

## PRODUCT NOTICE

**Date:** January 3, 2024

**Subject:** Incorrect Expiration Date on MVS Calibration Report

**Product Affected:** MVS with ArtelWare 2.0 and 2.1

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### **Overview:**

We are issuing this notice to create awareness for an issue with the “MVS System Calibration Report” generated in ArtelWare versions 2.0 and 2.1. Upon a Recertification of the MVS Calibrator Plate the “Plate Expiration Date” on the reports will be displayed as the original expiration date not the recertified expiration date.

### **Impact:**

It should be noted that this issue does not affect the functionality of the system, nor does it impact data quality. The system continues to properly enforce the expiration date on Calibrator Plates. This reporting issue is limited to what is displayed on the report and is not an issue with the data that is captured.

### **Recommended Action:**

Continue to use the MVS with ArtelWare and reference the date on the actual Calibrator Plate sticker. This issue will be remediated in the software as a patch provided for ArtelWare versions 2.0 and 2.1 and will be resolved in the next version, 2.2. When the patch is installed, or software is updated, all reports will produce the correct date including prior results.

For further assistance please contact technical support at [ArtelSupport@aicompanies.com](mailto:ArtelSupport@aicompanies.com).