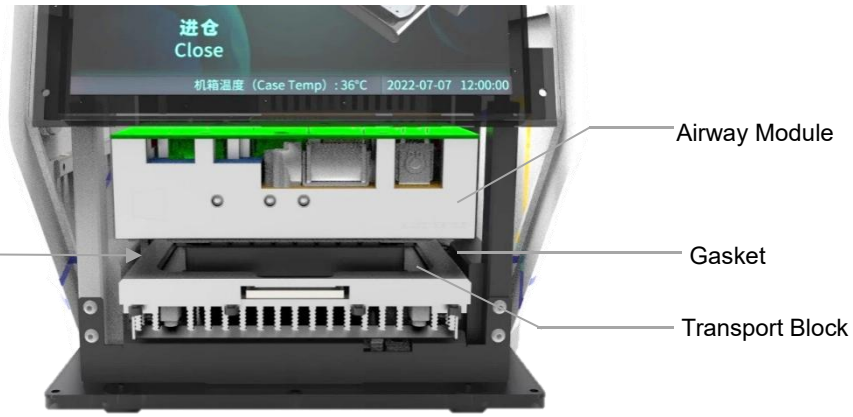
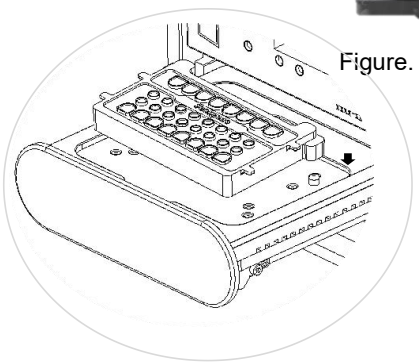


Figure. 7-3 Internal View of The Instrument



Hold the block by hand and insert it into the chip chamber. Ensure that the slots on both sides of the block are clamped vertically and fully into the limit columns of the chip chamber.

8. Interface and Function Description

8.1 Eject Interface and Function Description

The eject interface (the main interface of the instrument) is shown below:

Figure 8-1 Instrument Eject Interface

Function Description:

a. Open Chip Compartment: Click the "**Open Chip Compartment**" button (represented by an upward triangle). The button will turn gray, indicating the chip tray is being ejected. Once the tray is fully ejected, the interface automatically switches to the Close interface (represented by a downward triangle).

b. Settings Button: Click the "**Settings**" button to navigate to the Settings interface. Refer to 8.2 Settings Interface Description for detailed instructions.

c. Case Temp Display: The normal operating temperature range of the case is **4℃ to 38℃**. The status bar will display the current case temperature as "**Case Temp: XX℃**" (see Figure 8-2 for reference).

Figure 8-2 Normal Operating Temperature of Case

Temperature Alerts:

■ **High Case Temperature Alert**: When the case temperature exceeds the normal range and is ≥ **38℃**, the status bar will display "**Case Temp High: XX℃.**" In this state, the "**Open Chip Compartment**" button will turn gray, indicating that the instrument is temporarily unavailable. Please check and confirm the ambient temperature. (As shown in Figure 8-3).

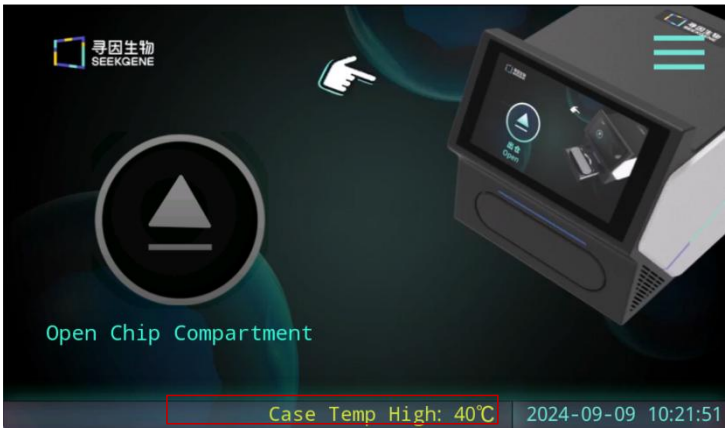


Figure 8-3 Case Temperature Too High

■ **Low Case Temperature Alert**: When the case temperature falls below the normal range and is ≤ **4℃**, the status bar will display "**Case Temp Low: XX℃.**" Similarly, the "**Open Chip Compartment**" button will turn gray, and the instrument will be temporarily unavailable. Please check and confirm the ambient temperature. (As shown in Figure 8-4).

Figure 8-4 Case Temperature Too Low

d. **Date/Time Display**: The interface displays the current date and time. This setting is pre-configured before the instrument leaves the factory. If the displayed date and time do not match the actual current time, please navigate to "**Settings > Time Setting**" to adjust it. (For details, see Figure 8.7 Instrument Time Setting Instructions).

8.2 Settings Interface and Function Description

On the eject interface, click the settings button “ ” to access the settings interface. As shown in the following figure:

Figure 8-5 Instrument Settings Interface

Function Description:

a. **Product Info**: Click the “**Product Info**” button to navigate to the product information homepage. This page displays the basic details of the instrument, including the instrument name, model, manufacturer and software version number (as shown in Figure 8-6).

