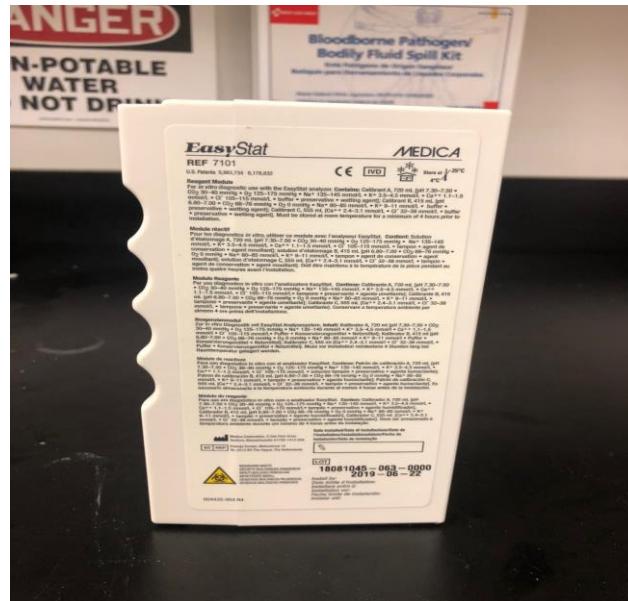
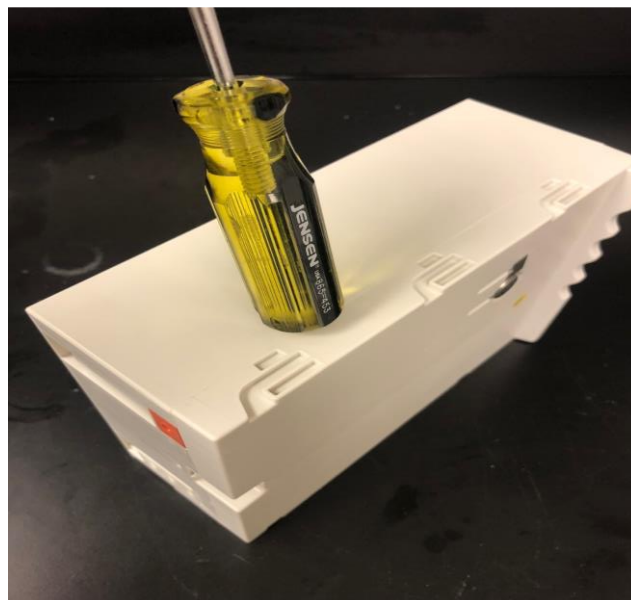


To open an EBG/ES/EEL reagent module for examination, use caution for personal safety. Also, take extra care not to damage the internal components with a tool.

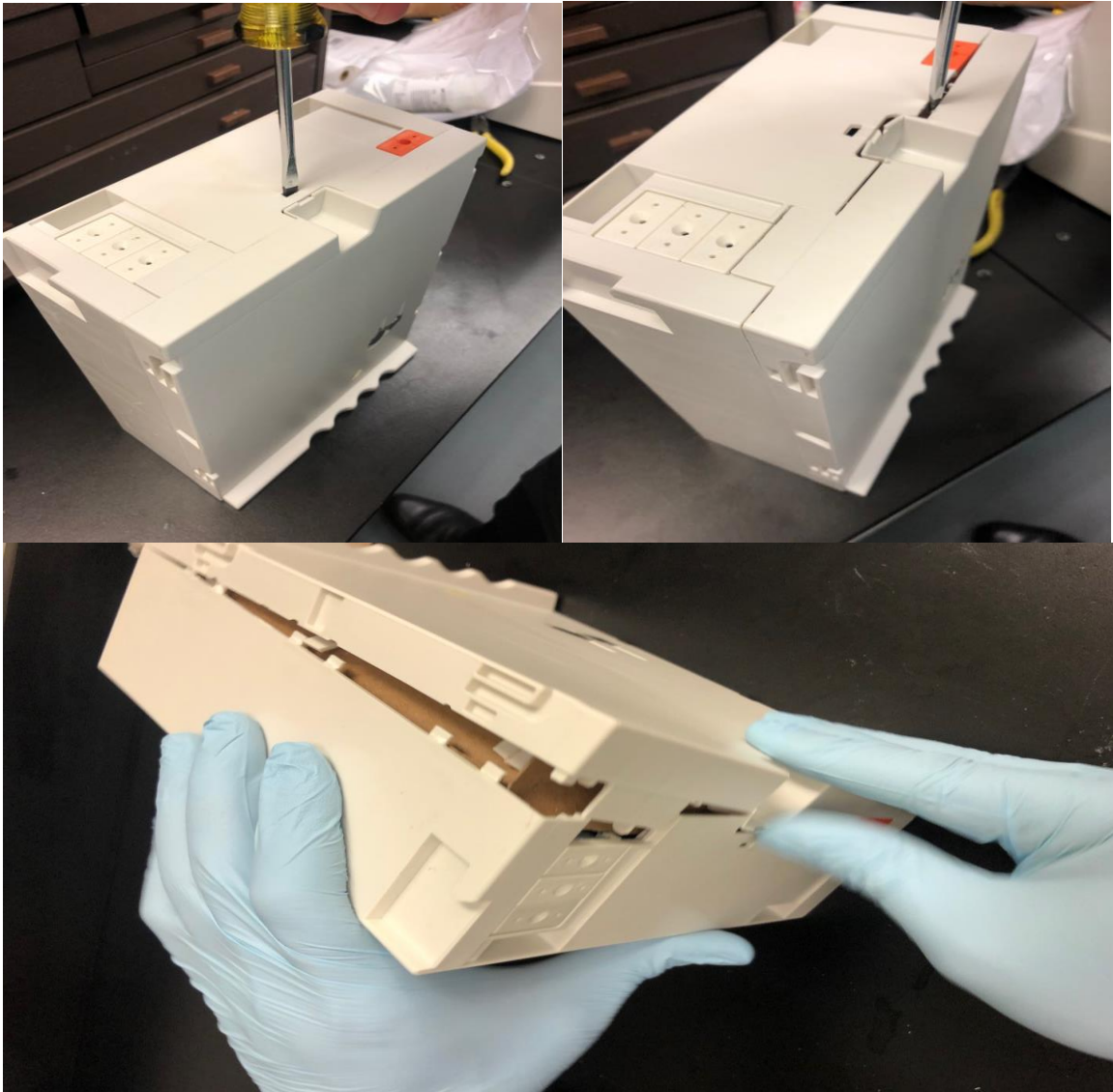
1. Take a picture showing the lot number of the reagent module.



2. Ensuring you do not damage the bags inside, use a screw driver and hammer along the surface line of the reagent module to crack open



3. Use the screw driver to carefully open the reagent module until the bags are exposed



4. Once the reagent module has been opened from the pack body, investigate individual bags and tubings to find source of leak. Take photos of the leak and send to [technicalsupport@mediacorp.com](mailto:technicalsupport@mediacorp.com)



Thank you very much for your cooperation.