

Vcheck FAQ/Troubleshooting

FAQ

Q/ How should I store the Vcheck test kits?

A/ Vcheck tests have different storage conditions, please see table below for storage instructions. Storage temperatures are printed on the Vcheck test boxes.

	Room Temperature (2-30°C)	FridgeTemperature (2-8°C)
Item	CRP 2.0/ SAA/ cPL/ fPL / Vcheck RDT/ Ab titer/ Feline NT-proBNP	T4/ c.Cortisol/ c.Progesterone/ cTSH/D-dimer

Any tests stored in the fridge, should be warmed to room temperature before testing. DO NOT FREEZE test kits.

Q/ How frequently does the calibration need to be performed?

A/ Calibration is recommended to be performed every 60 days (maximum 100 days). The calibration kits can be reused multiple times within the 2-year expiry from manufacture.

Q/ How should I store the calibration kit?

A/ Calibration kits should be stored in the supplied foil pouch at room temperature.

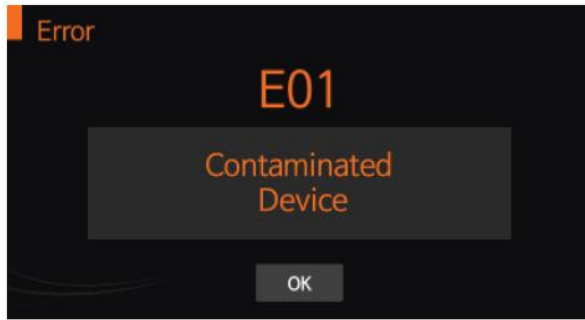
Q/ What is the maximum time to leave my sample incubating?

A/ If a test requires a 10minute incubation, there is a 2-minute tolerance outside of this time. A test analysed outside of this time (<8minutes or >12minutes) should be retested using a new test strip.

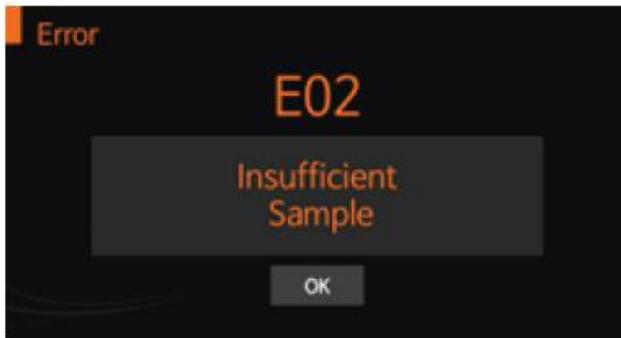
Q/ The Vcheck is saying the 'Calibration is Overdue' and I have miss placed my calibration kit, what can I do?

A/ You can put the date back on your Vcheck by going into supervisor- password= 0000- settings- general settings- date/time- adjust date and press 'Set'. This will allow you to continue running tests until you receive a new calibration kit.

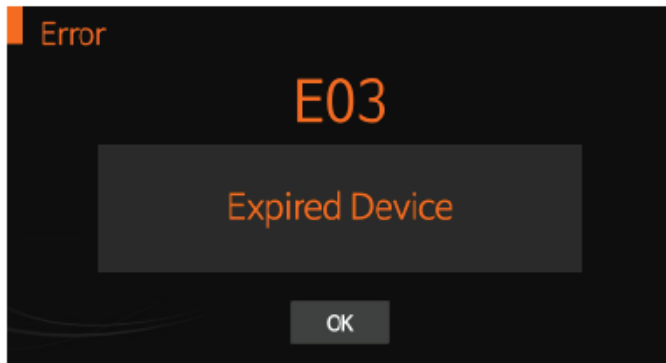
Troubleshooting



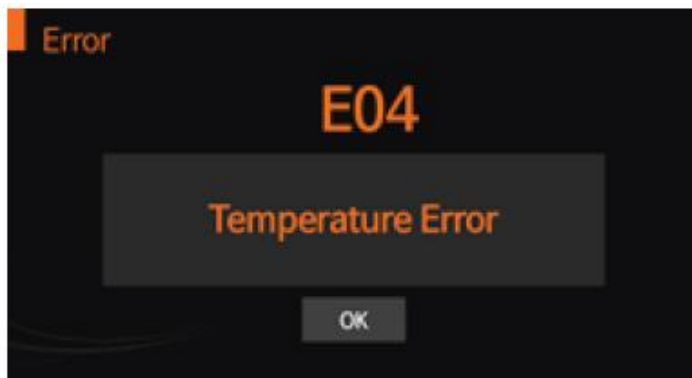
Cause	Solution
Used test strip	Please insert a new test strip
After applying the sample to the test strip 'Start' is not pressed immediately, so the sample has already migrated up the strip	Please insert a new test strip and follow correct instructions



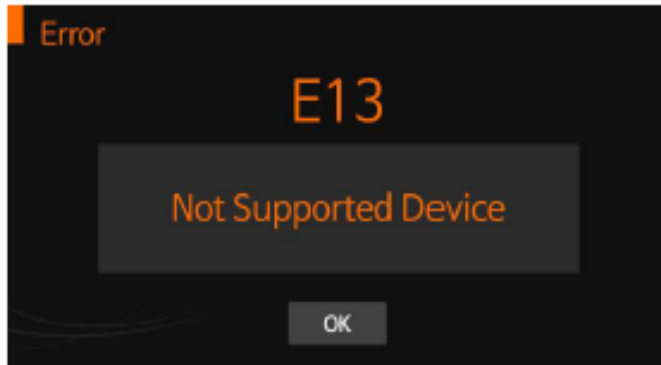
Cause	Solution
Wrong volume of pipette used	Check correct procedure for running a test and repeat test.
Bubbles have been introduced into the pipette	Repeat test using a new test strip
Sample is clotted	Take a fresh sample and repeat test



Cause	Solution
Test strip expired	Check expiry date on the Vcheck test box, retest using in date tests.
Date incorrect on Vcheck	Go to supervisor- password= 0000 settings- general settings- date/time. Adjust to correct date and press 'Set'



Cause	Solution
Device temperature not between 15-30degrees C	Leave test strip out to warm to room temperature and repeat test.



Cause	Solution
Software version is old	Please update to latest software version
Wrong test method selected	Make sure 'Standard test' was selected from the main screen and not 'Read Only'. Repeat test making sure 'Standard test' selected.



Cause	Solution
Control line not present	Repeat test making sure correct procedure followed and correct sample type used.

If you require assistance, please contact your Woodley Equipment Area Account Manager or Woodley Technical Support Dept. on +44 (0)1204 669033

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