



Customer Service Bulletin

Monitoring Products

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Bulletin Type: Information Only

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SAP DIR #: 20012098

Subject: CSB-VSM300 E36 Error and Temperature Probe

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

Product(s) Referenced: VSM 300, models: 530T0, 530TP, 53NT0, 53NTP, 53ST0, 53STP

Summary: Faulty temperature probes have been identified as a possible cause of the E36 error on VSM 300 devices equipped with the temperature option.

Issue: The current version of the VSM 300 service manual (810-1651-02 rev A) only indicates a faulty temperature module as the possible cause of the E36 error.

Action: Future versions of the VSM 300 service manual will be updated to include a faulty temperature probe as a potential cause of the E36 error. When troubleshooting an E36 error, the temperature probe should be considered as a potential cause of the error. If the temperature probe is determined to be the cause of the failure, replacement of the probe is recommended.

Reference to Standards:

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

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.

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	CSB-VSM300 E36 Error and Temp Probe	D*	CB	D*	D*
D* - Refer to SAP DIR digital signature log for approval details.					