



Dear Valued Zoetis Customer,

We need to inform you that specific lots of Zoetis VetScan HM5 QC that were recently sent to you require a correction on the associated assay sheet.

Quality Controls (QC) should be performed periodically on your VetScan HM5 Hematology analyzer and are used in conjunction with package inserts (assay sheet), assigned per lot.

An error has been identified on the value assignments for specific QC lots. Certain parameters (e.g., RBC/HGB) target ranges are not reflected appropriately on the package inserts within the QC kit. The QC material itself is **not** impacted.

If you have performed recent QC with out-of-range results, please feel free to reach out to Zoetis Technical Support for assistance.

Highlighted below is a summary of affected QC lots:

Lot #	Expiry Date	QC Level	Customer Action
92354	11/14/2023	Normal	Use the corrected assay sheet, or replace it with a new QC kit
92344	11/16/2023	Normal	Use the corrected assay sheet, or replace it with a new QC kit
92334	10/23/2023	Normal	Use the corrected assay sheet, or replace it with a new QC kit
92324	10/20/2023	Normal	Use the corrected assay sheet, or replace it with a new QC kit
92333	10/24/2023	High	Discard, and replace with a new QC kit
92331	10/24/2023	Low	Discard, and replace with a new QC kit

The current printed package inserts should be discarded for the following lots: **92324**, **92334**, **92344**, and **92354** and replaced by the **corrected** assay sheets (attached electronically to this communication). If you recently received the listed lot # above, please verify that you are using the corrected assay sheets. Quality control materials for these lots may only be used with the appropriate **corrected** assay sheets (also available at the Zoetis website (<https://www.zoetisus.com/products/diagnostics/resource-center>)).

As a courtesy, feel free to reach out to Zoetis if you have an affected QC lot and would prefer a replacement. Please reach out to us at 1-888-963-8471 option 5 or email [DxSupport@zoetis.com](mailto:DxSupport@zoetis.com) to begin the replacement process.

Thank you for your continued support,

Zoetis Customer Care