

# RDNZ Customer Bulletin

**DATE:** May 26th 2008

**REFERENCE:** CB 08/20

## Cobas c501 ISE Reagent Generation 2

### Current Situation:

We have been advised by Roche of complaints from two overseas customers reporting ISE sipper blockages following the green wash rack with ISE Reagent Generation 2 (as used in New Zealand). In some cases drifting QC results for high level controls (such as urine potassium) and/or calibration problems (slope/margin alarms) were observed prior to these blockages.

### Actions Required:

Laboratories should ensure the ISE cleaning is performed daily using ISE Cleaning Solution (#11298500316). Adherence to correct mixing of patient samples with anticoagulant and adequate time to clot prior to centrifugation and analysis for serum samples is also recommended. If a problem is observed having followed the above steps, it is recommended that the ISE cleaning cycle be increased from the default (15) to 30.

We apologise for any inconvenience. Please contact us on Techline if you would like to discuss this further, or require any additional information. .