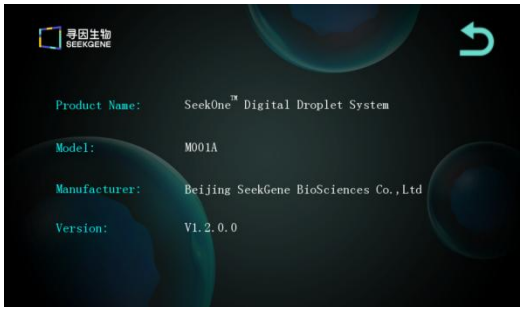


Figure 8-6 Product Info

b. **Time Setting**: To set the date, enter the correct year, month, day in the designated fields, then click "**OK**" to confirm. Switch to the time field and repeat the process to set the time. Click "**OK**" again to complete the settings.

Figure 8-7 Time Setting

c. **Event Log**: Click this button to view historical operation records, including details such as the operation times and the status of the experimental personnel.

Figure 8-8 Event Log

d. **Firmware Update**: When a firmware update is available, users will receive a notification for a remote upgrade. To update, enter the interface and click "**Scan Wifi**" to search for available networks. Select a network with a strong signal (highlighted in a yellow box) and connect by clicking on it. Once connected, click "**Update**" to begin the firmware update, and wait for the process to complete.

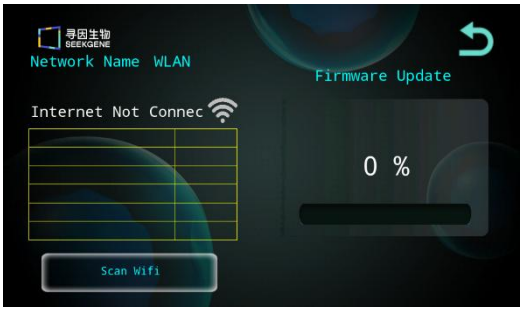


Figure 8-9 Firmware Update

e. **Language Setting**: This button allows users to select their preferred language for the instrument interface. Users can select their desired language, and the interface will automatically update to reflect the chosen language.

Figure 8-10 Language Setting

8.3 Close Interface and Function Description

The close interface (used for pre-loading the chip holder when the instrument is in the open state) is shown in the following figure:

a. Close Chip Compartment

Figure 8-11 Instrument Close Interface

Function Description:

a. **Close Chip Compartment**: Click the "**Close Chip Compartment**" button to retract the chip tray. Once retracted, the airway module will automatically perform the pressing action. Once the pressing is completed, a sealed passage will be formed around the chip holder. And the instrument will automatically switch to the experiment interface.

If the chip tray is fully loaded with a complete chip holder (all chips are present and the gasket is installed correctly), the instrument will automatically switch to the experiment interface. If the chip holder is not installed, or if the gasket is not correctly positioned, the interface will return to the eject interface.

If the chip holder and gasket are installed correctly, but the instrument still does not switch to the experiment interface, replace the gasket and try again. If the issue persists after multiple attempts, please contact the manufacturer for after-sales service. Note that the gasket is a disposable consumable and should not be reused to prevent cross-contamination of reagents and maintain the instrument's sealing integrity.

8.4 Test Options Interface and Function Description

The test options interface is illustrated in the figure below:

Figure 8-12 Example of Test Options Interface

Function Description

a. **Self-Check**: This button initiates the instrument's self-check calibration program. Click the "**Self-Check**" button, and a dialog box will appear. Click the "**OK**" to begin the self-check process. This process will take approximately 1-4 minutes. Upon successful completion, the instrument will display a green indicator light and emit a “beep” sound, with a message on the screen stating "**Self-Check Completed**." Click "**Confirm**" to automatically return to the eject interface (as shown in Figure 8-13). Then, click the "**Close Chip Compartment**" button again, and the instrument’s airway module will automatically perform the pressing action, transitioning back to the experiment interface.

Important: Use the placed chips for the self-check procedure. Using any other chip may cause alarms, result in a failed self-check, or negatively affect the instrument's performance.

Figure 8-13 Instrument Self-Check

The self-check function is an automatic calibration feature designed to maintain the instrument in its optimal working condition. It is recommended to perform a self-check operation on the instrument every seven working days. If you forget to carry out this operation, a "prompt box" will automatically appear after seven working days, reminding you to perform the self-check (as shown in Figure 8-14). To ensure the accuracy of your experimental data, it is crucial to perform this self-check.

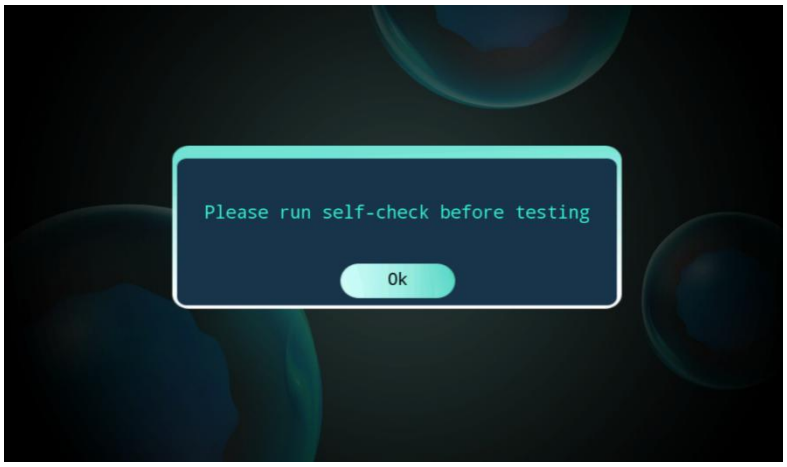


Figure 8-14 Instrument Self-Check Prompt

b. **3' Transcriptome-seq**: Click the "**3' Transcriptome**" button to open a dialog box (as shown in Figure 8-15). Click "OK" to initiate the experiment.

