Technical Service Bulletin

Monitoring Products

Bulletin Type: As Needed

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Subject
TSB - Braun USB cable replacement

CAR Number
None

Distribution Scope
WA ASP's and Distributors
WA Technical Support, Product Service, & International Service Centers

Product(s) Referenced
- CVSM (Connex Vital Sign Monitor) - All Models
  Note: Not applicable to CIWS (Connex Integrated Wall System)
- Braun Pro 4000 Dock Accessory Cable Management Mobile Stand/Tabletop, REF 04000-900/ REF 36000
- Braun Pro 4000 Dock Roll Stand (4700 Series), REF 86200
- Braun Pro 4000 Dock Wall Mount (4701 Series), REF 86100
- Custom Mounting Installation (non Welch Allyn)

SW Version
Not applicable

Serial No. / Lot Code
Not applicable

Summary
CVSM devices with Braun thermometer and dock may: unplug from docking station, experience intermittent failure of Braun, experience intermittent failure of the charging of Braun, and may have damage to Braun USB connector.
**Issue**

Devices used with wall mounts are particularly susceptible to these types of problems. Damage to the USB connector on the Braun dock can cause loss of communication and charging to the Braun thermometer. Damage can occur for both the USB cable and the mating mini USB connector located on the Braun PCBA.

In addition it is possible to inadvertently unplug the USB cable to the Braun device during normal maintenance and cleaning regardless of mounting method.

**Action**

Provide service kit’s allowing customers to update existing devices in the field to increase the robustness of Braun USB connection.

Replace existing straight USB cable (715823) with a USB cable having a side or right angle connector. Mechanically secure new cable to the Braun dock housing using the included self-adhesive mounted tie wrap holder and tie wrap. Table top Braun devices will not be secured with tie wrap.

Two cable service kits are available. The Braun mounting application determines appropriate service kit.

**Reference to Standards**

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

**Reference Documents**

20012928 TDS – CVMS, Braun USB LEFT SIDE CABLE; Material 1201770
20012942 TDS – CVMS, Braun USB RT ANGLE CABLE; Material 1201790

**Updates**

- Technical Manual ☒
- Repair Tool ☐
- Service Plan ☐
- Internet/Intranet ☒
- Procedures ☒
- Price List ☐
- Training Material ☒
- Other ☐

**Service Strategy**

- Confirm customer CVSM configuration is using a Braun device.
- If the customer claims the Braun docking station USB connector is damaged, and is non-functional, and under warranty, replace the Braun docking station at no charge. Customers who claim the docking station was damaged prior to expiration of warranty, and request a replacement dock station, will be provided a free replacement.
- Provide appropriate service kit to customer, at no charge, for each Braun device they have purchased. The service kit includes instructions for replacement and securing of the USB cable to the Braun device.
- Welch Allyn will not issue RMA’s for the return of mobile stands, table top mount, roll stands or wall mount.

**Required Training**

Read and understand the procedure contained in this service bulletin.

**Required Tools**

Cutting Dykes.
Required Materials

104990 Serv Kit, USB Cable, MINI B Side Left (0.41M)
OR,
104917 Serv Kit, USB Cable, MINI B RT to USB A (1.1M)

Quality Process for failed units or components

NA

Procedure

Identify Damage

Examples of damage with current USB cable and Braun dock mating connector are illustrated below:

USB Cable Examples

Top View: Good Cable
End View: Good Cable

Top View: Damaged Cable
End View: Damaged Cable

Mini USB connector on Braun dock

End View: Damaged Plastic & Split Metal Body of Internal PCBA mini USB Connector.
Identify Replacement Cable

Replace existing straight connector USB cable (715823) with new:

- **Service Kit 104990**, Side Left USB Cable, 0.41 meter length. Use with: Mobile Stand, Tabletop, Roll Stand, Wall Mount.

  OR

- **Service Kit 104917**, Right Angle USB Cable, 1.1 meter length. Use with: Non Welch ALLYN wall mount installations or custom mounting installations.

OLD: 715823 Cable

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Replacement procedure

**Mobile Stand** – Use Service Kit 104990

1. Connect and rout USB cable as shown.

2. Secure self-adhesive mounted tie wrap holders to side of Braun docking station and bottom of Mobile Stand.
3. Secure USB cable with tie wrap to side of Braun docking station and bottom of Mobile Stand as shown. Cut off excess tie wrap length.

Tabletop – Use Service Kit 104990

1. Connect USB cable as shown.

2. Self-adhesive mounted tie wrap holders and tie wraps are not used with the Tabletop configuration.
Roll Stand – Use Service Kit 104990

1. Connect and rout USB cable as shown.

2. Secure self-adhesive mounted tie wrap holder as shown.

3. Secure USB cable with tie wrap as shown. Cut off excess tie wrap length.
**Wall Mount** – Use Service Kit 104990

1. Connect and rout USB cable as shown.

2. Secure self-adhesive mounted tie wrap holder as shown.

3. Secure USB cable with tie wrap as shown. Cut off excess tie wrap length.
Custom Mounting Installation (non Welch Allyn) – Use Service Kit 104917

104917 Service Kit, Right Angle USB (1.1M)

Note: An additional self-adhesive mounted tie wrap holder and tie wrap are provided in this kit for optional use in custom applications.

1. Secure self-adhesive mounted tie wrap holder as shown.
2. Connect and route USB cable as shown. Secure with tie wrap and cut off excess tie wrap length.
3. Connect other end of USB cable, large connector, to USB connector of Device. Note: Do Not exceed maximum distance of 0.86 meter (34 inches) from device to Braun unit.

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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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