
17 June 2021

Dear Valued Customer,

We are contacting you because you have been identified as a customer who may have received one (or more) of the **Finnpipette F1 8-ch 1-10 μ L pipette** (Product catalogue # **4661000N**).

We have identified an error in the acceptance specification within our pipette calibration software, affecting the percent coefficient of variation (CV%) limit value for SKU # 4661000N at a 10 μ L dispense volume setting. The software used a CV value limit setting of 4.60% (0.46 μ L) when it should have been set at 1.60% (0.16 μ L). After careful examination, we have determined that this issue has been present in the software since May 2018. Calibration data shows that one or more pipette channels have exceeded the correct CV limit of 1.60% at 10 μ L. Please see the affected pipette serial numbers in Appendix 1 and an example of affected calibration report in Appendix 2.

If your pipette serial number is listed in Appendix 1, we recommend stopping use of your pipette until it has been re-calibrated to ensure pipetting accuracy. If you have had your pipette recalibrated already since purchased, then your pipette is approved for continued use.

If you haven't calibrated your affected pipette yet, to compensate for the failed calibration we will either replace your pipette with a new one, or service and recalibrate the pipette for you at your nearest Thermo Fisher service center. Please, send an email to our Product Support at info.pipettes@thermofisher.com with the pipette serial number and inform if you want the pipette to be recalibrated or replaced.

The majority of the impacted pipettes (SKU # **4661000N**) manufactured since May 2018 meet the manufacturing specification of a CV of less than / equal to 1.60% at the 10 μ L dispense setting, however their calibration reports show the incorrect CV manufacturing specification value of 4.60%, (see example in Appendix 3.). Pipettes not listed in Appendix 1 can continue to be used, as the calibration CV value is correct. Additionally, the software calibration setting has now been corrected.

We would like to express our appreciation for your business and loyalty to our products. We sincerely apologize for any inconvenience. Please let us know if you have any questions or would like to discuss this further.

Sincerely,



Maiju Palokangas
Sr. Global Product Manager, Pipetting Systems
Liquid Handling Solutions



Luis Perez
Director, QA
Laboratory Plastic Essentials

APPENDIX 1: List of 4661000N F1 8ch 1-10µl pipettes with CV value error

Assembled in Finland	Assembled in China	Assembled in Mexico
PH40183	QZ68676	QU43025
PH40191	QZ70845	RU01472
PH44356	QZ82887	RU01474
PH44364	QZ82889	RU03182
PH44977	QZ88962	RU03185
PH44982	QZ88967	RU06903
PH44991	QZ88968	RU17393
PH44999	QZ89816	RU17394
PH48573	RO04095	RU18893
PH48578	RZ19111	RU18894
PH48579	RZ20122	RU27860
PH48582	RZ43891	RU32579
PH48850	RZ43893	RU32580
PH56890	RZ43894	SU05276
PH56892	RZ43895	SU05849
PH56895	RZ43897	SU05853
PH56902	RZ56586	SU05856
PH56903	RZ56588	SU08777
PH56904	RZ70099	-
PH56906	RZ70100	-
PH56911	RZ70102	-
PH56913	RZ75387	-
PH56916	RZ75388	-
PH56923	RZ75389	-
PH56937	RZ79797	-
PH56938	RZ79800	-
PH56941	RZ79803	-
PH56943	RZ79806	-
PH56945	RZ88510	-
PH66316	RZ88515	-
PH66317	RZ88516	-
PH66318	RZ92923	-
PH66319	RZ92924	-
PH66326	RZ92925	-
PH66327	RZ97389	-
PH66328	SZ03726	-
PH66332	SZ03727	-
PH66339	SZ09778	-
PH72501	SZ09779	-

Assembled in Finland	Assembled in China	Assembled in Mexico
PH72503	SZ19148	-
PH72506	SZ19151	-
PH72508	SZ19153	-
PH72511	SZ19156	-
PH72512	SZ23072	-
PH72513	SZ26911	-
PH72516	SZ26913	-
PH72520	SZ26915	-
PH72521	SZ41191	-
PH72523	SZ57144	-
PH72526	SZ57146	-
PH75264	-	-
PH80800	-	-
PH80819	-	-
PH82053	-	-
PH82082	-	-
PH82083	-	-
PH82087	-	-
PH82105	-	-
QH19372	-	-
QH21002	-	-
QH36400	-	-
QH36410	-	-
QH36414	-	-
QH41329	-	-
QH41330	-	-
QH41332	-	-
QH41333	-	-
QH41334	-	-
QH41335	-	-
QH41336	-	-
QH41337	-	-
QH41338	-	-
QH41339	-	-
QH41349	-	-
QH41351	-	-
QH41353	-	-
QH43006	-	-
QH48717	-	-
QH48737	-	-
QH49082	-	-
QH49084	-	-

Assembled in Finland	Assembled in China	Assembled in Mexico
QH49091	-	-
QH49107	-	-
QH51040	-	-
QH51041	-	-
QH51047	-	-
QH51057	-	-
QH53909	-	-
QH53925	-	-
QH53928	-	-
QH53929	-	-
QH53931	-	-
QH60899	-	-
QH60902	-	-
QH60906	-	-
QH60925	-	-
RH27378	-	-
RH27393	-	-
RH29784	-	-
RH33200	-	-
RH42883	-	-
RH42884	-	-
RH46370	-	-
RH46371	-	-
RH53012	-	-
RH53027	-	-
RH55017	-	-
RH55025	-	-
RH55029	-	-
RH55031	-	-
RH55042	-	-
RH70709	-	-
SH21054	-	-
SH21055	-	-
SH21056	-	-
SH21057	-	-
SH21058	-	-
SH21060	-	-
SH21061	-	-
SH21062	-	-
SH21063	-	-
SH21064	-	-
SH21065	-	-

Assembled in Finland	Assembled in China	Assembled in Mexico
SH21068	-	-
SH21069	-	-
SH21072	-	-
SH21073	-	-
SH30480	-	-
SH30483	-	-

APPENDIX 2. Example of calibration report with wrong CV limit value on calibration report and 2 failing channels between 1.60% and 4.60%.

