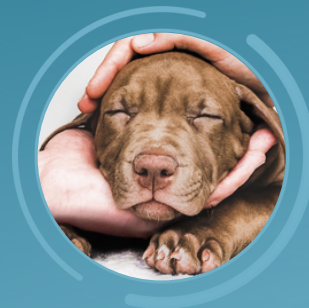


Vetscan VS2 IQC Code Troubleshooting Guide

Questions? Contact Zoetis Diagnostic Technical Support at:
1800 270 727 or DxSupport.AU@zoetis.com



IQC Code	Description	Troubleshooting
403d	Sample/Diluent Mix	<p>403D – S/D Mix or Sample Mix</p> <p>The most common causes of the 403D S/D Mix or Sample Mix IQC code are:</p> <ul style="list-style-type: none"> The patient is dehydrated and has a Haematocrit (HCT) greater than 60% (Certain dog breeds, i.e. greyhounds, and certain species may have normally higher HCT). The sample and diluent didn't properly mix. (This can be caused by clots in the sample or slightly frozen diluent). <p>If you are receiving this IQC Code, these are common resolutions:</p> <ul style="list-style-type: none"> Run plasma or serum if patient is dehydrated. Check for blood or fibrin clots in the sample. Rerun if not clotted or draw new sample. <p>If cancellation persists, or for more information, please contact Zoetis Diagnostic Technical Support.</p>
4037	Insufficient Sample	<p>4037 – Insufficient Sample</p> <p>The most common causes of the 4037 Insufficient Sample IQC code are:</p> <ul style="list-style-type: none"> Not adding enough sample to the rotor. Air bubbles in the sample application chamber. Clots in sample restricting flow. Dehydrated patient (HCT>60%) - certain dog breeds and species have high HCT. Rotor malfunction. <p>For first cancellation:</p> <ul style="list-style-type: none"> Spin whole blood sample and run plasma or serum on a new rotor. If patient is dehydrated, run a new sample once patient has been rehydrated if PCV>60%. Verify there are no clots in the whole blood sample. <p>For multiple cancellations:</p> <ul style="list-style-type: none"> Please verify proper sample handling: Use only lithium heparin specimen collection tubes for whole blood or plasma samples. Use no additive specimen collection tubes or serum separator tubes for serum samples. Please ensure you are using the provided grey mini pipette. Do not use other methods for applying the sample to the rotor. Confirm proper electrical situation such as: <ul style="list-style-type: none"> Analyser is on a computer rated surge protector or battery backup. Proper power supply is being used and functioning. No centrifuge or refrigerator is on the same circuit. Rotors should be run immediately after filling them. If the cancellation is occurring on more than one rotor or more than one patient, contact Zoetis Diagnostic Technical Support.

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IQC Code	Description	Troubleshooting
403a	Bead Missing	<p>403A – Bead Missing</p> <p>The most common causes of the 403A Bead Missing IQC code are:</p> <p>Rotor error</p> <ul style="list-style-type: none"> • Please rerun with a new rotor <p>Rotor reused</p> <ul style="list-style-type: none"> • Please be sure to always use a new rotor <p>Sample issue: please try with a new rotor</p> <ul style="list-style-type: none"> • Add sample slowly • Please note that too much force can cause error <p>Please note that applying the sample with too much force can cause cancellation. If you are receiving multiple cancellations, these are common resolutions:</p> <ul style="list-style-type: none"> • Run the rotor immediately after filling it. • Be sure the proper amount of sample is being applied. • Be sure to use a new rotor every time. <p>If cancellation persists, or for more information, please contact Zoetis Diagnostic Technical Support.</p>
4043	Sample Blank Bead Mix	<p>4043 – Sample Blank Bead Mix</p> <p>The most common causes of the 4043 Sample Blank Bead Mix IQC code:</p> <ul style="list-style-type: none"> • Highly lipaemic samples <p>For first cancellation:</p> <ul style="list-style-type: none"> • Fast the patient, redraw the sample, spin and rerun the sample. <p>For multiple cancellations:</p> <ul style="list-style-type: none"> • Send sample to reference laboratory. • Contact Zoetis Diagnostic Technical Support
4069	Sample Quality	<p>4069 – Sample Quality</p> <p>The most common causes of the 4069 Sample Quality IQC code are:</p> <ul style="list-style-type: none"> • A sample that is too haemolysed, lipaemic or icteric <p>For rotor cancellation:</p> <ul style="list-style-type: none"> • Spin sample if using whole blood. • If haemolysed, redraw and rerun the new sample. • If lipaemic, fast the patient, redraw and rerun the new sample. • If icteric, send to an outside reference laboratory. <p>If cancellation persists, or for more information, please contact Zoetis Diagnostic Technical Support.</p>

