



**Technical Service Bulletin**

**PATIENT MONITORS**

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**Bulletin Type: AS NEEDED**

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**Manufacturer: Welch Allyn**

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<b>Subject:</b>	TSB-SPOT/LXi/VSMIII POWER CORD BREAKAGE				
<b>CAR Number:</b>	FI-0146, FI 60037484, FI 60040726, FI 60044024, FI 60052349, FI 60055430, FI 60060393				
<b>Distribution Scope:</b>	Welch Allyn Global Technical Support, Product, Field & Customer Service Teams. WA ASPs.				
<b>Product(s) Referenced:</b>	<b>POWER CORD</b>		<b>POWER SUPPLY</b>		
		Previous	New	Previous	New
	<b>SPOT LXi 4500</b> (UK Only)	714682 / CORD,METAL EARTH PIN, 2.5A,250V,2.5M, C7	761076-4 / POWER CORD- DETCHBLE (UK)	703356 / POWER SUPPLY, FRIWO, 9V	719885 / 9V POWER SUPPLY
	<b>VSM 5300</b> (Australia Only)	N/A	714340 / PLFM PWRCRD AUSTRALIA/NE W ZEALAND-ORN	713254 / AUSTRALIAN POWER SUPPLY ASSY	503-0148-01 / POWER SUPPLY,8V,.75A,240V AC
	<b>SPOT 4200</b> (Australia Only)	N/A	714340 / PLFM PWRCRD AUSTRALIA/NE W ZEALAND-ORN	421261 / TRANSFORMER,2 40VAC TO 8VDC 719785	719785 / TRANSFORMER,AC TO 8V DC(240V)
	<ul style="list-style-type: none"> <li><b>409167 / ASSY LXI TRANSFORMER BRACKET</b></li> </ul>				

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<p><b>Summary:</b></p>	<p>The referenced devices have had complaints regarding exposed wires. The exposed wires may allow mains voltages to be present when handling the cord. Also evident in these complaints are pictures of deformed metal prongs or bent strain reliefs confirming customer abuse to the cord assembly.</p>
<p><b>Issue</b></p>	<ol style="list-style-type: none"> <li>1. <u>SPOT LXi 4500 (UK Only):</u> As the device and mobile cart combination is moved to a room without first being unplugged from the wall, the cord will eventually become taut. The disconnecting cable will be pulled at a right angle, the result of which is a cord that does not disengage when at the end of its pulled length. The resulting force damages the strain relief, pulls the cord through the AC side strain relief or pulls the cord through the transformer side strain relief. In both instances the bare conductors can be uncovered and leave AC mains voltage exposed to the user.</li> <li>2. <u>SPOT 4200 and VSM 5300 (Australia Only):</u> Australian versions of SPOT and VSM devices currently do not have the kettle connectors. The resulting force damages the strain-relief, pulls the cord through the AC side strain-relief or pulls the cord through the transformer side strain-relief. In both instances the bare conductors can be uncovered and leave AC mains voltage exposed to the user.</li> </ol>
<p><b>Action:</b></p>	<p><u>For SPOT LXI 4500 (UK Only):</u> The current power supply (703356 / POWER SUPPLY, FRIWO, 9V) and power cord (714682 / CORD,METAL EARTH PIN, 2.5A,250V,2.5M,C7) may be replaced with a new supply (719885 / 9V POWER SUPPLY) and power cord (761076-4 / POWER CORD-DETCHBLE (UK)).</p> <p>A swinging bracket, (409167 / ASSY LXI TRANSFORMER BRACKET) that mounts to the hook on the back of the basket may be ordered to help address the issue. The bracket is allowed to swing, putting the power supply more in line with the direction of pull, which allows the power cord to more easily disconnect as intended.</p> <p><u>For VSM 5300 (Australia only):</u> The current Australian power supply (713254 / AUSTRALIAN POWER SUPPLY ASSY) may be replaced with the standard supply (503-0148-01 / POWER SUPPLY,8V,.75A,240VAC) used in EU and UK that has the kettle connector.</p> <p><u>For SPOT 4200(Australia only):</u> The current Australian power supply (421261 / TRANSFORMER,240VAC TO 8VDC 719785) may be replaced with the standard supply (719785 / TRANSFORMER,AC TO 8V DC(240V)) used in EU and UK that has the kettle connector.</p>

<b>Service Strategy:</b>	New power supplies and cords can be purchased by the customer or distributor. Any warranty replacements are at the discretion of the Service group or Marketing.
<b>Quality Documents:</b>	<p><b>All service centers using SAP to record service transactions:</b> For each product serviced, record the service activity in SAP.</p> <p><b>All other service centers and Field Service:</b> For each product serviced, complete and file a service report and attach to the service DHR.</p>

**Notes:**

1. Contact Welch Allyn regarding any questions or concerns 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**

<b>Revision History</b>					
<b>Version</b>	<b>Description</b>	<b>Change #</b>	<b>Init</b>	<b>Release Date</b>	<b>Appr</b>
A	Initial Release	D*	SMB	D*	D*
<b>D* SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL</b>					