



# SENTIA™



## USER GUIDE

Chemical Analysis Instrument

## *Original Instructions*

Any software screens, hardware details or test results shown in this manual are for illustrative purposes only. The information shown on your analyzer may differ.

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### **Patented Technology**

Purchase of Sentia™ provides the purchaser with a limited license to use the purchased Sentia™ Analyser and associated test strips and buffers covered by European Patent No EP4042150 in accordance with the User Guide set forth herein.

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[www.universalbiosensors.com/products/sentia/resources](http://www.universalbiosensors.com/products/sentia/resources)

<b>1. Introducing Sentia™</b>	<b>7</b>
General warnings and precautions	7
Your Sentia™ kit	8
Intended use of the Sentia™ system	8
Key features of the Sentia™ system	8
How Sentia™ works	9
Quality control	9
<b>2. Getting started</b>	<b>11</b>
Powering the analyzer	11
Power indicators	11
Parts of the Sentia™ analyzer	12
Sentia™ test strips	12
First time use	13
Turning the analyzer on and off	13
Registration	13
Setting the date and time (by setting the time zone)	14
Connecting to a wireless network	15
Downloading strip calibration data from the Internet	16
Guidance on wine types	16
Rosé	16
Other Styles and Non-Table Wine	16
<b>3. Running a test</b>	<b>17</b>
Preparing to run a test	17

Items necessary to conduct a test	17
Sample Preparation	18
Warnings	18
How to perform a test	20
<b>4. Cleaning the analyzer</b>	<b>25</b>
Spills during sample application or cleaning	25
<b>5. Historical results</b>	<b>27</b>
Past results	27
Viewing past test results	27
Viewing past tests that ended in an error	28
Exporting past results to an external device	29
What you'll need	29
Setting up	29
Connecting to the analyzer from another device	30
Exporting the results	30
Deleting Past Results	31
<b>6. Settings</b>	<b>33</b>
Analyzer settings	33
Brightness	33
Sound volume	34
Time zone	34
Date and Time format	34
Auto power-off	35
Connectivity (wireless network)	35
Wi-Fi (wireless) Settings	35
Sample settings	35
About	36

Analyzer information	36
Network information	36
<b>7. Troubleshooting</b>	<b>37</b>
General troubleshooting	37
Warning and error messages	38
<b>8. Customer support</b>	<b>45</b>
Ordering details	45
Software updates	45
<b>9. Appendices</b>	<b>47</b>
Abbreviations and terms	47
Labels and symbols	47
Technical specifications	49
Legal notices	51
Software licences	51
Disposing of the Sentia™ analyzer	51
Disposing of Sentia™ test strips	51
European Union Radio Equipment Declaration	51
United Kingdom Declaration of Conformity	51
Radio emissions and electromagnetic compatibility	52
Sentia™ analyzer – Warranty	53
<b>10. Index</b>	<b>55</b>

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# 1. Introducing Sentia™

## General warnings and precautions

- When you use a new vial of strips, you may need to establish a Wi-Fi connection to the Internet so that the latest test strip calibration data can be downloaded (see page 15). You will need to download calibration data every 3 months or so to stay up to date with the test strips we produce.
- Always follow the safety procedures and precautions listed here and throughout this user guide.
- When connecting the analyzer to external devices (such as USB power sources), ensure those devices are in compliance with local safety regulations.
- The power supply that comes with your analyzer is for indoor use only.
- Only use Sentia™ test strips.
- **Always store Sentia™ test strips according to the symbol on the vial label: some of our strips require refrigeration – i.e. between 2 °C and 8 °C (35.6 °F and 46.4 °F).**
- **Always close the vial lid after a strip has been taken out.**
- The Sentia™ analyzer contains a lithium-ion rechargeable battery which must be treated with care:
  - Do not attempt to access the battery; if your battery is not performing adequately, contact Customer Support (see page 45);
  - Do not place the analyzer near a heat source or in a hot environment (e.g. an automobile parked in the sun); and
  - If you suspect the battery may have been punctured, crushed or damaged, contact Customer Support (see page 45).
- Failure to follow the above battery care instructions could result in serious injury or death due to a battery catching fire, exploding or leaking.

## Your Sentia™ kit

Your Sentia™ kit contains the following items:

1.



Analyzer

2.



This User Guide

3.



Power Supply/  
USB Cable

4.



Spare Cap

## Intended use of the Sentia™ system

The Sentia™ system can be used to determine the concentration of various chemicals in wine. It is portable and fast, allowing concentrations to be determined within minutes of sample application.

## Key features of the Sentia™ system

- hand-held and portable
- able to measure acetic acid, free sulfur dioxide, fructose, glucose, malic acid and titratable acidity.
- easy sample application with small sample volume
- fast result
- strip ejection mechanism
- rich user interface
- internal battery with power monitoring
- memory feature (for displaying past test results and errors)
- can export past test results to an external device

## How Sentia™ works

The Sentia™ system analyzes a sample applied to a Sentia™ test strip\*. The sample is applied after the test strip has been inserted into the Sentia™ analyzer's strip port. The sample mixes with dried reagents inside the strip and the analyzer detects the level of a particular analyte. The result is then displayed on the analyzer screen.

Up to one thousand records can be stored in the analyzer memory. You can list the records and download them to an external device for external review and analysis.

## Quality control

The Sentia™ analyzer has several integrated quality control functions:

- A check of components and functions is performed every time the analyzer is turned on.
- During the test, the strip's integrity is monitored. The strip temperature is also controlled to ensure test results are reproducible.

An error is reported if the analyzer fails any of the above checks. Warning and error messages are described in Section 7 (Troubleshooting) on page 37.

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\* Sentia™ test strips are sold separately. See "Ordering Details on page 45.

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## 2. Getting started

### Powering the analyzer

The Sentia™ analyzer is charged via a micro USB cable and AC power supply (included). It can also be charged using a micro USB cable connected to another suitable power source (such as a USB port on a computer).

It is best to make sure that the analyzer is fully charged before first use.

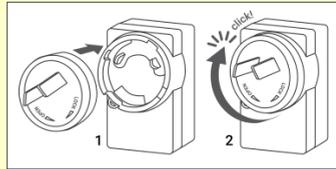


AC power supply  
and cable



To charge analyzer, plug in  
AC power supply and connect the USB cable

Your AC power supply comes with a range of plugs. Find the right plug for your region, then align the plug's rear three plastic tabs with the power supply's main body and gently turn the plug in the "Lock" direction until you hear a click.



### Power indicators

A battery icon is at the top right corner of the screen with colour coding as follows:



Green: power supply plugged in, battery charging.



White: analyzer has sufficient battery charge.



Yellow: moderately-low battery; charge soon.



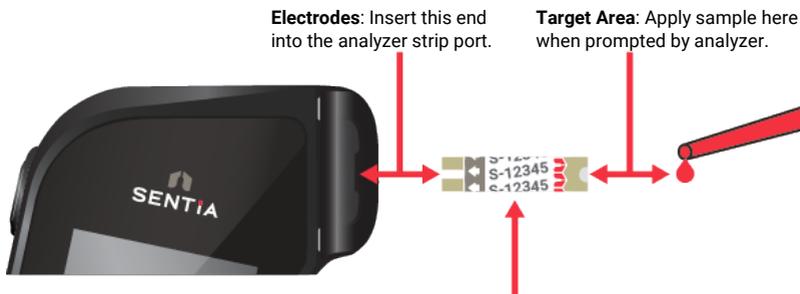
Red: critical battery; charge before running a test on battery power

## Parts of the Sentia™ analyzer

1. Power button
2. Touch screen display
3. Test strip eject button
4. Test strip port and protective cap
5. USB charge port



## Sentia™ test strips



**Electrodes:** Insert this end into the analyzer strip port.

**Target Area:** Apply sample here when prompted by analyzer.

**Strip Index Number:** Enter the number after the letter (e.g. 12345 in the example above) when prompted by the software.



