



April 14, 2017

### Customer Advisory Notification

Dear Valued Luminex Customer,

We have recently received a report through our complaint handling system regarding a discrepancy in a subset of ARIES System barcode scanners (CN-0321-01). When the barcode scanner is used per the package insert instructions on multiple ARIES cassettes at the same time, the system may prepopulate the "Sample ID" field with a previously stored sample ID. This field can be overwritten by scanning or manually entering a sample, but the prepopulated field may cause confusion and the incorrect association of sample identification. We have initiated an internal investigation to further understand the nature of this discrepancy and as a precaution, we have stopped shipment of this part number.

According to our records, you may possibly have received one of these affected units at your facility. To confirm whether or not your particular barcode scanner is affected, please see the images below. The affected unit will include the labeling "JDK-2330 Rev A" on the underside of the scanner. While we conduct this investigation, we would request that you discontinue usage of your JDK-2330 Rev A barcode scanner (CN-0321-01) and instead use the manual entry methods available on ARIES Systems detailed in the ARIES System Operation Manual (89-00002-00-425 Rev.B) on page 39, "Entering the Cassette Information Manually on the Run Page". The same information can be found in the ARIES M1 System Operation Manual (89-00002-00-536 Rev.B) on page 34, "Entering the Cassette Information Manually on the Run Page". Please contact Technical Support if you do have the discrepant barcode scanner model. Luminex will follow up pending our investigation regarding how to resolve the discrepant barcode scanner model. If your barcode scanner is labeled "JDK-2043 Rev A" or "JDK-2043 PROTO-A1" please continue usage as normal.

Please contact Technical Support if you find any discrepancies in your sample identification or results reported.

At Luminex, we consistently strive to meet or exceed your expectations and apologize for any inconvenience this situation may cause you. We appreciate your patience as we work to find a solution to address this issue and thank you for your continued support of Luminex's products.

Sincerely,

Luminex Customer Experience Team

#### Contact Information:

1-877-785-2323 (U.S. and Canada)

+1-512-381-4397 (Outside U.S. and Canada)

[support@luminexcorp.com](mailto:support@luminexcorp.com)

CAN-0197



Side view of ARIES System barcode scanner



Location of labeling indicating whether the unit is affected