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Subject:  TSB-Propaq CS Touchscreen Assembly Update

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

Product(s) Referenced:  Propaq CS

Summary:  The Propaq CS front chassis and touchscreen assembly has been
          redesigned to improve reliability and remove hot glue.  New components
          used in this assembly have been structured to the existing front chassis and
          touchscreen service kits, 020-0597-02 and 020-0619-01.  These service kits
          remain backwards-compatible with all versions of the Propaq CS monitor.

Issue:  Engineering has identified improvements to the Propaq CS touchscreen
         assembly that will improve device reliability and manufacturing safety while
         reducing scrap material and assembly time:
         - Touchscreen failures have been attributed to cracking in the
           touchscreen cable caused in part by the allowance for the cable to bend
           at very sharp angles.
         - Hot glue applied to the touchscreen during the assembly process was
           difficult to apply correctly and costly to repair when applied incorrectly.
Action:

The Propaq CS touchscreen assembly will no longer be assembled with hot glue. To ensure the structural integrity of the touchscreen, the display gasket has been redesigned from a soft foam to a denser PORON material, shown below:

**Foam Display Gasket**
Material 600-0414-00

**PORON Display Gasket**
Material 600-0414-01

Front chassis assemblies without hot glue require a PORON display gasket. Installing a foam gasket in these assemblies will result in a loss of structural integrity. Locations of the hot glue on the touchscreen assembly are shown here for reference:

**Hot Glue Locations**

**Close-up View**
To address cracking of the touchscreen cable, additional strain relief was added to this cable by extending the adhesive touchscreen gasket and the display gasket. The extension of these materials prevents excessive bending in this cable.

![Touchscreen Gasket and Display Gasket](image)

Touchscreen and front chassis service kits 020-0597-02 rev E and 020-0619-01 rev E have been updated to include the new touchscreen gasket and display gasket. These service kits remain backwards-compatible with all versions of the Propaq CS device.

**Reference to Standards:**

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

**Service Strategy:**

Existing stock of the 020-0597-02 and 020-0619-01 service kits may be consumed until depleted.

**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**

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