

Welch Allyn, Inc.®

Medical Products
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DATE: 9/28/07**SAP DIR #: 20010965**

Subject: TSB - CP100-CP200 Drive Gear set screw change**Bulletin Type: Hardware Update****Product Family: CP100 - CP200****Originator: SS / JR Service Engineering Department****Author: Chris Thompson**

Issue: The set screw (700091) that holds the drive gear on the platen roller can cause premature failure of the keyboard assy. The frequency of this failure has been very low and typically occurs within one month of putting the device into use. This bulletin outlines the failure mode along with the Welch Allyn service strategy.

Distribution Key:

- Internal Welch Allyn distribution only
 External Welch Allyn distribution

Reference: Change Number: 1012560 CAR: N/A

Solution Statement: To help prevent premature failure of the keyboard assy. a new shorter set screw (708790) has been specified as a replacement.

PRODUCT IDENTIFIERS:

The starting S/N for each product shipped with this new set screw implemented is listed below.

Product Number	Serial Numbers
CP100	10004316
CP200	20005487

Classification of Action:

- Mandatory
 Optional
 Does Not Apply

When:

- Immediate
 On Next Service
 At Agreed Upon Time

Service Information and/or Requirements:

- **Documentation required:**
704340 - CP100/CP200 SERVICE MANUAL

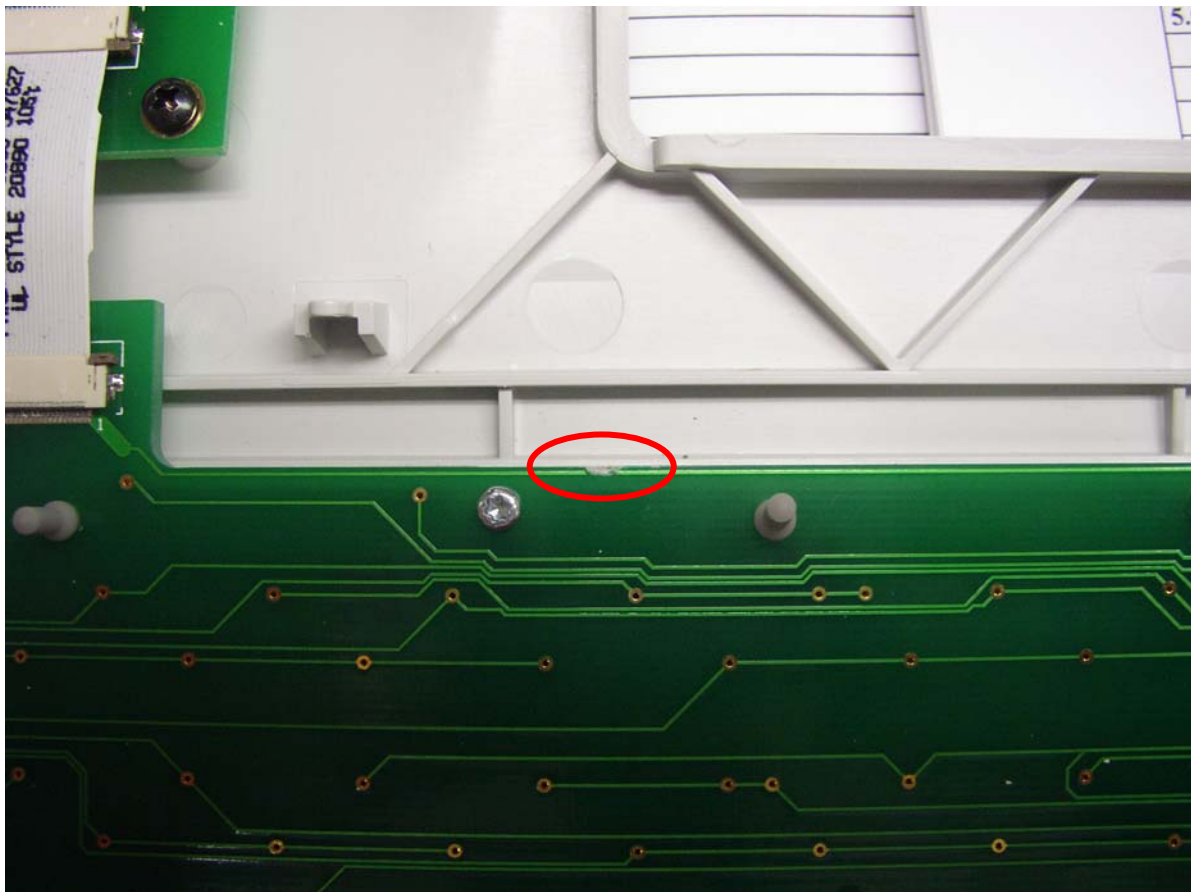
- **Failure Mode:**

When the drive gear is positioned on the platen roller the long set screw, securing the drive gear, can rub on the bottom of the keyboard PCBA eventually cutting a trace (see image below). The matrix below can assist in diagnoses when speaking with customers.

Failure Mode Matrix

Pressing the power button for several seconds does not turn the unit off	Due to the trace becoming cut while being used -or- Device was allowed to turn off by power save, battery was drained by no use and when they plugged it in the device powers up on its own.
Device will not power on even though the device has a charged battery or plugged in	If power save mode is turned on the device will shut off after several minutes. Once it turns off the device cannot be turned back on.
No AC indicator on the keyboard when plugged into AC	The trace that becomes cut also supplies the power for the LED to light.

If one of these is the failure mode of the instrument, a visual inspection of the keyboard will identify if this is the case. Refer to the image below for location of the damage and if identified as the cause, the keyboard and set screw must be replaced.



- **Service Strategy:**

Any instrument returned for repair, with a S/N prior to the starting numbers in the table above, shall have a visual inspection of the keyboard performed.

- If there are signs that the set screw has been rubbing, the keyboard shall be replaced and the set screw for the drive gear replaced with the new shorter set screw (708790).
- If there are no signs of wear then the set screw shall be replaced with the new shorter set screw (708790).

An operation, within SAP, has been assigned to all repairs for CP100 and CP200 which then will print with the repair paperwork for the technician. This will then be tracked and reported through SAP.

- **Components Required:**

403312 ASSY, QWERTY KEYBOARD, CP200
403311 ASSY, QWERTY KEYBOARD, CP100
708790 SET SCR, M2.5 X .45 X 3MM CUP POINT

- **Materials Required:**

N/A

- **Technician Qualifications:**

N/A

- **Tools and Test Equipment Required:**

T5 Torx
Small Phillips screwdriver

- **Reporting / Recording of Findings:**

N/A (Attach inspection and service report, if applicable)

- **Contact(s):**

N/A

- **Parts Disposition:**

- **In-Stock:** Scrap and Replace
All facilities shall scrap inventory of P/N 700091 (that is identified for the CP100 or CP200 repair) and replace stock with P/N 708790.

- **Failed parts:** Scrap

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

N/A

- **TechView CD:** N/A

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	Review	1010131	CJT	10/9/07	MEB
B	Release to Production	1012718	CJT	10/11/07	MEB

End of Bulletin