

# Product Notification

## Sysmex WAM™ v4.1.1 and v5.x Dilution Factor converts results of #CODE or #NM to 0.00 Field Correction

### Attention

Sysmex WAM v4.1.1 and WAM v5.x Customers

### Introduction and Issue

Sysmex has been made aware of a software issue within the WAM v4.1.1 and WAM v5.x application. In the event any automated test code contains a non-numeric result (#CODE from manual entry or #NM from the analyzer) prior to a dilution factor being entered and the run selected in the Rerun tab, the non-numeric result is converted to 0.00.

Three conditions must be met for the issue to occur:

1. The test result is non-numeric.
2. The dilution factor is set up to calculate for the respective WAM test code. Refer to Table 1 for excluded test codes.
3. The dilution factor is entered on Run 2 or greater on the Rerun tab. Refer to Figure 2 and Figure 3.

**Table 1: Default Test Codes Excluded from the Dilution Factor Calculation**

Test Code	Test Name	Test Code	Test Name	Test Code	Test Name
MCV	Mean Corpuscular Volume	NEUTRE	Automated Neutrophil Percentage	NRBCRE	Automated NRBC Percentage
MCH	Mean Corpuscular Hemoglobin	LYMPRE	Automated Lymphocyte Percentage	RETIRE	Percent Reticulocyte
MCHC	Mean Corpuscular Hemoglobin Concentration	MONORE	Automated Monocyte Percentage	IRF	Immature Reticulocyte Fraction
RDWCV	Red Cell Distribution Width Coefficient of Variation	EOSIRE	Automated Eosinophil Percentage	RETHE	Reticulocyte Hemoglobin Equivalent
RDWSD	Red Cell Distribution Width Standard Deviation	BASORE	Automated Basophil Percentage	MNREF	Mononuclear Cell Relative
MPV	Mean Platelet Volume	IGRE	Automated Immature Granulocytes Percentage	PMNREF	Polynuclear Cell Relative
IPF	Immature Platelet Fraction Percentage	MXDRE	Mixed Cell Percentage		

# Product Notification

## Recommended Workflow

1. After rerun analysis with a dilution is completed and the dilution analysis contains a non-numeric result, the WAM user enters the dilution factor on the rerun tab in the Dilution Factor field.
2. Select [Tab] and then select [Calc] for WAM v5.x. Select [Tab] for WAM v4.1.1. WAM will multiply the results by the dilution factor for all applicable parameters.
3. Select the run number at the top of the Rerun tab to be reported.
4. Select the Result Validation tab.
5. Per good lab practice, all results should be reviewed.
6. Check for any 0.00 results. If present, revert them back to the initial non-numeric result.
7. Select Save icon.
8. Select Validation function.

## Software Corrections and Enhancements

WAM502GA9 for WAM v5.0.2 and WAM4\_6g62P for WAM v4.1.1 customers will contain the enhancement to have the dilution factor not apply to any non-numeric results.

## Action

1. Please proceed to the URL listed below to **complete the Dilution Factor acknowledgement form**.  
<http://pages.sysmex.com/pndilutionfactor.html>
2. Please distribute this Product Notification as appropriate to your laboratory staff.
3. File this Product Notification as a part of your laboratory's Quality System as required.

### SYSMEX WAM™ V4.1.1 AND V5.X DILUTION FACTOR FUNCTIONALITY - PRODUCT NOTIFICATION #62-1439

Please confirm receipt of the Product Notification 62-1439, by completing and submitting receipt verification form below by June 15, 2018.

Company/Hospital Name:	*	<input type="text"/>
Address:	*	<input type="text"/>
Address 2:		<input type="text"/>
City:	*	<input type="text"/>
State/Province:	*	<input type="text"/>
Postal Code:	*	<input type="text"/>
Country:	*	<input type="text" value="USA"/>
Contact First Name:	*	<input type="text"/>
Contact Last Name:	*	<input type="text"/>
Contact Phone Number:	*	<input type="text"/>
Contact Role:	*	<input type="text" value="Administrator"/>
Contact Email Address:	*	<input type="text"/>
Please confirm the receipt of this Product Notification:		* <input type="checkbox"/> I have read and understand the content of the Product Notification #62-1439.

