

# Technical Bulletin

## Gripper Sensor Shield Procedures for the Self-Service Customer Procedures Guide

ORTHO VISION® Analyzer for ID-MTS™ Gel Cards

ORTHO VISION® Max Analyzer for ID-MTS™ Gel Cards

### Purpose

This Technical Bulletin includes important information related to the Gripper Sensor Shield procedures.

A new Gripper Sensor Shield is available for the analyzers to protect the Gripper Sensor from dirt and debris.

This information will be added in the future version of the Self-Service Customer Procedures Guide (J40055 and J55659) in the following section:

- Maintenance Chapter > As Required > Gripper Sensor Shield Cleaning
- Replacements Chapter > Gripper Sensor Shield Replacement

Clean or replace the Gripper Sensor Shield if the analyzer displays one of the following error messages: GRIP01, GRIP02, GRIP03, GRIP04, GRIP07.

### Products

This Technical Bulletin applies to the products listed in the table below.

Product	Product Code	Publication Number	Publication Title
ORTHO VISION® Max Analyzer for ID-MTS™ Gel Cards	6904576	J55659	Self-Service Customer Procedures Guide
ORTHO VISION® Analyzer for ID-MTS™ Gel Cards	6904577	J40055	Self-Service Customer Procedures Guide

### How to Use This Technical Bulletin

Read and follow the instructions in this Technical Bulletin carefully and keep them with your User Documentation for future reference.

---

## Gripper Sensor Shield Cleaning

---

### Chapter 2 Maintenance > As Required > Gripper Sensor Shield Cleaning

---

**WARNING:** *The system processes potentially biohazardous materials. Operate the system in compliance with your laboratory procedures for handling biohazardous materials, and in accordance with the procedures defined by the appropriate national biohazard safety guidelines or regulations. Equipment operators should wear personal protective equipment, and follow applicable regulatory agency safety guidelines.*

---

1. From the Maintenance screen, touch Stop Processing > Maintenance Mode > All > Unlock/Open and Close/Lock all Doors.
2. Open the Maintenance Door.
3. Move the Gripper Arm over the Waste Tray.
4. Use a clean, lint-free cloth, moistened with deionized (DI) water to remove any dust or debris from the surface of the Gripper Sensor Shield.
5. Inspect the Gripper Sensor Shield for scratches or defects. If required, replace with a new Shield.
6. Close the Maintenance Door and exit Maintenance Mode .

