



## Troubleshooting

“I received an error message that my full report could not be generated because one or more of the cassettes had a problem (Overloaded, Defective, Blank, or Missing).

What does this mean?”

Occasionally, a report from the lab is delivered to the customer with incomplete results. And in rare cases, the lab is unable to generate a report at all. In these scenarios, one or more of the sampling cassettes were compromised, missing or did not register any data.

See below for definitions and next steps pertaining to an incomplete or ungenerated report.



**OVERLOADED:** Cassette contained excessive background matter, rendering the sample unreadable by the lab’s microscopist. This condition suggests an environment laden with heavy dust/debris/particulates suspended in the air, commonly caused by recent renovation, nearby landscaping work, above-normal dust buildup, or even recent vacuuming with a non-HEPA filtered vacuum. Mold aside, these results reveal a potentially significant indoor air quality issue that should be addressed before further testing is done.

*Please reach out to our support desk with questions.*



**DEFECTIVE:** Cassette was defective, likely due to a manufacturing error.

*Please contact our support desk to receive a refill kit.*



**BLANK:** Empty, unused cassette. The cassette is functional, yet no particulate material was observed by the lab’s microscopist. This may be caused by misalignment of the cassette on the pump or not removing the cassette’s cover/seal before testing.

*Please contact our support desk for options.*



**MISSING:** The box sent to the lab for analysis was missing one or more sample cassettes.

*Please contact our support desk for options.*

### Outdoor Sample

It’s important to note that the lab will not generate a report if your Outdoor Sample has been compromised (Defective, Blank, or Missing). This is because the Outdoor Sample acts as a baseline, or a reference sample, for analyzing indoor samples. Without an understanding of what’s happening in the air outside of your building, there’s no way to properly characterize your indoor air quality.