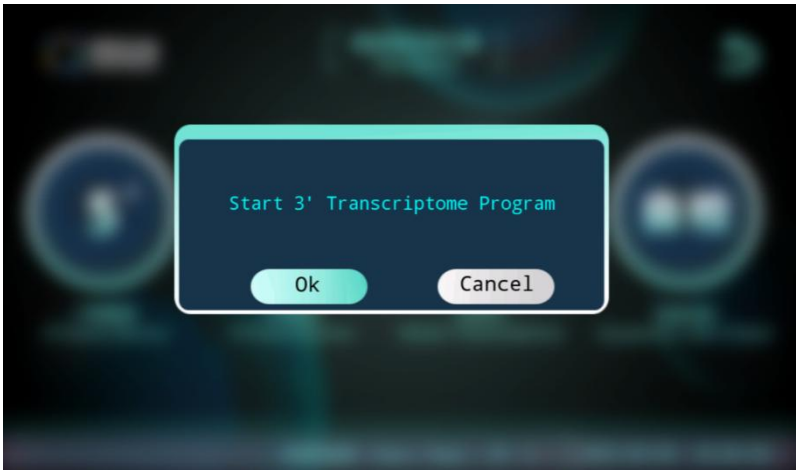


Figure 8-15 3' Transcriptome Experiment

NOTE: The operations for 5' Transcriptome, Whole Transcriptome and other experimental functions are similar to the 3' Transcriptome operation.

Before the experiment starts, the instrument will automatically activate its temperature control system. By default, it will first enter the [**Temperature Adjustment**] interface, as shown in Figure 8-16. This process takes approximately 1 minute, during which no operations can be performed. Please wait patiently.

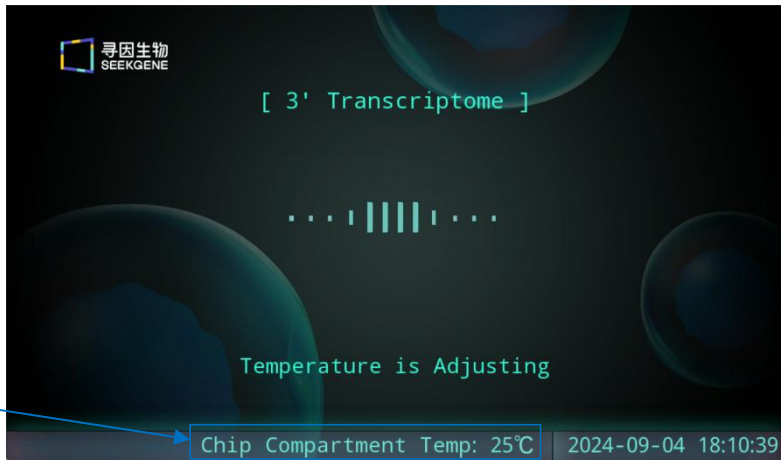


Figure 8-16 Temperature Adjustment

Once the chip compartment is adjusted to the specified temperature range, the experiment will commence. No operations are allowed during this process. The interface will display the remaining time and a countdown progress bar. Please wait until the experiment is completed. (As shown in Figure 8-17).

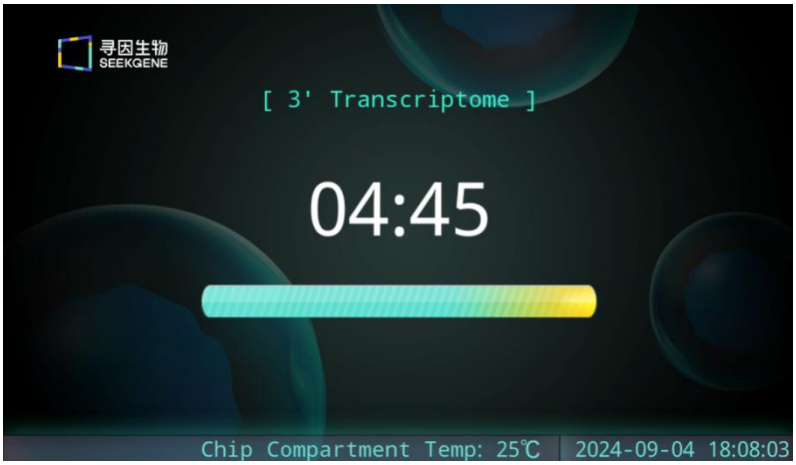


Figure 8-17 Experimental Interface

After the experiment is completed:

When the experiment finishes, the instrument will emit three "beep" sounds, and the indicator light will display green, signaling the experiment's completion. At this point, click the “Run Completed” button. The button will turn gray, and the chip tray will automatically eject, allowing the chip holder to be removed. (As shown in Figure 8-18).

Figure 8-18 Experiment Completion Interface

If the "Run Completed" button is not clicked promptly after the experiment concludes, the instrument will issue a reminder every 10 minutes, up to three times. During this period, the chip tray will remain a constant temperature, and this state can be sustained for a maximum of 30 minutes.

