

December 21, 2023

Technical Bulletin 1001

Sarstedt® Monovette® Tubes Ejector Error

Products Impacted:	Product	Part Number
	iSED® with serial numbers >05000	112-00222
	iSED ELITE	112-00101

Attention

All iSED/iSED ELITE customers who use Sarstedt Monovette type sample tubes.

Introduction

It has come to our attention that, in some instances, there is a failure to eject Sarstedt Monovette type tubes from the iSED/iSED ELITE Automated ESR Analyzers. In these instances, the user will experience an ejector error.

Recommended actions

Please contact ALCOR® Scientific Technical Support at techservice@alcorscientific.com or 401-737-3774 for the “Ejector Port Spacer Installation” procedure and rectification kit.

There are no additional safety risks to the users or to the patients because of this situation.

ALCOR Scientific recommends the following actions:

Preventive Actions

- Use an alternative compatible EDTA tube with iSED/iSED ELITE until the iSED/iSED ELITE analyzer is modified as per the following Corrective Action.

Corrective Actions

- Follow procedure “Ejector Port Spacer Installation, 222-28-006 Rev. 0”.

Required Actions

- File this Technical Bulletin as part of your Quality System.
- Provide feedback to ALCOR Scientific when there is an issue with following the protocol.

For additional information on this product notification please contact ALCOR Scientific Technical Service at techservice@alcorscientific.com or 401-737-3774.



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