



January 30, 2020

Field Safety Notice
Hemochron™ Signature Elite
Labeling Claim Notification

Dear Valued Hemochron Signature Elite Customer:

The purpose of this notification is to advise your facility that Accriva Diagnostics has identified that some Hemochron Signature Elite analyzers may not maintain a temperature of $37^{\circ}\text{C} \pm 1.0^{\circ}\text{C}$ degrees in some operating environments as outlined in the Operators Manual (P/N HX1101).

Internal testing has demonstrated no clinically significant impact to analytical performance for all assays when temperatures exceeded $37^{\circ}\text{C} \pm 1.0^{\circ}\text{C}$. Therefore, this notification is to inform you of this limitation related to current temperature claims.

Software version 2.4 has been developed to ensure that the Hemochron Signature Elite maintains a temperature of $37^{\circ}\text{C} \pm 1.0^{\circ}\text{C}$ throughout the duration of the assay. Your analyzer(s) will be upgraded to software V2.4 during the next service or repair.

Risks to Health:

No adverse events have been reported due to this issue. There are no anticipated health consequences associated with this failure mode based on internal analytical testing. This testing demonstrated that temperatures ranging from $36\text{-}40^{\circ}\text{C}$ do not adversely affect analytical results, and there is no known impact to patient management.

Actions to be Taken:

1. Forward this communication to all those within your organization who need to be aware of this matter.
2. Complete the attached Customer Response Form and return as directed to your local Werfen office so that Accriva Diagnostics may acknowledge your receipt of this notification.

Contact Information:

If you require further assistance, please contact:

Contact	Contact Information
Technical Support	<i>{Add local Werfen contact information here}</i>

We appreciate your immediate attention to this matter and apologize for any inconvenience this may cause.



Paula Morgan

Vice President-Quality & Regulatory Affairs