You must enter the correct strip index number to get accurate results: the analyzer uses this number to determine the strip calibration.

# First time use

## Turning the analyzer on and off

---

To turn the analyzer on, touch the power button  briefly.

You can turn the analyzer off by touching the power button  for several seconds and answering yes when prompted for confirmation.



If the power button or touch screen are not responding, you can force the analyzer to shut down by disconnecting the external power supply and holding your finger on the power button for around 15 seconds until the screen goes black.

## Registration

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The very first time you power up your device, you will be guided through a registration workflow in which you will need to connect to a wireless network (that is connected to the internet). Once connected, it is important to ensure that the date and time listed at the top of the screen is correct. If it is not, allow the device to sit turned on and connected to charge and Wi-Fi until the time displays correctly.

Then proceed by entering in your e-mail address, and type in the activation code that is e-mailed to you. You must complete these steps to unlock your device.

Once the device is registered, it is recommended that you stay connected to the wireless network and check for available software updates (see Customer Support on page 45).

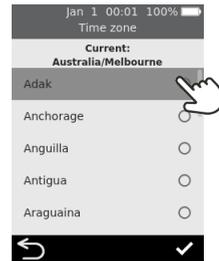
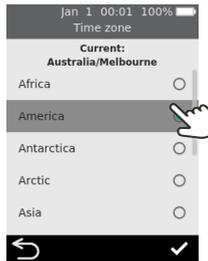
## Setting the date and time (by setting the time zone)

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Before you run any tests you should check the date and time (displayed at the top of the screen). The analyzer uses the internet and your time zone to set the date and time.

If the date and time are not correct, you will need to set the time zone. Set the time zone as follows:

1. From the **Home** screen, touch the *SETTINGS* button to navigate to the **Settings** screen, then select *Analyzer* and then *Time zone*
2. Select your region, touch , then select your sub-region. You may need to swipe your finger up and down on the screen to scroll to your selection
3. Touch  to confirm your selection

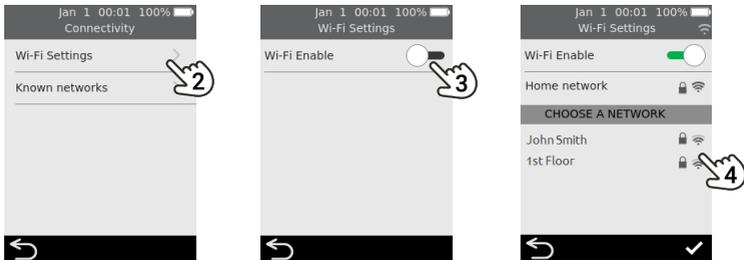


## Connecting to a wireless network

If it has been more than three months since you ran a test and you are using a new vial of test strips, a wireless (Wi-Fi) network connection with Internet access may be required for the analyzer to download the necessary calibration information for the strips.

If not already connected, follow these steps to connect to a wireless network:

1. From the **Home** screen, touch the *SETTINGS* button, then touch *Connectivity* to navigate to the **Connectivity** screen
2. Touch *Wi-Fi Settings* to get to the **Wi-Fi Settings** screen
3. Turn on Wi-Fi
4. Select a network from the *CHOOSE A NETWORK* panel and enter the Wi-Fi password (if prompted)
5. After the connection is established, press  to confirm your selection



To stop the analyzer trying to connect to a previously connected network, select *Known networks* on the **Connectivity** screen, then select the network by name and touch the rubbish bin icon.



The analyzer only supports 2.4 GHz Wi-Fi (channels 1 to 11).

Routers using 5 GHz or 2.4 GHz channel 12 are not compatible with Sentia analyzers.

## **Downloading strip calibration data from the Internet**

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The analyzer will download strip calibration data automatically when a stable Internet connection is established.

If you plan to use the analyzer away from a reliable Internet connection for extended periods, you should make a point of connecting to a wireless network at least every three months or so.

## **Guidance on wine types**

The Sentia™ system has been designed for red and white table wines. The following guidance is provided for other wine types. Check the Technical specifications on page 49 for more details.

### **Rosé**

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For Rosé wines, winemaker discretion is advised when selecting the 'Red' or 'White' sample type (see page 20). The best selection may depend on skin contact the wine received during processing. In most instances selecting 'White' will generate acceptable results but there may be some cases where the 'Red' option yields better results. Validation of results via an alternate method for your wine is highly recommended.

### **Other Styles and Non-Table Wine**

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Compounds in fortified, sweet and sparkling wines may impact test accuracy and should be validated using a secondary test method.

# 3. Running a test

## Preparing to run a test

### Items necessary to conduct a test

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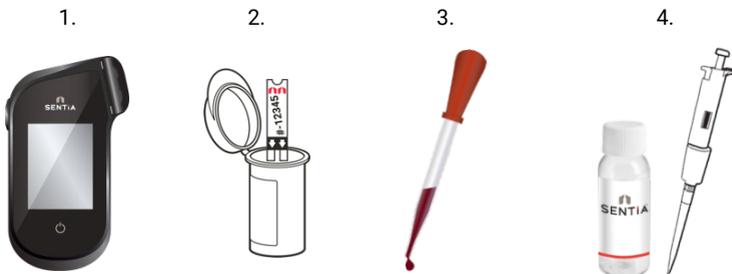
1. Sentia™ analyzer
2. A vial of Sentia™ test strips
3. The sample of wine to be tested
4. Buffer solution (for some assays)
  - For fructose and malic acid assays, a **test specific** Sentia buffer solution is required.
  - For the acetic acid assay, deionized (or distilled water) is required.



A sample dilution is only required for some test types. Check the Technical specifications on page 49 for details.

Tap water **should not** be used in replacement of deionized or distilled water

A micropipette with pipette tips is also required for these tests



## Sample Preparation

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Sample preparation prior to testing is required for some assays. This will be prompted by your device through the test workflow.

For further information regarding sample preparations, see the [\*Guide to sample preparation for analysis on Sentia\*](#) on the Sentia website, or contact your supplier.

### Dilutions of samples

**Acetic Acid, fructose** and **malic acid** assays require a sample dilution. It is important that the recommended dilution ratios of sample to diluent are always followed.



Do not use expired Sentia buffer solutions.

Alternative dilution solutions other than those recommended should not be used

### Degassing of samples

For **titratable acidity** measurements on wine, it is recommended to degas the wine before analysis.

For all other methods, it is important that samples with visible effervescence are degassed to allow sufficient electrode coverage, except for those undergoing free sulfur dioxide analysis.

## Warnings

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### Do:

- Always follow the safety procedures and precautions listed here and throughout the user guide, and those adopted by your production facility.
- Keep the analyzer as still and level as possible during the test.
- Only use the system when the room temperature is between 10 °C and 30 °C (50 °F to 86 °F) (Check the Technical Specifications on page 49 for Transport and Storage conditions).
- Always store test strips in their original vial with the cap firmly snap closed. **Close the strip vial securely (until you hear a “click”) as soon as you have removed your test strip.** This will protect the remaining strips in the vial.

