

**ADVISORY NOTICE**

18\_2024\_ALP

Dear customer,

We kindly ask you to pay a special attention to reagents

**ALP 110**                      **LOT 2304016**                      **cat. n. XSYS0002**

**ALP AMP 500**                      **LOT 2304017**                      **cat. n. BLT00004**

which are used for quantitative *in vitro* determination of ALP in human serum or plasma.

If there are any products of these batches in your stock, please perform a special visual check of **reagent 2** before using these products:

- Color: Clear, colorless to pale yellow solution
- Turbidity: None, Low
- Particles presence: None

If you observe any color change (yellow or dark yellow), presence of particles (mold, precipitates) or turbidity issue with these two batches by visible check, or if you observe any errors during calibration, quality control measurement (such as blank/concentration/factor out of range), please stop your analysis immediately, do not continue with other measurements with the same LOT (especially patient samples).

**Please claim affected products in our CRM system ([support.erbamannheim.com](https://support.erbamannheim.com)) and attach a photo of problematic reagents and a production number of each problematic bottle (which can be found under a barcode).**

Example of a photo:



We would be grateful, if you could send affected kits back to Erba Lachema for further investigation if possible (transport costs under Erba Lachema).

If not possible, at least check other bottles from the kit and attach photos of it to the CRM claim also, please.

Once we receive your claim, we will provide you a replacement free of charge.  
In case you have any additional question, please do not hesitate to contact us.

Thank you for your cooperation and understanding!

Best regards,

Erba Lachema s.r.o.



**Erba Lachema s.r.o.**

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DIČ: CZ26918846 -7-

Brno, 29<sup>th</sup> July 2024

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