9. Operation Guide

9.1 Preparation

Ensure Stable Placement: Make sure the instrument is placed stably on a flat surface to avoid any potential displacement or vibration.

Connect the Power Cord: Make sure the power cord is securely plugged into the power socket and connected to the power interface at the back of the instrument.

When the instrument is in operation, it is prohibited to run any other vibration-inducing equipment on the same workbench, such as vortex oscillators or high-speed centrifuges, to avoid affecting the accuracy of experimental results.

9.2 System startup

Power On the Instrument: Flip the power switch to the "I" position to start powering on the instrument. The instrument's touch screen will display the startup animation interface and automatically plays video animation and background music to indicate the normal startup process.

Figure 9-1 Instrument Startup Animation Interface

After the startup animation is completed, the instrument's touch screen will **automatically switch to the standby screen**. The standby screen will display the prompt "**Tap to Start**".

Figure 9-2 Instrument Standby Screen

On the standby interface, click the "**Tap to Start**" button to enter the operation interface.

Figure 9-3 Instrument Operation Interface

9.3 Experimental Operation

Tray Exit Operation: Click the "**Open Chip Compartment**" button on the interface to eject the chip tray. After the tray is ejected, install the Chip Holder with added samples, and ensure that the slots on both sides of the bottom of the Chip Holder are completely vertical to the limiting column on the chip tray.

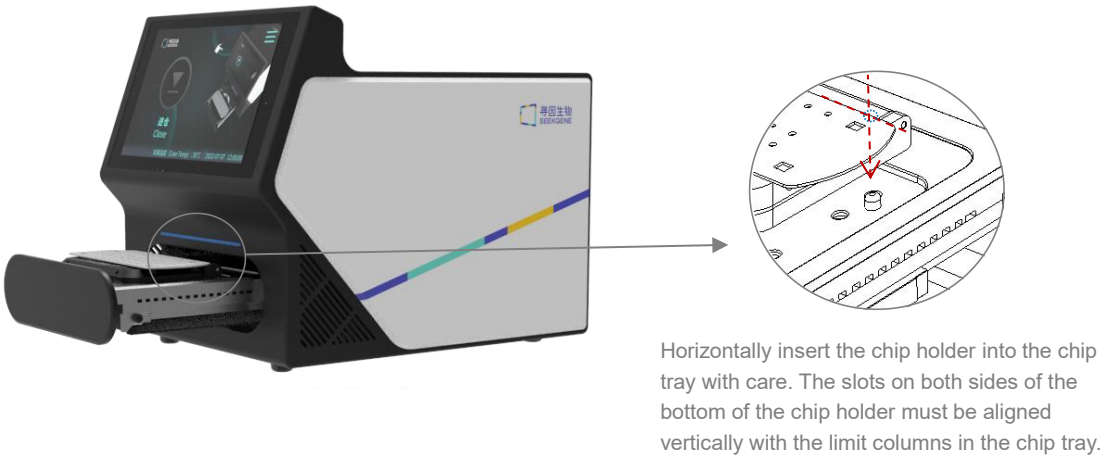


Figure 9-4 Clip the Chip Holder into The Chip Tray

Tray Entry Operation: Click the "**Close Chip Compartment**" button on the interface, and the chip tray will begin to retract. Once the tray is fully retracted, the airway module will automatically perform the pressing action. Once the pressing is completed, a sealed passage will be formed around the chip holder.

Figure 9-5 Entry Interface

Enter Test Options Interface: Once the instrument has completed the pressing action, it will automatically transition to the Test Options interface. If this is the first experiment in 7 days, click the "**Self-Check**" button to perform a self-check (for detailed operations, see section 8.4 Test Options Interface Description).

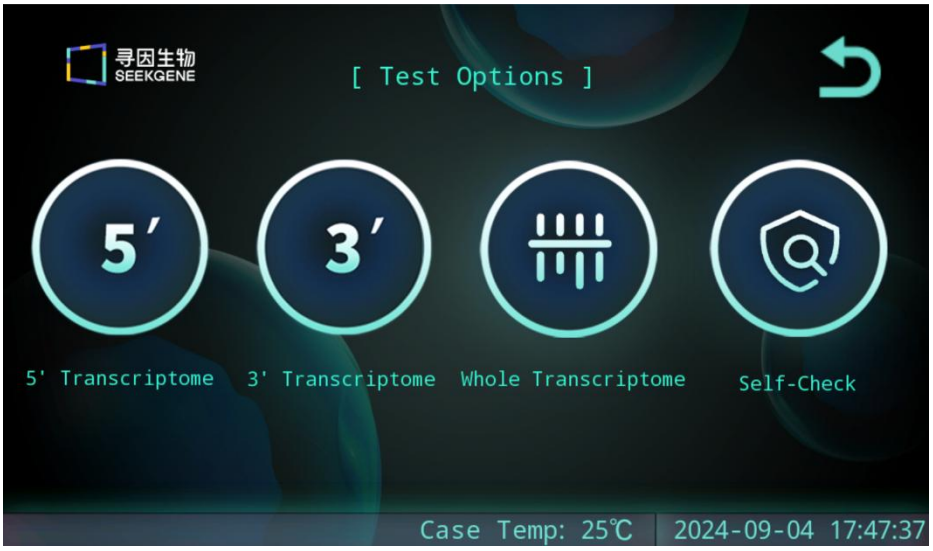


Figure 9-6 Example of Test Options Interface

Select Experiment Program: Click the "**3' Transcriptome**" button, and a dialog box will pop up. click "**OK**" to start the experiment. The operations for 5’ Transcriptome, Whole Transcriptome are similar to the 3’ Transcriptome operation. Select the appropriate program based on your specific experiment requirements.

