

Product Notification

CA-600 Series Burning odor issue

Attention

Operators and Users of Sysmex CA-600 Series instruments

Introduction

Sysmex Corporation observed this issue on the following products.

Affected Products

Product Code	Name of Product	Affected Serial Number(s)
BR142626	CA-620	23150 to 24869, 24887
AR822623	CA-650	21489 to 21764, 21778 to 21781
CK978289	CA-660	14526 to 14541, 24542 to 27634

Issue

Customer perceived a burning smell out of CA-600 series mainly combined with error messages like “Z-axis Down Error”, “Z-axis Home Position Error” and/or “Voltage Low Limit”.

Sysmex Corporation confirmed that the Z-axis relevant parts were broken with overcurrent from damaged IC chip on the driver PCB due to static electrical discharge. As cause it is assumed that the static electrical robustness level on NEW PCB (changed in Dec 2017) is more vulnerable than OLD PCB.

There is no risk of fire or smoke due to this issue because the concerned parts are made of flame-retardant material.

Sysmex action to mitigate the issue

The following risk-mitigating measures must be implemented to prevent the static electrical charge and the overcurrent into the Z-axis relevant parts.

1. Replacement of cover:
Prevention of contact with the cover due to tube routing and static electrical charge
2. Installation of shield plate:
Prevention of static electrical charge by installing a grounded shield plate
3. Implementation of bundling :
Reduction of static electrical charge due to contact by bundled spiral tube
4. Fuse replacement:
By replacing the current 125V 5A fuse with a 125V 2.5A fuse, burning of motor failure can be avoided when the driver PCB fails

Actions to be taken by the customer

1. Please distribute this customer letter to all appropriate persons in your organization.
2. 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 is 1.5 hour.

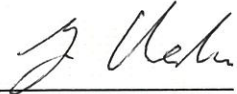
We deeply apologize for any inconvenience that this situation has caused and thank you for your patience and continued support.

Sincerely yours

Sysmex Corporation

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June, 2022

A handwritten signature in blue ink, appearing to read "Yoshiro Ueda", written over a horizontal line.

Yoshiro Ueda
Vice President at Post-marketing Quality Assurance
Sysmex Corporation