- **Always store test strips between the temperatures on the vial label.**
- Use a strip within 10 minutes of removing it from the vial.
- Use each test strip only once and discard after use.
- Minimize the time between collecting the sample and applying it to the test strip.

**Do not:**

- Do not insert a test strip into the strip port more than once. A test strip that is inserted twice might fail to make a proper electrical contact with the analyzer.
- Do not bump the test strip or analyzer after you apply the sample or while the test is in progress.
- Do not use a vial of test strips if the expiration date recorded on the label has passed. An error will be displayed if an expired strip is used.
- Do not handle a test strip with wet hands as moisture can damage the strip.
- Do not use a strip that has been dropped or which may have been contaminated.
- Do not use a strip if it appears damaged in any way.
- Do not shake, stir, aerate, or heat a sample prior to testing as these can all change the measurable analyte levels.
- Do not dilute the sample unless instructed to on the analyzer screen.
- Do not apply the sample to the test strip until you are prompted to do so by the “apply sample” message on the analyzer screen.
- Never add more sample to the test strip after the analysis has begun.

# How to perform a test

## 1. Touch and hold the power button until the analyzer turns on

When the analyzer boot process is complete, the home screen will appear.



## 2. From the Home screen, tap on the TEST button



You can exit a test at any time by touching the  button on the bottom left of the screen.



## 3. Select the test type

Select the test type to match the test strip.



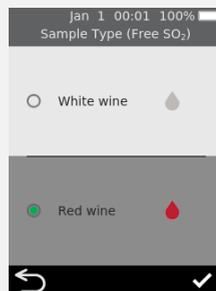
Composite assays (e.g. Total residual sugars) will guide you through two tests and present a combined result, plus the individual analyte results.



## 4. Select the sample type

Select the sample type corresponding to your sample and then press .

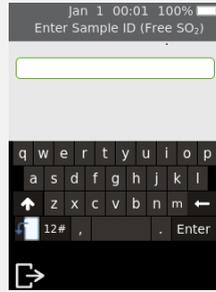
For guidance on testing other wine types, see page 16.



## 5. Enter the Sample ID

If the analyzer is configured for Sample ID (see page 35), you will be presented with the Enter Sample ID screen.

Enter the ID and touch Enter.



To switch the keyboard from portrait to landscape, touch the  button on the bottom left of the keyboard.



## 6. Enter strip index number

Check the number on the strip vial and match it to one of the numbers on the screen. Select the number and press .



If the number does not appear on the screen, tap "New Strip Index #", press , then enter the number on the on-screen number pad.

If you have finished a vial of strips, you can remove its number from the list by selecting the item and touching .

Strips indexes with less than one month of shelf life left will appear red



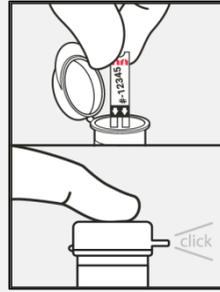
When you are using a vial of strips for the first time, there is a chance that the analyzer will require a wireless Internet connection to download new calibration data. See page 15 for more information.

## 7. Remove a test strip from its vial

**Firmly close the vial immediately.**

Ensure that your hands are clean and dry to avoid contaminating or damaging the test strips.

Once you have removed the test strip from a vial, you should conduct the test within 10 minutes



Always check that the number on the strip matches the number on the vial.  
To avoid a potentially inaccurate test result, you must use the strip within 10 minutes of removing it from the vial.  
Do not use test strips that are past their expiration date (printed on the label of the vial)

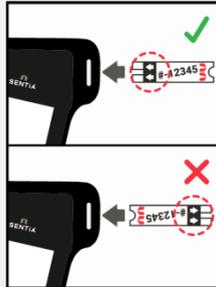


these numbers must match



## 8. Insert the strip

Following the on-screen instructions and with the strip's print-side facing upward, follow the direction of the arrows and gently but firmly insert the test strip into the test strip port.

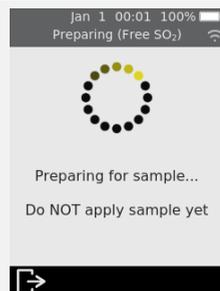


## 9. Analyzer prepares

Wait for the analyzer to prepare.

When the analyzer is ready, the **Apply sample now** screen will appear.

**DO NOT** apply the sample until prompted.



## 10. Dilute the sample (if required)

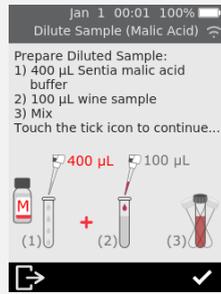
For some test types, you will need to dilute the sample. For these test types, you will be prompted to prepare your sample.

Prepare your sample as indicated on the screen.

Touch the tick icon  to continue.



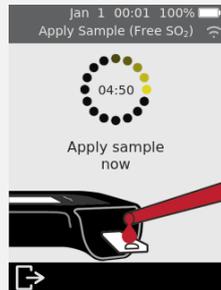
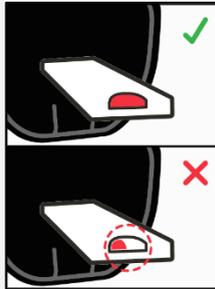
Check the Technical Specifications on page 49 for details.  
It is normal for the solution to turn blue/grey after red wine is added.



## 11. Apply the sample

When prompted, apply a single drop of sample so that it fills the test strip semi-circular white notch.

The analyzer will then move to the **Analyzing** screen.



The sample must not be heated, shaken, stirred or aerated.  
**Never dilute the sample unless instructed to on the analyzer screen.**  
Check the Technical Specifications on page 49 or contact your supplier for further guidance.

After the sample is applied, do not bump the analyzer or strip until the final result is displayed.

Do not tilt the analyzer at extreme angles while running a test. If the analyzer is tilted in any direction by more than 65° before sample application, a warning screen will prompt you to hold it level. If the analyzer is tilted during sample application, an error will occur and the test will abort.

Ensure enough sample is applied to fill the small white semi-circle notch target area on the strip.

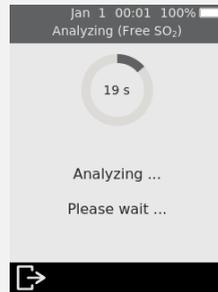
If you spill sample into the analyzer's strip port while applying the sample, clean the analyzer using the instructions on page 25.

## 12. Analysis in progress

During analysis, a circle will show test progress. When the analysis is complete, a **Result** screen will appear.



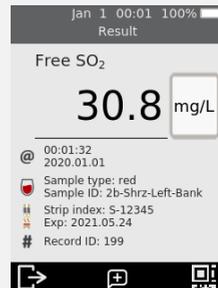
Be careful not to bump the analyzer or strip while the sample is being analyzed.



## 13. Result screen

When the test is complete, the result will be displayed. If multiple units are available, touch unit specifier beside the result to switch to your preferred units.

To add a text comment to the result record, touch  and enter the comment using the on-screen keyboard.



The bottom right of the Results screen contains a QR code icon . Pressing this icon will display a QR code that can be scanned to provide result data in a JSON format. Contact Sentia support for more information.

To exit, touch .

