



Varian TV 801 Turbo Pump Frequently Asked Questions (FAQ)

For details regarding the initiated field action or if the specific question you have is not addressed in this document, please refer to the “Important Safety Notice” issued by SCIEX that can be found by following the provided link below.

<https://SCIEX.com/tv801safetynotice>

General Questions:

- 1) Is the root cause of the issue known?
 - a. No, the manufacturer of the pump is currently investigating the root cause of the failure.
- 2) What is being done to address the issue/can it be fixed?
 - a. SCIEX is working diligently with Agilent Technologies, who is the manufacturer of affected TV 801 pump, to complete the failure mode investigation and to develop, validate, and manufacture potential remediation solution(s) that would allow you to resume safe use and operation of the affected systems.
- 3) Can the system continue to operate without applying the remediation solution?
 - a. No, SCIEX strongly advises that if your system has the TV 801 pump that the system is immediately shut down following our recommended procedure.
- 4) Can the pump on my system be upgraded to another turbo pump?
 - a. Potentially, SCIEX and the turbo pump manufacturer are currently focusing efforts on a solution that will allow our customers to start operating their systems as quickly as possible.
- 5) When will my system be operational again?
 - a. SCIEX is working closely with the pump manufacturer, Agilent, on an engineering design change that will resolve the safety concerns of the pump. All efforts are being made to expedite the availability of the remediation solution(s).
- 6) I have a service contract, why can you not repair my system right away?
 - a. We understand how disruptive this situation is for your operation. We are working with the pump manufacturer toward a solution that will bring your system up to operational status as soon as the solution has been developed, validated, and manufactured.
- 7) How quickly did SCIEX take action on this issue?
 - a. SCIEX followed its policy regarding these issues pursuant to its quality management system
- 8) Will this affect any of my other SCIEX systems?
 - a. No, only API 4000™, 4000 QTRAP®, and API 5000™ systems that have the Varian TV 801 pump installed are impacted by this notification.
- 9) Did SCIEX use a defective part?
 - a. There is no indication that the pumps provided to SCIEX by the manufacturer were defective.



10) What if I want to continue to operate my system?

- a. The pump manufacturer, Agilent Technologies, informed SCIEX that use of TV 801 pump shall be discontinued due to the potential for serious injury or death.

For Customers that have the 801 pump

1) How do I schedule the next steps in the process?

- a. Once you contact SCIEX (via mail or our website) to confirm you have a system that is affected, we will reach out to you as soon as a solution is available.

2) Who is qualified to update my system?

- a. Any repairs will need to be performed by a SCIEX qualified service engineer. **The remediation solution cannot be done by a third-party service provider not specifically authorized by SCIEX.**

3) My pump was recently refurbished, may I continue to use my system?

- a. No, all TV 801 pumps are included in this notification.

4) Why was the 902 pump on my system recently replaced with an 801 model?

- a. Both pumps will allow for optimal system performance and until this issue arose, SCIEX used the pumps interchangeably.

For Customers that have system that contain non-TV 801 pumps

1) How do I know my system is safe?

- a. We have been informed by the manufacturer that the failure mode is unique to the TV 801 turbo pumps only. Please see the "SCIEX Important Safety Notice" for the Varian TV 801 Turbo Pumps on the API 4000™, 4000 QTRAP®, and API 5000™ Mass Spectrometers."