



March 2020

Dear Valued Customer:

Thank you for your recent inquiry regarding shipping conditions for Catalyst\* and/or VetTest\* slides.

On an ongoing basis, IDEXX conducts extensive storage and shipping studies on our slides—both under controlled conditions in the laboratory and under actual field conditions with our freight carriers—to ensure they can withstand extended shipping times at extreme temperatures without compromising their stability. The results of the studies indicate that **most** Catalyst and VetTest slides can withstand shipping stress and are stable for up to 60 hours of shipping time when shipped in an iced and insulated carton—even when the ice pack is received at ambient temperature (18°C–25°C). The slides listed below **require** delivery within 30 hours of shipping:

- **Catalyst**—Bile Acids, CK, Equine 15 CLIP, FRU, PHBR, SDMA and Total T<sub>4</sub> Kit, Total T<sub>4</sub>, TRIG
- **VetTest**—CK, Equine Health Panel, NH<sub>3</sub>, Quality Control Panel

Upon receipt, be sure to store the slides as indicated on the slide carton (refrigerated or frozen).

If you have concerns about a particular shipment of slides, you can ensure that your system is operating properly by running VetTrol\* Control on each slide type from that shipment.

Thank you for your business. If you have any questions, please contact IDEXX Customer and Technical Support.

Regards,

Meredith Greenlaw  
Senior Marketing Manager, Chemistry

**IDEXX Customer and Technical Support**

USA/Canada 1-800-248-2483

Europe [idexx.eu](http://idexx.eu)

Brazil 0800-777-7027

Latin America [tecnico-latam@idexx.com](mailto:tecnico-latam@idexx.com)

Australia 1300 44 33 99

New Zealand 0800 83 85 22

China 400-678-6682

South Korea 080 7979 133

Taiwan 0800 291 018

Japan 0120-71-4921