ZOETIS DIAGNOSTICS

vetscan VUE+

User Manual

2025

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Zoetis warrants the Vetscan Vue+ against defects in materials and workmanship for 1 year. Contact your Zoetis representative for the details of the warranty. If any defects occur in the analyser during this warranty period, Zoetis will repair or replace the defective parts free of charge. The following defects, however, are specifically excluded:

1. Defects caused by improper operation.
2. Repair or modification done by anyone other than Zoetis or its authorised agent.
3. Use of fittings or other spare parts supplied by anyone other than Zoetis.
4. Damage caused by accident or misuse.
5. Damage caused by disaster.
6. Corrosion due to use of improper solvent or sample.

This warranty will be voided if the device is used in a manner not specified here in or otherwise set forth in writing by Zoetis.

The information in this manual is relevant to Vetscan Vue+ Model Number 45024441

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EU Declaration of Conformity

Manufacturer

Zoetis LLC
333 Portage Street
Kalamazoo, MI 49007, USA

The Directives covered by this Declaration

2014/30/EU (Electromagnetic Compatibility)
2014/35/EU (Low Voltage)
2011/65/EU (RoHS including amendments)

The current EU Declaration of Conformity may be retrieved through the Vetscan Hub user interface.

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1. General Information

1.1 Introduction

Vetscan Vue+ is a lateral flow test reader that scans, interprets, and shares Vetscan Rapid test results. Vetscan Vue+ is operated by Vetscan Hub (sold separately).

1.2 Intended Use

The Vetscan Vue+ is intended for reading and interpreting results of Vetcan Rapid tests. The Vetscan Vue+ will provide qualitative (positive/negative) and semi-quantitative results (Vetscan cPL and Vetscan LH only). Use Vetscan Rapid tests according to their product insert. Vetscan Rapid tests are intended for veterinary use only.

Note: Vetscan Rapid tests availability vary by country. Please contact your local Zoetis or Distributor sales representative or local Zoetis Customer Service team for a list of available tests in your country.

> ⚠ **If the Vetscan Vue+ is used in any way other than described in this manual, the reader may not operate as intended, may produce inaccurate or no results, and may pose a safety hazard.**

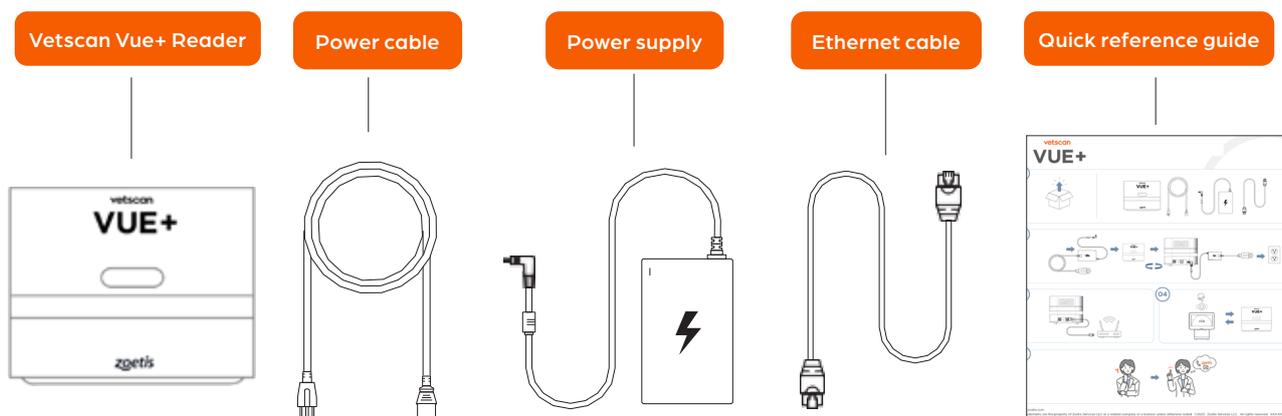> ⚠ **Use only Vetscan Rapid tests with this reader.**

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2. Set–Up, Overview, and Operating Instructions

2.1 Unpacking

When unpacking follow these guidelines:

- Remove Vetscan Vue+ from the shipping carton.
- Place the reader on a level surface free of animal hair, dust, and other contaminants.

