



Document Number: CF-07363
08/2022

Product Notification

SP-50™ Automated Hematology Slide Preparation Unit

Addition of Fluid Resistant Barrier

Field Correction

Attention

Laboratory Manger

Introduction

Sysmex has become aware of an issue that may affect your SP-50. Stain buildup may come in contact with the stain pool insert detector sensor, resulting in damage to the sensor.

Model	Serial Numbers Affected
SP-50	11001-13859

Note: Analyzers outside the above serial number ranges, or that are not listed, are not affected.

Issue

To prevent stain from damaging the sensor, a fluid resistant barrier will be added. Your Sysmex Service Engineer will perform this update during a future visit.

The SP-50 Troubleshooting Guide, Section 2.11 has been updated to provide additional instructions for cleaning the stain pool area. Cleaning should be performed when dirt is observed on the staining pool. The updated version of the Troubleshooting Guide can be located on the Sysmex Customer Resource Center.

Action

1. Reference SP-50 Troubleshooting Guide, Section 2.11 for proper cleaning of stain pool area.
2. Please distribute this Product Notification as appropriate to your laboratory.
3. File this Product Notification as a part of your laboratory's Quality System as required.



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Questions

This Product Notification is posted on the Sysmex Customer Resource Center (CRC). If you have any questions concerning this information, please email the Sysmex Technical Assistance Center (TAC). Simply click on the Support tab on the home page of the CRC, click on the Create New Issue button under Help Me to send your question to TAC. Use Technical Assistance-Equipment in the dropdown to complete the form and submit it. Sending an email to TAC is recommended for non-urgent requests. For Canadian customers, please note emails to TAC are currently only processed in English.

For urgent requests, we recommend that you call the Technical Assistance Center at 1-888-879-7639 in the U.S., or at 1-888-679-7639 in Canada.

This notification applies to the instruments listed in the table below.

SP-50	XN-9100	XN-9000	XN-3100	XN-3000
XN-9000RL App	XN-9100RL App	XN-3000 RL App	XN-3100 RL App	