Agilent Technologies, Inc.
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Date: May 26, 2026
Reference number: FAS000000212
Attention: Laboratory Manager

IMPORTANT FIELD ACTION NOTIFICATION

Subject: All XF Analyzer instruments and Software (XF Software for Seahorse: XF Pro, XF Flex, XF HS Mini, XFe96, XFe24, XFp)

Dear Valued Customer,

At Agilent, we are committed to providing the highest level of data integrity for your research. We are notifying you of a Field Action affecting XF Analyzer instruments and software under specific conditions.

The affected instruments and software are listed in Table 1.

Description of the issue

Agilent has identified two software-related issues that may affect Seahorse XF data calculations. All affected products are not medical devices or IVDs and are intended for research/non-clinical purposes only. There is no impact to instrument safety or operability, and software updates are now available to ensure continued data accuracy.

Issue 1: Atmospheric Pressure Setting
In all XF Analyzer instruments, if a non-default atmospheric pressure value is manually entered into the software, Oxygen Consumption Rate (OCR) calculations may be inaccurate by up to 18%. This issue typically only affects laboratories operating at higher elevations.

Affected Instruments: XF Pro, XF Flex, XF HS Mini, XFe96, XFe24, XFp

Issue 2: Proton Efflux Rate (PER) Calculations
For XF Pro and XFe96 analyzers using N-Type plates, an incorrect Kvol value (1.60 instead of 1.41) may be applied during calculation processing, resulting in approximately a 13% overestimation in Proton Efflux Rate (PER) calculations.

This can also impact PER-related values, including ATP Production Rates, when calculated in Wave Pro software or Seahorse Analytics.

Affected Instruments: XF Pro, XFe96

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Evaluation of risk
There is no safety impact to users, and the instruments remain fully operable. All affected products are not medical devices or IVDs and are intended for research/non-clinical purposes only.

- For Issue 1: If a non-default atmospheric pressure value was manually entered, certain oxygen consumption calculations may be affected.
    - NOTE: This typically only applies to labs operating at higher altitudes.

- For Issue 2: Proton Efflux Rate (PER) values and related ATP Production Rate calculations may be overestimated in affected data files.

Table 1. Affected Products

Issue	Product Name	Model Number	Affected Software Versions
1. Atmospheric Pressure Setting	XF Pro	• S7850A	• All software versions
	XF Flex	• S7851A	
	XF HS Mini	• S7852A	
	XFe24	• S7801A • S7801B • 102238-100	
	XFp	• S7802A • 102745-100	
	XFe96	• S7800A • S7800B • 101991-100	
2. Proton Efflux Rate (PER) Calculations	XF Pro	• S7850A	• Wave Pro SW (10.3.0.515 to 10.4.0.23) • Data files opened in Seahorse Analytics between June 2025 – March 2026
	XFe96	• S7800A • S7800B • 101991-100	

Actions to be taken by the customer

Agilent has developed software updates to address these issues. Please follow the instructions below for each applicable issue.

a. **Issue 1:** Atmospheric Pressure Setting
    i. If you have always used the default atmospheric pressure setting, no further action is required.
    ii. If you manually entered the atmospheric pressure for your XF assays:
        1. On non-Controller PCs, update the Wave software to the latest version (Seahorse XF Software Releases | Agilent).
        2. Log into Seahorse Analytics (SHA) and reopen your files to automatically recalculate results.

3. Contact us to confirm whether a Controller software update that addresses this issue is available for your instrument. If the update is not yet available, perform data analysis using SHA as an interim solution.

b. **Issue 2:** Proton Efflux Rate (PER) Calculations
   i. Update to the latest version of Wave software (Seahorse XF Software Releases | Agilent), or
   ii. Log into Seahorse Analytics (SHA) and reopen affected files to automatically recalculate results. This applies specifically to affected files opened in Seahorse Analytics between June 2025 and March 2026.

If you are experiencing issues or have further questions, please contact your local support team for technical support and troubleshooting assistance.

Transmission of this notice

We kindly ask that you inform all appropriate personnel within your organization, or any organization to which the affected product(s) may have been transferred, of this notification. Please ensure continued awareness of this notice until all appropriate actions have been completed.

Thank you for your attention to this matter. Please be assured that this issue has our full attention. We regret any inconvenience this action may cause and appreciate your continued partnership and understanding.

PLEASE NOTE: No other Agilent devices are involved in this field action.

Sincerely,

Brenda Tregellas
VP, Head of Global Quality, ad interim
Agilent Technologies, Inc.