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Dear Sir or Madam,
Dear Customer,

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Urgent Safety Notice: ROTOFIX 32 A

Tuttlingen, June 16, 2026

Dear Sir or Madam,
Dear Customer,

Our records indicate that you may be affected by this urgent safety notice.

Based on customer feedback, we have determined that in some ROTOFIX 32 A units, the lid lock may occasionally fail, preventing the lid from locking securely.

In such a case, the handle bar on the lid may swing upward during the centrifuge run, causing the lid to open.

Access to the spinning rotor of the centrifuge poses a high risk of injury. Therefore, under no circumstances should you attempt to open the lid while the centrifuge is in operation.

If you notice that a device exhibits this malfunction, please observe the following points:

- Keep the device lid closed during operation until the run has completely finished.
- Take the device out of service immediately.
- Report this technical defect to our technical service via the Support Center

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If you own one of the devices listed below, please carefully review and follow the information and instructions in this safety notice.

If you have provided one or more of the affected devices to third parties, please forward this safety notice to the relevant individuals or organizations immediately.

Identification of the affected in vitro diagnostic devices:

Cat. No.: 1206, 1206 – 01, 1206 – 34, 1206 – 33

Manufactured between: May 31, 2023, and June 15, 2026

Product name: ROTOFIX 32A

Description of the problem:

On the devices listed, the lid lock may occasionally fail.

As a result, the lid may open while the device is in operation.

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Risks to Users

The technical fault described above may occur in isolated cases with the devices listed, posing a risk of injury to users or third parties. In the event of a malfunction, there is a risk of injury from contact with rotating components.

Measures from the manufacturer, Andreas Hettich GmbH

If you own one of the devices listed above, please take the following steps:

- Close the lid on the centrifuge
- Turn off the centrifuge and disconnect it from the power supply
- Please check whether the handle bar on the lid can be swung upward and the lid opened.
- If you own a device where the lid can be opened, we ask that you refrain from using it until further notice.
- Continued use of the device despite this notice is solely at the operator's own risk.
- Please contact Technical Service immediately via the Support Center to coordinate the next steps.

If you have any questions or concerns, please contact our Support Center or your designated Technical Service representative.

We apologize for any inconvenience this may have caused and thank you for your cooperation.

Best regards,

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