Check the components received with Vetscan Vue+ against Figure 1 below to make sure all items required to set up the reader are included.

Figure 1: Vetscan Vue+ Components

2.2 Installation Guidelines

Before setting up Vetscan Vue+:

- Make sure that the room temperature is between 15 °C to 30 °C. If the temperature is outside the specified range the system will give an advisory.
- Make sure that the room humidity is between 8% and 80% RH.
- Place the Vetscan Vue+ on a clean, flat, and stable vibration free surface. The reader is stackable.
- Ensure there is proper room ventilation and at least 10 cm from the wall for access to the power connection and Ethernet port.

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2. Set–Up, Overview, and Operating Instructions

2.2.1 Connecting the Vetscan Vue+

- Attach the AC power cord (with electrical wall plug) to the reader's power supply.
- Connect the Vetscan Vue+ to the power supply.
- Plug the AC power cord into a grounded electrical outlet.
- Make sure all connections are secure.

> ⚠️ **To prevent power surges or drain, do not plug the reader into the same circuit as a centrifuge or any other high–current device. If this is not possible, use an ancillary power conditioner or UPS.**

- Connect one side of the Ethernet supplied cable to the Vetscan Vue+ Ethernet socket and the other side to a router.
- Make sure Vetscan Hub is also connected to the router.
- The router does not need to be connected to the Internet to operate the Vetscan Vue+. However, for a seamless operation Internet connection is needed to send results to the Practice Information Management Software (PIMS) and online Vetscan Hub application features. Internet connection is required to receive mandatory lot information.
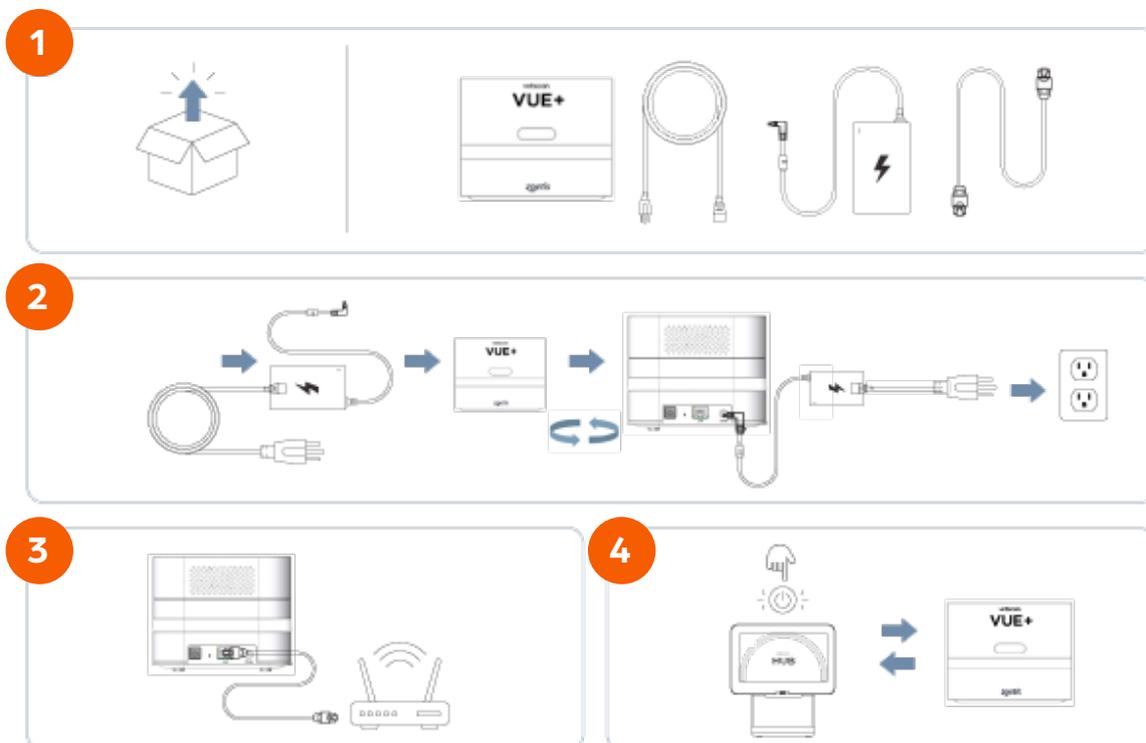

