

Siemens Healthcare Diagnostics GmbH, SHS EMEA CEECA QT, Siemensstrasse 90,  
1210 Vienna

Name	Florian Nemestothy, BSc
Department	SHS EMEA CEECA QT
Mobile	+43 (664) 8855 8770
E-mail	florian.nemestothy@siemens-healthineers.com
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### Urgent Field Safety Notice:

## ADVIA 120/2120/2120i Hematology Systems Potential Low Bias for Patient Platelet Values and High Control Values for Platelets

To whom it may concern,

Siemens Healthineers has confirmed through the investigation of customer complaints that the products listed in the above table have incorrect platelet (PLT) value assignments for the ADVIA 120/2120/2120i Hematology Systems.

Erroneously decreased patient platelet results may be reported if calibrator SETpoint lot SP251033 or SP251043 are used, and controls are recovering within the expected assigned value ranges. Siemens' investigation revealed a deviation of up to -18% in patient results across the assay range when these calibrators are used.

Since calibrators and controls may be used in any combination, the table below provides the possible scenarios and impact to PLT results.

Siemens has confirmed that the behavior is limited to PLT results generated with the indicated SETpoint and TESTpoint lots.

Calibration performed with Calibrator Lots:	TESTPoint Hematology Controls:	Impact to PLT Results:
lots <b>prior</b> to SP251033 / SP251043	TP251031 (expired), TP252031 (expired), TP253031 (expired), TP251025 (expired), TP252025 (expired), TP253025 (expired), TP251035, TP252035, TP253035, TP251045, TP252045, TP253045	Control PLT high bias. No impact on patient results.
lots <b>prior</b> to SP251033 / SP251043	TP251055, TP252055, TP253055	Controls within expected range. No impact on patient results.
lots SP251033 / SP251043	TP251031 (expired), TP252031 (expired), TP253031 (expired), TP251025 (expired), TP252025 (expired), TP253025 (expired), TP251035, TP252035,	Controls within expected range. <b>PLT patient values exhibiting a low bias up to -18%.</b>

	TP253035, TP251045, TP252045, TP253045	
lots SP251033 / SP251043	TP251055, TP252055, TP253055	Controls may recover within expected range. <b>PLT patient values exhibiting a low bias up to -18%.</b>
lot SP251053	TP251031 (expired), TP252031 (expired), TP253031 (expired), TP251025 (expired), TP252025 (expired), TP253025 (expired), TP251035, TP252035, TP253035, TP251045, TP252045, TP253045	Control PLT high bias. No impact on patient results.
lot SP251053	TP251055, TP252055, TP253055	Controls within expected range. No impact on patient results.

## Products

Calibrator / Control Products	Siemens Material Number/Unique Device Identification	Lot Number	Manufacturing Date	Expiration Date
SETpoint Calibrator	10312285 / 00630414224343	SP251033	24-Feb-2025	23-Apr-2025
SETpoint Calibrator	10312285 / 00630414224343	SP251043	24-Mar-2025	21-May-2025
TESTpoint Control (ABN1)	10330063 / 00630414473406	TP251035	24-Feb-2025	22-Jun-2025
TESTpoint Control (ABN1)	10330063 / 00630414473406	TP251045	24-Mar-2025	20-Jul-2025
TESTpoint Control (Normal)	10316217 / 00630414473390	TP252035	24-Feb-2025	22-Jun-2025
TESTpoint Control (Normal)	10316217 / 00630414473390	TP252045	24-Mar-2025	20-Jul-2025
TESTpoint Control (ABN2)	10318905 / 00630414473413	TP253035	24-Feb-2025	22-Jun-2025
TESTpoint Control (ABN2)	10318905 / 00630414473413	TP253045	24-Mar-2025	20-Jul-2025

## Impact to Results

Erroneously decreased patient platelet results may be reported if calibrator SETpoint lot SP251033 or SP251043 are used, and controls are recovering within the expected assigned value ranges. Siemens' investigation revealed a deviation of up to -18% in patient results across the assay range when these calibrators are used. Results of this test should always be interpreted in conjunction with the patient's medical history, clinical presentation, and other findings.

## Customer Actions

Please perform the instructions provided below:

- Customers that have calibrated using SETPOINT lot SP251033 or SP251043 should perform a calibration using a subsequent lot. Customers that have not calibrated using SETPOINT lot SP251033 or SP251043 do not need to perform additional calibration.
- Discontinue use of and discard the calibrator SETPOINT lots SP251033 and SP251043.
- If you experience this issue, you may request credit for SETpoint products in Field Correction Effectiveness Check Form. Please review your inventory of these products and assess your laboratory's needs.
- Controls with PLT results that are within the expected assigned value ranges may continue to be used.
- Customers who observe PLT results that are consistently out of the expected assigned value ranges for the TESTpoint lots TP251035, TP252035, TP253035, TP251045, TP252045, TP253045 should discontinue use of and discard them and you may request credit for TESTpoint products in Field Correction Effectiveness Check Form.
- Please review this letter with your Medical Director to determine the appropriate course of action, including for any previously generated results, if applicable.
- Please retain this letter with your laboratory records and forward this letter to those who may have received this product.
- Complete and return the Field Correction Effectiveness Check Form attached to this letter within 30 days.

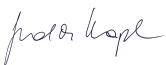
## Resolution

The issue is resolved beginning with Calibrator SETpoint lot SP251053 and TESTpoint Control lots TP251055, TP252055 and TP253055.

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

Sincerely yours,

Siemens Healthcare Diagnostics GmbH



Electronically signed by: Gudrun Kapl  
Reason: I have reviewed this document  
Date: Jun 4, 2025 17:40 GMT+2

i.V. Dipl.-Ing. Gudrun Kapl



Electronically signed by: Michael Edetsberger  
Reason: I have reviewed this document  
Date: Jun 4, 2025 16:27 GMT+2

i.V. Dr. Michael Edetsberger