

ADVISORY NOTICE

33_2026_ Laura XL - QC results disappearing from the memory/archive

Dear customers,

We would like to inform you of a newly discovered software issue affecting the **Laura XL** system.

In specific circumstances, when a **manual QC test is requested**, the system may fail to detect a QC sample on the rack. This can occur if the sample is not physically positioned as expected or if the instrument does not detect the tube and/or magnetic adaptor.

When this occurs, the system may display previously completed QC tests that used the **same rack number and rack position** in the Worklist again, changing their status from **Completed** to **Pending** while retaining their original request date.

If these tests are deleted from the worklist, they disappear also from the memory of the system.

Work Around

As a temporary precaution, we recommend **not deleting QC requests** from the Worklist especially if:

- The QC requests have an earlier request date than the current working day
- laboratory routinely clears the Worklist on a daily basis.

In these circumstances, please leave the QC requests in the Worklist until the software update is installed.

QC results can be exported to a USB drive before clearing the Worklist. This provides a record of the QC run should the corresponding QC lines be accidentally removed from the Worklist.

The exported file can be reviewed by changing its extension from **.lxlqc to .zip** and then extracting the contents. The XML file can be opened using Microsoft Excel to review the results of the selected QC. Images of strips and sediment are also included in the relevant date folders within the export.

Erba Lachema s.r.o.



This issue is already being addressed, and the correction is planned for the next Laura XL software release

Until this release is available and installed, following the precaution described above will help ensure that QC information remains readily available.

Best regards,

Erba Lachema s.r.o.
Technical Product Management

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A handwritten signature in blue ink, appearing to be a stylized "P" or "B", written over the bottom of the company stamp.

Brno, 13th October 2026

Ref. No.AN_33_2026



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