Figure 2: Vetscan Vue+ Quick Installation Guide

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2. Set–Up, Overview, and Operating Instructions

2.3 User Information and Precautions

Read the instructions in this User Manual carefully before using the Vetscan Vue+. Follow all instructions, warnings and precautions and keep the manual handy for future reference. The Vetscan Vue+ and Vetscan Rapid tests are intended for veterinary use only.

> ⚠️ **If the Vetscan Vue+ is used in any way other than described in this manual, the reader may not operate as intended, may produce inaccurate or no results, and may pose a safety hazard.**

- Always follow local regulations.
- Attempting to open or dismantle the reader may cause electric shock and will void the warranty.
- Protect the reader from liquids including exposure to wet locations.
- Use only the power supply provided. Use of any other power supply will damage the reader, thus voiding the warranty. Usage of non-authorised power supplies may also be a safety hazard.
- The power supply must be connected to a main power outlet that is grounded.
- Never use a damaged power cord or power supply.
- The device will operate correctly between 15-30 °C, 8-80% RH, non-condensing.
- Never expose the Vetscan Vue+ to a heat source nor expose it to direct sunlight.
- Do not place the reader near centrifuges.
- Wear suitable protective clothing and gloves.
- Handle all reagents and samples as biohazardous material.

2.4 Main Components

- Cassette drawer
- Light band displaying reader status
- Inlet and outlet ventilation
- Power cord
- Power supply
- Ethernet cable

A **Light band**
A light band that signals status of the reader located along the sides of the readar

B **Cassette drawer**
Located in the front of the reader

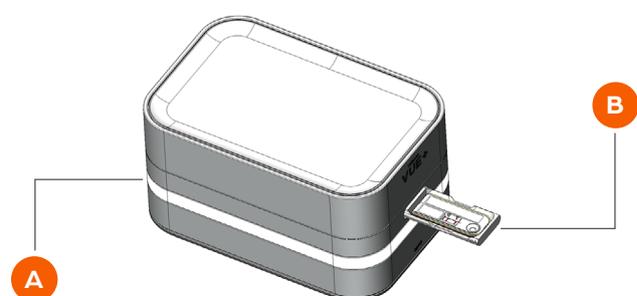| Reader Status	Light Color
Initialising/Booting	Breathing white
Idle or Analysis completed	Steady white
Waiting for rapid cassette	Breathing green
Analysing	Steady green
Error	Breathing red

Figure 3: Vetscan Vue+

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2. Set–Up, Overview, and Operating Instructions

2.4.1 Ventilation

The **air inlet** (Figure 4) is located at the bottom of the reader and contains an air filter.

The **air outlet** (Figure 5) is located on the rear of the reader. The DC power input, LAN connector, power button, factory reset button and air outlet are located on the rear of the reader.

⚠️ **Do not place the Vetscan Vue+ or objects in a manner that might block the air inlet or outlet.**
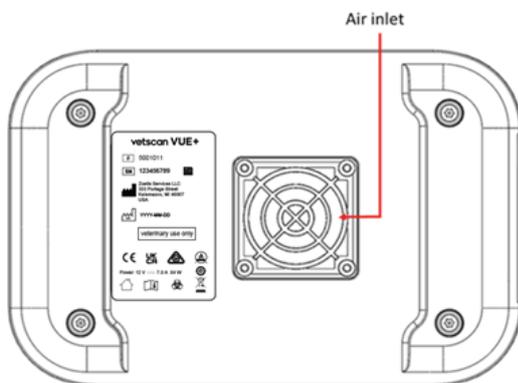

