

FREQUENTLY ASKED QUESTIONS

MINC+™ Benchtop Incubator

Section 1: General

What is the difference in size between MINC® and MINC+?

MINC+

Door closed: 556 mm wide x 197 mm high x 449 mm deep

Door opened: 556 mm wide x 528 mm high x 449 mm deep

MINC

Door closed: 405 mm wide x 190 mm high x 265 mm deep

Door opened: 405 mm wide x 400 mm high x 315 mm deep

Width

- The MINC+ is 37% wider but has 50% more capacity

Height

- The MINC+ is 4% higher with the door closed
- The MINC+ is 32% higher with the door open

Depth

- The MINC+ is 69% deeper with the door closed
- The MINC+ is 43% deeper with the door open

How many MINC+ units can you operate from a single gas supply?

It is recommended that no more than 7 devices be connected in a series when the provided gas fittings are used and that each device have at least 1 cm of space around it.

Can brands of dishes other than Nunc and BD Falcon be used for culture?

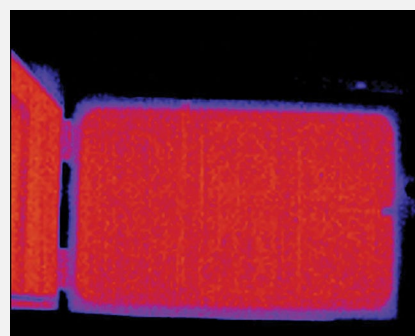
Yes, equivalent cultureware can be used. The user must check that the dish sits flat on the baseplate and fits within the baseplate grooves.

Do you have an image of the heat distribution?

See this image of the chamber plate, which shows even heat distribution. The temperature was recorded at several points and all measurements were within 0.2 °C of each other.

Where are the temperature sensors located?

Each chamber has two sensors that control and monitor the chamber temperature and one additional sensor that is used for the independent safety cutout. All are located near the centre of the plate.



Why doesn't the MINC+ unit have a backup battery?

Continuous power supply technology is complex and leaves no room for error, so we felt it was better for customers to use a robust uninterruptible power supply (UPS) than to rely on a backup battery.

How did you choose the exact position of the well in which to measure the temperature for the biannual test?

The position of the well was validated during testing and was determined to be representative of the average plate temperature.

What are the vents at the side and front of the MINC+?

The vents allow air to enter the units for cooling. The MINC+ has two internal fans to keep the power supply and the embedded PC (EPC) cool.

What is the service life of the MINC+?

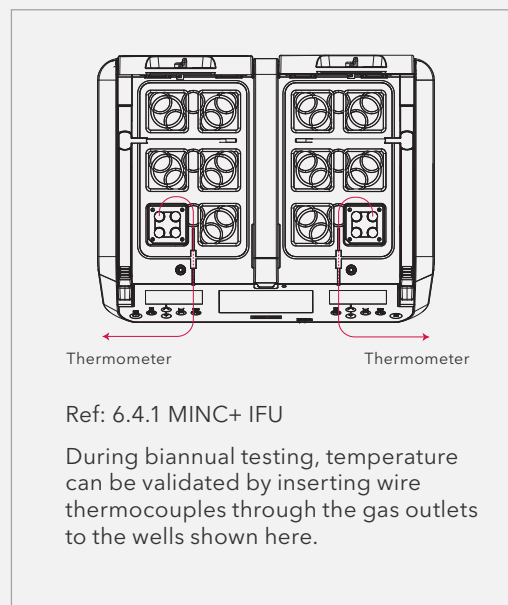
The expected life of this product is 12 years, provided that the service schedule is maintained throughout the life of the device.

What is the maintenance schedule?

Year	Action
0	Installation
1	Preventive maintenance (includes external inspection, software and firmware checks, functional checks [lid, gas, humidification, and temperature], network checks, and filter replacement)
2	Preventive maintenance
3	Preventive maintenance
4	Preventive maintenance
5	Preventive maintenance
6	Preventive maintenance
7	Preventive maintenance
8	Preventive maintenance plus replacement of the front panel, EPC cables and fan, gas tray cables and fan, EPC button battery, front panel battery, and printed circuit assembly (PCA) for MWC user interface.
9	Preventive maintenance
10	Preventive maintenance and replacement of power supply and power supply cables
11	Preventive maintenance
12	End of service life

Do you have service packages available?

