PRODUCT: BioProfile® FLEX2

CIB NO: 07-23B   *DATE: September 2023*

BioProfile FLEX2 MicroSensor Warranty Claim Review and Update

Dear BioProfile FLEX2 Customer,

Nova Biomedical announced the availability of MicroSensor™ Card Warranty Support for the BioProfile FLEX2 analyzer in 2018 with version 3.2 software and newer. Warranty Support allows the user to easily identify when a MicroSensor Card is not meeting performance specifications. This bulletin provides instructions and updates for using the Warranty Support feature.

To apply for MicroSensor Card credits, FLEX2 customers in the U.S.A. and Canada should contact Nova Technical Support at 1-800-545-6682. Outside of the U.S.A. or Canada, FLEX2 customers may submit warranty codes to the local authorized distributor. The amount of credit is determined by when the warranty claim occurred in the card's use life or the number of samples remaining (whichever is less), along with the claim option selected.

Starting October 1, 2023 submitted warranty credits are tracked in a database linked to the Nova Customer Number and processed through Nova Order Services. On a monthly basis, the accumulated credits will be tallied and applied toward future microsensor card purchases.

How to make a warranty claim:

If a MicroSensor Card parameter fails to calibrate in three (3) consecutive calibration attempts, a yellow warranty icon (pictured) will appear in the status bar of the user interface.

When the warranty icon is selected, an overlay will appear that displays the parameter(s) eligible for a warranty claim. The user is given the option to **Claim Failed Sensors** or to **Claim Sensor Card** for the affected module. It is important to note that dependent parameters will also be claimed in a warranty event when applicable.

Please refer to the FLEX2 Instructions for Use manual for more information about parameter dependencies. To help determine which claim option is best for you, please read the descriptions below.

Claim Failed Sensors Option:

Choose this option when the parameter that prompted a warranty claim is non-essential to current analysis needs. Selecting this option will only disable the parameter(s) prompting a warranty. The claimed parameters will now be disabled, represented by a red icon in the status overlay and a red 'W' in the module overlay.

The parameters unaffected by the warranty claim will remain available for sample analysis for the remainder of the card's use life. To regain full functionality of claimed parameters, simply install a new Microsensor Card.

When the **Claim Failed Sensors** option is selected, a 16-digit warranty code is created in the Warranty Log for each parameter claimed.

The Warranty Log can be viewed by selecting the Logs icon. In this example, 4 parameters were claimed, and four (4) corresponding codes are listed in the Warranty Log. Each code must be submitted to receive all available credit generated during a warranty claim.

Claim Date & Time	Lot Number	Code
4/6/2018 13:11:16	18047038058	551Z-1ZZA-1JW7-E06M
4/6/2018 13:11:16	18047038058	511Z-1ZZA-1JW7-E064
4/6/2018 13:11:16	18047038058	541Z-1ZZA-1JW7-E06G
4/6/2018 13:11:16	18047038058	501Z-1ZZA-1JW7-E060

Claim Sensor Card Option:

Choose this option when the parameter that prompted a warranty is essential to your current analysis needs. Selecting this option will disable all parameters for the respective MicroSensor Card. This will be represented by red icons in the status bar and a red 'W' in the module status overlay. To regain full functionality of the claimed sensor card simply install a new MicroSensor Card.

When the **Claim Sensor Card** option is selected, two (2) 16-digit warranty codes are created in the Warranty Log; One code for the parameters that prompted warranty and one for the remainder of the card parameters.

The Warranty Log can be viewed by selecting the Logs icon. In this example, the entire pH/Gas MicroSensor Card was claimed so two (2) corresponding codes

are present in the warranty log. Each code must be submitted to receive all available credit

Claim Date & Time	Lot Number	Code
4/6/2018 13:19:56	18053084073	3T1Z-1ZZ9-Q051-G0Z4
4/6/2018 13:19:56	18053084073	3R1Z-1ZZ9-Q051-G0ZW

generated during a warranty claim.

Submitting Warranty Codes:

To apply for Microsensor card credit, domestic accounts should submit the codes to Nova Technical Support (U.S.) at 1-800-545-6682 or internationally with an authorized distributor.

Please note: When submitting a claim please include the following:
- FLEX2 Instrument serial number (T26xxxxxx)
- Microsensor card Lot number
- Institution name
- Institution address
- The 16-digit code(s).

The amount of credit is determined by when the warranty claim occurred in the MicroSensor Card's use life or the samples remaining (whichever is less), along with the claim option selected. For example, a warranty claim near the beginning of a card's use life will result in more credit than a claim near the end. Similarly, a warranty claim for an individual parameter will contain less credit than a warranty claim for an entire card.

This bulletin should be used as a supplement to the information contained within the Instructions for Use manual, as appropriate.

If you have any questions/concerns, or require additional information regarding this bulletin, please contact Nova Biomedical Technical Support at novatechsupport@novabio.com, (800) 545-6682 (USA) or at (800) 263- 5999 (Canada). For customers outside the USA or Canada, please contact your authorized Nova Biomedical distributor.

Thank you for your continued support of Nova Biomedical products.

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