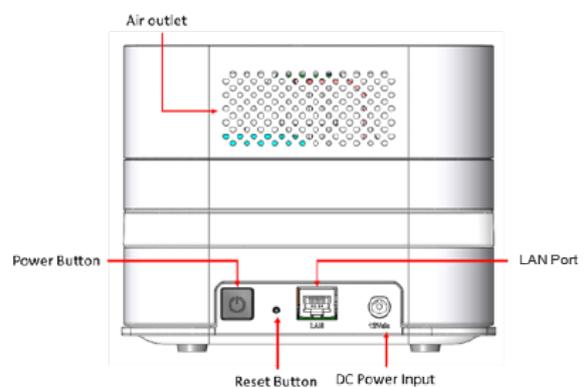**Figure 4:** Bottom View of the Vetscan Vue+

Figure 5: Rear View of the Vetscan Vue+

2.5 Power States

The primary method to enter awake or sleep mode in Vetscan Vue+ is through Vetscan Hub.

The power button on Vetscan Vue+ supports two modes:

1. Single press -> Action: Vetscan Vue+ goes into idle / sleep mode.
2. Long press -> Action: Vetscan Vue+ reboots.

2. Set–Up, Overview, and Operating Instructions
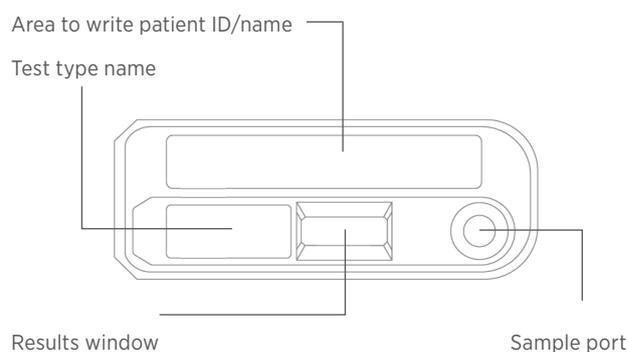
2.6 Additional Components (not included)

- Vetscan Hub and router
- Vetscan Rapid tests

Figure 5: Vetscan Hub and Example Router (not included)

Area to write patient ID/name

Test type name

Results window   Sample port

Figure 6: Generic Vetscan Rapid Tests

2.6.1 Vetscan Hub and Router

Vetscan Vue+ is controlled from a user interface hosted on Vetscan Hub (not included). Please refer to the Vetscan Hub User Manual for information related to the Vetscan Vue+. The Vetscan Hub and example router (see Figure 6) are not part of Vetscan Vue+ packaging.

2.6.2 Vetscan Rapid Tests

Figure 5 depicts a single lane generic Vetscan Rapid test. The test cassette has a label that indicates the kind of test it performs. The sample, and if applicable buffer, is added to the sample port prior to inserting in the drawer.

Sample and reagents flow through the nitrocellulose membrane where they react with test-specific reagents to form control and test lines (in positive samples). The lines are analysed by the Vetscan Vue+. Test results are interpreted by reading the control and test lines by the Vetscan Vue+.

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2. Set–Up, Overview, and Operating Instructions

2.7 Basic Operating Instructions

All tests must be performed according to their product insert before using the Vetscan Vue+. Sample and buffer (if required) must be added to the test before inserting the cassette into the Vetscan Vue+ drawer. Cassettes must be inserted with the sample port facing outwards. The cassette must be inserted into the Vetscan Vue+ before a scan can be initiated. No interaction is needed or required by the user during the analysis. A light band around the reader indicates the reader's status based on the color of the lightband. An Ethernet cable is provided for communication with Vetscan Hub. Tests can be ordered from your practice management software, or initiated from the Vetscan Hub - both will appear under the 'All tests' tab. Results will be displayed on the Vetscan Hub user interface and automatically stored in the Vue+ local memory for retrieval. The Vetscan Hub will send results back to the Practice Information Management Software (PIMS). There are two options: Timed Scan and Quick Scan.

2.7.1 Timed Scan

1. Select 'Tests list' from the Vetscan Hub and then select 'Start test →' for the test type you want to run.
2. Select 'Timed Scan' and confirm Patient Name and Patient ID.
3. Add the sample and buffer (if applicable) according to the product insert, then insert the test cassette into the Vue+. The Vue+ light band will breathe green when it's ready for the cassette.
4. Wait for the result. The Vue+ has a built-in timer. When the scan is complete, the Vue+ light band will turn to steady white.
5. View the result from the Vetscan Hub 'All tests' or 'Results' tabs and select 'View details →'.

