

VetScan[®]

Technical Advisement

Dear Abaxis Customer,

This advisement is to clarify the difference between a **Chemistry Suppression**, a **Physical Interference** and a **Rotor Cancellation** and the action required in each case.

Chemistry Suppression

- 1) The rotor runs to completion and the result card prints.
- 2) Instead of a result, three diamonds (◆◆◆) is printed.
- 3) The Vetscan automatically prompts to insert a card to print a troubleshooting report. If not printed at the time, the troubleshooting report can be recalled (Recall – Enter – 2 – Enter – Enter – Enter – Check Patient ID – Enter – Insert Card)
- 4) **DO NOT FAX THE TROUBLESHOOTING REPORT.** Please call Technical Support to determine why the result was suppressed and to get advice on the best course of action to take.

Physical Interference

- 1) The rotor runs to completion and the result card prints.
- 2) Instead of a result, **HEM, LIP** or **ICT** is printed
- 3) Print a troubleshooting report (Recall – Enter – 2 – Enter – Enter – Enter – Check Patient ID – Enter – Insert Card)
- 4) **DO NOT FAX THE TROUBLESHOOTING REPORT.** Please call Technical Support to get advice on the best course of action to take.

Rotor Cancellation

- 1) The rotor does not run to completion. The message “Run cancelled – repeat run with new rotor” is displayed.
- 2) An external code (bottom right of screen) and internal code (bottom left of screen) are displayed – note **both** codes
- 3) **Do not press “Exit”.** Place a result card in the slot while the error codes are displayed, a cancellation report will print. Press “Exit” once the card has printed.
Note: If “Exit” is pressed before printing, the cancellation report can be recalled (Recall – Menu – Menu – Enter – Enter – Enter – Check Patient ID – Enter – Insert Card)
- 4) Refer to the Vetscan Manual Troubleshooting Section (Section 7) for recommended action prior to rerunning.
- 5) Fax the rotor cancellation report along with both error codes, the animal type, sample type, rotor type and rotor lot number to Technical Support (see attached form).

Abaxis Technical Support (ph) 800-822-2947 (fax) 877-900-9333



VetScan® Technical Service Information Sheet

NOTE: Please provide the following information within one week of the rotor cancel

Clinic Name and Address:

Sample Type:

- Heparinized whole blood
- Heparinized Plasma
- Serum

Distributor: Include City and State
(rotor supplier)

Collection Method:

- Directly into collection tube
- Syringe (heparinized)
- Other (specify) _____

Patient Information:

- Cat Dog Equine
- Other (specify) _____

Description of Problem: _____

**Affix the Rotor Cancellation
Report here.**

(To print a **Rotor Cancellation Report:** Insert a blank result card while error message is still displayed on the VetScan, for example: 403A/code14.

Vetscan Software 5.110 and later: Cancellation report can be recalled. Press **Recall – Menu – Menu – Enter – Enter – Enter – Check Patient ID – Enter – Insert Card**)

The following information must be completed.

Message displayed on VetScan:

See Code: _____
(Lower right corner of screen)

Code: _____
(Lower left corner of screen)

Profile Name:

- Avian/Reptilian
- Comprehensive Diagnostic
- Critical Care
- Diagnostic Profile Plus
- Diagnostic Profile II
- Equine Profile
- Large Animal
- Liver
- Prep Profile II
- Thyroxine (T₄) Test

Lot # : _____
(can be found on barcode ring of rotor, back of rotor package, and on box that rotors come in)