

Urgent Field Safety Notice: QIASymphony® DSP Virus/Pathogen Midi Kit (REF 937055), LOT 148028163

December 8, 2014

Dear customer,

Please note that we have identified an issue with QIASymphony DSP Virus/Pathogen Midi Kit (REF 937055), LOT 148028163. According to our records, you have received a kit from this lot.

Some reagent cartridges (REAG CART) of this kit lot contain reagent troughs that are not filled correctly. This leads to a decreased quality in the resulting nucleic acids.

Overview of affected material

	Catalog number (REF)	Material number	Lot number (LOT)
Kit QIASymphony DSP Virus/Pathogen Midi Kit	937055	937055	148028163
Corresponding reagent cartridge in kit Reagent cartridge (REAG CART)	(N/A)	1074901	148018911

Detailed description

Some reagent cartridges (REAG CART) of this kit lot contain reagent troughs (5 and 6) that are not filled correctly with Buffer QSW2. As a consequence, the nucleic acids purified with affected reagent cartridges do not meet the expected quality due to contamination with inhibitory substances. The performance of the resulting nucleic acids in downstream applications is decreased.

If you have any remaining stocks of the affected QIASymphony DSP Virus/Pathogen Midi Kit lot or the affected QIASymphony DSP Virus/Pathogen reagent cartridge lot, please DO NOT use them.

If you have used the affected lot of QIASymphony DSP Virus/Pathogen Kit, we recommend a review of the corresponding results of the downstream application.

Please dispose of the product in accordance with your national and local safety and environmental regulations.

IMPORTANT: Forward this information to all individuals and departments within your organization using this product.

Complete the attached "Acknowledgement of Receipt" and either email to QIAGEN® Technical Services at techservice-eu@qiagen.com or fax to +49 (0)2103 29 22400. To receive replacement QIASymphony DSP Virus/Pathogen Midi Kit(s), indicate the number of replacement kits on the form.

As part of our quality process, we are investigating this incident and will implement corrective actions. We apologize for any inconvenience this may have caused and thank you in advance for your assistance.

If you have any questions, please contact your local QIAGEN Technical Services Department.

Sincerest regards,

Your QIAGEN team.

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Acknowledgement of Receipt
(Please use block letters)

Laboratory name:	
Address:	
Contact name:	Title:
Phone number:	
Email address:	
Number of REAG CART used:	Have you discarded all QIASymphony DSP Virus/Pathogen Kits with lot number 148028163? YES <input type="checkbox"/>
Number of REAG CART disposed of:	
Number of kits to be replaced:	
Did you observe decreased quality of nucleic acids with the kit? YES / NO	
If YES, please describe:	
Signature:	Date: