



**Customer Service Bulletin**

**Monitoring Products**

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**Bulletin Type: As Needed**

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**Date: 2011-06-27**

**SAP DIR #: 20012578**

**Subject:** CSB—Electrical contact cleaning of Braun ThermoScan® PRO 4000 Ear Thermometer and related device docks.

**CAR Number:** N/A

**Distribution Scope:** WA ASP's and Distributors  
WA Technical Support, Product Service, & International Service Centers

All Welch Allyn products that utilize the following Braun Pro 4000 part numbers:

**Product(s) Referenced:**

- 04000-200 – BRAUN PRO 4000 NA, (Braun ThermoScan® PRO 4000 Ear Thermometer US, CDN, JPAC, LATAM)
- 04000-300 – BRAUN PRO 4000 + Base STA NA, (Braun ThermoScan® PRO 4000 Ear Thermometer, with Security Base Station US, CDN, JPAC, LATAM)
- 04000-500 – BRAUN PRO 4000 + Base STA MN, (Braun ThermoScan® PRO 4000 Ear Thermometer EME)
- 04000-600 – BRAUN PRO 4000 MN, (Braun ThermoScan® PRO 4000 Ear Thermometer, with Security Base Station EME)
- 53020-0000— RECHARGEABLE BATTERY PACK FOR PRO4000, (Rechargeable Battery Pack for Braun ThermoScan® PRO 4000)

**SW Version:** N/A

**Serial No. / Lot Code:** N/A.

**Summary:** This customer service bulletin provides instructions for cleaning the

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electrical contacts on the Welch Allyn products that utilize the Braun Pro 4000 part numbers listed above.

**Issue:**

The charging dock, rechargeable battery and thermometer electrical contacts need to be cleaned regularly. This should be done every 3 months or any time the charging or communication performance between the thermometer and dock becomes erratic. For example, if it fails to transfer a reading or exhibits incomplete charging. Note that the electrical contacts may not look dirty, but still can have contamination that will prevent the device from working correctly.

**Action:**

Instructions for cleaning electrical contacts, to improve the charging and communication performance between the thermometer and dock:

All of the contacts should be cleaned using a cotton swab slightly dampened with isopropyl alcohol, as shown.

- 1) Clean the two contacts on the end of the thermometer:



Braun external contact view.

2) Remove the battery pack. Clean the two battery contacts (springs) inside the thermometer:



Braun internal battery contact view.

3) Clean the two battery contacts (buttons) on the rechargeable battery pack:



Rechargeable battery pack view.

4) Clean the two contacts on the device dock:



Base station dock view.



Spot LXi dock view.

Note that docks of other devices are similar.

Cleaning the contacts regularly will ensure that the device performs as expected.

**Reference to Standards:**

- 21 CFR Part 820, ISO 13485, MPD SOP-0002

**Updates:**

- |                   |                          |                   |                          |
|-------------------|--------------------------|-------------------|--------------------------|
| Technical Manual  | <input type="checkbox"/> | Repair Tool       | <input type="checkbox"/> |
| Service Plan      | <input type="checkbox"/> | Internet/Intranet | <input type="checkbox"/> |
| Procedures        | <input type="checkbox"/> | Price List        | <input type="checkbox"/> |
| Training Material | <input type="checkbox"/> | Other             |                          |

**Service Strategy:**

N/A

**Required Training:**

N/A

**Required Tools:**

Cotton swab

**Required Materials:**

Isopropyl Alcohol (MSDS CAS # 67-63-0 )

**Quality Process for failed units or components:**

N/A

**Procedure:**

N/A

**Quality Documents:**

N/A

**Notes:**

1. Contact the Welch Allyn Complaints Department to initiate or process a medical device complaint resulting from this or other issues.
2. Drawings, illustrations, and part numbers in this document are for reference purposes only and subject to change.

**End of Bulletin**

Revision History					
Version	Description	Change #	Init	Release Date	Appr
A	Release Braun-LXi Terminal Cleaning	N/A	JMR	2011-06-27	D*
D* - Refer to SAP DIR digital signature log for approval details.					