



13<sup>th</sup> January 2022

**URGENT: FIELD SAFETY NOTICE – IDS-21-4213**

**BD Veritor™ Plus Analyzer**

**REF:** 256066 **Serial Numbers:** All Unexpired Analyzers

**Type of Action:** Advisory

**Attention: Clinical Personnel, Risk Managers, Biomedical Personnel**

This letter contains important information which requires your **immediate** attention.

Dear valued Customer,

BD is issuing an advisory Field Safety Notice for all unexpired BD Veritor™ Plus Analyzers (please refer to Table 1 below) and according to our distribution records your organisation may have received the impacted product.

Product Description	Product Code (REF)	Serial number	Expiration Date
BD Veritor™ Plus Analyzer	256066	All unexpired analyzers	Between 31/12/2021 and 31/08/2024

**Table 1: Impacted Product**

**Description of the Problem**

Based on customer feedback, BD has received 2 complaints reporting that the BD Veritor™ Plus Analyzer may have the potential to overheat and/or cause fire. The issue can occur when an unauthorised AC power adapter, not the one provided by BD with the BD Veritor™ Plus Analyzer, is used to power the instrument.

As a result of this feedback and to mitigate this occurrence, BD is reinforcing that **only** the AC power adapter supplied with the device should be used to power the instrument, as stated in the IFU (document number 8091498 revision 08). Refer to section 1.5.3 “Summary of Cautions and Warnings” as shown in figure 1 below.

**AC ADAPTER WARNING: RISK OF FIRE! SHOCK HAZARD!** To prevent electric shock, do not remove the cover. No user-serviceable parts inside. This unit contains hazardous voltages and should only be opened by a trained and qualified technician. Do not use if bent, cracked, modified or compromised. **Use only the AC power adapter provided with the Analyzer.**

**Figure 1: IFU Section 1.5.3 “Summary of Cautions and Warnings”**



The IFU can also be accessed and downloaded from the following link, please search under the product code (REF) 256066:

<https://www.bd.qarad.eifu.online/>

Please refer to Appendix 1 below for an image of the AC power adapter that is provided with the BD Veritor™ Plus Analyzer.

This advisory is limited to the product code listed in Table 1 above and affects all analyzers which have an expiry date between the 31<sup>st</sup> December 2021 to the 31<sup>st</sup> August 2024.

### **Clinical Risk**

A fire resultant from power issues could cause the user 2<sup>nd</sup> or 3<sup>rd</sup> degree burns should the user have been close enough to the device. BD has not received reports of serious injury related to this issue to date.

### **Actions Taken by BD:**

For future shipments of the BD Veritor™ Plus Analyzer, an additional label will be placed on the power adapter to help users identify the BD Veritor™ Plus Analyzer power adapter.

For existing BD Veritor™ Plus Analyzer users, BD requires that the actions below are taken.

### **Actions for Customers to take:**

1. Circulate this Field Safety Notice to all those within your organisation that may use the BD Veritor™ Plus Analyzers.
2. If you have further distributed the product, please identify those users, and notify them at once of this advisory.
3. **USE ONLY** the AC power adapter provided with the BD Veritor™ Plus Analyzer. Please refer to Appendix 1 below for an image of the AC power adapter that is provided with the BD Veritor™ Plus Analyzer. For AC power adapter setup and cautions please refer to the BD Veritor™ Plus Analyzer Instructions for Use (document number 8091498 revision 08) Section 2.3.
4. If required, a replacement AC power adapter (product code 445201) can be purchased by calling BD Customer Service.
5. Complete the customer response form on page 4 and return to [BDUKFieldAction@bd.com](mailto:BDUKFieldAction@bd.com) **as soon as possible or no later than 28<sup>th</sup> February 2022**. If you no longer use the product, it is still important that you return the Customer Response Form for our reconciliation purposes.



