



**MEDICAL INSTRUMENTS,
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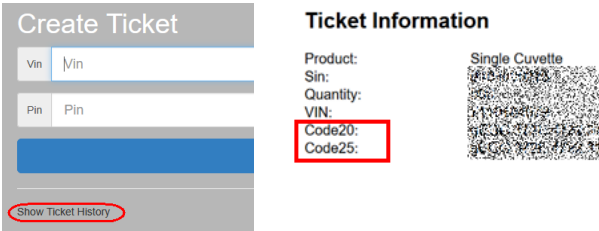
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Malfunction Coatron X: Invalid cuvette tickets or vouchers

30.01.2025

Invalid tickets (rejected by instrument)

Ticket Information Product: Single Cuvettes System: S/N= [redacted] Quantity: 500 Code20: [redacted]	Analyser Version: V01.09.51 (1FE6) SIN: 12345 67890 PIN: 12345 67890 PUC: 12345 67890 Det: 11500 [Remaining tests = 0] OK Print Optik >	COMM = OK SWCORE = OK EEPROM = OK SENSOR = OK TEMP = !! BATTERY = OK OPTIC = OK	Ticket Code 1 2 3 4 5 6 7 9 9 0 A B C D E E 0 1 2 3 4 5 6 7 8 9 a b c d e f g h i j k l m n o p q r s t u v w x y z OK ESC Shift	INVALID
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Error message	Reason	Troubleshoot
LOT invalid	Ticket code was already used on system. Instruments to does not accept of second use.	Use a new voucher @ www.teco-reg.com . The voucher should be voided with a pen after use to prevent double-use.
S/N invalid	The SIN number of ticket information is not equal to S/N of instrument	Enter the ticket code on the correct target device
Invalid	System does not accept Code25. 	Update instrument software asap. Until 2025/03/30 you can to recall both Code20+25, - login to www.teco-reg.com - click to "Show Ticket History" - 
	System does not accept new vouchers '72' 	Update instrument software asap. New vouchers (type 72) are distributed since Nov-2024. You can identify these vouchers on the first two digits of VIN number.

How to update the instrument software

https://www.teco-medical.com/downloads.html?group=Coatron_X&category=Firmware-Update&search=
(It may be helpful to watch the video-tutorial, before further steps.)

1. You need a USB A-to-B cable
2. Download the flashdisk from our website
3. Save instrument test calibration data to paper before the update
4. Run flash-disk and follow the instructions
5. After update restore calibration data
6. Check system date and temperature

PDF instruction



Video instruction





Invalid voucher (rejected on the website)

Website doesn't accept a vouchers and displays an error message

Input of voucher

Error message

Error message	Troubleshoot
Error Voucher already voided This voucher was already used by another instrument.	Do not use a voucher a second time. After use it should be voided with a pen. Contact your local distributor, if you use the voucher at first time.
Error Voucher not valid for OEM Cuvettes are locked to the instrument brand name. Vouchers with different branding are not valid.	Use only cuvettes with the same branding as the instrument. Contact your local distributor.
Please note Voucher re-used on same device This voucher was already used by the same instrument.	You can re-use a voucher, but the displayed ticket information is always equal. This feature is intended as backup, if you forgot to note the ticket-code (Code20). The instrument will display error "LOT invalid" at second input of Code20!