



Urgent Field Safety Notice

EN

Power supply provided with Afinion™2 and Alere Afinion™ AS100 Analyzer

Date: 23 March 2020

Dear customer,

This letter is to inform you that Abbott Diagnostics Technologies AS, manufacturer of the Afinion products, is performing a recall of power supplies provided with the Afinion Analyzers. Our records indicate that you have received power supplies for the following affected products:

Product name:	Catalogue number
Afinion 2	1116553, 1116556, 1116557, 1116597, 1116598, 1116679, 1116680, 1116681, 1116682, 1116684, 1116770, 1116771, 1116772, 1116777, 1116778
Alere Afinion AS100 Analyzer	1116049, 1116050, 1116053, 1116054, 1116456, 1116980

The power supply provided with these products is replaced with a new power supply.

Please note that Abbott Diagnostics Technologies AS changed name from Alere Technologies AS in January 2019. This letter needs to be passed on to those who need to be aware within your organization or to any organization where the affected devices have been transferred.

Description of the problem

Abbott has received complaints for the Afinion Analyzer systems related to electrostatic discharge and sparking of the power supply provided with the Analyzers. Customers have experienced power supplies becoming non-functional after these events.

User impact/clinical impact to patients

Although the overall occurrence is low, a few complaints have been reported. Investigation has determined that the accuracy of results from the analyzers is not impacted when operating the analyzer with the power supply. A non-functional power supply will not allow the analyzer to run a test and may cause delayed testing of patients. Analysis has concluded that the risk of electrostatic discharge and incidents of possible sparking have low probability of causing injury to the patients or users of the Afinion Analyzer system. Electrostatic discharge may lead to temporary occurrence of soreness, pain, redness or tingling. If sparking occurs, it could potentially result in superficial exposure burns or other injuries however no reports of injuries have been received from the field to date.

Actions taken by Abbott

A new power supply will be made available for distribution to all customers using the Afinion 2 or Alere Afinion AS100 Analyzer, as a replacement for the current power supply.

The User Manuals for the Afinion 2 analyzer and Alere Afinion AS100 Analyzer will be updated to include a warning on electrostatic discharge:



“Use of this instrument in a dry environment, especially if synthetic materials are present (synthetic clothing, carpets etc.) may cause electrostatic discharge.”

An amendment to the User Manuals including this information is attached. Updated User Manuals for Afinion 2 analyzer and Alere Afinion AS100 Analyzer will be available from end June 2020.

Actions to taken by the Customer/User

1. Complete the enclosed form to confirm receipt of this notification and to inform on number of power supply replacements required at your facility. Please be aware that replacement orders may take 8-10 weeks to be received at your facility. You may continue using your current power supply until a new power supply is received to improve the reliability of use.
2. Read the attached amendment to the user manual and include a copy of the amendment with the user manuals in your facility.
3. Upon receipt of the new power supply, please discard the existing power supply according to local requirements and connect the new power supply. Connection of the power supply to the analyzer is described in the “Getting Started” section of the Afinion 2 and Alere Afinion AS100 user manuals.
4. Pass on this information to those who need to be aware within your organization or to any organization where the affected products have been transferred.

To process your replacement and acknowledge receipt of the communication, please complete and return the enclosed acknowledgement form within 10 days after receipt of this letter.

We regret any inconvenience this may cause you. Abbott is committed to providing high quality products and ensuring customer satisfaction. If you have any questions, please contact your local Abbott representative.

It is important that your organisation takes the actions detailed in the Field Safety Notice and confirms that you have received the Field Safety Notice.

Your organisation's reply is the evidence Abbott needs to monitor the progress of the corrective actions.

PLEASE COMPLETE AND RETURN THIS REPLY FORM AS SOON AS POSSIBLE

Urgent Field Safety Notice - Acknowledgment form

Power supply provided with Afinion™2 and Alere Afinion™ AS100 Analyzer

This response form is to confirm the receipt of the Field Safety Notice. If you have any questions or need additional information, please contact your local technical support provider or distributor.

1. Customer Details

Account/Customer Number	
Healthcare Organisation Name*	
Street*	
City*	
Count/State/Province*	
Zip code/Postcode*	
Country*	
Department/Unit	
Contact name* Title/function	
Telephone number*	
E-mail*	
Shipping address if different than above*	

2. Customer action undertaken on behalf of Healthcare Organisation

<input type="checkbox"/>	I confirm receipt of the Field Safety Notice and that the enclosed amendment to the User Manual have been read and understood and copies have been included with the current User Manuals.*		
<input type="checkbox"/>	The information and required actions have been brought to the attention of all relevant users*		
<input type="checkbox"/>	I confirm that my facility has affected products at site*	Number of analyzers:	<u>Serial numbers</u> for analyzers:
<input type="checkbox"/>	If applicable, I have passed on this Field Safety Notice to any organization where the affected products have been transferred. *		
Print Name*		Date/signature*	

Mandatory fields are marked with *

3. Return acknowledgement to sender

Email	To be completed by sender
Postal Address	To be completed by sender
Fax	To be completed by sender
Customer Helpline	To be completed by sender
Web Portal	To be completed by sender
Deadline for returning the customer reply form*	Please complete and return this form within 10 business days of receipt