



QIAGEN GmbH
QIAGEN Str. 1
40724 Hilden, Germany

Dear valued customer,

QIAGEN is dedicated to meeting the needs of our customers, and we continually strive to provide the best value in products and services.

We would like to inform you that we have detected an increased rate of complaints due to invalid runs for lots 220193 and 220199 of our QIAstat-Dx Meningitis/Encephalitis Panel (691611) in November 2022.

The error code of invalid runs detected at increased frequency is mainly error 14023, which is generated when the Internal Control (IC) is not amplified within the expected range. We have identified the potential root cause for such IC failures and are working on implementing appropriate corrective actions to mitigate it.

We recommend not to continue using these affected lots. Nevertheless, we want to stress that the increased number of failures does not compromise in any way the validity of the results from the cartridges that run successfully to completion. QIAGEN is providing this information as a precautionary measure. Our Technical Service will be able to assist and provide you with new kits from replacement lots.

If you have any questions regarding this information, please contact QIAGEN Technical Services.

Sincerely,

Your QIAGEN team

www.qiagen.com

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