

Welch Allyn, Inc.[®]
 Medical Products
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DATE: 09/07/2007

SAP DIR #: 20010954

Subject: TSB - Digital Macro View Otoscope

Bulletin Type: *New Product Release*

Product Family: *Macroview*

Originator: SS / JR Service Engineering Department

Author: Kirk Stevenson

Issue: New product release



Distribution Key:

- Internal Welch Allyn distribution only
- External Welch Allyn distribution

Reference: Change Number: CAR: **N/A**

Solution Statement:

Welch Allyn will sell the Digital Macro View Otoscope as two products, one as a Human Digital Macro View Otoscope, and the other as a Veterinary Digital Macro View Otoscope. The initial sale of this product will be Domestic to the USA only. However, an international sale is planned in the future. A new revision of this TSB will be released to announce International sales. The Digital Macro View Otoscope is offered as individual components identified below.

23920	DIGITAL MACROVIEW OTOSCOPE	23960	DIGITAL MACROVIEW VETERINARY OTOSCOPE
			

Part Number	Part Description
23920	DIGITAL MACROVIEW OTOSCOPE
23960	DIGITAL MACROVIEW VETERINARY OTOSCOPE
065200-502	BB0 3.5V LAMP BULK
404740	DMV SOFTWARE UPGRADE KIT
707650	CABLE, USB MINI, 10FT

• Warranty Terms for system components:

Part Number	Part Description	Warranty Terms
23920	DIGITAL MACROVIEW OTOSCOPE	1 Year
23960	DIGITAL MACROVIEW VETERINARY OTOSCOPE	1 Year
065200-502	BB0 3.5V LAMP BULK	Upon Delivery
404740	DMV SOFTWARE UPGRADE KIT	Upon Delivery
707650	CABLE, USB MINI, 10FT	Upon Delivery

• **REPAIR:**

- For customer units, the directions for use: *Basic Troubleshooting instructions* will be utilized (e.g. Lamp replacement). Repairs will not be performed by Welch Allyn service; however the unit will be replaced as a whole unit.

• **Loaners:**

- Welch Allyn shall not provide any loaners to customers.

Skaneateles Falls:

- For customer units with lamp issues, ship a new lamp directly to the customer.
- For customer units requiring repair (other than lamp issues) replace the unit and return the defective units to Welch Allyn Skaneateles Falls for failure analysis.

PRODUCT IDENTIFIERS:

Product Number	Part Description	Serial Numbers /Date Codes
23960	DIGITAL MACROVIEW VETERINARY OTOSCOPE	N/A
23920	DIGITAL MACROVIEW OTOSCOPE	N/A

Classification of Action:

- Mandatory
 Optional
 Does Not Apply

When:

- Immediate
 On Next Service
 At Agreed Upon Time

Service Information and/or Requirements:

• **Documentation required:**

Directions for use: available in CD and paperback format:

Part Number	Description
23920MAN	USER MANUAL, DIGITAL MACROVIEW
23960MAN	USER MANUAL, DIGITAL MACROVIEW VET

• **Components Required:**

The following table is a list of DMV parts and their recommended quantity (per 100 units).

Part Number	Part Description	Quantity per 100 Units
23960	DIGITAL MACROVIEW VETERINARY OTOSCOPE	N/A
23920	DIGITAL MACROVIEW OTOSCOPE	N/A
065200 - 502	BBO 3.5V LAMP BULK	N/A
707650	Cable, USB MINI	N/A
404740	DMV SOFTWARE UPGRADE KIT	N/A

- **Materials Required:**
N/A
- **Technician Qualifications:**
N/A
- **Tools and Test Equipment Required:**
N/A
- **Reporting / Recording of Findings:**
N/A (Attach inspection and service report, if applicable)
- **Contact(s):**
N/A
- **Parts Disposition:**
 - **In-Stock:** N/A
 - **Failed parts:** N/A

- **Date or Lot Code and Location:**

The serial number format shall be:

SN TYY
MMNNNNN

Where:

SN shall be the character SN
 T (Model Type) shall be 2 for Human (23920)
 T (Model Type) shall be 6 for Vet (23960); (as in the 239T6 end item number)
 YY shall be the last 2 digits of the year
 MM shall be the month; 01 for Jan, 02 for Feb, ...
 NNNN shall be the serial number that resets to 00001 at the start of every year.

- **TechView CD:** Yes

COMPLAINTS: Welch Allyn, Inc. Medical Customer Complaint process must be followed for any complaint activity resulting from this or other issues.

Note:

Drawings and/or illustrations and/or part numbers in this document are for reference purposes only and current to the date of this bulletin. Contact the Welch Allyn Service Engineering Department at Skaneateles Falls NY, USA if you have any questions about this bulletin, or to verify that you have the most current service information.

Revision History

VERSION	DESCRIPTION	CHANGE #	INIT	DATE	APPR
A	Initial release for review	1010131	KJS	09-07-07	KMG
B	Release to production	1012811	KJS	09-27-07	CJT

End of Bulletin