



Rotor Performance Guarantee Credit Request Form

Please fax completed form to Abaxis Technical Support at 877-900-9333
Form must be submitted within 30 days following the cancellation date to be eligible for credit

Clinic Information:

Contact: _____
Organization: _____
Address: _____
City, State, Zip: _____
Phone: _____

Patient Information: Canine Feline Equine Large Animal Avian/Exotic
 Other (specify) _____

Sample Type: Heparinized Whole Blood Heparinized Plasma Serum



**Affix the
Rotor Cancellation Report
Here**

VetScan VS2:
By default the VetScan VS2 will print a trouble shooting report. To re-print a **Rotor Cancellation Report**: select the recall icon, select search, use search options to locate record, select print, and select error bar.

VetScan Classic:
To print a **Rotor Cancellation Report**: Insert a blank result card while error message is still displayed on the VetScan, for example: 403A/Code14. Or when the display reads "open drawer to run a rotor" press recall, menu, menu, enter and follow the prompts.



The following information must be completed to receive rotor credit.

1. Message on Screen

2. Code: _____

3. Instrument Serial Number:

4. Profile Name:

- Avian/Reptilian Profile Plus
- Comprehensive Diagnostic Profile
- Critical Care Plus
- Equine Profile Plus
- Large Animal Profile
- Mammalian Liver Profile
- Prep Profile II
- T₄/Cholesterol
- Canine Wellness Profile plus HW
- Other

5. Lot #: _____

(Lot # can be found on barcode ring of rotor, back of rotor package, or on box of rotors)

Abaxis provides a Reagent Performance Guarantee, whereby any rotor that fails due to any defect or anomaly in the rotor, Abaxis will provide a 100% credit to the customer. The Performance Guarantee does not include cancellations or assay suppressions due to improper rotor storage, operator error or sample integrity.