

IMPORTANT:
URGENT FIELD SAFETY NOTICE

BIOFIRE® FILMARRAY® TORCH System – Part No.: HTFA-ASY-0104, Shipping Configuration No.: HTFA-ASY-0001

Increased Risk of Power Short with the BIOFIRE TORCH System

To the attention of the Laboratory Medical Director

October 2023
bioMérieux Nordic countries
Customer Service Department
Direct no.: +46 31 68 58 58

Our reference: FSCA 5761-1

Impacted products (to be adapted at local level if necessary including for names and ref #, local license #, name and address of manufacturer)			
Product Name	Reference Number	Lot Number/Serial Number/ Product version	Product Expiration Date (if applicable)
BIOFIRE® TORCH Base System	Part No. : HTFA-ASY-0104 Shipping Configuration No. : HTFA-ASY-0001	N/A – all serial numbers	N/A

Dear Valued Customer,

The purpose of this letter is to inform you of a product recall (correction) involving the BIOFIRE® FILMARRAY® TORCH System.

bioMérieux has identified an increased risk of degradation of the power entry switch of the TORCH base. This increased risk may be seen on systems that are power cycled (shutting down the system and then turning it on again) frequently.

Description of the issue

When turning on BIOFIRE TORCH systems, arcing inside of the power switch may result in carbon build-up on the switch contacts. The carbon build-up may lead to excess heating inside of the power switch, subsequently leading to deformation of the power switch case. The deformation can create an opportunity for a power switch electrical short. In addition to an electrical short, deformation may

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result in an open circuit causing the power switch to fail. This event would only occur after the product is in use.

To mitigate this risk, bioMérieux has revised the 'Power On' procedure for the BIOFIRE TORCH system in the Operator's Manual. Additionally, a technical note is available containing detailed instructions for the 'Power On' procedure (<https://www.biofire.com/e-labeling/ITITORCH4131>).

According to the Operator's Manual, BIOFIRE TORCH systems should be reset using the 'Reset' button on a weekly basis. Utilizing the 'Reset' button will not cause degradation of the power entry switch. The updated shutdown procedure utilizing the 'Reset' button reduces the initial electrical draw, which mitigates the risk of carbon build-up on the switch contacts.

Required actions

In this context, we request you to take the following actions. Please:

- If a user determines that the BIOFIRE TORCH Base requires complete shutdown, each individual BIOFIRE TORCH module must be powered down prior to turning on the BIOFIRE TORCH Base,
- 'Reset' the BIOFIRE TORCH Base weekly using the 'Reset' button,
- Distribute this information to all appropriate personnel in your laboratory, retain a copy in your files, and forward this information to all parties that may use this product, including others to whom you may have transferred our product.
- Complete the Acknowledgement Form in Attachment A and return it according to the instructions stated in the form, to confirm receipt of this notice. It is important that you return the acknowledgement form to bioMérieux even if you determine that this urgent product correction notice/information/recommendation (*to be adapted based on issue*) does not impact your facility.



bioMérieux is committed to providing our customers with the highest quality product possible.

We sincerely apologize for any inconvenience that this may have caused you. If you require additional assistance or have any questions, please contact your local bioMérieux Customer Service representative.

Sincerely,

Customer Service Department

bioMérieux Nordic countries

On behalf of

A handwritten signature in cursive script that reads "Aneta Waliszewski".

Aneta Waliszewski

Senior Director, Quality SLC Sites

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Attachment A: Acknowledgement Form.

URGENT FIELD SAFETY/CORRECTIVE NOTICE

FSCA 5761-1 – BIOFIRE® FILMARRAY® TORCH – Part No.: HTFA-ASY-0104, Shipping Configuration No.: HTFA-ASY-0001 Increased Risk of Power Short with BIOFIRE® TORCH

TO BE RETURNED TO YOUR BIOMERIEUX CUSTOMER SERVICE BY REPLYING TO THE EMAIL IN WHICH THIS LETTER WAS COMMUNICATED.

Table with 2 columns: Label (Name and Address of the laboratory, Contact information, Customer Account Number) and empty input field.

- I am not impacted by the issue. Please provide rationale:
I have implemented the required actions.

Table with 6 columns: REF #, Product Name, Serial number #/ Version number, Quantity impacted, Quantity corrected**, Quantity returned*.

* Quantity returned to bioMerieux subsidiary or distributor
** Quantity corrected include software updates or instruments corrections.

DATE.....SIGNATURE.....

It is important that you complete this Acknowledgement Form and return it to bioMérieux