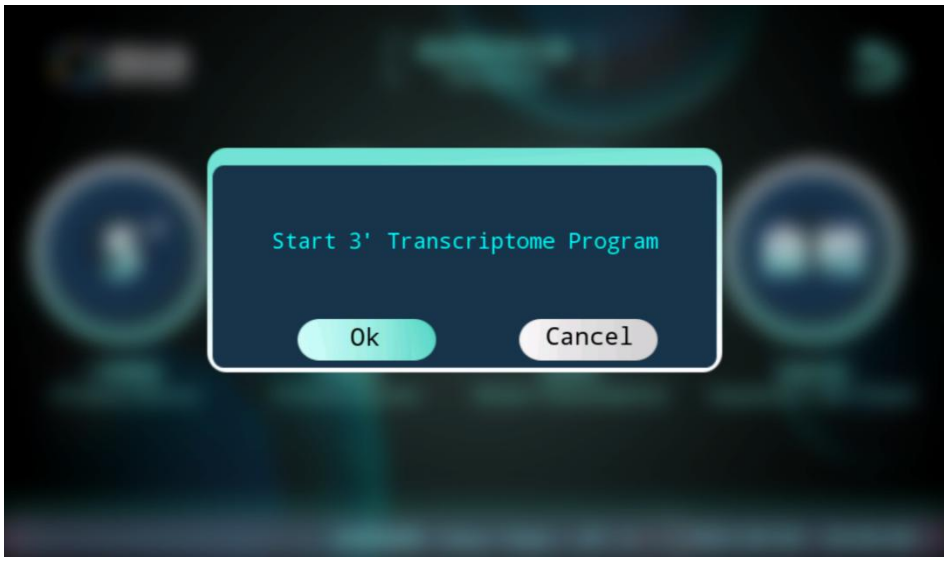


Figure 9-7 3' Transcriptome Experiment

During the Experiment: No operation is allowed while the experiment is running. The remaining time and countdown progress bar will be displayed on the screen.

Figure 9-8 3' Transcriptome Experiment Process Display

Experiment Completion: After the experiment is completed, click the "**Run Completed**" button to remove the Chip Holder.

Figure 9-9 3' Transcriptome Experiment Process Display

9.4 Turn off the Instrument

Before shutting down, confirm that the chip tray is in the retracted position. Then, press the power switch to the "O" position to turn off the instrument.

10. Instrument Maintenance and Overhaul

10.1 Regular Maintenance

Regularly checking the performance of the instrument, promptly addressing any issues, and keeping the instrument in optimal working condition is crucial. To ensure the performance of the instrument and extend its lifespan, regular inspections and maintenance are required. The main inspection items are listed in the table below:

Table 10-1

Inspection Items	Inspection Frequency	Inspection Criteria
Power cord and connection socket	Weekly	Check for any damage and ensure connections are secure.
LCD touch screen	Anytime	Check for any damage and ensure the LCD touch screen is functioning normally.

10.2 Cleaning

The surface of the instrument housing can be cleaned with a soft cloth. Avoid using rough cloths, abrasive paper, sponges, or similar items to prevent scratches that could affect the instrument's appearance. Be careful not to allow cleaning fluids seep into the instrument during cleaning.

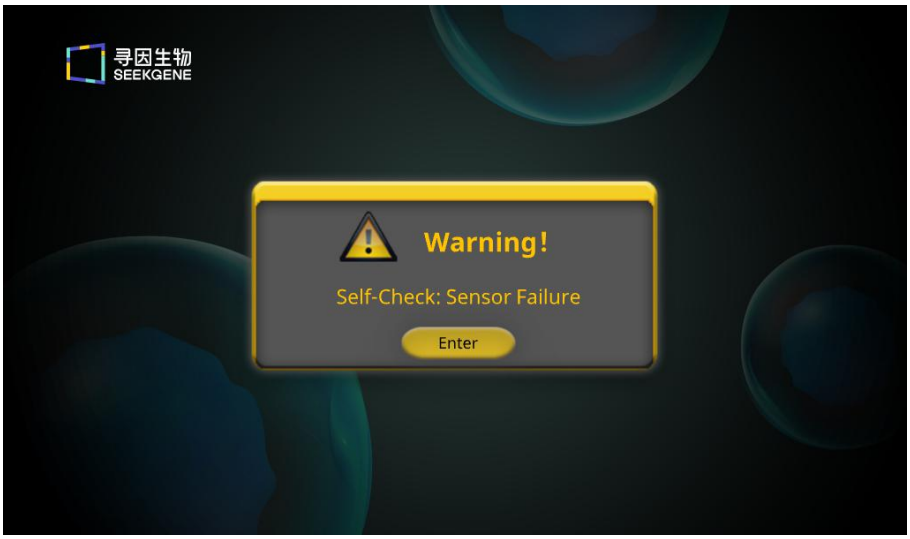
10.3 Troubleshooting

If the instrument malfunctions, identify potential causes based on the symptoms and follow the troubleshooting steps provided to resolve the issue. If you are unable to resolve the issue yourself, please contact (info@seekgene.com) for further assistance. Assess whether further repair is needed and do not attempt to disassemble the instrument yourself or use non-manufacturer certified repair services to avoid unnecessary damage. The manufacturer will not be responsible for damages caused by unauthorized repairs.