### Unexpected results

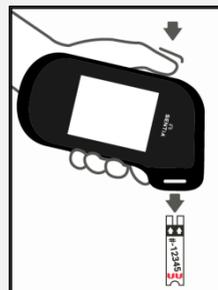


If an unexpected result is reported, the test should be repeated with a fresh sample. If the result is similar, you may choose to confirm the result by other means. Inconsistent results could indicate poor test strip storage, a contaminated sample or analyzer malfunction.

## 14. Eject strip

Hold the analyzer over a waste bin so that the strip points toward the opening of the waste bin, then press the eject button to discard the test strip.

For disposal instructions, see page 51.



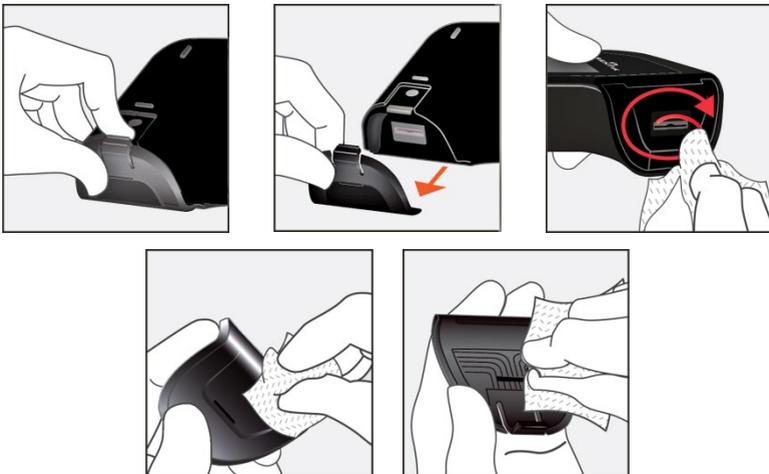
## 4. Cleaning the analyzer

If it is necessary to clean the Sentia™ analyzer, it should be wiped down using a damp cloth or lint-free tissue. If any of the test samples have left stains or marks on the plastic housings, these may be removed using a cloth lightly dipped in warm soapy water. Take care not to allow liquid to directly enter the test strip port.

### Spills during sample application or cleaning

The Sentia™ analyzer comes with a protective cap to help prevent liquid from getting inside the analyzer strip port during sample application and cleaning.

After a spill, remove the protective cap and carefully blot up the excess from the inside of the cap. See below for visual instructions.



*Cleaning spills around the sample port*

If you suspect that liquid has entered the strip port, carefully mop up the liquid using absorbent, lint-free paper (such as coffee filter paper). Using a new strip of paper each time, insert the paper into the strip port until the paper comes out clean.

While cleaning spills, always keep the strip port pointed downwards to avoid getting liquid into the analyzer.

# 5. Historical results



The Sentia™ analyzer keeps a record of past tests. A summary of these tests (including tests that ended in an error) can be viewed on the analyzer. There is capacity for up to one thousand records. Once capacity has been reached, a new record will overwrite the oldest record. Past records on the analyzer cannot be edited or deleted.

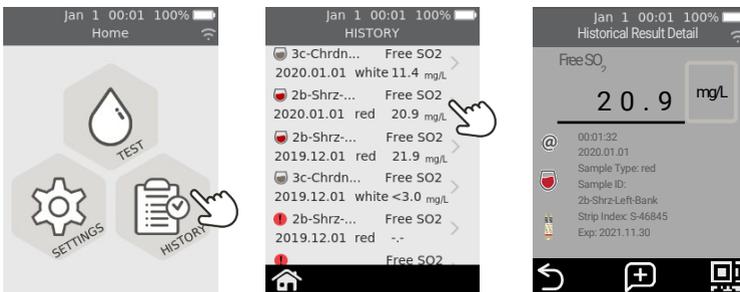
Test results on the analyzer can also be exported to an external device for further processing or storage. See page 29 for more details.

## Past results

### Viewing past test results

To view the results of previous tests:

1. From the **Home** screen, touch the *HISTORY* button
2. Past results are listed with the most recent result at the top. If the list extends beyond the screen, swipe up and down to scroll through the list
3. Touch a result listing to see more details about that result



Past results are retained, even when the analyzer is off. The bottom right of the Historical Result Detail screen contains a QR code icon. Pressing this icon will display a QR code that can be scanned to

provide result data in a JSON format. Contact Sentia support for more information.

## Viewing past tests that ended in an error

Tests that end in an error are also recorded in the result list. These tests are identified in the result list with the  icon.

To view the results of tests that ended in an error:

1. From the **Home** screen, touch the *HISTORY* button
2. Past results are listed with the most recent result at the top. Tests that ended in an error are identified with the  icon. If the list extends beyond the screen, swipe up and down to scroll through the list
3. Touch a result listing to see more details about that result. If the details extend beyond the screen, swipe up and down to scroll. See Section 7 (Troubleshooting) on page 37 for guidance on errors



# Exporting past results to an external device

Test results on the analyzer can be exported to an external device in text (comma-delimited text) format.

## What you'll need

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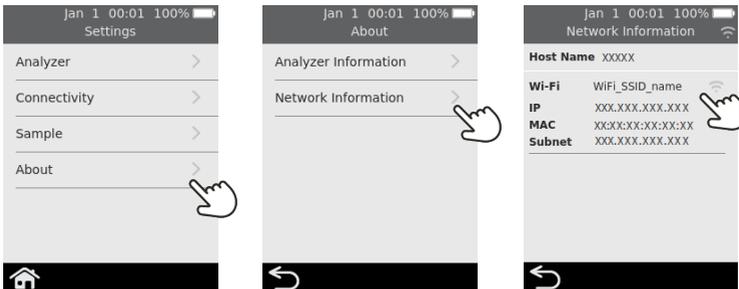
1. Your Sentia™ analyzer connected to a wireless network (see page 15 for instructions)
2. An external device that is connected to the same wireless network as the analyzer and has a web browser (e.g. laptop, tablet, smartphone)

## Setting up

---

Find your Sentia™ analyzer's **IP address** by doing the following:

- i. on your analyzer, tap **SETTINGS** from the **Home** screen,
- ii. tap **About** on the **Settings** screen
- iii. tap **Network Information** on the **About** screen and note the IP address of your analyzer



## Connecting to the analyzer from another device

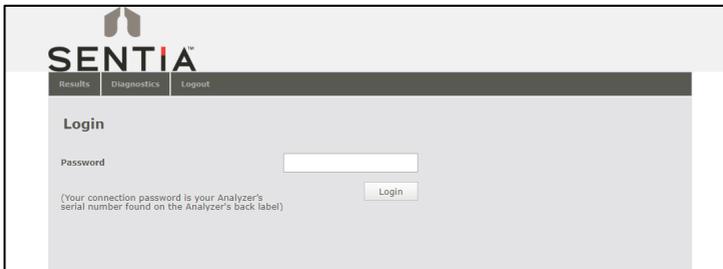
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1. On the external device, open a browser and navigate to your Sentia™ analyzer's IP address (see "Setting up" above)



**NOTE:** Your browser may give you a security warning about the website not being secure (because the analyzer uses the http rather than the https protocol). This is not of concern because the connection between the analyzer and your device is happening within your wireless network.

