



## Urgent Field Safety Notice

ASW22-01.A.OUS

November 2021

### Atellica® CH 930 Analyzer

#### Issues with setting Open Channel Assay parameters

Our records indicate that your facility may have received one or more of the following products:

**Table 1. Atellica® Solution Affected Product(s):**

Product	Siemens Material Number (SMN)
Atellica CH 930 Analyzer	11067000

#### Reason for Urgent Field Safety Notice

Siemens Healthcare Diagnostics has identified issues with the Atellica Solution products listed in Table 1, which are installed with Atellica Solution software (SW) versions V1.25.1 and lower when using Open Channel Assays. Siemens Healthineers Assays are not impacted.

This behavior will be corrected in a future software version.

**Table 2. Description of Observed Behaviors**

Issue Number	Observed Behavior	Description of Observed Behavior
1	TDef (Test Definition) Parameters for Open Channel Assays reverting to Default Values	<p>If TDef parameters have been edited for an Open Channel Assay under the CH Test Definition screen, the next time an Open Channel configuration screen is edited, it may overwrite the previously edited Open Channel TDef parameters on the CH Test Definition screen with default values.</p> <p>The following issues may occur if parameters are reset to default values:</p> <ul style="list-style-type: none"><li>• If an Open Channel Assay uses an Assay Correlation factor, reversion to default would shift test results by the magnitude of the implemented Assay Correlation factor. A significant shift in results due to this issue would be reflected in the QC results.</li></ul>

## Issues with setting Open Channel Assay parameters

		<ul style="list-style-type: none"> <li>If an Open Channel Assay was using HIL settings, reversion to default would disable the HIL alert. No samples will be flagged for HIL.</li> <li>Refer to Table 3 below for the complete list of parameters that can be affected.</li> </ul>
2	On Board Stability (OBS) Not Updating with Manual Changes	When the customer manually changes the onboard stability (OBS) for reagent packs for Open Channel Assays, the operator will only see a change for Reagent 1-Well-1 with no change to R1-Well-2, R2-Well-1, and R2-Well-2. The system may continue to use the reagent past its OBS date leading to potential erroneous patient sample results.

### Table 3. Affected CH Test Definition Settings

The following parameters cannot be edited on the Open Channel screen, but can be edited on the CH Test Definition screen and can be overwritten when saving from the Open Channel screen.

#	CH Test Definition Setting	Sub-settings
1	Definition Tab (General)	a. Result Review Mode b. Result Time Limit c. Analyte Stability
2	Definition Tab (Measuring Intervals)	Repeat when outside Measuring Interval check box
3	Calculation (General)	Fixed digits after decimal
4	Calculation (HIL Alert Indices)	All Parameters
5	Calculation (Assay Comparison Correlation Factor)	All Parameters
6	Calibration	All Parameters (Under 'Acceptance' and 'Measuring Interval Verification Acceptance' sub tab)

### Risk to Health

Issue Number	Risk to Health
1	This issue may cause no HIL flagging of Open Channel Assay results, depending on the scenario, which could potentially lead to the generation of erroneous results. Worst case, patient results may not be flagged as appropriate. Siemens Healthineers is not recommending a review of previously generated results as the likelihood of a subsequent clinically significant effect is remote.
2	The potential exists for the system to continue using a reagent beyond its OBS expiry date. The potential gradual impact on results would be detected by QC testing and alert the operator. Siemens Healthineers is not recommending a review of previously generated results due to the apparent nature of the issue.

## Actions to be Taken by the Customer

The following actions must be taken until your system has been updated to a software version which resolves the issues mentioned in Table 2 above. Siemens Healthineers will notify you when an updated software version is available.

### Issue 1. TDef Parameters reverting to Default Values

When saving changes in the Open Channel configuration screen, saving the screen will reset TDef parameter to default settings. To correct this behavior, navigate back to the TDef screen (Setup>Test Definition>CH Test Definition) and ensure that all TDef parameters are correct (refer to Table 3):

- Definition Tab (General)
- Definition Tab (Measuring Intervals)
- Calculation (General)
- Calculation (HIL Alert Indices)
- Calculation (Assay Comparison Correlation Factor)
- Calibration

There is no need to go back to the Open Channel configuration screen after the TDef parameters have been confirmed to be correct or corrected. If navigating back to the Open Channel configuration screen and saving, please repeat above steps.

### Issue 2. On Board Stability (OBS) Not Updating with Manual Changes

- After making manual edits on the Open Channel screen, select the affected assay again in the 'Open Channel' screen. Once there, click the "Modify Existing" button and use the "Save Changes" button to update the OBS on all Reagents and Wells.

Please retain this letter with your laboratory records and forward this letter to those who may have received this product.

We apologize for the inconvenience this situation may cause. If you have any questions, please contact your Siemens Healthineers Customer Care Center at 1800-888-872 or your local technical support provider.

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Issues with setting Open Channel Assay parameters

**FIELD CORRECTION EFFECTIVENESS CHECK**

Issues with setting Open Channel Assay parameters

This response form is to confirm receipt of the enclosed Siemens Healthcare Diagnostics Urgent Field Safety Notice (UFSN) ASW22-01.A.OUS dated November 2021 titled "Issues with setting Open Channel Assay parameters". Please read the questions below and indicate the appropriate answer.

Return this completed form to Siemens Healthcare Sdn Bhd as per the instructions provided at the bottom of this page.

Question 1. I have read and understood the UFSN instructions provided in this letter. Yes  No

Question 2. I am using Open Channel Assays. Yes  No

Name of person completing questionnaire: \_\_\_\_\_

Title: \_\_\_\_\_

Institution: \_\_\_\_\_ Instrument Serial Number: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Phone: \_\_\_\_\_ Country: \_\_\_\_\_

Please send a scanned copy of the completed form via email to [fscareportingunit.my@siemens-healthineers.com](mailto:fscareportingunit.my@siemens-healthineers.com)

If you have any questions, contact your local Siemens Healthineers technical support representative.