When the following conditions occur, a warning will be issued, and the corresponding interface will appear:

10.3.1 Power-on Self-Check Failure

Make sure the instrument is installed correctly. Click “Enter” to retry the self-check or restart the instrument. If this message recurs, there may be an issue with the internal hardware. Continued use could cause damage, please contact (info@seekgene.com) for further assistance.

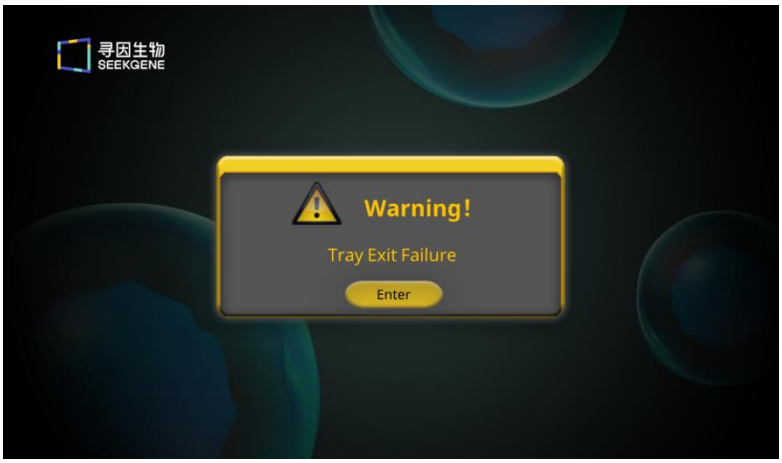


10.3.2 Communication Failure

Make sure the instrument is installed correctly. Click “Enter” to retry the self-check or restart the instrument. If this message recurs, there may be an issue with the internal hardware. Continued use could cause damage, please contact (info@seekgene.com) for further assistance.

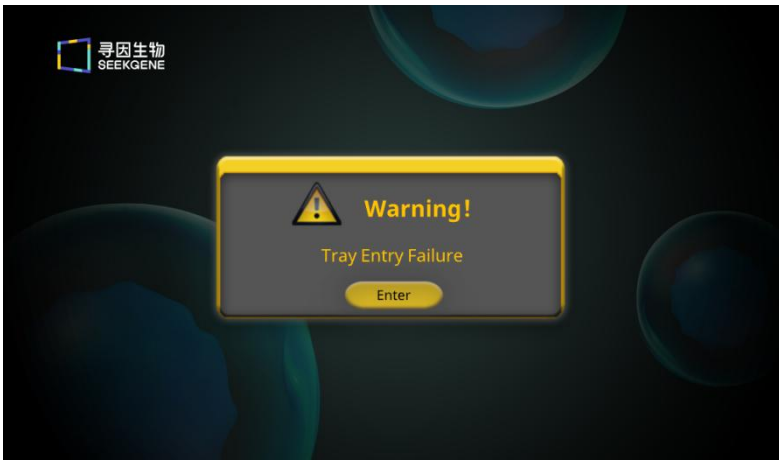
10.3.3 Tray Exit Failure

The entry/exit operation may be blocked. Please confirm that there is no obstruction on the operation path and click the "Enter" button in the prompt window. The instrument will continue to the next step. If this issue persists, please contact (info@seekgene.com) for further assistance.



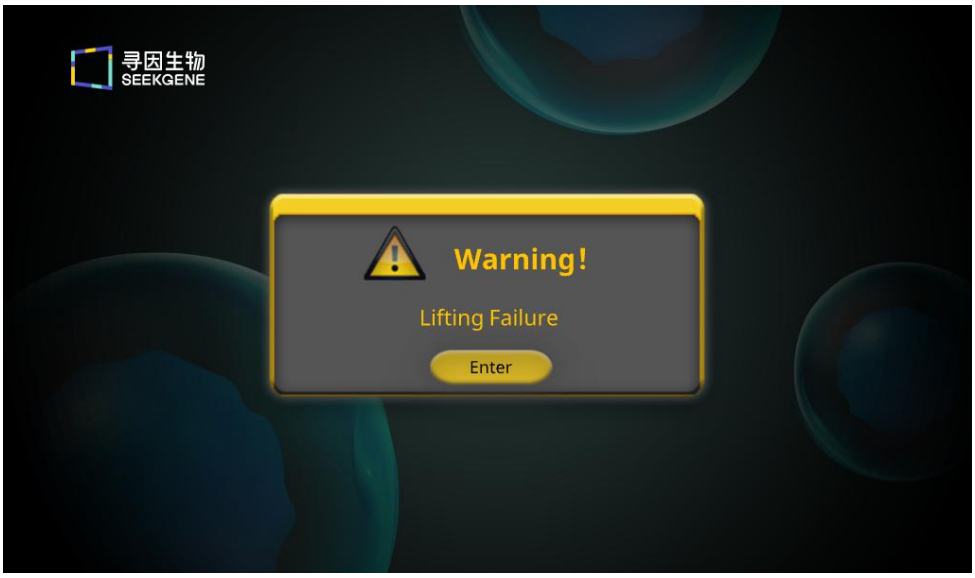
10.3.4 Tray Entry Failure

The entry/exit operation may be blocked. Please confirm that there is no obstruction on the operation path and click the "Enter" button in the prompt window. The instrument will continue to the next step. If this issue persists, please contact (info@seekgene.com) for further assistance.



