



Customer Service Bulletin

Monitoring Products

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Bulletin Type: Information Only

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Date: 2012-08-06 **SAP DIR #: 20013210**

Subject: CSB-CVSM_CIWS, TOUCH SCREEN DAMAGE

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

Product(s) Referenced: CVSM (Connex Vital Signs Monitor) - All Models
CIWS (Connex Integrated Wall System) - All Models

Serial No. / Lot Code: All.

Summary: Excessive force used in a “rubbing” or “smear” gesture may cause premature degradation of the touch screen. The result is that the touchscreen appears unresponsive.

Issue: Excess force applied to the touch screen surface in a rubbing or smear motion can remove the ITO (Indium Tin Oxide) coating on the interior surface of the touchscreen. The removal of the coating effectively reduces the sensitivity of the touchscreen.

Action: To prolong the touch screen life use only light finger touch to activate the device soft buttons. Do not grasp top of device with hand and rub thumb across touch screen to activate buttons. Keep sharp edges, pointers, and the temperature probe tip away from touch screen.



Do NOT rub thumb across screen.

When cleaning device touch screen use very light pressure in a continuous motion. Do not repeatedly rub the same area. Do not rub hard.

Reference to Standards: 21 CFR Part 820, ISO 13485, MPD SOP-0002

Updates:

Technical Manual	<input checked="" type="checkbox"/>	Repair Tool	<input type="checkbox"/>
Service Plan	<input type="checkbox"/>	Internet/Intranet	<input checked="" type="checkbox"/>
Procedures	<input type="checkbox"/>	Price List	<input type="checkbox"/>
Training Material	<input type="checkbox"/>	Other	

Service Strategy: Inform customers of proper use of touch screen, see Action.
Add copy of this CSB to each device serviced for replacement touch screen.

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	Initial release - Per MPD SOP-20155 Rev. 5, D* statement below has been modified to meet compliance requirements until this template is updated	D*	DD	D*	D*
D* SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL					