



**IMPORTANT PRODUCT INFORMATION**  
Liquichek Unassayed Chemistry Control - Level 2

**Important information in** Liquichek Unassayed Chemistry Control - Level 2 of lot 92982  
**For the attention of:** Clinical Laboratory Director, Manager or Supervisor /Laboratory Professional Users /Channel Partner  
**Please retain this letter for your records**

**Date:** January 10, 2025  
**Bio-Rad Reference:** FAR 2024-04A

Dear Valued Customer / Channel Partner,

The purpose of this letter is to inform you that you may observe lower calcium recovery in Level 2 of Liquichek Unassayed Chemistry Control, Lot 92982, when the product is initially thawed.

**Reason for the Action:**

Lower calcium recovery is observed when the product is initially thawed, followed with recovery increasing to the expected values within several hours after thaw.

**Affected Product Identification:**

Product Name		Liquichek Unassayed Chemistry Control - Level 2		
Level	Catalog Number	Lot Number	Lot Number Expiration Date	UDI NUMBER
Level 2	692	92982	2025-08-31	00847661000013
MiniPak	690X	92980		00847661002161

**Action(s) to be taken by the Customer:**

For optimal performance and to minimize the impact of the initial low calcium recovery, the product requires an additional hold time of at least 24-48 hours in the refrigerator (2-8 °C) after the product is thawed and unopened, prior to use.

Bio-Rad is requesting that customers affected by this notice take the following action:

- Hold Lot 92982 (Level 2) for at least 24-48 hours in the refrigerator (2-8 °C) after the product is thawed and unopened prior to use.
- Ensure this notice is provided to all those who need to be aware within your organization or to any organization where the impacted devices have been transferred.



**Bio-Rad  
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- Please complete and return the attached response form as soon as possible so that we are assured you have received this important communication.

**Resolution by Bio-Rad:**

We are working to resolve the issue and apologize for any inconvenience.

**Contact Information:**

Please contact your local Bio-Rad Technical Support if you have any questions regarding this communication. USA contact information is provided below.

- Technical Support Department (USA) at 1-800-854-6737, option #2, or by email at [qsd.techservice@bio-rad.com](mailto:qsd.techservice@bio-rad.com) if you have technical questions regarding this notice.

Bio-Rad is committed to ensuring the highest levels of safety and quality. We sincerely apologize for any inconvenience this issue may have caused

Mario Wijker  
Bio-Rad SVP, RAQA