



## Technical Service Bulletin

### Monitoring Products

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**Bulletin Type: As Needed**

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**Subject:** TSB-VSM300 Panasonic Battery Release

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

**Product(s) Referenced:** VSM 300, all models.

**Summary:** A new VSM 300 battery has been released for service use, part number 407560.

**Issue:** Though the battery life is compliant with our release criteria, customer feedback regarding the VSM 300 battery indicated dissatisfaction with the lifespan.

**Action:** A new VSM 300 battery has been released containing a battery cell manufactured by Panasonic. The discharge capacity of the Panasonic battery is significantly more uniform than that of the Zeus battery when tested in a VSM 300. The greater consistency of capacity detected in the Panasonic battery may be an indication of a better battery design and/or quality control, which can lead to a longer life in the VSM 300.

**Reference to Standards:**

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

**Service Strategy:** The 407560 Panasonic battery is the new service replacement part for the VSM 300 battery. Battery replacements performed by Product Service or international service centers should be filled with this battery. Additionally, Technical Support should make this battery available as the preferred replacement to the VSM 300 battery. Zeus manufactured batteries (501-0015-01) should only be sold if specifically requested by the customer.

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

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

All Welch Allyn employees and contractors engaged in service and repair of VSM 300 products shall complete a Read & Sign training record indicating they have read and understand this document.

**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**

<b>Revision History</b>					
<b>Version</b>	<b>Description</b>	<b>Change #</b>	<b>Init</b>	<b>Release Date</b>	<b>Appr</b>
A	TSB-VSM300 Panasonic Battery Release	D*	CB	D*	D*
D* - Refer to SAP DIR digital signature log for approval details.					