

Product Notification

May, 2022

SP-50 Sensor short circuit

Attention

Operators and Users of Sysmex SP-50 instruments

Introduction

Sysmex Corporation observed this issue on the following products.

Affected Products

Product Code	Name of Product	Affected Serial Number
BX765805	SP-50	Measure 1: 11001 to 14396 Measure 2: 11001 to 13859

Issue

Customers noticed burning odor from SP-50 around stain pool area. After further investigation it turned out that stain buildup from stain pool was accumulated on the stain pool insert detect sensor, causing short circuit (Pic.1). 2 customers experienced this issue.

Remarks: After investigation, it was turned out that the issue does not trigger open fire.

Sysmex action to mitigate the issue

Measure 1

A customer letter and the revised part of IFU (cleaning instruction) will be provided.

Customers clean the device according to the IFU. Please store the IFU with customer's IFU.

Measure 2

Waterproof covers will be installed to detection sensors.

Silicone rubber will be applied to the part caused short circuit.

Remarks: Measure 2 will be performed when an Engineer visit your facility next time.

Actions to be taken by the customer

Please distribute this customer letter to all appropriate persons in your organization. For the corrective action on the instrument, please co-operate with local service representatives when they contact you. The estimated time taken to complete this corrective action for Measure 2 is 3.5 hours.

We deeply apologize for any inconvenience that this situation has caused and thank you for your patience and continued support.

Sincerely yours

Sysmex Corporation



Yoshiro Ueda

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May, 2022

Vice President at Post-marketing Quality Assurance
Sysmex Corporation

Pic.1

