

Dear User,

We wish to inform you that we have had reports of incomplete sealing of plates from batches 2022-12-EJ and 2022-12-EZ which potentially could lead to sample cross-contamination, the following is information regarding this recently identified anomaly and recommended precautions and actions.

**Affected LOT Numbers**

PRODUCT NAME	ARTICLE NUMBER	LOT NUMBER	INITIAL EXPIRY DATE	EXTENDED EXPIRY DATE
Aluminium StarSeal (PCR)	E2796-9792	2022-12-EJ	11/2022	12/2027
		2022-12-EZ	12/2022	12/2027
		2022-11-CA	11/2022	12/2026
		2022-09-YW	09/2022	06/2026
		2022-12-DA	12/2022	12/2027
		2022-09-YU	09/2022	06/2026
		2022-11-AZ	11/2022	12/2026
2022-11-CN	11/2022	12/2026		

**Outline of Potential Anomaly**

- The batches 2022-12-EJ and 2022-12-EZ have an extended shelf life and a minor volume loss, approx. one well per 96-well plate may occur.
- In a very small number of reported cases, the customers are observing eluate transfer between wells. This corresponds to a failure rate of less than 0.02% of total units sold.
- While the occurrence is extremely infrequent, it is important to be aware of the potential risk in your application when using the product.
- As the shelf life of other batches has also been extended, the batches listed above could also be affected by the anomaly.

**Recommended Actions.**

- Destroy\* the affected product and discuss a replacement; or
- Destroy\* the affected product and obtain a credit for the affected batches or
- Continue using the product at user own risk, knowing that:
  - the shelf-life expiry dates of the affected lots have been extended by up to 5 years,
  - these Lots are now more than three years beyond their original shelf-life expiry dates,
  - there is no technical data available to support a shelf-life extension beyond one year.

If you choose to continue using the product at your own risk, the following precautions should be implemented:

- **Stop using** the product when the presence of solution is observed between the wells.
- **Review** the updated datasheet thoroughly to understand the revised specifications and guidelines.
- **Correct Use** ensure product is used in Standard PCR thermal cycler applications.

## Information - Recommendation

### Product: E2796-9792 - Aluminium StarSeal (PCR)



- **Monitor** operating conditions closely, especially those outlined above.
- **Ensure** that the product is used within the specified limits detailed in the updated datasheet.
- **Adjust** your operational procedures as necessary to mitigate the risk of this anomaly.
- **Implement** additional verification checks of the seal.

**Contact** our technical support team @ [queries@starlab.co.uk](mailto:queries@starlab.co.uk) if you observe any irregular behaviour or require further assistance with your options as detailed below.

*\* Evidence of destruction will be required with details of the Lot and qty*

We appreciate your attention to this matter and your commitment to maintaining optimal product performance. Please do not hesitate to reach out for any clarifications or support.

Best regards,

**Starlab Product Support**

[queries@starlab.co.uk](mailto:queries@starlab.co.uk)