

Field Service Bulletin
DMSO Filter Support (500002)
Release Date: January 2010

1. Purpose

- 1.1 A new accessory for the AXP system, the DMSO Filter Support, has been introduced as a product enhancement. The use of the accessory is optional and used at the discretion of the end user.
- 1.2 ThermoGenesis Corp has found through validation and testing that the effectiveness of the DMSO Filter Support will enhance the use of the AXP system and minimize filter related issues. Use of the DMSO Filter Support stabilizes the DMSO line as well as the DMSO filter during centrifugation and aids in the processing of cord blood in the AXP System.

2. Materials and Equipment

- 2.1 ThermoGenesis is providing you with reusable DMSO Filter Supports (included with this technical service bulletin). Note: Additional DMSO Filter Supports may be obtained through ThermoGenesis by ordering part no. 80004.
- 2.2 This bulletin covers the new DMSO Filter Support, a product enhancement for the AXP system. (8-5102).

3. Set-Up Procedure

- 3.1 N/A

4. Procedure

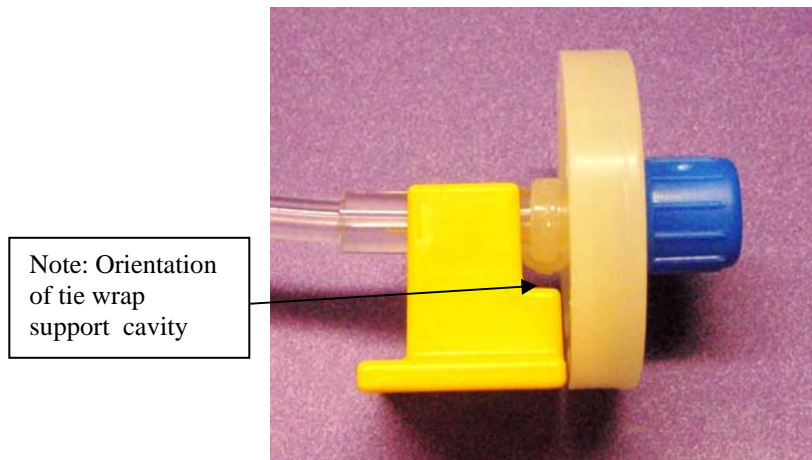
One additional step has been added to the procedure for “Loading Processing Set into Device” section (Chapter 5 – Operating Instructions) of the AutoXpress™ System Operator and Maintenance Manual.

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1. New DMSO Filter Support.



2. At step 10 (page 5-20) prior to loading the DMSO tubing into the AXP device, place the DMSO filter and tubing line into the DMSO Filter Support with the notched side against the DMSO filter.



3. Load the DMSO filter and tubing line into the AXP device with the bottom of the DMSO Filter Support flat against the lower part of the AXP device.

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Note: Orientation
of the DMSO
filter support



4. Continue with sample processing at step 12 (page 5-20).

One additional step has been added to the procedure for “Removing Processing Set from Device” section (Chapter 5 – Operating Instructions) of the AutoXpress™ System Operator and Maintenance Manual.

1. At step 3 (page 5-33) when unloading the DMSO tubing from the AXP device, remove the DMSO filter, tubing and clamp 1 from storage cavity and remove the DMSO Filter Support.
2. Retain the DMSO Filter Support for reuse.
3. Continue with sample processing at step 4 (page 5-34).

Customer Acknowledgement form:

Complete the DMSO Filter Support acknowledgement form and fax or email it to THERMOGENESIS CORP.

Contact Information:

If you have any questions, contact THERMOGENESIS CORP. Technical Service at 1-800-783-8357 (U.S. and Canada) or +1-916-858-5100 (non-U.S./Canada). You may also send a fax to +1-916-858-5199, or email support@thermogenesis.com for assistance.



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Customer Acknowledgement Form

Date: _____

Company Name: _____

Address: _____

City: _____

State/Country: _____

Email address: _____

Phone: _____

Print Name: _____

Customer Signature: _____

Dear Customer,

This letter is to acknowledge the delivery and understanding of the above Technical Service Bulletin. Once the above information is completed please fax or email this document to ThermoGenesis at 916-858-5199.

Best Regards,

Haihong Zhu

Director, Customer Operations
916-858-5188
hazu@ThermoGenesis.com