

Product Notification

January, 2023

CN Series unintended sample arm A error (error#32502)

Attention

Operators and Users of Sysmex CN Series instrument

Introduction

Sysmex has confirmed that there is a potential risk of unexpected “An error occurred in the operation of sample arm A (code: 32502)” errors at the customer installation due to the inconsistency in supplier’s unit assemble work triggered by the change of the supplier.

Affected Products

Name of Product	Affected SN
CN-3000	A1275, A1277, A1280, A1285, A1286, A1287, A1289, A1291

Problem Description

Sysmex has found the CN series Production failure trend increasing with this error. As the result of investigation, the cause is with insufficient belt tension at the sample arm A unit assembled by the changed supplier. Although the defect is corrected if finding the error in the Production, however, the concerned products above may miss the Production error detection.

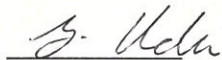
Sysmex response to this issue

To mitigate this potential risk, Sysmex provides the corrected sample arm A units. Please be replaced by local service representative at the customer installation or service visit.

We deeply apologize for any inconvenience that this situation has caused and thank you for your patience and continued support.

Sincerely yours

Sysmex Corporation



Yoshiro Ueda

Vice President at Sysmex Corporation
Post-marketing Quality Assurance