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**Urgent Field Safety Notice**

**Voluntary Recall**

**concerning**

**Eppendorf Reference 2**

**(follow-up notification, replaces notification of September 18, 2017)**

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13.02.2018

Dear customer,

fast changes of the dispensing volume of the pipette may lead to incorrect display of dispensed volume and thus to incorrect pipetting. We have decided to carry out a global product recall and replace affected Reference 2 pipettes and spare counters.

This recall is directed towards dealer and users.

**Identification of the product concerned:**

Pipette „Eppendorf Reference 2“  
+ spare counters

Model number:  
4920, 4922, 4924, 4926

Counter number:  
4920 824.000, 4920 825.007, 4920 826.003

**Batch-Numbers:**

G420791G, G420793G, G420794G, G420803G, G420804G, G420805G, G420806G,  
G420807G, G420808G, G421187H, G421189H, G421190H, G421191H, G421602I,  
G421603I, G421604I, G421605I, G421606I, G421607I, G421608I, G421609I, G421610I,  
G421613I, G421614I, G421615I, G422125J, G422126J, G422128J, G422129J, G422130J,  
G422131J, G422132J, G422133J, G422134J, G422135J, G422136J, G422137J, G422138J,  
G422139J, G422140J, G422141J, G422142J, G422641K, G422646K, G422647K,  
G422649K, G422650K, G423169L, G423176L, G140183G, G140184K, G140234H,  
G140552H, G140859K, G140860I, G140669I, G140670I, G140684I, G140931I, G141178K,  
G141286K, G141301L, G141321K, G141335L, G141431L, G141629L, G141630L,  
G141637L, G141638L, G141712L, G141779L, G141812L, G141289K, G141990L,  
G142165M, G142226M

**Description of the problem:**

Fast changes of the dispensing volume of the pipette may lead to incorrect display of dispensed volume and thus to incorrect pipetting.

This kind of failure was traced back to a specific version of the counter. Therefore, only specific batch numbers are affected.

**What action is required by the recipient ?**

All recipients have been and will be asked to exchange the affected pipettes and counter. Please contact your local subsidiary of Eppendorf.

**Transmission of this Field Safety Notice:**

This notice needs to be passed on to all those who need to be aware within your organisation or to any organisation where the potentially affected devices have been transferred.

Please transfer this notice to other organisations for which this action has an impact.

Please maintain awareness on this notice and resulting action for an appropriate period to ensure effectiveness of the corrective action.

The German Federal Institute for Drugs and Medical Devices has received a copy of this Field Safety Notice.

**Contact reference person:**

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With kind regards,

