

July 31, 2017

RE: SERVICE NOTICE
TOMY MX-Series High Speed Refrigerated Micro Centrifuges
TOMY MicroTwin Refrigerated Tabletop Centrifuge

Dear Valued Customer:

This letter is to inform you that the manufacturer TOMY KOGYO CO., LTD. (“TOMY”) is voluntarily conducting service work through TOMY DIGITAL BIOLOGY CO., LTD., for the following specific models of the TOMY MX-Series High Speed Refrigerated Micro Centrifuge and TOMY MicroTwin Refrigerated Tabletop Micro Centrifuge:

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



MicroTwin

The voluntary service offering has been initiated due to 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, and the force created by the rotor rack coming off the rotor while the centrifuge 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 improve safety, TOMY has decided to send service personnel to users' facilities to update the lid lock unit of the above-listed centrifuge models. Further, for Centrifuge Model **MX-300 120V Nos. from 36080001 to 39080020** and **MX-301 120V Nos. from 39325001 to 40325010**, TOMY will also install an additional safety adapter in the lid that covers the rotor.

This service will take approximately thirty (30) minutes and will be offered at no cost to users who register for the update.

To register for this update, please fill out the following Service Acknowledgment form.

[Service Acknowledgment for MX-series and MicroTwin Centrifuge](#)

If you have transferred your ownership of the above-mentioned centrifuge(s), please list the new owner's contact information in the "Service Location" section of the enclosed Service Acknowledgement. If the centrifuge is no longer in use, please indicate "No Longer In Use" in the "Service Location" section of the above Service Acknowledgement.

TOMY recommends that users refrain from using the above-listed centrifuges until the necessary updates to the centrifuge are made.

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

TOMY DIGITAL BIOLOGY CO., LTD.