

# Applied BioCode

Technical Services  
[techsupport@apbiocode.com](mailto:techsupport@apbiocode.com)  
(833) 262-8324



Customer Service  
[orders@apbiocode.com](mailto:orders@apbiocode.com)  
(562) 777-9800

To place orders or questions on orders, please contact Customer Service.

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## To report an issue with the BioCode® MDx-3000 System:

- **Incomplete Run**
  1. Call Technical Services at (833) 262-8324.
  2. **Do not** press “ok” on the screen until you are instructed to do so by Technical Services.
  3. Open the BioCode® MDx-3000 door and take photos of the deck from several angles.  
If possible, remove the BMB vial and refrigerate, and discard the SA-PE vial. Close the door.
  4. Under “**Reports**” select the failed run and export the “**Diagnostic Zip File**” to a USB Drive or Network path.
  5. Email all photos and “**Diagnostic Zip File**” to [techsupport@apbiocode.com](mailto:techsupport@apbiocode.com) with a brief description of the issue with your contact info.
- **Invalid Run**
  1. Open the BioCode® MDx-3000 door and take photos of the deck from several angles.  
Select the invalid run under the “**Reports**” menu and export the “**Diagnostic Zip File**” to a USB Drive or Network path.
  2. Email all photos and “**Diagnostic Zip File**” to [techsupport@apbiocode.com](mailto:techsupport@apbiocode.com) with a brief description of the issue with your contact info.
- **Product or System Inquiries**
  1. Call or email Technical Services at (833) 262-8324 or [techsupport@apbiocode.com](mailto:techsupport@apbiocode.com).