

ADVISORY NOTICE

45_2025_H560_ new software version SW A13.2

Dear customers,

We hereby inform you that the H560 device software has been updated to SW version SW A13.2.

1. Purpose: Adding new functions.

2. List of changes in Application Software ver. A13.2:

1. Added automatic maintenance—counting cleanser soaking.
The administrator can set enable auto cleanser soak based on the cumulative number of samples tested. When the number is reached, the system will perform an auto cleanser soak. The acceptable value ranges from 5 – 50. When the system reminds the user to perform cleanser soak, if the user cancels the operation, the system will display the reminder again after 10 minutes and it can no longer be canceled.
2. Removed automatic maintenance— timed cleanser soaking.
The administrator was allowed to set the start time of the cleanser soak in the Start Time textbox. This feature is no longer available.
3. Added shutdown cleanser soaking process; during this process cannot be stopped midway and must be completed
4. Auto-cleanser soaking maintenance cannot be stopped midway and must be completed
5. Manual- cleanser soaking (involving probe cleaning solution soak, WBC channel probe cleaning solution soak, and RBC channel probe cleaning solution soak) cannot be interrupted midway; the 20-minute soak process must be completed
6. Cleanser soaking alarm can only be canceled once
7. If the soaking process fails due to a fault, the cumulative sample count will be reset to zero.
8. Once the cleanser soaking prompt appears, if the process is interrupted due to a power outage, the cumulative sample count will not be reset to zero, and the forced soaking cannot be canceled when the prompt reappears.

For updating SW version from A13.1 to A13.2, please contact your local service engineer or distributor. Please contact your local Erba representative to make sure you have enough Elite H Clean (HEM00023) in stock in order to maintain normal instrument workflow.

The latest version of the SW is available on the [ERBA Knowledge Base](#) website.

Applied for:

INSTRUMENTS:

50004677	INS00078	H560
50005451	INS00078	H560



Erba Lachema s.r.o.



In case you have any additional questions, please do not hesitate to contact us.

Best regards,
Erba Lachema s.r.o.

Erba Lachema s.r.o.

Karásek 2219/1d, 621 00 Brno

DIČ: CZ26918846 -7-

A handwritten signature in blue ink, appearing to be a stylized name, located below the company information box.

Brno, 3rd September 2025

Ref. No.AN_45_2025



Erba Lachema s.r.o., Karásek 2219/1d, 621 00 Brno, Czech Republic
Identification number: 269 18 846. Tax identification number: CZ26918846
Incorporated in the Commercial Register maintained by the Regional Court in Brno, Section C, insert 45458
Tel.: +420 517 077 111, e-mail: diagnostics@erba.com, www.erba.com