

August 20, 2020

Proper Loading of 3mL Reagent Red Blood Cell Vials

Dear Valued Customer,

This notification is regarding the proper loading technique for 3mL Reagent Red Blood Cell Vials. Reagent Red Blood Cell Vial barcodes may be illegible due to smudges if vials are not properly loaded in the plastic tray or analyzer. In return the analyzer may not detect the presence of the vial and the test cannot be performed.

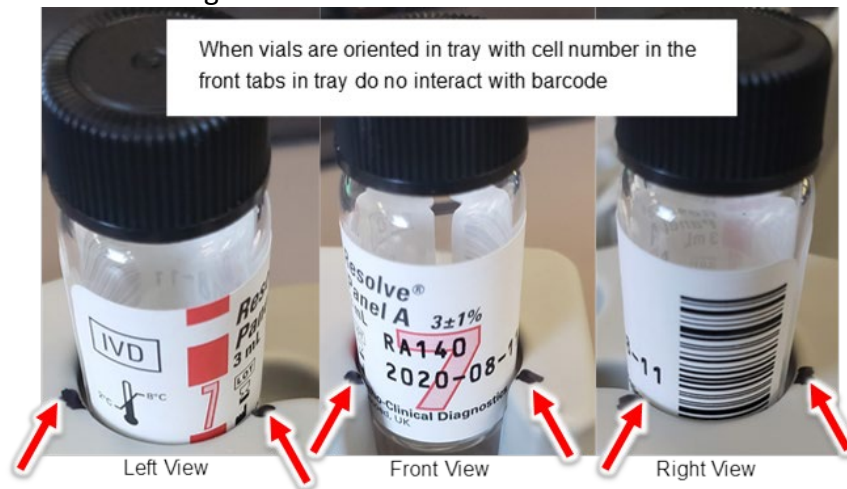
A workaround is available in which the affected vials can be manually entered onto the Ortho analyzer and processing will continue, please refer to your instrument User Documentation Guide.

Products Impacted

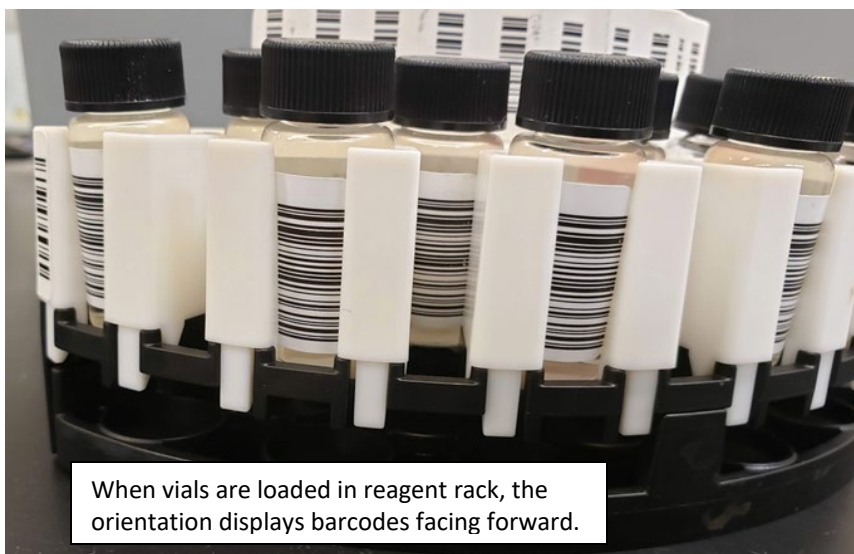
Product Name	Product Code
0.8% Resolve Panel A in Gel (VRA)	6902317
0.8% Resolve Panel B in Gel (VRB)	6902318
0.8% Resolve Panel C in Gel (VRC)	6902319

Proper Loading

When loading red cell vials back into the packaging plastic trays, please make sure the Lot/Cell Number are facing forward so the barcode falls between the two inserts.



When loading red cell vials into the instrument loading reagent racks, please ensure the barcodes are facing forward.



NOTE: Please ensure the vials are not twisted/turned once properly placed in the plastic trays or reagent racks.

Contact Information Please refer to your instrument User Documentation or contact our Ortho Care™ Technical Solutions Center for further assistance at 1-800-421-3311.