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IQC Code	Description	Troubleshooting
4038	Insufficient Sample to Cuvette 28	<p>4038 – Sample Distribution/Cuvette 28</p> <p>The most common causes of the 4038 Sample Distribution IQC code are:</p> <ul style="list-style-type: none"> • Rotor defect. • Clear, colourless sample. • Clots in sample. <p>For first cancellation:</p> <ul style="list-style-type: none"> • Spin sample and rerun on a new rotor. <p>For multiple cancellations:</p> <ul style="list-style-type: none"> • Ensure your sample is not particularly clear. If sample is too clear, send to external laboratory. • Contact Zoetis Diagnostic Technical Support.
403b	Distribution	<p>403b Distribution</p> <p>The most common causes of the 403b Distribution IQC code are:</p> <ul style="list-style-type: none"> • Problem with diluent delivery. • Sample physical interferences, such as lipaemia. • Rotor defect. <p>For first cancellation:</p> <ul style="list-style-type: none"> • If sample is lipaemic, fast and redraw or send out to reference laboratory. • Rerun same sample in a new rotor. <p>If cancellation persists, or for more information, please contact Zoetis Diagnostic Technical Support.</p>
404F	Analysis Temperature	<p>404F -Analyser Temperature Error</p> <p>The most common causes of the 404F Analyser Temperature IQC code are:</p> <ul style="list-style-type: none"> • Room temperature too high or low. • Air flow to fan restricted. • Dirty chamber. <p>For first cancellation (in 24-hour period)</p> <ul style="list-style-type: none"> • Confirm room temperature is within 15 -32 °C. • Please check the air filter in the back of the analyser. If it is dusty/dirty, wash filter in warm water and let fully dry or replace with new filter. • Verify there is nothing blocking the airflow of the fan and that there is room on the sides of the analyser for air to flow. • Please confirm that the fan is spinning. • Please verify the analyser is not placed on a mat or towel. • Open drawer and unplug analyser, leaving the drawer open – Please examine the rotor chamber with a flashlight. Is there any blood in the chamber? If any blood is seen, contact Zoetis Diagnostic Technical Support. • After 30 minutes, please turn the analyser back on and rerun using a new rotor. <p>If cancellation persists, or for more information, please contact Zoetis Diagnostic Technical Support.</p>

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IQC Code	Description	Troubleshooting
4039	Diluent Absorbance	<p>4039 – Diluent Absorbance</p> <p>The most common causes of the 4039 Diluent Absorbance IQC code are:</p> <ul style="list-style-type: none"> Frozen rotors. Rotor malfunction. <p>For first cancellation:</p> <ul style="list-style-type: none"> Rerun new rotor. <p>For multiple cancellations:</p> <ul style="list-style-type: none"> When storing rotors, their temperature should be 2-8°C. It is not recommended to store rotors in the freezer. Storing rotors in a refrigerator that is too cold will cause the diluent to freeze or cause condensation in the rotor, and it will not properly distribute to the cuvettes. In a standard refrigerator, the rotors should be placed on a shelf, not in the door or in a crisper drawer.
4045	RQC Out of Range	<p>4045 – RQC Too Low</p> <p>The usual causes of the 4045 Low RQC IQC code are:</p> <ul style="list-style-type: none"> Rotors stored above recommended temperature. <p>For first cancellation:</p> <ul style="list-style-type: none"> Rerun sample in a new rotor. <p>For multiple cancellations:</p> <ul style="list-style-type: none"> Confirm refrigerator temperature is correct (2-8°C) In a standard refrigerator, the rotors should be placed on a shelf, not in the door or in a crisper drawer. Make sure the rotors remain in their foil pouch until they are used. Once a rotor has been removed from its pouch, it should be run within 20 minutes. Take one rotor out at a time. No warm-up time is needed. Contact Zoetis Diagnostic Technical Support.



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IQC Code	Decription	Troubleshooting
403e	Insufficient Diluent	<p>403e – Insufficient Diluent</p> <p>The most common causes of the 403e Insufficient diluent IQC code are:</p> <ul style="list-style-type: none">• Frozen diluent. • Rotor defect. <p>For first cancellation:</p> <ul style="list-style-type: none">• Rerun sample in a new rotor. <p>For multiple cancellations:</p> <ul style="list-style-type: none">• When storing rotors, their temperature should be 2-8°C. It is not recommended to store rotors in the freezer.• Storing rotors in a refrigerator that is too cold will cause the diluent to freeze or cause condensation in the rotor, and it will not properly distribute to the cuvettes. In a standard refrigerator, the rotors should be placed on a shelf, not in the door or in a crisper drawer. <p>If cancellation persists, or for more information, please contact Zoetis Diagnostic Technical Support.</p>
4044	QC Beads Didn't Mix	<p>4044- QC Beads Didn't Mix</p> <p>The most common causes of 4044 QC Beads Don't Mix IQC code are:</p> <ul style="list-style-type: none">• The rotor does not have enough diluent to check that all the beads have been dissolved completely. <p>For first cancellation:</p> <ul style="list-style-type: none">• Rerun sample in a new rotor. <p>If cancellation persists, or for more information, please contact Zoetis Diagnostic Technical Support.</p>
4046	High Sample Blank Absorbance	<p>4046 – Sample Blank Absorbance</p> <p>The most common causes of the 4046 Sample Quality IQC code are:</p> <ul style="list-style-type: none">• Physical interference in the sample.• Rotor malfunction. <p>For first cancellation:</p> <p>Assess sample quality:</p> <ul style="list-style-type: none">• For Haemolysis - Redraw and rerun using new sample.• For Lipaemia - Fast patient or consider sending to reference laboratory.• For Icterus - contact Zoetis Diagnostic Technical Support for more information. <p>If cancellation persists, or for more information, please contact Zoetis Diagnostic Technical Support.</p>