

DATE

URGENT FIELD SAFETY NOTICE

Turbo V and IonDrive Turbo V source
Manufactured between 2018 and July-2023.

Dear Valued Customer,

SCIEX is initiating a field action for the products listed above as they pertain to the SCIEX triple quadrupole and QTRAP product lines. This letter contains important information that needs your immediate attention.

Reasons for the voluntary field correction

In rare occasions, the combination of a leak of a highly flammable solvent at the ion source probe, and an electrical discharge may result in a flame on top of the probe and possible ejection of the electrode assembly from the probe. While none of the reported incidents to date have resulted in any injuries or property damage (other than damage to the source/instrument), there could be a potential risk to the health and/or property of the customer.

To reduce the risk of occurrence, SCIEX will be changing the electrode adjustment nut material used to secure the electrode assembly to the probe. This action will reduce the probability of the flame spreading and/or ejection of the electrode assembly.



Figure 1: The groove on the replacement nut (right) that distinguishes it from the original nut (left).



Figure 2: Replacement nut featuring a groove is mounted on top of the probe assembly.

Actions to be taken by the Customer/User:

SCIEX will provide a replacement nut for eligible sources and systems. Instructions will be provided to guide you through the replacement of the nut. The replacement parts with installation instructions are estimated to begin shipping in October 2023.

Product and distribution information

Please see the attached listing of all products affected.

Part Number	Product Description	Serial Number 2 letter Prefix
5032525	KIT* PTO QTRAP 4500MD	EL, EM
5032522	KIT* PTO QQQ 4500MD	EC, EJ
5063685	CITRINE QTRAP MS/MS SYSTEM	DD
5063684	CITRINE TRIPLE QUAD MS/MS SYSTEM	DE
5059703	IonDrive Turbo V ion source	N/A
5059704	Turbo V ion source	N/A

SCIEX is currently notifying affected customers of the upcoming countermeasure. Upon availability, SCIEX will send you the replacement nut with instructions on how to install it on the ion source probe. We sincerely apologize for any inconvenience that this may cause you. SCIEX aims to provide you with products of the highest quality.

If you have any questions regarding this notice, please contact <https://sciex.com/about-us/contact-us> or <https://sciex.com/support/request-support>. Please email regulatory.affairs@sciex.com to confirm receipt of this communication.

Sincerely

