

Product Notification

January, 2023

CA-600 Series Potential Issue of Software Crash

Attention

Operators and Users of Sysmex CA-600 Series instrument

Introduction

Sysmex has confirmed that there is a potential risk of software crash on Sysmex CA-600 Series instrument when using **CARD_ASSY NO. 18 (MEMORY)** enclosed in **CA-600 SUPPLY PARTS (EXP)** (Serial Number: B9895 to C2446).

Affected Products

Product Code	Product Name	Affected Serial Numbers
BT559640	CA-600 SUPPLY PARTS (EXP)	B9895 to C2446

Problem Description

The IC Chip in **CARD_ASSY NO. 18 (MEMORY)** has been changed due to obsolescence of the previous IC Chip. The changed IC Chip is more vulnerable to external electrical noise than the previous IC Chip. Such vulnerability may cause **CARD_ASSY NO. 18 (MEMORY)** to malfunction and lead to software crash on Sysmex CA-600 Series instrument.

Sysmex response to this issue

To mitigate the potential risk, Sysmex will provide the corrected CARD_ASSY NO.18 (MEMORY) for replacement purpose. Please facilitate our local service representative to replace the affected CARD_ASSY NO.18 (MEMORY).

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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Post-marketing Quality Assurance