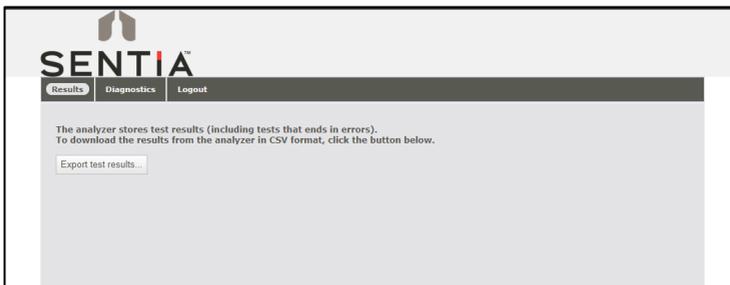
2. The analyzer login screen will appear. In the password field, enter your device's serial number (the six digit number found on the back cover next to the "SN" box) and then click the Login button.



## Exporting the results

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3. Select the Results tab, then click on the "Export test results..." button and specify a location and filename.

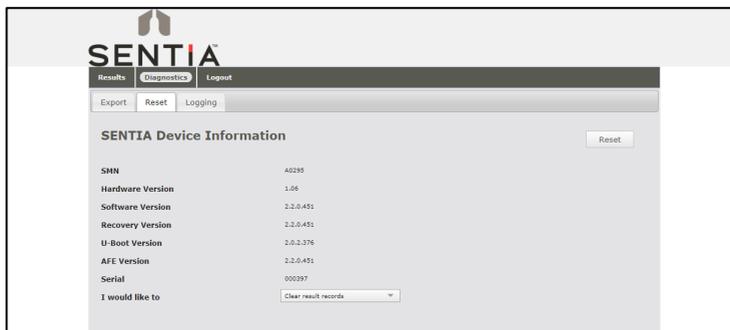


Your results will be exported as a ZIP file. Inside the ZIP file will be a CSV (comma-delimited text) file (called "results\_all.csv") which contains all of the historical results on the analyzer. This file can be opened in any spreadsheet program for easy filtering, sorting and analyzing. The first row contains headings for each column.

## Deleting Past Results

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4. If you wish to clear the results from your device, select the Diagnostics tab, then click on the Reset tab.
5. Select from the drop menu "Clear result records" and then select "Reset".



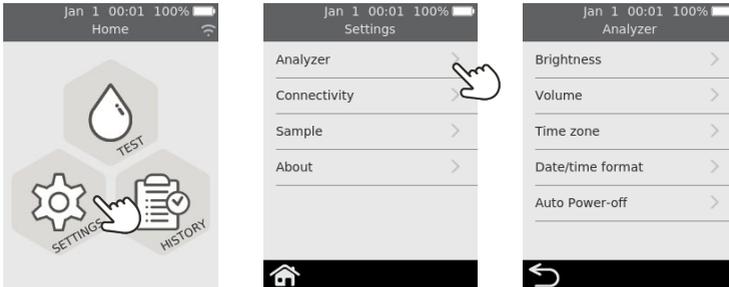
6. Click logout when you are finished to go back to the login page.

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## 6. Settings

### Analyzer settings

To adjust analyzer settings, on the **Home** screen tap on *SETTINGS*, then tap *Analyzer*.

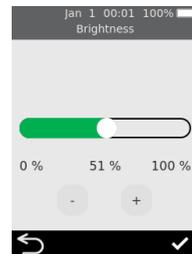


### Brightness

The brightness of the screen can be modified.

The default value is 100%. Tap **+** or **-** to increase or decrease the screen brightness.

Press  to accept the new brightness level.



## Sound volume

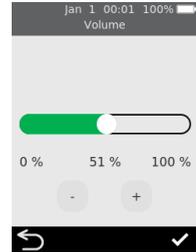
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The analyzer emits audible alerts at various times, including when:

- a key event occurs during a test
- an error or warning occurs

Tap  or  to increase or decrease the sound volume of audible alerts.

Press  to accept the new volume level.

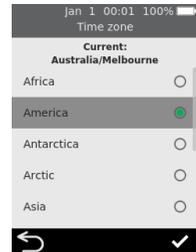


## Time zone

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The analyzer uses the internet and your time zone to set the date and time. To set your region and sub-region, swipe up or down to scroll through the list, select your region and sub-region, then touch  to accept the details.

See page 14 for more details.



## Date and Time format

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The date format can be set to one of the two options shown.

The time format can be set to 12 or 24 hour time.

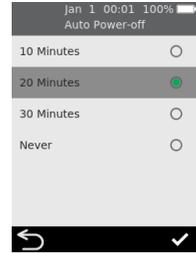
Touch  to accept the date and time format.



## Auto power-off

The analyzer can be configured to automatically turn off after a period of inactivity. This feature can be disabled by selecting “Never”.

To configure auto power-off, select the desired value then press .



## Connectivity (wireless network)

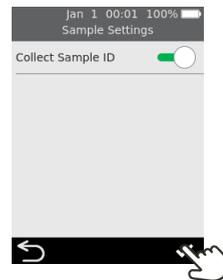
### Wi-Fi (wireless) Settings

A wireless network connection must be established every 3 months or so because the analyzer must periodically obtain strip calibration data from the internet. See page 15 for instructions on how to connect to a Wireless network.

## Sample settings

To control whether the analyzer asks for a Sample ID during a test (see page 21), from the **Home** screen select SETTINGS and then:

1. Select *Sample* to navigate to the **Sample Settings** screen
2. Turn on (or off) *Collect Sample ID*
3. Press  to confirm your selection

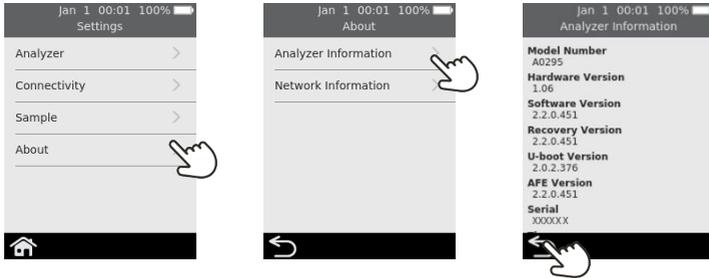


# About

## Analyzer information

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Information about the analyzer such as serial number and software version can be found by selecting *SETTINGS* on the **Home** screen, then *About*, then *Analyzer Information*.



## Network information

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Information about the wireless network connection such as IP address and MAC address can be found by selecting *SETTINGS* on the **Home** screen, then *About*, then *Network Information*.



## 7. Troubleshooting



Service, repairs and modifications must be done by parties explicitly authorized by Universal Biosensors. Service, repairs and modifications done by unauthorized parties will render the warranty void.

### General troubleshooting

Situation	Solution
The test type I want to run doesn't seem to be available on the analyzer	Make sure you are running the latest version of software by connecting to a Wireless network and leaving the analyzer on for around 30 minutes – if a new version is available, it will be automatically downloaded, and you will be prompted to install it. The analyzer only supports 2.4 GHz Wi-Fi (channels 1 to 11). Routers using 5 GHz or 2.4 GHz channel 12 are not compatible with Sentia analyzers.
The test generated an unexpected result	<p>The test should be repeated with a fresh sample. If a similar result is obtained, you may choose to confirm the result by other means. Inconsistent results could indicate poor test strip storage, a contaminated sample or analyzer malfunction.</p> <p>There is risk of large variation from the true value when using poor sampling techniques. Ensure samples are not aerated excessively by filling the pipette fully and that the sample obtained is representative of the wine.</p>
The touch screen and/or power button are unresponsive	<p>Disconnect external power from the analyzer and then touch the power button for an extended period. Eventually (after 15 seconds or so), the screen will go black and the analyzer will turn off.</p> <p>If the problem persists, contact Customer Support.</p>
Wi-Fi seems to turn itself off sometimes	The analyzer deliberately turns Wi-Fi off while the analysis is occurring and then turns Wi-Fi back on. This is completely normal and is not a cause for concern.
It is taking the device a long time to recognize that a software download is available	The analyzer requires a strong Wi-Fi signal. Try to connect your device to an alternative wireless network which has fewer competing devices using it, such as a mobile phone hotspot.

