Subject: TSB- CVSM/CWIS Shut Down When Battery < 20% Charge

Issue: The device will shut down suddenly if the AC power is removed when the battery has less than a 20 percent charge. Users will may be surprised if the device shuts down unexpectedly, and wrongly think the device is malfunctioning. No saved patient data or configuration information is lost.

Action: Charge the battery more than 20% before unplugging the device.

Summary: The BT_STAT_FULLY_DISCHARGED flag is used to determine if the device should turn off without AC. This flag is set after the battery is fully depleted and is not cleared until the battery has charged back to at least 20%.

Reference to Standards: • 21 CFR Part 820, ISO 13485, MPD SOP-0002
Updates:  
Technical Manual  ☒  Repair Tool  ☐
Service Plan  ☐  Internet/Intranet  ☐
Procedures  ☐  Price List  ☐
Training Material  ☒  Other  ☐

Service Strategy:  
This information is provided to Technical Support and Product service to raise awareness of the issue, and provide the proper response to customer inquiries. If additional information is required contact service engineering.

Required Training:  
Read and understand this service bulletin

Required Tools:  
NA

Required Materials:  
NA

Quality Process for failed units or components:

NA

Procedure:  
See Action above

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

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<tr>
<th>Version</th>
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<td>A</td>
<td>Initial release. Communicate known behavior per bug # 7662.</td>
<td>GCS</td>
<td>2011-05-05</td>
<td>D*</td>
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D* - Refer to SAP DIR digital signature log for approval details.