

To:
University of Wisconsin Office of the Vice Chancellor
for Research and Graduate Education
333 Bascom Hall
500 Lincoln Drive
Madison, WI 53706

Office of the VCRGE

TOMY

June 25, 2018

JUN 29 2018

Received

RE: SERVICE NOTICE

**TOMY MX-Series High Speed Refrigerated Micro Centrifuges
TOMY MicroTwin Refrigerated Tabletop Micro Centrifuge**

Dear University of Wisconsin Office of the Vice Chancellor for Research and Graduate Education

We are writing to you because we have information which indicates your staff may be utilizing one of the following machines manufactured by TOMY KOKYO CO., LTD. ("TOMY"):

Models

MX-200	
MX-300	120V (Serial numbers from 36080001 to 39080020)
MX-201	
MX-301	120V (Serial numbers from 39325001 to 44325003)
MX-105	
MX-205	
MX-305	120V (Serial numbers from 44366001 to 47366005)
MX-107	(Except serial numbers from 51392069 to 51392073 and serial numbers beginning with 52 and 53 .)
MX-207	(Except serial numbers from 51393046 to 51393050 and serial numbers beginning with 52 and 53 .)
MX-307	120V (Serial numbers from 48395001 to 50395009)
MicroTwin	

We have received a report that the chamber lids of certain TOMY MX-Series High Speed Refrigerated Micro Centrifuges and TOMY MicroTwin Refrigerated Tabletop Micro Centrifuge may accidentally open while in use if the rotor rack is not installed into the rotor properly. Proper installation of the rotor rack is essential to maintaining the balance in the centrifuge while it is spinning. Failure to install the rotor rack properly may cause the rotor rack to come off the rotor. The force created by the rotor rack coming off the rotor while the machine is in use may result in the locked centrifuge lid bursting open. This may create a dangerous situation for the person operating the centrifuge.

To prevent such accidents from occurring, TOMY has designed a few safety upgrades, and is issuing a voluntary service offering to upgrade the above models. We can send service personnel to the users' facility for the upgrade. To avoid any liability for damage or injuries caused by the above centrifuges, the customer should immediately investigate whether any of the foregoing centrifuges are being used by its staff. If these centrifuges are being utilized, please contact us so we can arrange to install the upgrades to the equipment. This service will take approximately thirty (30) minutes and will be offered at no cost to users who register for the update.

In order to perform these updates, we request that University of Wisconsin Office of the Vice Chancellor for Research and Graduate Education provide us with the location of any of the above-listed models being utilized within sixty (60) days of receipt of this letter. The voluntary service will be coordinated by TOMY DIGITAL BIOLOGY, CO., LTD.

Please send the information to:

TOMY DIGITAL BIOLOGY CO., LTD.

Attn: Rieko Tamura

ADDRESS: 3-14-17 Tagara Nerima-ku, Tokyo 179-0073, Japan

TEL: +81-3-5971-8160

FAX: +81-3-3970-6036

Email: mx_mp@digital-biology.co.jp

If we do not hear from you within sixty (60) days, then we will assume that University of Wisconsin Office of the Vice Chancellor for Research and Graduate Education does not utilize any of the above centrifuge models or know the current location of said models.

We apologize for any inconvenience this may cause you and ask for your kind understanding and cooperation. We will continue to make every effort to further enhance our product quality to meet and exceed your expectations. Thank you very much.

Sincerely,



Rieko Tamura

Rieko Tamura
Vice President, Manufactured Product
TOMY DIGITAL BIOLOGY, CO., LTD.