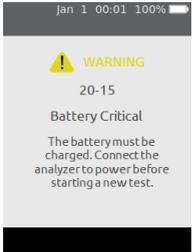
# Warning and error messages

Warnings and errors are listed below in number order. To find the warning or error number, check the area under the WARNING or ERROR text in the top half of the screen.

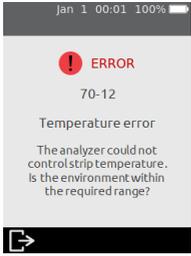
Whether a warning or error appears depends on the situation:

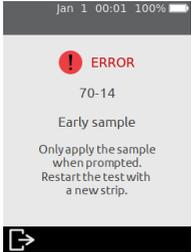
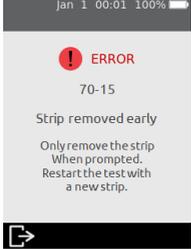
- **Warnings** inform you of something that needs to be corrected before a process can continue
- **Errors** inform you of an issue that is not recoverable (e.g. an issue that requires the test to be restarted with a new strip)

Warning/Error Screen	Cause	Solution
	<p>The test strip was inserted at an inappropriate time. The test strip should only be inserted after the analyzer displays the <b>Insert strip</b> screen.</p>	<p>Discard the strip and start a new test.</p> <p>The strip must not be reused after it has been inserted into the strip port.</p>
	<p>The strip port's protective end cap (see item 4 on page 12) is not correctly fitted.</p>	<p>Fit the protective cap to the strip port.</p> <p>Keep the strip port protective end cap firmly fitted at all times (except during cleaning - see page 25).</p>
	<p>The analyzer was tilted too much or was bumped.</p>	<p>Hold the analyzer level to continue the test. Do not bump or tilt the analyzer when the sample is being applied.</p>

Warning/Error Screen	Cause	Solution
 <p>(This row also applies to 20-16 and 20-20)</p>	<p>The battery level has become critical (less than 10%) while a test is in progress.</p> <p>If a test has already been started prior to this warning message appearing, the test can be completed.</p>	<p>Before a new test can be started you must connect the analyzer to an external power source, which will also charge the battery.</p>
	<p>When a software upgrade is being performed the analyzer must be connected to external power. This is to ensure that the upgrade will not be interrupted.</p>	<p>Connect the analyzer to external power and start the software upgrade again.</p>
	<p>Something stopped the software upgrade from being performed.</p>	<p>Start the software upgrade again. If it continues to fail, contact Customer Support (see page 45).</p> <p>In the meantime, you can continue to use your analyzer using the existing software version.</p>
	<p>Insufficient sample was applied to the strip and the test could not be completed.</p>	<p>You must <b>not</b> apply additional sample to the test strip after the test has begun.</p> <p>Discard the strip and start the test again. Apply the sample as instructed on page 23.</p>

Warning/Error Screen	Cause	Solution
	<p>The sample could not reach the strip's reaction chamber.</p> <p>Possible causes include too much analyzer movement, an unsupported sample type or an analyzer fault.</p>	<p>Discard the test strip and start the test again. Apply the sample as instructed on page 23.</p> <p>If the error persists, contact Customer Support (see page 45).</p>
 <p>(This row also applies to 30-05 and 30-06)</p>	<p>An analysis error occurred, and the test result could not be calculated.</p> <p>Possible causes include too much analyzer movement, an unsupported sample type, an analyzer fault, or test strips that have not been maintained properly.</p>	<p>Discard the test strip and start the test again. Apply the sample as instructed on page 23.</p> <p>If the error persists, contact Customer Support (see page 45).</p>
	<p>An analysis error occurred, and the test result could not be calculated.</p> <p>Possible causes include extreme levels of free sulfur in the sample, or a recent sulfur addition within 24 hours.</p>	<p>Check with an alternative method that the free sulfur level in the sample does not exceed approximately 90 mg/L. Only measure free sulfur 24 hours after an addition of sulfur.</p> <p>If the error persists, contact Customer Support (see page 45).</p>
	<p>The sample was not correctly diluted.</p> <p>To run some test types, the sample must be specially prepared.</p>	<p>Dilute the wine sample per the instructions provided.</p> <p>See Technical Specifications on page 49 or with your supplier for further details.</p>

Warning/Error Screen	Cause	Solution
 <p>Jan 1 00:01 100%</p> <p><b>! ERROR</b></p> <p>70-10</p> <p>User abort</p> <p>The user aborted the test.</p> <p>➔</p>	<p>The user aborted a test after the strip was inserted.</p>	<p>Discard the strip and start a new test.</p> <p>The strip must not be reused after it has been inserted into the strip port.</p>
 <p>Jan 1 00:01 100%</p> <p><b>! ERROR</b></p> <p>70-11</p> <p>Insert strip timeout</p> <p>The strip was not inserted.</p> <p>Restart the test.</p> <p>➔</p>	<p>The strip was not inserted within the time limit on the <b>Insert strip</b> screen.</p>	<p>Start the test again and insert the strip when prompted by the analyzer.</p>
 <p>Jan 1 00:01 100%</p> <p><b>! ERROR</b></p> <p>70-12</p> <p>Temperature error</p> <p>The analyzer could not control strip temperature. Is the environment within the required range?</p> <p>➔</p>	<p>The analyzer could not adequately control the strip temperature.</p>	<p>Ensure the ambient temperature is between 10°C and 30°C (50°F to 86°F) and the device is not charging. Restart the test with a new strip. You may need to allow time for the analyzer temperature to stabilize.</p> <p>If the problem persists, contact Customer Support (see page 45).</p>
 <p>Jan 1 00:01 100%</p> <p><b>! ERROR</b></p> <p>70-13</p> <p>Used strip</p> <p>The strip has already been used. Restart the test with a new strip.</p> <p>➔</p>	<p>The inserted strip has already been used for a test.</p> <p>Alternatively, the strip might have been handled with wet hands or the sample port flooded during a previous wine analysis.</p>	<p>Discard the strip before starting a new test.</p> <p>Dry the strip port with a lint free tissue.</p> <p>If the error recurs, try a new vial of strips.</p>

Warning/Error Screen	Cause	Solution
	<p>The sample was applied too early.</p>	<p>Discard the strip before starting a new test. Apply the sample only when prompted by the analyzer.</p>
	<p>The test strip was removed before the test was finished.</p>	<p>Discard the strip before starting a new test. Ensure the strip is pushed fully into the strip port, and don't remove the strip until instructed.</p>
<p><b>Internal Error</b></p> <p>Includes Errors: 70-18, 70-25, 70-26, 80-00 16-XXXX, 18-XXXX</p>	<p>There was an internal error and the test result could not be obtained.</p>	<p>Turn the analyzer off and on, then repeat the test. If the same error occurs, contact Customer Support (see page 45).</p>
	<p>During a test, the strip port's protective end cap (see item 4 on page 12) was removed.</p>	<p>Fit the protective cap to the strip port and restart the test with a new test strip.</p> <p>Keep the strip port protective end cap firmly fitted at all times (except during cleaning - see page 25).</p>

