

Subject: Novum IQ Large Volume Pump – Hardware Update to Reduce Misloading of the Set
Ref# FA-2025-027

February 3, 2026

Dear Director of Biomedical/Clinical Engineering and Director of Nursing:

On July 17, 2025, Baxter issued an Urgent Medical Device Correction letter for the **Novum IQ** Large Volume Pump (LVP) due to the following two issues: 1) There is a potential for underinfusion when transitioning from a lower to a higher flow rate (e.g., rate change or bolus) and 2) Baxter has identified an increase in customer reports of over- and underinfusion that may be due to set misloading.

This correspondence is being provided as a follow-up regarding the second issue (set misloading) described in the July 17, 2025 communication.

Update:

A hardware update is now available to reduce the potential for set misloads by installing spacers around the pumping channel. One of the spacers also contains labeling highlighting key operational steps to load the set. A Baxter representative will contact your facility to schedule implementation of this update.

If you have **Novum IQ** LVPs in clinical use at your facility, we strongly recommend you implement the hardware update as soon as possible to mitigate the risk of set misloading. If you have any questions, please contact your local Baxter Representative.

To provide a helpful and centralized resource for customers impacted by ongoing Novum IQ Large Volume Pump (LVP) field actions, Baxter has uploaded summaries of all current Novum IQ LVP field actions to our Novum IQ LVP Important Safety Updates website, including applicable remediation steps and links to associated customer letters. Please note that your facility would have previously received the official customer communication for all field actions that you are impacted by.

This page will be maintained and updated with any relevant information pertaining to Novum IQ LVP field actions, in addition to communication via our standard channels.

Please visit <https://www.baxter.ca/novum-iq-large-volume-pump-important-safety-updates> to view the information.

Baxter continues to treat this situation with the utmost seriousness and care. We will work in close partnership with you and your team with this upgrade and future updates to the **Novum IQ** LVPs with the highest standards of quality and precision.

Sincerely,



Brandon Gingrich
Associate Director, Quality and Regulatory
Baxter Corporation – Canada