---

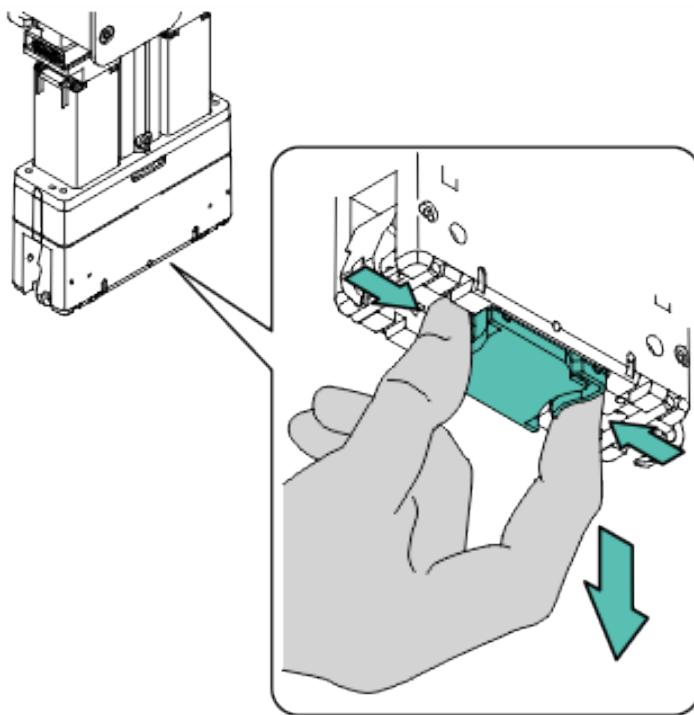
## Gripper Sensor Shield Replacement

---

### Chapter 3 Replacements > Gripper Sensor Shield Replacement > Gripper Sensor Shield Removal

**WARNING:** *The system processes potentially biohazardous materials. Operate the system in compliance with your laboratory procedures for handling biohazardous materials, and in accordance with the procedures defined by the appropriate national biohazard safety guidelines or regulations. Equipment operators should wear personal protective equipment, and follow applicable regulatory agency safety guidelines.*

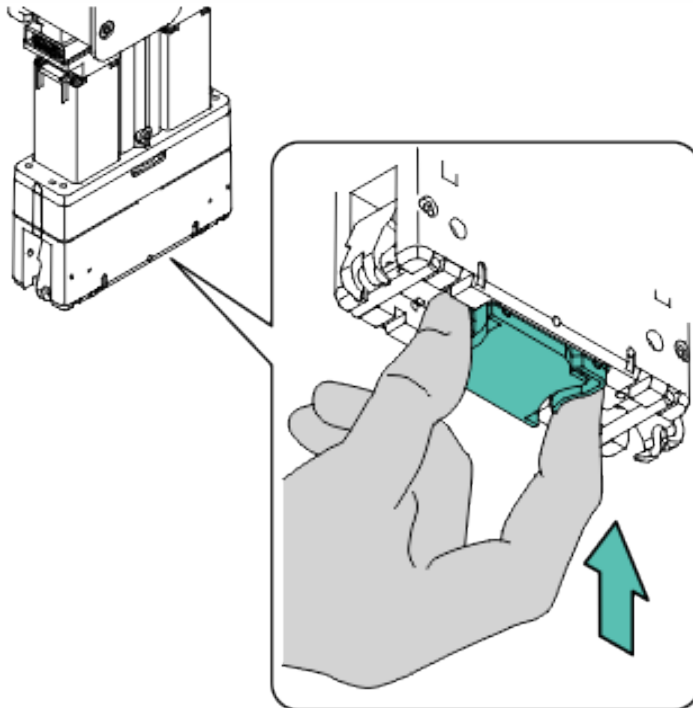
1. From the Maintenance screen, touch Stop Processing > Maintenance Mode > All > Unlock/Open and Close/Lock all Doors.
2. Open the Maintenance Door.
3. Move the Gripper Arm over the Waste Tray.
4. Remove the Gripper Sensor Shield by pinching both sides of the shield and pulling straight down.



---

## Chapter 3 Replacements > Gripper Sensor Shield Replacement > Gripper Sensor Shield Installation

1. From the Maintenance screen, touch Stop Processing > Maintenance Mode > All > Unlock/Open and Close/Lock all Doors.
2. Open the Maintenance Door.
3. Ensure the Gripper Arm is above the Waste Tray.
4. Install the Gripper Sensor Shield.



5. Verify that the Gripper Sensor Shield is flush with the Gripper Head.
6. Close the Maintenance Door and exit Maintenance Mode.

This page is intentionally left blank.

---

**IMPORTANT:**

*The information contained herein is based on the experience and knowledge relating to the subject matter gained by QuidelOrtho prior to publication.*

*Always consult the current Product Instructions for Use (IFU) for complete directions.*

*QuidelOrtho reserves the right to change this information without notice.*

---



IVD



Ortho-Clinical Diagnostics, Inc.  
1001 US Highway 202  
Raritan, NJ 08869 USA

All trademarks used herein are owned by or licensed to QuidelOrtho Corporation or its subsidiaries. Any third party trademark contained in this document is the property of its respective owner and its use herein does not imply sponsorship or endorsement of any products or services.

©2025 QuidelOrtho Corporation

Patents: [quidelortho.com/us/en/patents](https://www.quidelortho.com/us/en/patents)