1030 Eskdale Road  
Winnersh Triangle  
Wokingham  
RG41 5TS

[www.BD.com](http://www.BD.com)

**There is no requirement for customers to return any BD Veritor™ Plus Analyzer to BD. These products can continue to be used in accordance with the guidance in this safety notice and provided in the BD Veritor™ Plus Analyzer Instructions for Use.**

**Contact Reference Person**

If you have any questions about this, please contact your local BD representative or the local BD office on 0800 917 8776, or email [BDUKFieldAction@bd.com](mailto:BDUKFieldAction@bd.com).

We confirm that the appropriate regulatory agencies have been informed of these actions.

BD is committed to advancing the world of health. Our primary objectives are patient safety and user safety and providing you with quality products. We apologise for the inconvenience this situation may cause you and thank you in advance for helping BD to resolve this matter as quickly and effectively as possible.

Sincerely,

A handwritten signature in grey ink that reads 'L. Darrock'.

Lorna Darrock  
Sr. Manager, Post Market Quality  
EMEA Quality



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## Customer Response Form - IDS-21-4213

### BD Veritor™ Plus Analyzer

REF: 256066 **Serial Numbers:** All Unexpired Analyzers

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Please read in conjunction with Field Safety Notice IDS-21-4213 and return the completed and signed form as soon as possible or **no later than the 28<sup>th</sup> February 2022** to [BDUKFieldAction@bd.com](mailto:BDUKFieldAction@bd.com).

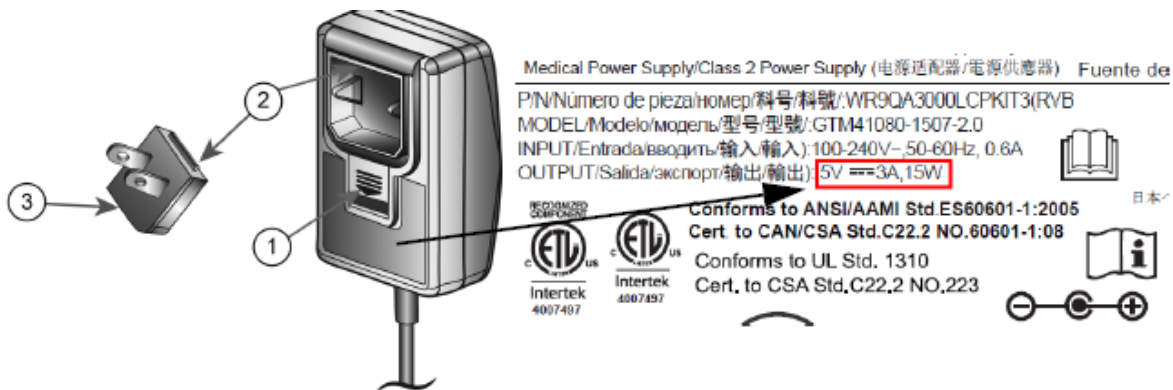
**By signing below, you confirm this notice has been read, understood and that all recommended actions have been implemented as required.**

<b>Account/Organisation Name:</b>	
<b>Department (if applicable):</b>	
<b>Address:</b>	
<b>Postcode:</b>	<b>City:</b>
<b>Contact Name:</b>	
<b>Job Title:</b>	
<b>Contact Telephone Number:</b>	<b>Contact E-mail Address:</b>
<b>Signature:</b>	<b>Date:</b>

*This form must be returned to BD before this action can be considered closed for your account.*

**Appendix 1** - An image of the AC power adapter supplied with the BD Veritor™ Plus Analyzer.

**USE ONLY** the following AC power adapter:



**CAUTION**

**THE ANALYZER WILL NOT CHARGE IF THE POWER ADAPTER OUTPUT IS GREATER THAN 5V 3A, 15W. IF THE BATTERY ICON IS FLASHING OR THE BATTERY CHARGE IS REQUIRED, MAKE SURE THE ANALYZER IS CONNECTED TO THE BD SUPPLIED POWER ADAPTER.**

Refer to the BD Veritor™ Plus Analyzer Instructions for Use (document number 8091498 Revision 08) Section 2.3 for AC power adapter setup and cautions.