



## ***Technical Service Bulletin***

### ***Cardio Products***

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**Bulletin Type: As Needed**

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**Date: 2009-10-02**

**SAP DIR #: 20011616**

**Subject:** TSB - CP100 HW RELEASE LCD W/ BACKLIGHT

**CAR Number:** N/A

**Distribution Scope:** WA Internal  
WA Technical Support, Product Service, & International Service Centers

**Product(s)  
Referenced:** CP100 Electrocardiograph

**SW Version:** N/A

**Serial No. / Lot  
Code:** CP100: S/N 10008206 and higher starting 2009-10-02 for new LCD & keyboard.  
(S/N 10008066 and higher starting 2009-09-02 for new LCD only.)

*Note: New LCD requires new keyboard for backlight to operate.*

**Summary:** Change to a new backlit version of the CP100 LCD display. Replace old CP100 LCD 701588 with new 711715.

LCD change requires a change to the LCD mounting screws length. Replace old screw 106124-4 with new 106124-34 (4 screws).

Change to a new version of the CP100 keyboard for the backlight on the new LCD to function. Replace old keyboard 403311 with new 405641.

**Issue:** A new backlight version of the CP100 LCD display is being implemented to improve the display readability.

Customer units that were not manufactured with the backlight and that need an LCD replacement may use the new material number 711715 and mounting screws 106124-34 with no impact on the visual quality of the display, and without replacing the keyboard.

**Action:** None required. Repair or replace LCD or keyboard components individually as necessary to restore original device functionality. This change is a product improvement and is not required to be installed as an upgrade on older units that did not originally have the new backlit LCD and keyboard.

*Note: New and old LCDs and keyboards are interchangeable. It is OK to use a new LCD with an old keyboard (backlight will not function) and to use an old LCD with a new keyboard. The new LCD and keyboard do not need to be replaced together if one or the other is replaced during a repair activity.*

**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:** N/A

**Required Materials:**

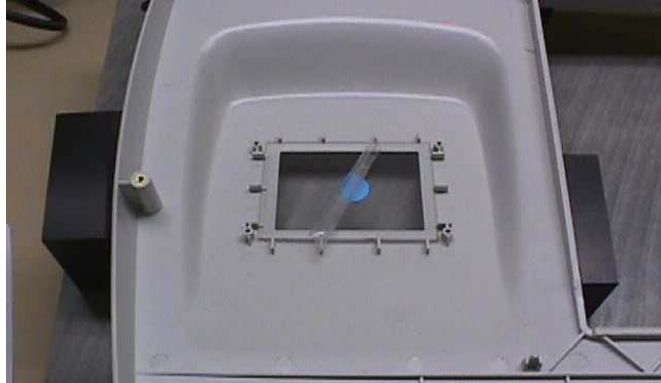
1. 711715 - LCD, B&W, 320 x 240, POWERTIP 3.9" W/BL  
(Was 701588 - LCD POWERTIP 3.9, NORMANDY)
2. 106124-34 - SCREW 4-20 .375 PAN PHILLIPS  
(Was 106124-4 - SCREW 4-20.250 PAN PHILLIPS)
3. 405641 - PURCHASED ASSY KEYBOARD CP100  
(Was 403311 - ASY, QWERTY KEY BOARD, CP100, NORMANDY)
4. 701521 - GLARE SCREEN, LIMITED, NORMANDY
5. T18772 - GH\_FDT SURFACE QUALITY COMPARISON GUIDE

**Procedure:**

**LCD Replacement (replace only if required to restore functionality)**

1. Clean or replace glare screen (701521).
2. If a replacement glare screen is required then remove protective covering (without colored dot) from the Glare Screen (701521). Be careful not to get any fingerprints on the screen, hold the screen on its edges.
3. Inspect glare screen using the inspection guide film (T18772). Reject covers with defects larger than the 60 size on the inspection guide film.

4. NOTE: DO NOT use anything but air to clean the smooth shiny side of glare screens. Clean Optical cloth can be used on the rough side of screen.
5. Insert the Screen into the Top Cover as shown and remove the protective coating (with the colored dot). The side of the Screen with the colored dot needs to face the LCD screen.

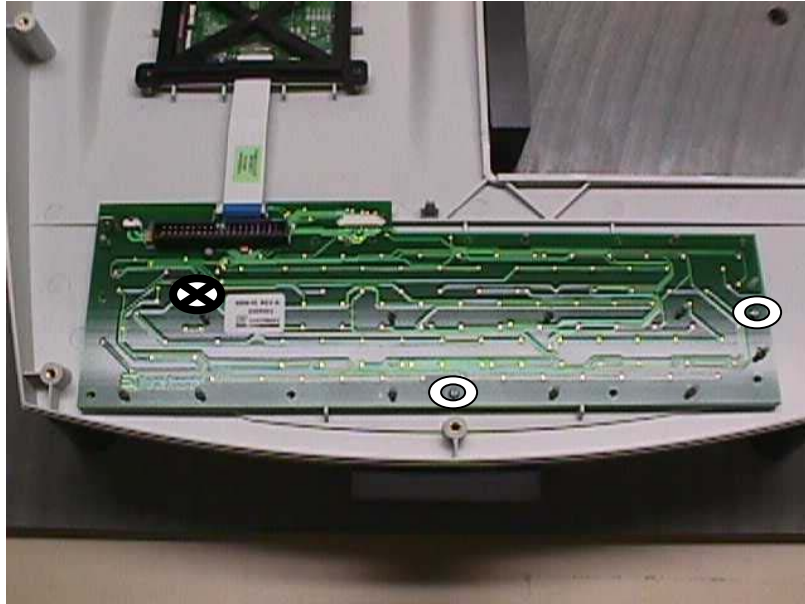


6. Remove the protective covering from the LCD (711715) and install into cover. Blow off the LCD screen and the Glare screen prior to installation to remove any dust carefully. Place bracket (701035) over the LCD as shown and secure with four Screws (106124-34).

