

October 2017

Product Quality Notification

BioPlex Instrument Detector Clean Pack Piercing Issue

Dear Bio-Rad Customers

This letter is to inform you of potential errors associated with the BioPlex Instrument Detector Clean Pack (Catalog No. 666-0002, GTIN 00847865000987, Lot Nos. 300755 and 300810). When performing the Weekly Maintenance task, Detector Calibration, a pack piercing failure may result in the following system errors:

- 38032: Detector calibration cannot be performed. Reason: Level error (Tampered Pack)
- 35559: Detector Calibration was failed.
- 17023: Reagent Probe - Liquid Detected at invalid depth.

These errors may occur because the Instrument Detector Clean Pack is not being fully pierced by the system. If any of the listed errors occur, they can be verified by visual inspection of the Instrument Detector Clean Pack. This failure has affected Lot Nos. 300755 and 300810. At this time, an alternate lot of product is not available.

Workaround

Before loading the Instrument Detector Clean Pack, the following suggestions will help you avoid potential system errors.

1. Before loading the Instrument Detector Clean Pack, manually pierce the pack completely by using a clean pipette tip. Push back foil to fully open the reagent vessel (in a full circular motion).
2. The alternate suggestion is to order Catalog No. 660-0306, BioPlex 2200 Manual Reagent Pack Piercer, single use.

If any errors persist, please contact your local Bio-Rad Technical Support.

Sincerely,

Clinical Immunology Division
Product Support Group

BioPlex 2200 System

Subsidiary Response Form (Outside US)

Reference Number: 2950880-09/27/2017-006

Complete the information and sign where requested.

Product	Catalog No.	GTIN	Lot No.	Expiration Date	Number of Packs
BioPlex Instrument Detector Clean Pack	666-0002	00847865000987	300755	2020-03-07	
			300810	2021-12-01	

Name:	
Title:	
Subsidiary Name/Address:	
Telephone Number / Fax:	

STATEMENT:

- ☐ I acknowledge awareness of the workaround provided herein for above referenced product and have proceeded according to the instructions issued by Bio-Rad.

Date: _____

Stamp and Signature: _____

Please return completed response form to: Linda_Lathrop@Bio-Rad.com



Bio-Rad
Laboratories

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