

Product Notification

December, 2022
Revision 01

XP-Series: Burning odor / Flames from PCB No. 4087T1

Attention

Operators (Users) of Sysmex XP series (XP-300 and XP-100 instruments)

Introduction

Sysmex Corporation observed this issue on the following products.

Affected Products

Product Code	Name of Product	Affected Serial Number
BS649542 AQ088754 BN167486	XP-100	A1001 - C1592
BL783052	XP-300	11001 - 12004
AP807129 AJ213506 AR408878 BG491812 CP204874 AK007119	XP-300	A1001 - C5139

Issue

There were 2 cases from XP-300 analyzer reported regarding burning odor (1 case) and flames (1 case), the users disconnected analyzer from power immediately and no serious injury or damage was reported.

Sysmex investigated that the problem happened due to complication of the dust piling up on the backside of PCB No. 4087T1 which is used on both XP-100 and XP-300. Sysmex has confirmed that the problem occurred twice globally since the product was first sold approximately 10 years ago and there have been no incidents similar to above problem after the mitigation was implemented.

Sysmex action to mitigate the issue

After the service engineer visits, the following actions will be taken.

- 1) Remove the dust on the front and back side of PCB.
- 2) Paste the countermeasure parts (protector NO.477) on his two target devices.

We deeply apologize for any inconvenience that this situation has caused and thank you for your patience and continued support.

Sincerely yours
Sysmex Corporation



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