



# Product Correction

## Immediate Action Required

### Date Issued

February 13, 2017

### Product

**Product Name:** CELL-DYN Ruby

**List Number:** 08H67-01

**Serial Numbers:**

70002BG	70026BG	70050BG	70076BG	70105BG	70141BG
70003BG	70028BG	70051BG	70077BG	70106BG	70142BG
70004BG	70029BG	70052BG	70079BG	70107BG	70144BG
70005BG	70030BG	70054BG	70082BG	70113BG	70146BG
70006BG	70031BG	70056BG	70084BG	70114BG	70147BG
70007BG	70032BG	70058BG	70086BG	70119BG	70149BG
70008BG	70033BG	70059BG	70087BG	70120BG	70164BG
70009BG	70034BG	70061BG	70088BG	70124BG	70165BG
70010BG	70035BG	70063BG	70089BG	70125BG	70166BG
70011BG	70036BG	70064BG	70090BG	70127BG	70167BG
70012BG	70037BG	70065BG	70091BG	70129BG	70170BG
70013BG	70038BG	70067BG	70092BG	70130BG	70171BG
70014BG	70039BG	70068BG	70093BG	70131BG	70178BG
70016BG	70040BG	70069BG	70094BG	70132BG	70181BG
70018BG	70042BG	70070BG	70095BG	70133BG	70183BG
70019BG	70043BG	70071BG	70096BG	70134BG	70189BG
70020BG	70044BG	70072BG	70099BG	70136BG	
70021BG	70045BG	70073BG	70100BG	70137BG	
70024BG	70046BG	70074BG	70103BG	70138BG	
70025BG	70047BG	70075BG	70104BG	70140BG	

### Explanation

Abbott Hematology has become aware that the CELL-DYN Ruby instrument at your facility has a printed circuit board assembly (PCBA) that may prematurely fail and result in the loss of vacuum/pressure.

The failure of the PCBA Pump Relay Board will result in System Initiated Messages (SIMs), including but not limited to the following and will stop functioning:

- 0840 Vacuum Accumulator #1 Wet
- 1093 Mix head failed to complete downward rotation
- 1095 Mix head not at top position
- 1096 Mix head stuck at top position
- 0643 WBC Lyse Empty\*
- 0645 Dil/Sheath Empty\*

\* For SIMs 0643 and 0645 ensure the reagent isn't empty.

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**Explanation  
Cont.**

If the error message is related to this issue, the instrument will experience stoppage and require PCBA replacement to continue.

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**Patient Impact**

There is no impact to patient results. Previously generated results are not impacted. However, there is a potential for delay in generation of patient results due to failure of the PCBA.

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**Necessary  
Actions**

1. Your Abbott service team will be contacting you to replace the PCBA Pump Relay Board on your impacted instrument(s) at no charge.
  2. Ensure that you have a back-up instrument or an alternative method of generating hematology patient results should the instrument become inoperable .
  3. If you have forwarded the product listed above to other laboratories, please inform them of this Product Correction and provide to them a copy of this letter.
  4. Please retain this letter for your laboratory records.
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**Contact  
Information**

We sincerely regret any inconvenience this may cause your laboratory. If you or any of the health care providers you serve have any questions regarding this information, U.S. Customers please contact Customer Service at 1-877-4ABBOTT (available 24 hours a day, 7 days a week). Customers outside the U.S., please contact your local area Customer Service.

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