2.7.2 Quick Scan

1. Select 'Tests list' from the Vetscan Hub and then select 'Start test →' for the requisition you want to run.
2. Select 'Quick Scan' and confirm Patient Name and Patient ID.
3. Insert the cassette after the test has been completed according to the product insert. The Vue+ light band will breathe green when it's ready for the cassette.
4. Wait for the result. When the scan is complete, the Vue+ light band will turn to steady white.
5. View the result from the Vetscan Hub 'All tests' or 'Results' tabs and select 'View details →'.

> Note: The Vetscan Vue+ is designed to interpret test results for Vetscan Rapid tests. However, all results should be confirmed visually except for Vetscan cPL Rapid which must be interpreted by the Vetscan Vue+.

2.8 Features

- Simple and user-friendly operation
- Continuous internal quality control during operation
- Small footprint and stackable

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3. Technical Specifications

Table 1: Technical Specifications

Model	45024441
Operating Environment	Indoor use only
Mode of Operation	Continuous
Operating Temperature	15°C to 30°C
Operating Relative Humidity	8-80% non-condensing
Max. Operating Altitude	2200m
Storage Temperature	2°C to 30°C
Storage Relative Humidity	8-80% non-condensing
Storage Altitude	Non-controlled
LAN	100 Mbps Ethernet
Power Supply Input	100V AC to 240V AC (fluctuations <10% of nominal voltage), 2.5A 50Hz to 60Hz
Power Supply Output	12V DC, 6.6A, 84W
Weight (kg)	2.5kg
Dimensions (mm)	16.8cm x 25.0cm x 13.9cm
IP	20
Safety	IEC 61010-1:2010/AMD1:2016; EN 61010-1:2010/AMD1:2019
EMC	IEC 61326-1:2020; EN 61326-1:2021; FCC Part 15B; CISPR 11
Pollution	Degree 2

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4. Maintenance

Vetscan Vue+ requires minimal maintenance. Clean the exterior of Vetscan Vue+ periodically with mild detergent and a soft, damp cloth. Regular maintenance of the reader will assure reliable operation. A visual inspection of the reader for damage is strongly recommended.

> ⚠️ **Do not use Vetscan Vue+ if it appears to be damaged. Disconnect the power and contact Zoetis Technical Support.**

4.1 Cleaning the Case

Visually inspect Vetscan Vue+ and clean if necessary. Pay special attention to the cassette slot opening. Clean the reader with a soft cloth, dampened with a mild, nonabrasive detergent or cleaning solution. Dampen a soft cloth with the detergent or cleaning solution, then apply to the reader. For disinfection, a mixture of 1 part household bleach, 9 parts water, or 70% alcohol (Ethanol or Isopropanol) may be used. After disinfection of the reader, wipe it with a damp water-moistened cloth or cotton swab to remove any residual disinfectant. Do not spray or pour any detergents, solutions or other liquids directly onto the reader.

- Other acceptable disinfectants include Virkon S, Virox and Simple Green All-Purpose.
- Use of solvents or strong cleaning agents is inadvisable, as they may damage the reader's surface.
- Use of aerosols or pouring detergents, solutions, or any other liquid directly onto the reader may damage the reader.

> ⚠️ **We strongly suggest that you follow the instructions to avoid damaging the reader. Damages incurred due to improper maintenance are not covered by the warranty.**

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4. Maintenance

4.2 Service

Vetscan Vue+ monitors its internal hardware and software and reports findings to Vetscan Hub (see Troubleshooting Section). If the reader does not work properly and needs to be serviced, please contact your local Zoetis Technical Support team. Contact information can be found at www.zoetisdiagnostics.co.nz.

- Vetscan Vue+ has no user-serviceable parts.
- Vetscan Vue+ has an anti-tampering device. The warranty is void if the reader is opened by a non-authorised service provider.

> ⚠️ **Unauthorised opening of the reader may pose a safety hazard.**

4.3 Disposal of the Vetscan Vue+

Contact Zoetis Technical Support for disposal. The Vue+ may not be disposed with household waste and requires separate collection of electronic waste.