Warning/Error Screen	Cause	Solution
 <p>70-21 Sample not applied The sample was not detected. Be sure to apply enough sample when prompted.</p>	<p>The sample was not applied at the time requested by the analyzer.</p>	<p>Discard the strip before starting a new test. Apply the sample when prompted by the analyzer.</p>
 <p>70-22 Analyzer tilted The analyzer must not be tilted or moved during the test. Restart the test with a new strip.</p>	<p>During sample application, the analyzer was tilted too much or was bumped.</p>	<p>Discard the strip before starting a new test. Do not bump or tilt the analyzer after the sample is applied.</p>
 <p>17-0000 Battery too low Connect to external power and wait for the battery to charge enough.</p>	<p>The battery is too low for the analyzer to operate, most likely because the analyzer has not been used for a very long time.</p>	<p>Before the analyzer can be used, you must connect the analyzer to an external power source to charge the battery enough for it to be used safely. This may take 30 minutes or more.</p>

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## 8. Customer support

If you have unanswered questions, or the Sentia™ system is still not working as expected after you have tried the various troubleshooting options listed in Section 7, contact your authorized distributor or direct sales representative (see <https://www.universalbiosensors.com/products/sentia/>).

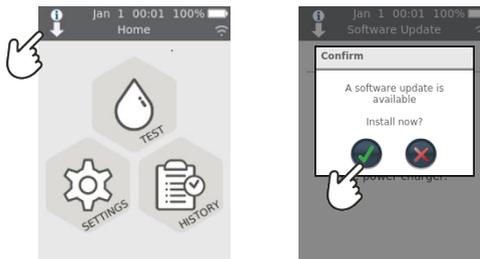
### Ordering details

If you need replacement parts or consumables, contact your authorised distributor or direct sales representative (see <https://www.universalbiosensors.com/products/sentia/>).

### Software updates

The analyzer will check for software updates whenever it is connected to the internet (via Wi-Fi). If a software update is available the analyzer will ask your permission before performing the update, which should be done as soon as possible. It is required to connect your device to power to complete the download.

An icon on the home screen will alert you whenever a software update is ready to install (see below).



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## 9. Appendices

### Abbreviations and terms

The following abbreviations and terms are used throughout this guide:

Abbreviation or term	Meaning
AC	Alternating Current
EMC	Electromagnetic compatibility
g/L	Grams per litre
ID	Identifier
mg/L	Milligrams per litre
PPM	Parts per million
USB	Universal Serial Bus

### Labels and symbols

Label or symbol	Explanation
	Manufacturer
	Manufacturer's declaration that the product complies with the applicable essential requirement for sale in Great Britain
	European Authorized Representative
	Read the User Manual before use
	Consult the instructions for use for important cautionary information such as warnings and precautions that cannot, for a variety of reasons, be presented on the device itself
	Fragile
	Handle with care

Label or symbol	Explanation
	Single use only
	Serial number
	Product batch code
	Expiry date
	Keep dry
	This symbol indicates that the product has a storage temperature limitation and must be stored at 2 to 8 °C (35.6 to 46.4 °F).
	WEEE: The analyzer complies with EU 2012/19/EU. Do not dispose of the analyzer with normal rubbish. Refer to local regulations for disposal.
FCC ID	FCC registration identifier
	Keep out of direct sunlight
	Recycle
	This way up
	Contains 25 strips
	The Regulatory Compliance Mark (for Australia and New Zealand)

# Technical specifications

<b>Operating conditions</b>	
Temperature	10 °C to 30 °C (50 °F to 86 °F)
Relative humidity	< 80% (without condensation)
<b>Storage conditions (test strips)</b>	
Temperature	2 °C to 8 °C (35.6 °F to 46.4 °F)
Relative humidity	< 80% (without condensation)
<b>Storage conditions (analyzer)</b>	
Temperature	2 °C to 40 °C (35.6 °F to 104 °F)
Relative humidity	< 80% (without condensation)
<b>Analyzer Transport conditions (in packaging)</b>	
Temperature	-20 °C to 40 °C (-4 °F to 104 °F)
Relative humidity	< 90% (without condensation)
<b>Features</b>	
Measurement range	<b>Acetic Acid:</b> 0.1 to 1.5 g/L <b>Free Sulfur Dioxide:</b> 3 to 50 mg/L <b>Fructose:</b> 0.1 to 10 g /L <b>Glucose:</b> 0.1 to 10 g/L <b>Malic acid:</b> 0.05 to 5 g/L <b>Titrateable Acidity:</b> 3 to 10 g/L
Interface	Wireless (2.4GHz)
Automatic power off	Configurable: disabled, 10 mins, 20 mins, 30 mins
Dimensions	147 × 84 × 32 mm (5.79 × 3.31 × 1.26 in)
Weight	210 g (7.41 oz)
Design lifetime	5 years or 20,000 tests

<b>Sample</b>	
Sample type	<b>Red and white still wine:</b> titratable acidity, acetic acid, glucose, fructose and malic acid. <b>Post-fermentation red or white wine:</b> free sulfur dioxide
Sample size	At least 8 microlitres
Sample dilution	<b>Acetic Acid:</b> samples must undergo a 1 in 4 dilution with deionized water. This means that 1 part wine sample is mixed with 3 parts deionized (or distilled) water. <b>Fructose:</b> samples must undergo a 1 in 5 dilution with the Sentia fructose buffer. This means that 1 part wine sample is mixed with 4 parts Sentia fructose buffer. <b>Malic acid:</b> samples must undergo a 1 in 5 dilution with the Sentia malic acid buffer. This means that 1 part wine sample is mixed with 4 parts Sentia malic acid buffer.
Sample degassing	<b>Titratable Acidity:</b> samples should be degassed prior to analysis. <b>Acetic Acid, fructose, glucose and malic acid:</b> samples with visible and excessive gas should be degassed prior to analysis.
<p>For further information regarding sample preparation, see <i>Guide to sample preparation for analysis on Sentia</i> at <a href="https://www.universalbiosensors.com/products/sentia/resources/">https://www.universalbiosensors.com/products/sentia/resources/</a></p>	

# Legal notices

## Software licences

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The Sentia™ analyzer uses proprietary, third party and open source software. Details of licenses are available at: <https://www.universalbiosensors.com/Modified-Third-Party-Software.aspx>

Use of the Sentia™ analyzer is subject to the terms of those licenses.

## Disposing of the Sentia™ analyzer

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The analyzer must not be disposed of with general rubbish. Contact your local distributor and/or local authorities for instructions on the disposal of the analyzer. Always comply with local procedures and guidelines for the disposal of electrical, electronic and hazardous waste.



## Disposing of Sentia™ test strips

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In most regions, Sentia™ test strips (and the vial they came in) can be disposed of with your general rubbish. You should ensure that the test strips are bagged separately.

Check with your local authorities for any special instructions that might apply in your jurisdiction.

## European Union Radio Equipment Declaration

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Hereby, Universal Biosensors declares that this radio equipment (of type Chemical Analysis Instrument) is in compliance with Directive 2014/53/EU.

To view the full text of the EU declaration of conformity, contact your local supplier. Find your local supplier details on our website at <https://www.universalbiosensors.com/products/sentia/distributors/>

## United Kingdom Declaration of Conformity

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Hereby, Universal Biosensors declares that this radio equipment (of type Chemical Analysis Instrument) is in compliance with the relevant statutory requirements.