Yes, we have several packages available to suit all our users' needs. The service packages are available through our service partner, Cook Capital Equipment. We also offer the option to pay for the services and equipment through monthly instalment packages. (Payment plans are not available in all markets. Please contact your local sales representative.)



Section 2: Media warming chamber (MWC)

Can you purchase the MWC cradle separately?

No. The cradles are not self-supporting and are designed to be removed only for cleaning.

How do you clean the MWC? Can the cradle be autoclaved?

It is recommended that the MWC be cleaned with aqueous 70% isopropyl alcohol, purified water, or 3% hydrogen peroxide solution if alcohol is not available. 70% aqueous ethanol may be used only to clean the anodised aluminum surfaces of the MWC. Autoclaving is not an approved method of cleaning.

What is the unlit button next to the MWC chamber lights?

This is the ambient light sensor, but it is not currently being utilised. It's something we will incorporate into future modifications of the MINC+.

Does the MWC heat the cradle and the contents in the tubes even if the medium came directly from the refrigerator?

Yes, the device can heat the test tube contents to a set temperature of 37.0 °C (± 1 °C) in less than 120 minutes.

Section 3: Humidification and gas

What gas mixture is used with the MINC+?

Cook recommends a blend of 6% CO₂, 5% O₂, and 89% N₂ at sea level with the Cook Culture System or high purity 6% CO₂ in air (recommended tolerance is $\pm 0.2\%$).

Can you recommend a gas mixer to use with the MINC+?

We do not have any data to support the use of a specific gas mixer with the MINC+. It is up to the user to ensure that the gas concentrations meet the specifications in the Instructions for Use (IFU).

Why is the gas flow set at 25 mL/min?

Testing has indicated that 25 mL/min is just above the minimum flow rate for maintaining the desired percentage of CO₂.

What are the humidification flasks made out of?

The flasks are made from polypropylene with a silicone seal. They are supplied sterilised with ethylene oxide (EtO) in a sealed pouch. They are also mouse embryo assay (MEA) tested.

How long, on average, will the flask last until it reaches the minimum fill line and needs to be replaced?

This depends on how many times the flasks purge. If the flasks purge twice a day, then they would last approximately 40 days.

Section 4: DishTrace platform

If you have an electronic witnessing system such as RI Witness™, do you need DishTrace?

DishTrace does not replace a system such as RI Witness. DishTrace MINC+ is an aid to logging and viewing the location of dishes within the MINC+. Do not use DishTrace to replace laboratory identification protocols for dishes and their contents. Always use dish-identity checking processes, such as standard laboratory protocols (including, for example, individual dish labelling and identification verification processes), to minimise the risk of incorrect dish identification. (Refer to IFU section 5.4.)

If something goes wrong with the DishTrace software, can the service agent assist the customer remotely?

Issues would need to be resolved on-site by the service agent to mitigate against cybersecurity risks.

Can I receive all the information from the DishTrace MINC+ directly to my laptop at home after the DishTrace PC software is installed on it?

Currently, DishTrace PC is restricted to a local network, e.g., within a lab. It cannot forward information to another network. This restriction is based on our current cybersecurity guidelines.

Should users have a dedicated PC to run DishTrace?

Yes, the PC should be on a closed network, so it is recommended that users have a dedicated PC.

Can users be added to the DishTrace PC group?

Yes, it is possible to add users. Only the administrator can do this and obtain a valid login account for the new user. Refer to IFU section 4.13.4.

Why does the DishTrace software recognize the K-MINC-1000 but not record information from it?

The DishTrace PC software functionality applies only to the MINC+ Benchtop Incubator. For connected MINC Mini Incubators, the software can only record their operating state.

After the MINC+ is serviced, will it come back to the lab with all the factory settings restored so that the configuration will need to be redone?

Before a user sends their MINC+ for an off-site service, they should always perform a backup. Upon return, the user should restore the unit to its previous state. For regular preventive maintenance, all functional statuses and settings will be maintained.

Does the MINC+ remind users when servicing is due, since it knows when the last service was performed?

On the centre console screen, the user can go into 'Settings' and 'Info' to check when the MINC+ was last serviced. All information on this screen is input by authorised service personnel only—no user actions are permitted. In direct markets, Cook Capital Equipment will also send a direct reminder to the customer when service is due.

Some products or part numbers may not be available in all markets. Contact your local Cook representative or Customer Service for details.
Please see product risk information in the IFU at cookmedical.eu

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