

## URGENT FIELD SAFETY NOTICE

### Erytra Eflexis® analyzer

#### Improper management of the incorrect dispensed volume warning in Erytra Eflexis® Software version 3.0.0 when different techniques are executed on the same DG Gel® card

April 3, 2023

Dear Sir / Madam:

The purpose of this notification is to provide information about a potential risk identified in Erytra Eflexis® Software version 3.0.0.

Impacted Product	Product Code	Unique Device Identifier
Erytra Eflexis Software Version 3.0.0	210600	08436583730942

#### Issue description

Diagnostic Grifols received a complaint in which a customer obtained a False Negative Result on their Erytra Eflexis analyzer. Upon further investigation, Diagnostic Grifols identified that the expected volume of serum was not completely dispensed. Pipetting errors are not expected under normal conditions of use but can occur in rare occasions due to a discrepancy between the configuration of the expected diameter of the sample tubes and the actual diameter of the tubes loaded in the sample racks or malfunctions in the pipetting module.

Erytra Eflexis has a mitigation in place to detect incorrect dispensed volumes in the microtubes. However, an issue has been identified when Erytra Eflexis Software version 3.0.0 executes different techniques on the same DG Gel® card. In this specific scenario, the software will only give the expected warning of incorrect volume in one of the executed techniques.

#### Extent

The possibility to execute different techniques on the same card is a new functionality of Erytra Eflexis Software version 3.0.0. Previous software versions are not affected by this issue.

#### Impact on results

When two different techniques are executed in the same DG Gel® Anti-IgG, DG Gel® Coombs or DG Gel® Neutral and the dispensed volume is not correct, the warning is not triggered and then false negative results can be provided by the analyzer without being noticed by the user.

## Resolution

This issue will be solved by means of a new patch 3.0.1 that will be available in April 2023.

## Advise on action to be taken

Please, **you are requested to install patch v.3.0.1 on your Erytra Eflexis analyzer.**

We recommend configuring negative results as special results for all the techniques executed in DG® Gel Neutral, DG Gel® Coombs and DG Gel® Anti-IgG in order to review them manually until 3.0.1 patch is installed.

Grifols will also conduct a review of your instrument log files to detect any potential affected result since the installation of version 3.0.0 in your instrument.

## Transmission of this Field Safety Notice

This notice needs to be passed on all those who need to be aware within your organization or to any organization where the potentially affected devices have been transferred.

Please maintain awareness on this notice and resulting action for an appropriate period to ensure effectiveness of the corrective action.

## Contact information

For additional information, please contact your local service representative at

Region	Country	Phone Contact	Email Contact
Asia Pacific	Australia	+61 1300 369 732	<a href="mailto:anz.support@grifols.com">anz.support@grifols.com</a>
	Japan	+81 3 3816 4480	<a href="mailto:service.apac@grifols.com">service.apac@grifols.com</a>
	New Zealand	+64 800 822 342	<a href="mailto:anz.support@grifols.com">anz.support@grifols.com</a>
	Singapore and Indonesia	+65 6735 2606	<a href="mailto:service.apac@grifols.com">service.apac@grifols.com</a>
	Other Asia Pacific Countries	+852 2164 9000	
Europe, Middle East, and Africa	Austria	+49 69 660 593 380	<a href="mailto:service.dach@grifols.com">service.dach@grifols.com</a>
	Czech Republic	+420 800 023 087	<a href="mailto:objednavky.sro@grifols.com">objednavky.sro@grifols.com</a>
	France	+33 4 42 544 405	<a href="mailto:sav-ih.gf@grifols.com">sav-ih.gf@grifols.com</a>
	Germany	+49 800 82 53 286	<a href="mailto:service.dach@grifols.com">service.dach@grifols.com</a>
	Italy	+39 050 875 51 24	<a href="mailto:italiaassistenza@grifols.com">italiaassistenza@grifols.com</a>
	Poland & Baltics	+48 22 378 85 68	<a href="mailto:service.Poland@grifols.com">service.Poland@grifols.com</a>
	Portugal	+351 933 021 148	<a href="mailto:service.portugal@grifols.com">service.portugal@grifols.com</a>
	Spain	+34 900 878 437	<a href="mailto:atencionclientes@grifols.com">atencionclientes@grifols.com</a>
	Switzerland	+41 26 492 8702	<a href="mailto:service.ch@grifols.com">service.ch@grifols.com</a>
	UK	+44 84 52 41 30 90	<a href="mailto:service.uk@grifols.com">service.uk@grifols.com</a>
	Distributors	+34 938 00 88 14	<a href="mailto:service.distributor@grifols.com">service.distributor@grifols.com</a>

Region	Country	Phone Contact	Email Contact
Greater China	China	+86 21 6020 1529	<a href="mailto:service.gcn@grifols.com">service.gcn@grifols.com</a>
	Hong Kong		
	Macau		
	Taiwan		
Latin America	Argentina	+54 0810 220 0073	<a href="mailto:soporte.argentina@grifols.com">soporte.argentina@grifols.com</a>
	Brazil	+55 11 2131 7000	<a href="mailto:suporte.brasil@grifols.com">suporte.brasil@grifols.com</a>
	Chile	+56 999910887	<a href="mailto:soptecdiagnostic.chile@grifols.com">soptecdiagnostic.chile@grifols.com</a>
	Mexico and other Latin American Countries	NA	<a href="mailto:latamsupport@grifols.com">latamsupport@grifols.com</a>

The undersigned confirms that this notice has been notified to the appropriate Regulatory Agency.

We apologize for any inconvenience that this action might cause to your laboratory.

Yours faithfully,



Albert Hernández  
Technical Director  
Diagnostic Grifols, S.A.

## FIELD SAFETY NOTICE ACKNOWLEDGEMENT OF RECEIPT

**Improper management of the incorrect dispensed volume warning in Erytra Eflexis® Software version 3.0.0 when different techniques are executed on the same DG Gel® card**

April 3, 2023

Please confirm acknowledgment of this Field Safety Notice:

I have read and understood the contents and instructions provided in the notification letter.

Please provide the following information:

Name: \_\_\_\_\_

Position : \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Signature and Date:

PLEASE RETURN COMPLETED ACKNOWLEDGMENT FORM TO

**To:** Quality Compliance Department of Diagnostic Grifols

**Location:** Parets del Vallès, Spain

**e-mail:** complaintsDG@grifols.com