



Helping all people
live healthy lives

Field Safety Notice

November 2012

Product Name	Catalog Number(s)	Serial Number Range
BD MAX (6 channel) Instrument	441916	

SERIAL NUMBER TO BE CUSTOMER SPECIFIC

Dear Valued Customer,

BD is committed to providing the highest quality solutions to its customers and healthcare institutes, and to this extent continuously monitors the performance of its products and services.

We have recently identified slight functional issues in specific BD MAX™ System parts and have decided to perform an instrument upgrade.

We want to stress that current performances of the CE-IVD assays (BD MAX™ MRSA, BD MAX™ Cdiff) remain fully within their respective specifications. Increases to false results rates have been confirmed in internal analyses to be both statistically and clinically negligible.

You will shortly be contacted by a Field Service Associate to plan the upgrade in our lab. To minimize the impact on your daily operations we would like to combine this correction with a routine service call or preventive maintenance visit.

We want to thank you for your collaboration and the continued trust you place in our competencies and professionalism. We place high value in our BD MAX Partnership and are fully committed to move it forward.