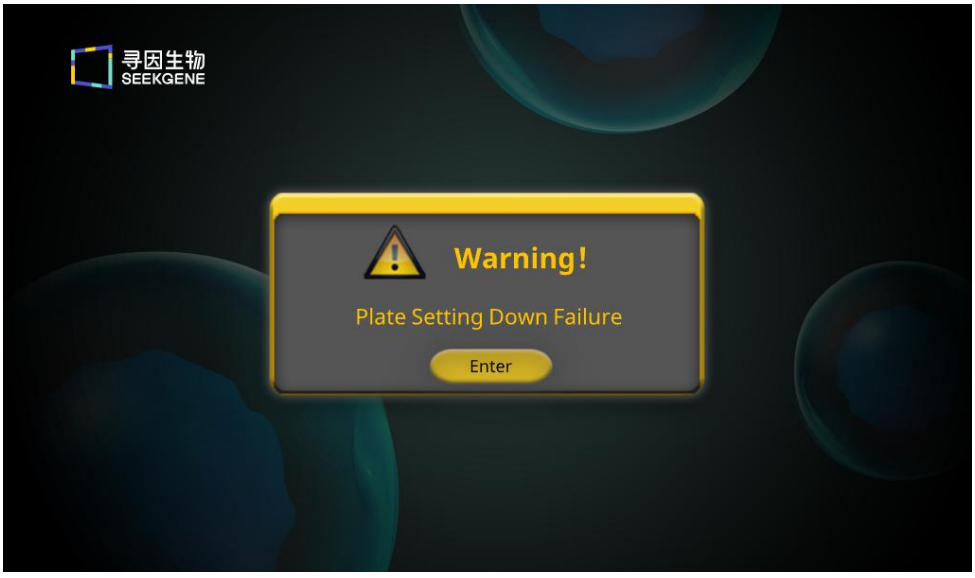
10.3.5 Lifting Failure

Please try again or restart the instrument. If this information appears repeatedly, please contact (info@seekgene.com) for further assistance.



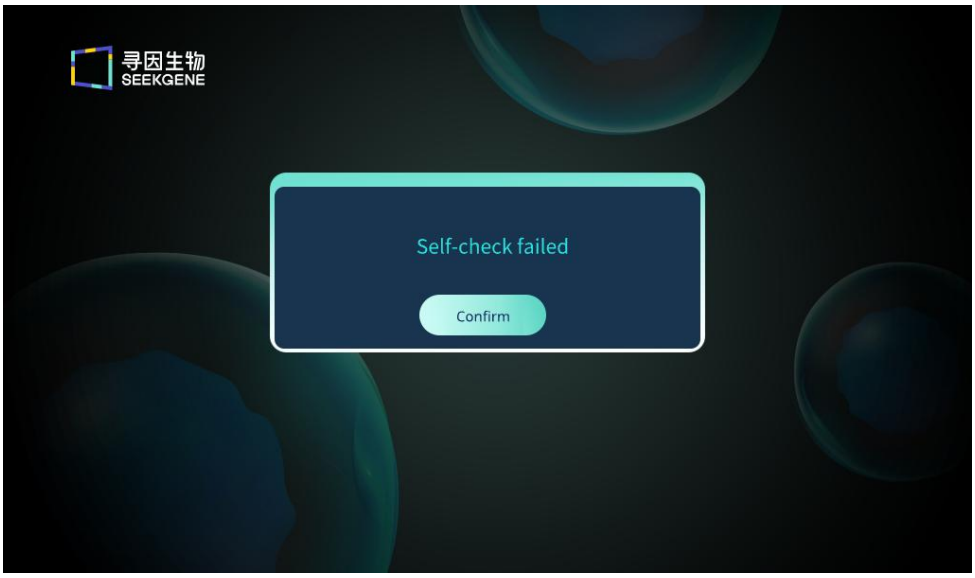
10.3.6 Plate Setting Down Failure

Check that the gasket is correctly installed on the chip holder and reposition the chip holder. Inspect the chip tray surface for any objects and clean the surface. If this information appears repeatedly, please contact (info@seekgene.com) for further assistance.



10.3.7 Self-Check Failed

Repeat the self-check procedure or restart the instrument, if fault repeated, please contact (info@seekgene.com) for further assistance.

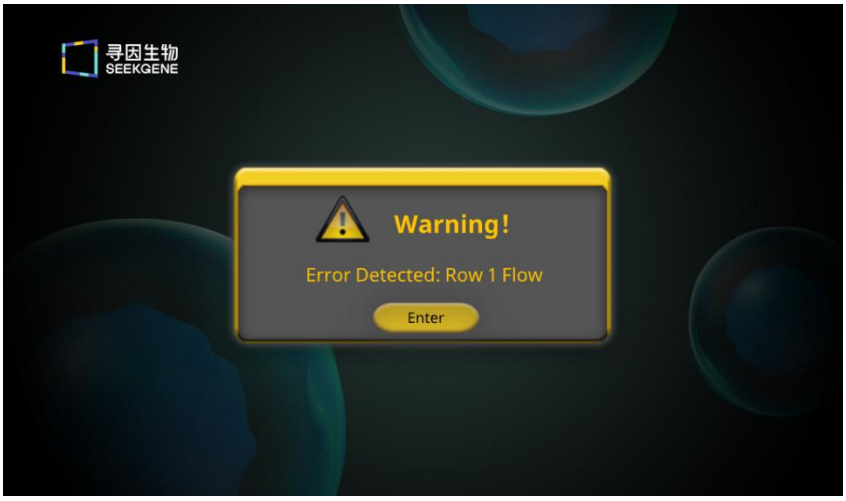


10.3.8 Temperature Regulation Failed

Restart the instrument. If the issue recurs, please contact (info@seekgene.com) for further assistance.

