

Attachment 1 to “Measurement Timing Error 7002: 108000572”

D) Identification of the Timing Error:

In case the LED shines red / the alarm button on the right hand side of the instrument becomes red (Fig. 1 / 1.1), the operator has to act as described in the respective operator’s manual (section ‘Reacting to alarm messages’).

Example for instruments with old types of displays

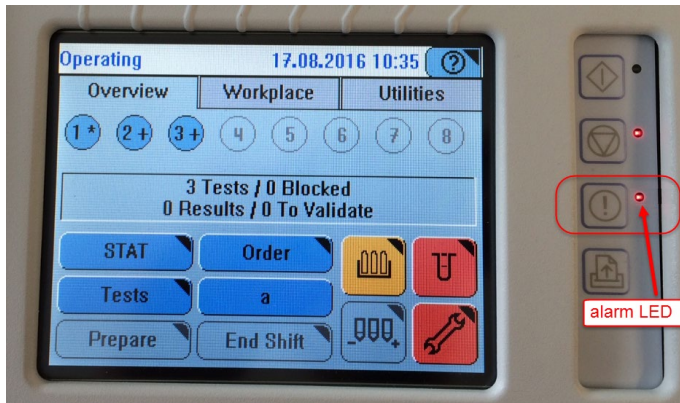


Fig 1: General overview of the display, global action buttons and LEDs.

Example for instruments with an 8.4” display

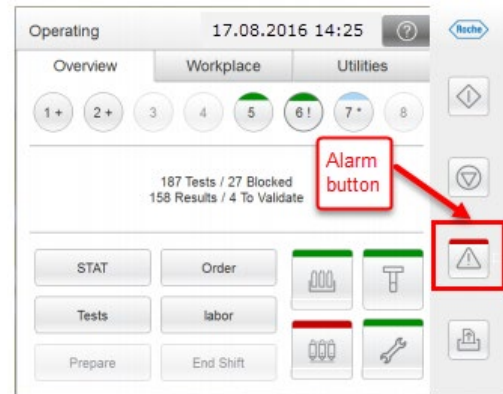


Fig 1.1: General overview of the display and global action buttons.

The timing error is indicated by the alarm code “7002: 108000572” incl. its timestamp:

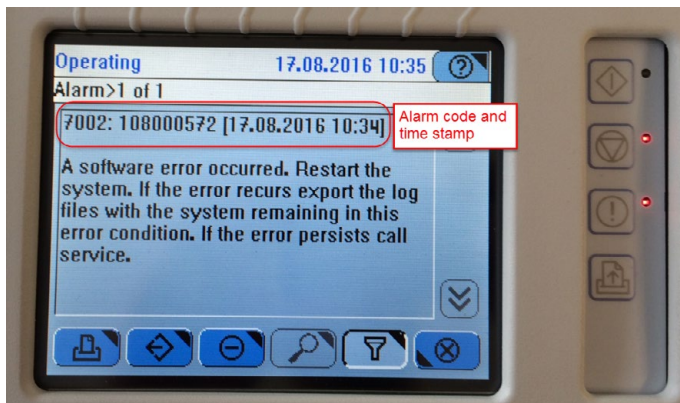


Fig 2: Detailed alarm message on instruments with old screen versions.

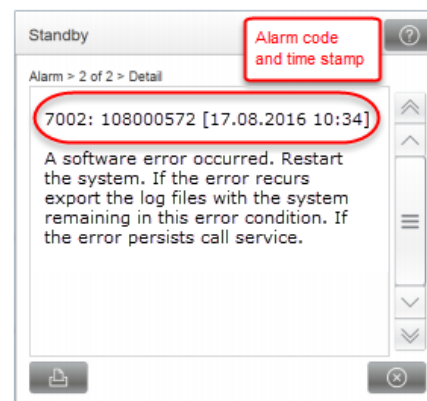


Fig 2.1: Detailed alarm message on instruments with 8.4” displays.