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5. Technical Support and Troubleshooting

5.1 Technical Support

Contact your local Zoetis Technical Support or distributor for technical assistance. Contact information can be found on Vetscan Hub or at www.zoetisdiagnostics.co.nz.

5.2 Issues with no error message displayed on Vetscan Hub

In certain cases, issues may be encountered but no error message is generated on Vetscan Hub. If no error is displayed, but you are having an issue refer to Table 2. Contact Zoetis Technical Support in case the corrective action does not solve the issue.

Table 2: List of Problems that Give No Error Message Displayed on Vetscan Hub

Issue	Corrective Action
Nothing happens when I press the power button	Ensure the reader is connected to the power supply and the power supply is connected to a power outlet. Check that the LED on the power supply is lit. Check that the light band is lit white.

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5. Technical Support and Troubleshooting

5.3 Issues with error message displayed on Vetscan Hub

In case a problem occurs during a test, Vetscan Vue+ will in most instances report an error number. For a list of error numbers and corresponding corrective actions, refer to Table 3. If the problem persists after trying the corrective action listed for the relevant advisory number in Table 3, contact Zoetis Technical Support.

Table 3: Errors List

Issue	Corrective Action
Test interrupted	Restart test and leave drawer closed during analysis.
Test timeout	Restart test and insert cassette.
Cassette error	Insert the correct cassette type with the sample well facing outward.
QR code error	Unable to read QR code. Ensure QR code is visible and restart test.
Cassette lot not recognised	Cassette lot was not recognised. Ensure the Vetscan Hub is connected to the internet.
Cassette lot expired	Cassette is expired. Use a cassette that is not expired and restart test.
Unable to read result	Ensure to follow the instructions on the product insert and that there is nothing covering the test window. If problem persists use another cassette.
Control line not found	Control line not found. Ensure to follow the instructions on the product insert. Try again using another cassette.
VUE+ instrument error	Power cycle VUE+. If problem persists, contact Zoetis Technical Support.
Extreme temperature	Power cycle VUE+. Ensure VUE+ is not exposed to extreme temperatures or direct sunlight and has adequate airflow. Allow for VUE+ to cool down and try again. If problem persists, contact Zoetis Technical Support.

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6. Warranty and Certifications

6.1 Warranty

Zoetis warrants the Vetscan Vue+ against defects in materials and workmanship for 1 year. Contact your Zoetis representative for the details of the warranty. If any defects occur in the analyser during this warranty period, Zoetis will repair or replace the defective parts free of charge. The following defects, however, are specifically excluded:

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4. Damage caused by accident or misuse.
5. Damage caused by disaster.
6. Corrosion due to use of improper solvent or sample.

This warranty will be voided if the device is used in a manner not specified herein or otherwise set forth in writing by Zoetis. Service warranty to be rendered by your local Zoetis Technical Support. Contact information can be found on Vetscan Hub or at www.zoetisdiagnostics.co.nz.

6.2 Certifications

Countries of Compliance

Countries of compliance available over Vetscan Hub.

USA Federal Communications Commission (FCC)

FCC CLASS B

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications, however, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

Industry Canada (IC)

CANADA IC WARNING

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

7. Symbols

Symbol	Definition/Use
	Manufacturer of the device
	Date of manufacturing at country of manufacturing USA
	Importer To indicate the identity and address of the Importer
#	Model number
SN	Serial number
REF	Catalogue number
	Consult instructions for use or consult electronic instructions for use
	Caution Indicates that caution is necessary when operating the device or control close to where the symbol is placed, or that the current situation needs operator awareness or operator action in order to avoid undersitable consequences
	Electronic Manual Indicates the location at which the elctronic manual may be retreived
	Indoor use
	Direct current
veterinary use only	For veterinary use only
	WEEE Indicates that separate collection for waste of electric and electronic equipment (WEEE) is required
	Biological Risk Indicates that there are potential biological risks associated with the device

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LOOK DEEPER

Zoetis Technical support
0800 100 109
dxsupport.nz@zoetis.com

Learn more at www.zoetisdiagnostics.co.nz

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