\* Indicates required fields.

Figure 1: Dilution Factor Acknowledgement Form



# Product Notification

Result Validation | Rerun | Manual Differential | Morphology | Preview

## SELECTION RESULTS

Group	Test	Result
ALL	WBC	#nm
	WBCOR	#nm
	RBC	#nm
	HGB	#nm
	HCT	#nm
	MCV	94.0
	MCH	30.0
	MCHC	33.2
	PLT	#nm
	RDWSD	44.7
	RDWCV	13.0
	MPV	12.4
	NRBCRE	#nm
	NRBCAB	#nm
	NEUTAB	#nm
	LYMPAB	#nm
	MONOAB	#nm
	EOSIAB	#nm
	BASOAB	#nm
	NEUTRE	#nm
	LYMPRE	#nm
	MONORE	#nm

Instrument: AXN11  
Dilution Factor:

## RUN 1

1
#nm
#nm
#nm
#nm
94.0
30.0
33.2
#nm
44.7
13.0
12.4
#nm
#nm
#nm
#nm
#nm
#nm
#nm
#nm
#nm
#nm
#nm
#nm
#nm

Graphics

## RUN 2

2
0.00
0.00
0.0
0.0
94.0
30.0
33.2
0
44.7
13.0
12.4
#nm
0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00

Graphics

Instrument: AXN11  
Dilution Factor: 2

Figure 2: WAM v4.1.1 example of #nm results converting to 0.00 after dilution factor entered

Test Code	Result	Run 1	Run 2
MPV	12.4	12.4	12.4
NEUTRE	#nm	56.70	#nm
LYMPRE	#nm	34.50	#nm
MONORE	#nm	5.40	#nm
EOSIRE	#nm	2.70	#nm
BASORE	#nm	0.50	#nm
NEUTAB	0.00	3.33	0.00
LYMPAB	0.00	2.03	0.00
MONOAB	0.00	0.32	0.00
EOSIAB	0.00	0.16	0.00
BASOAB	0.00	0.03	0.00
IGRE	#nm	0.2	#nm
IGAB	0.00	0.01	0.00
NRBCRE	0.1	0.1	0.1
NRBCAB	0.00	0.59	0.00
FRA02	#fra02	#fra02	#fra02
SMEAR1			

Instrument: EXN01  
Dilution: 2

Graphics

Instrument: EXN01  
Dilution: 2

Result Validation | Rerun | Manual Differential | Morphology | Preview

Sel	Test Code	Result	Comment	Run 1	Prev
<input type="checkbox"/>	WBC	0.00		5.88	
<input type="checkbox"/>	RBC	0.00		4.82	
<input type="checkbox"/>	HGB	0.0		15.1	
<input type="checkbox"/>	HCT	0.0		45.4	
<input type="checkbox"/>	MCV	94.0		94.0	
<input type="checkbox"/>	MCH	30.0		30.0	
<input type="checkbox"/>	MCHC	33.2		33.2	
<input type="checkbox"/>	PLT	0		300	
<input type="checkbox"/>	RDWSD	44.7		44.7	
<input type="checkbox"/>	RDWCV	13.0		13.0	
<input type="checkbox"/>	MPV	12.4		12.4	
<input type="checkbox"/>	NEUTRE	Not measured		56.70	
<input type="checkbox"/>	LYMPRE	Not measured		34.50	
<input type="checkbox"/>	MONORE	Not measured		5.40	
<input type="checkbox"/>	EOSIRE	Not measured		2.70	
<input type="checkbox"/>	BASORE	Not measured		0.50	
<input type="checkbox"/>	NEUTAB	0.00		3.33	
<input type="checkbox"/>	LYMPAB	0.00		2.03	
<input type="checkbox"/>	MONOAB	0.00		0.32	
<input type="checkbox"/>	EOSIAB	0.00		0.16	

Figure 3: WAM v5.x example of Rerun tab with automated absolutes integrating in as #nm but after dilution factor entered, converts to 0.00 in both the Rerun (left) and Result Validation (right) tabs

## Product Notification

### 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 email TAC button on the home page of the CRC, complete the form that appears and then click submit to send your question to TAC. 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 WAM versions listed in the table below.

WAM v4.1.1	WAM v5.x
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