II) Actions to be taken by the Customer / User:

Whenever the here reported error “7002: 108000572 A software error occurred” (Fig 2 / 2.1) is listed in the message list the following procedure shall be applied:

1. Review the timestamp of the error message (see Fig 2 / 2.1)
2. Review the samples being processed since that exact time (Fig. 3 and 4 / 3.1 and 4.1)

All samples processed since this time stamp need to be re-measured.

In this example:

- the time stamp of result generation of sample 11 GLU2 is 10:46
- the error occurred at 10:34
- the result of 0.61 mmol/L for GLU2 might be affected and should be re-tested

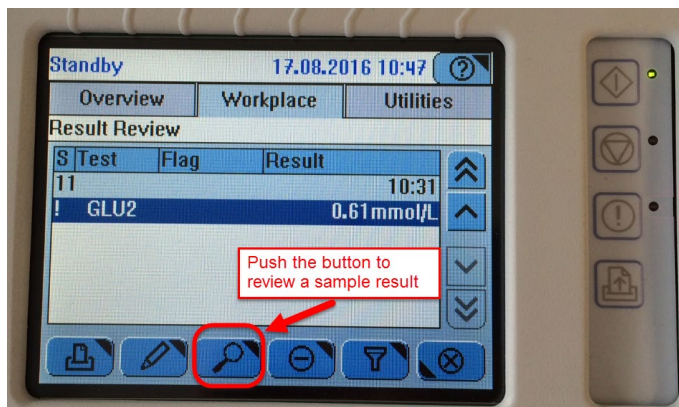


Fig 3: Result Review window on instruments with old screen versions.

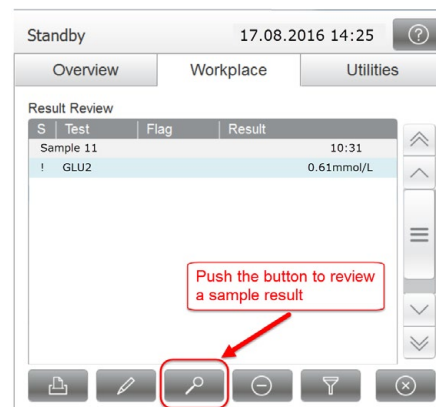


Fig 3.1: Result Review window on instruments with 8.4" displays.

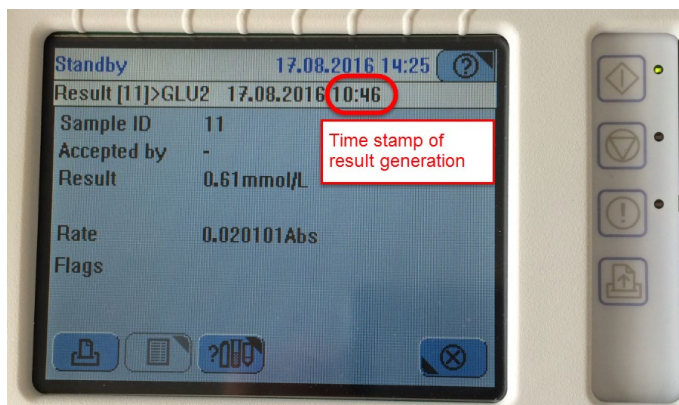


Fig 4: Review the time stamp of a sample result.

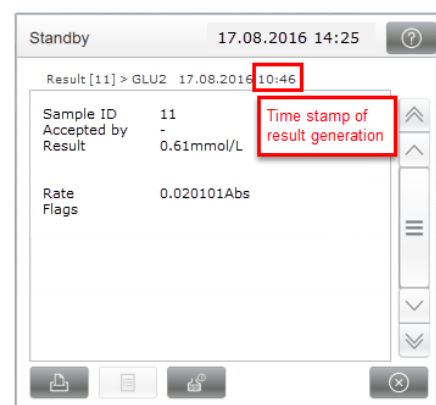


Fig 4.1: Review the time stamp of a sample result on an 8.4" display.

3. Restart the system
4. Re-measure all the tests of respective samples in order to guarantee absence of potentially erroneous results