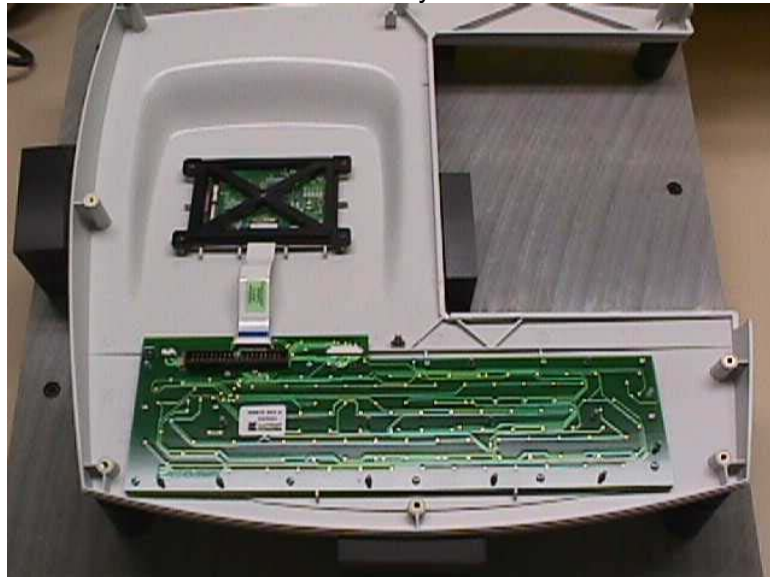


### **Keyboard Replacement (replace only if required to restore functionality)**

7. Install Keyboard (405641) with 2 Screws (703680) circled below. These two screws locate the keyboard properly and must be installed first.



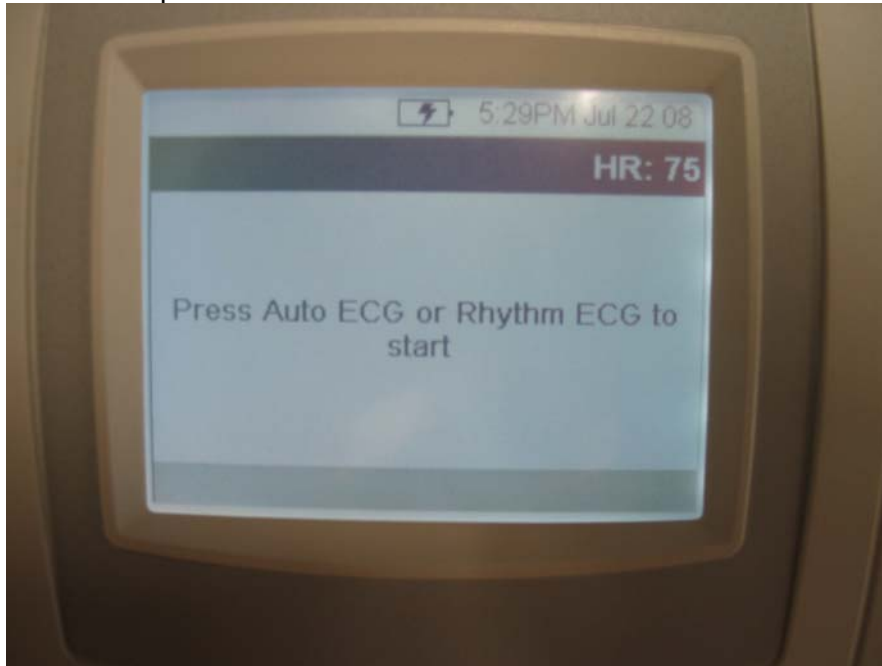
8. Install the remaining 11 Screws (703680) into the Keyboard. The screw designated with the "X" above is to be installed last.
9. Install Flex Harness from LCD to Keyboard as shown.



10. Examine the assembly and insure that the glare screen fits tightly against the housing around the entire perimeter of the screen.



11. Complete the remainder of the assembly using established procedures. Perform all required functional and safety tests and inspections. On CP100 devices with the backlight enabled, observe the functionality of the backlight and adjust the contrast as required.



**Quality Documents:**                   **All service centers using SAP to record service transactions:** For each device serviced, record the service activity in SAP.

**All other service centers and Field Service:** For each device serviced, complete and file a service report and attach to the service DHR.

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**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**

<b>Version</b>	<b>Description</b>	<b>Change #</b>	<b>Init</b>	<b>Release Date</b>	<b>Appr</b>
A	TSB - CP100 HW RELEASE LCD W/ BACKLIGHT	D*	D*	D*	D*
D* - See SAP DIR for Change number, Approver Name and Date of Approval					