



Customer Information Bulletin

PRODUCT: BioProfile® FLEX2

CIB NO: 01-25B

DATE: January 2025

BioProfile FLEX2 Automatic Monthly Data Export Update

Dear BioProfile FLEX2 Customer,

Nova Biomedical would like to inform you about an identified software issue affecting the automatic monthly data export feature on the BioProfile FLEX2. The affected feature is turned on or off via a radio button located in “Settings” → “General Settings” → “Enable Sample Results Auto Export”.

The issue impacts software versions 5.0.24144 and 5.0.24176. Specifically, the software issue causes the current monthly Historical Sample Results and Quality Control (QC) Sample Results to be deleted from the FLEX2 Bridge Computer shared folder following a system power cycle and, subsequently, when a sample or quality control analysis is performed after the power cycle.

IMPORTANT:

- *This issue does not impact the original data displayed on the graphical user interface or stored on the analytical unit’s computer.*
- *Additionally, this issue does not impact manually exported Historical Sample Results or QC Sample Results.*

RECOMMENDATION:

- *Nova Biomedical recommends that customers currently using the automatic export function on software versions 5.0.24144 and 5.0.24176, and who are being affected by this issue, to disable the feature and instead manually export their results on a routine basis to ensure data is securely retained.*

Nova is actively addressing this issue, and it will be resolved in the next validated software release.

If you have any questions/concerns, or require additional information regarding this bulletin, please contact Nova Biomedical Technical Support at (800) 545-6682 (USA) or at (800) 263- 5999 (Canada). For customers outside the USA or Canada, please contact your authorized Nova Biomedical distributor. Thank you for your continued support of Nova Biomedical BioProfile products.

Nova Biomedical, 200 Prospect Street, Waltham, MA 02454

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