Product code: 4881000N
 Description: Finnpiquette F1 8-ch 1-10µl
 Pipette SN: RH42883
 Tip: Finntip Flex 10
 Nr. of channels: 8
 Module SN: -

Manufacturer: Thermo Fisher Scientific, Joensuu, Finland
 Tested by: 9587
 Date: 28.7.2020
 Balance: Sartorius SpeedCal
 Environment device: Almemo 2390-5
 Air temperature: 20,50 °C
 Humidity: Moisture trap in use
 Z-factor: 1,0031
 Time: 7:21:21
 Balance SN: 428.00.00
 Env dev SN: H06040297
 Water temperature: 20,85 °C
 Air pressure: 1009,5 hPa

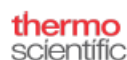
1 µl						
Channel	Mean	A± µl	s µl	Acc%±	CV%	
1	0,99	-0,01	0,04	-1,09	3,77	PASSED
2	0,97	-0,03	0,02	-3,10	2,02	PASSED
3	0,98	-0,02	0,02	-2,10	2,12	PASSED
4	0,99	-0,01	0,03	-0,69	2,77	PASSED
5	1,02	0,02	0,01	1,91	1,32	PASSED
6	0,95	-0,05	0,01	-4,71	1,05	PASSED
7	0,95	-0,05	0,02	-4,91	2,29	PASSED
8	0,94	-0,06	0,02	-6,11	1,62	PASSED

10 µl						
Channel	Mean	A± µl	s µl	Acc%±	CV%	
1	10,11	0,11	0,08	1,09	0,80	PASSED
2	10,09	0,09	0,01	0,91	0,14	PASSED
3	10,04	0,04	0,25	0,35	2,46	PASSED
4	10,12	0,12	0,04	1,17	0,43	PASSED
5	10,09	0,09	0,02	0,87	0,15	PASSED
6	10,08	0,08	0,02	0,83	0,16	PASSED
7	10,06	0,06	0,19	0,55	1,90	PASSED
8	10,12	0,12	0,04	1,19	0,42	PASSED

Correct limit	0.16	1.60
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Manufacturer specifications:
 Min. volume: 1 µl A± 0,12 µl s 0,08 µl Acc%± 12,00 CV% 8,00
 Max. volume: 10 µl A± 0,24 µl s 0,45 µl Acc%± 2,40 CV% 4,60
 Manufacturer specifications meet the requirements of ISO 8655

APPENDIX 3. Example of calibration report with wrong CV limit value on calibration report but passed actual calibration according to the correct limit.



PIPETTE CALIBRATION REPORT

Page 1 of 2

Product code: 4881000N
 Description: Finnipette F1 8-ch 1-10µl
 Pipette SN: SH30485
 Tip: Finntip Flex 10
 Nr. of channels: 8

Module SN: -

Manufacturer: Thermo Fisher Scientific, Joensuu, Finland
 Tested by: 1883

Date: 29.3.2021
 Balance: Sartorius SpeedCal
 Environment device: Almemo 2390-5
 Air temperature: 20,57 °C
 Humidity: Moisture trap in use
 Z-factor: 1,0032

Time: 15:52:02
 Balance SN: 471.00.00
 Env dev SN: H06040297
 Water temperature: 21,78 °C
 Air pressure: 1008,2 hPa

1 µl						
Channel	Mean	A± µl	s µl	Acc%±	CV%	
1	0,89	-0,11	0,04	-10,82	4,39	PASSED
2	0,96	-0,04	0,02	-4,50	1,73	PASSED
3	0,95	-0,05	0,04	-4,70	3,72	PASSED
4	0,94	-0,06	0,04	-5,70	3,84	PASSED
5	0,97	-0,03	0,02	-2,89	2,47	PASSED
6	0,98	-0,02	0,02	-2,49	1,89	PASSED
7	0,92	-0,08	0,03	-7,50	3,01	PASSED
8	0,96	-0,04	0,03	-4,50	3,27	PASSED

10 µl						
Channel	Mean	A± µl	s µl	Acc%±	CV%	
1	10,09	0,09	0,05	0,94	0,49	PASSED
2	10,01	0,01	0,06	0,12	0,56	PASSED
3	10,05	0,05	0,04	0,54	0,43	PASSED
4	10,08	0,08	0,11	0,76	1,05	PASSED
5	9,99	-0,01	0,06	-0,14	0,61	PASSED
6	10,03	0,03	0,03	0,28	0,25	PASSED
7	9,98	-0,02	0,04	-0,18	0,45	PASSED
8	9,99	-0,01	0,05	-0,06	0,53	PASSED

Correct limit	0.16	1.60
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Manufacturer specifications:

Min. volume:	1 µl	A±	0,12 µl	s	0,08 µl	Acc%±	12,00	CV%	8,00
Max. volume:	10 µl	A±	0,24 µl	s	0,46 µl	Acc%±	2,40	CV%	4,60

Manufacturer specifications meet the requirements of ISO 8655

Appendix 4. Serial number ranges of pipettes made during the calibration software error.

- Assembled in Finland: PH40154 – QHxxxxx – RHxxxxx – SH30485
- Assembled in China: QZ68667 - RZxxxxx – SZ57148
- Assembled in Mexico: QU37884 - RUxxxxx– SU08799