

**Product Notification**  
**Maintenance Solution Kit**

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Date: 2018-09-25

Dear Customer,

(cc Chairman Medical Board and Relevant Head of Departments)

We are writing to you concerning an issue affecting Maintenance Solution Kit and to inform you of the mitigating measures to be taken.

**Products affected:**

Product	Material number	Lots
Maintenance Solution Kit	10-9476-01	LE6T, LEZY and LGNF

**Description of the problem:**

During manufacturing of Maintenance Solution kit it was discovered that the labeling of the lot has an expiry date on the outer label (Kit label) that was set to 2020-11-30 and the bottles included in the kit has an expiry date of 2020-04-30. The correct expiry date for the product is 2020-04-30.

Maintenance Solution is used for monthly maintenance (cleaning) of Phadia instruments.

**Actions to be taken by the customer/user:**

- Scrap or return any unused product of material 10-9476-01, lot LE6T, LEZY and LGNF to appropriate commercial organization contact person and order replacement products free of charge.
- Fill in the PN return response on page 3, and return to the commercial organization contact person listed below by e-mail.

**Transmission of this Notification:**

Please ensure that this notice is shared with anyone who needs to be made aware within your organization, or to any organization on which this notification potentially has an impact.

Phadia needs your assistance with our efforts to process this Product Notification. We are requesting that a responsible member of your laboratory sign and return a copy of the attached Acknowledgement Form to verify receipt of this letter. Please complete the last page of this letter and either scan/email or FAX it to:

Biomed Diagnostics Pte Ltd contact person:

Sherlyn Kon

Business Executive

██████████ or Fax: 6298 4723

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We apologize for any inconvenience this may cause.

If you have any questions, please contact us.

**Maintenance Solution Kit, Product Notification**

The information in the Maintenance Solution Kit Product Notification has been read and understood by our laboratory. We acknowledge that this information applies to the product Maintenance Solution Kit, material 10-9476-01, lots LE6T, LEZY, LGNF, and will be communicated to all operators.

I hereby acknowledge receipt of this notification: PN2018-03

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

(Please print name): \_\_\_\_\_

Name of  
laboratory: \_\_\_\_\_

**E-mail a signed, scanned copy or fax to (*Biomed Diagnostics Pte Ltd*):**

Sherlyn Kon  
Business Executive  
[REDACTED] or Fax: 6298 4723  
[REDACTED]