To view the view the full text of the United Kingdom declaration of, contact your local supplier. Find your local supplier details on our website at <https://www.universalbiosensors.com/products/sentia/distributors/>

## Radio emissions and electromagnetic compatibility

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### FCC Compliance Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

CAUTION: The grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. Such modifications could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment has been tested and meets applicable limits for radio frequency (RF) exposure as a portable device as per 47 CFR § 2.1093.

### Canadian Compliance Statement

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada license-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- 1) L'appareil ne doit pas produire de brouillage;
- 2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

NOTE: This equipment complies with RSS-102 radiation exposure limits. This equipment was tested and found compliant for safe use as a handheld product.

REMARQUE: Cet équipement est conforme aux limites d'exposition aux radiations RSS-102 établies pour un environnement non contrôlé. Cet équipement a été testé et jugé conforme pour une utilisation en tant que produit portable.

## Sentia™ analyzer – Warranty

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Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (“consumer guarantees”). You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### **Warranty Period**

In addition to the consumer guarantees, Universal Biosensors Pty Ltd (“UBS”) warrants that this product will operate substantially in conformance with UBS’ published specifications, when subject to normal, proper and intended usage by properly trained personnel, for a period of twelve (12) months from the date of shipment to the customer. Lamps, fuses, bulbs and other expendable items are expressly excluded from the Warranty. The Warranty Period for spare parts for this product is three (3) months from the date of shipment to the customer. UBS does not warrant that the operation of this product will be uninterrupted, error-free or will accomplish any particular result.

The Warranty is given to the original customer only and, subject to applicable law, is not assignable or transferable.

### **Remedy**

#### **How to claim under the Warranty**

The Warranty is given on the express condition that, if the customer wishes to make a claim under the Warranty, it must during the Warranty Period notify UBS (using the contact details below) of the claim in writing promptly after the discovery of any alleged defect. The customer must then at its own pre-paid cost (DDP – as defined in INCOTERMS 2010) send the product to a location designated by UBS. All requests for repairs, replacements or corrections required under the Warranty during the Warranty Period must comply with UBS’ returned goods procedure as specified or modified from time to time by UBS. This procedure will be notified to the customer after receipt of the warranty claim.

If the product is found by UBS to not comply with the Warranty, it will be repaired or replaced, at UBS’s sole discretion, so as to cause the product to operate in conformance with the Warranty. Replacement parts used may (subject to applicable law) be new or refurbished, at the election of UBS. All replaced parts become the property of UBS.

If UBS determines that the product for which customer has submitted a claim to UBS under the Warranty complies with the Warranty, customer shall before return of this product pay or reimburse UBS for all costs of investigating and responding to the Warranty claim and returning this product to the customer, at UBS’ then-prevailing time and materials rates. If UBS provides repair services or replacement parts that are not covered by the Warranty, customer shall pay UBS therefor at UBS’s then-prevailing time and materials rates.

**Consumer Law**

The Warranty is offered in addition to, and does not affect, other rights and remedies available to the customer under the law.

**Warranty exclusions**

ANY INSTALLATION, MAINTENANCE, REPAIR, SERVICE, RELOCATION OR ALTERATION TO OR OF, OR OTHER TAMPERING WITH, THIS PRODUCT PERFORMED BY ANY PERSON OR ENTITY OTHER THAN UBS WITHOUT UBS' PRIOR WRITTEN APPROVAL, OR ANY USE OF REPLACEMENT PARTS NOT SUPPLIED BY UBS, SHALL IMMEDIATELY VOID AND CANCEL THE WARRANTY WITH RESPECT TO THIS PRODUCT.

IN NO EVENT SHALL UBS HAVE ANY OBLIGATION UNDER THE WARRANTY WHERE A DEFECT IN THIS PRODUCT IS, IN WHOLE OR IN PART, THE RESULT OF (1) NORMAL WEAR AND TEAR, (2) ACCIDENT, DISASTER OR EVENT OF FORCE MAJEURE, (3) MISUSE, FAULT OR NEGLIGENCE OF OR BY CUSTOMER, (4) USE OF THE PRODUCT IN A MANNER FOR WHICH IT WAS NOT DESIGNED, (5) CAUSES EXTERNAL TO THE PRODUCT SUCH AS, BUT NOT LIMITED TO, POWER FAILURE OR ELECTRICAL POWER SURGES, (6) IMPROPER STORAGE OF THE PRODUCT, (7) IMPROPER INSTALLATION OF THE PRODUCT OR LACK OF PERIODICAL AND PROPER MAINTENANCE, (8) ANY BREAKAGE OF GLASS OR GLASSWARE, OR (9) USE OF THE PRODUCT IN COMBINATION WITH PRODUCT OR SOFTWARE NOT SUPPLIED BY UBS.

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# 10. Index

Abbreviations and terms.....	47
Acetic Acid	
degassing.....	50
measurement range .....	49
sample dilution .....	18, 50
Analyzer information.....	36
Appendices .....	47
Auto power-off settings .....	35
Brightness (of screen) .....	33
Champagne .....	16
Cleaning	
spills around the sample port .....	25
Configuring the analyzer .....	33
Connectivity .....	See Wireless
Customer support .....	45
Date	
format .....	34
how to set .....	14, 34
Degassing .....	18, 50
Dilution .....	18
Disposal	
analyzer.....	51
test strips .....	51
Downloading strip data.....	16
Downloading test resultsSee Test Results: exporting	
Errors	
warning and error list .....	38
FCC complianceSee Legal Notices	
Free Sulfur Dioxide	
measurement range .....	49
Fructose	
degassing .....	50
measurement range .....	49
sample dilution .....	18, 50
Glucose	
measurement range .....	49
Historical resultsSee Test Results	
Intended use.....	8
Key features .....	8
Labels and symbols.....	47
Legal notices.....	51
Malic acid	
measurement range .....	49
Malic Acid	
degassing .....	50
sample dilution .....	18, 50
Non-Table Wines.....	16
Ordering details.....	45
Power	
auto power-off .....	35
external .....	11
indicators .....	11
on/off button .....	12
turning on and off.....	13
Quality control.....	9

Results .....	See Test Results
Rosé .....	16
Running a test	
how to .....	20
preparing .....	17
warnings.....	18
Sample	
applying to strip .....	23
dilution .....	17, 18, 23, 50
ID .....	21
settings (ID on or off) .....	35
type.....	16, 20
Screen brightness .....	33
Settings .....	33
Software licences.....	51
Software updates .....	45
Sound volume.....	34
Strip calibration data	
downloading .....	16
Strip index number	
entering .....	21
Test results	
exporting .....	29
viewing .....	27
viewing tests that end in error.....	28
Test strips	
ejecting from analyzer.....	24
Test type.....	20
Time	
format .....	34
how to set .....	14, 34
Titratable acidity	
measurement range .....	49
Titratable Acidity	
degassing .....	18, 50
Troubleshooting	
general .....	37
warnings and errors .....	38
User Interface	
mechanical .....	12
Volume (of sound).....	34
Warnings and precautions .....	7
Warranty .....	53
Wi-Fi.....	See Wireless
Wine types.....	See Sample type
Wireless	
downloading strip calibration data	16
forgetting networks .....	15
how to connect .....	15
network information.....	36









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