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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		

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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.
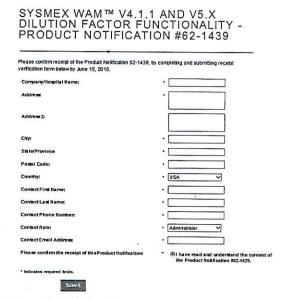3. File this Product Notification as a part of your laboratory's Quality System as required.

Figure 1: Dilution Factor Acknowledgement Form
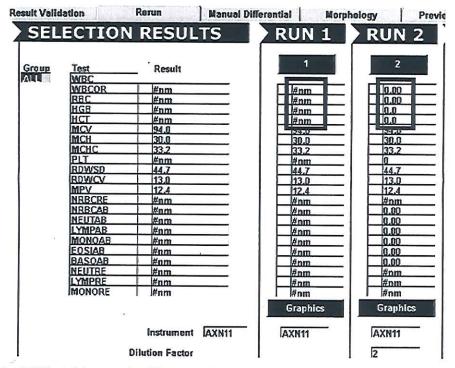
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Figure 2: WAM v4.1.1 example of #nm results converting to 0.00 after dilution factor entered
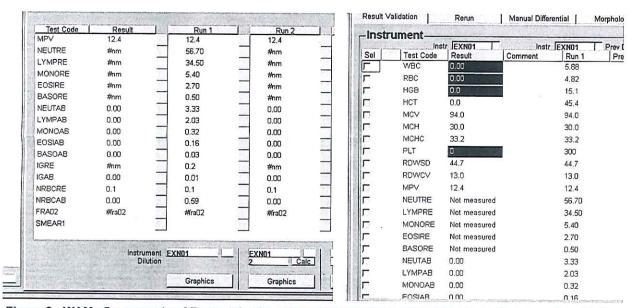

Figure 3: WAM v5.x example of Rerun tab with automated absolutes integrating in as #nm but after dilution factor entered, converts to 0.00 in both the Rerun (left) and Result Validation (right) tabs

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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 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