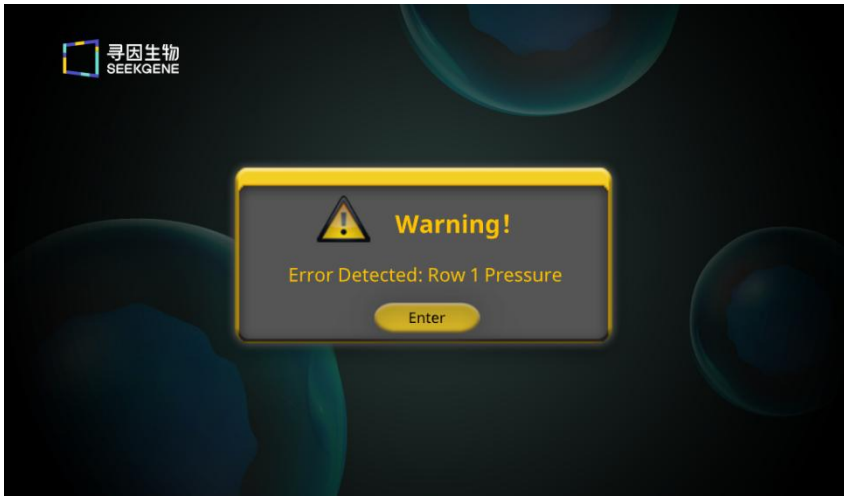
10.3.9 Channel X Flow Rate too Large

Check whether the sealing gasket is clean, whether the chip appearance is intact, and whether the chip holder is installed correctly. If there is gasket dirt or chip appearance defect, replace gasket or chip and try again. If the error message appears again, contact (info@seekgene.com) for further assistance.



10.3.10 Channel X Pressure Control Failed

Check whether the sealing gasket is clean, whether the chip appearance is intact, and whether the chip holder is installed correctly. If there is gasket dirt or chip appearance defect, replace gasket or chip and try again. If the error message appears again, contact (info@seekgene.com) for further assistance.



10.4 Instrument Life

The service life of this instrument is 10 years.

10.5 Disposal

Instruments and packaging materials at the end of service life should be disposed of in accordance with local laws and regulations. Generally, the instruments, along with cardboard and protective plastic used for packaging, should be delivered to a recycling institution. This institution should be capable of disposing of plastics, metal parts, printed circuit boards, cables and wires, motors and other materials.

10.6 Disclaimer

The Company shall NOT be responsible in the following circumstances:

1. Damage caused to the instrument by assembly, upgrading, adjustment, or repair conducted by non-professional personnel of our company.
2. Damage to the instrument caused by failure to follow the operating specifications outlined in this guide.
3. Damage to the instrument caused by the use of accessories not provided by our company or not approved by our company.
4. Damage to the instrument caused by any technical adjustments made without our company's consent.

11 Services

Our company makes the following solemnly promises:

- Each instrument and accessory leaving the factory is complete, functions normally, and meets the specifications outlined in the manual.
- If there is a performance failure within 7 days from the date of receipt and acceptance, the instrument can be returned, replaced or repaired.
- This instrument is covered by a one-year free warranty from the date of signing the contract. However, damage caused by human factors is not covered by our warranty. This instrument is eligible for lifetime maintenance, and if parts need to be replaced, only the corresponding cost will be charged.
- The main unit cannot be disassembled without the permission of our company, otherwise the user shall be deemed to have forfeited the maintenance rights.
- Waste products and instruments should be disposed of in accordance with relevant local laws and regulations.

Manufacturer / After-sales service unit

Manufacturer: Beijing SeekGene BioSciences Co.,Ltd

Address: Room 201, Floor 2, Tower A Building 9, Zone 1, 8 Life Science Parkway, Life Science Park, Changping District, Beijing, China

Zip code: 102206

Tel: +86- (0)10 56918048

Information of EU representatives

EU Name: Medpath GmbH

EU Address: Mies-van-der-Rohe-Strasse 8,80807 Munich, Germany

DIMDI No: DE/0000047823

SRN Code: DE-AR-000000087

Tel: +49 (0) 89 189174474

Fax: +49 (0) 89 5485 8884

Email: info@medpath.pro

Explanations for Symbols

Symbols	Instructions	Symbols	Instructions
	Manufacture		European union representative
	CE mark		Use-by date
	Serial number		Unique device identifier
	In vitro diagnostic medical device		Consult instructions for use
	Keep dry		Cautions
	Date of manufacture		Fragile, handle with care
	Stacking limit 5		Biohazard

Contact us

Manufacturer: Beijing SeekGene BioSciences Co., Ltd

Address: Room 201, Floor 2, Tower A Building 9, Zone 1, 8 Life Science Parkway, Life Science Park, Changping District, Beijing, China

Telphone: +86- (0)10 56918048

Email Address: info@seekgene.com

Website: https://www.seekgene.com