

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, (~~~) is printed.
- 3) Print a troubleshooting report (Recall-Last Rotor-Print-Error Report)
- 4) Do NOT use the values on the troubleshooting report.
- 5) **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-Last Rotor-Print-Error Report)
- 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.
- 2) Note the error message on the screen.
- 3) Attach the troubleshooting report to the rotor credit form and fax to technical support.

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

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:
(name and address)

Distributor (rotor supplier):
(please include city and province)

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

Sample Type: Heparinized whole blood Heparinized Plasma Serum

Description of Problem: _____

**Affix the
Rotor Cancellation Report
Here**

The following information must be completed.

Message on Screen:

Code: _____

Profile Name:

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

Lot #: _____

Must be included in order to receive credit for the rotor

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