## Technical Service Bulletin

**Product:** Connex Spot Monitor (CSM)  
**Date:** 2018-05-01

**Subject:** TSB - Connex Spot Monitor (CSM) SureTemp not Functional error condition, 03CC00 and 03CA00

<table>
<thead>
<tr>
<th>HW Version(s) Affected:</th>
<th>All</th>
<th>SW Version(s) Affected:</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serial Numbers Affected:</td>
<td>100000010515 to 100035383815</td>
<td>Lot or Date Code Affected:</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Classification:** Informational Only

**Distribution:**  
- ☒ Customer Care  
- ☒ Product Service  
- ☒ Field Service  
- ☐ ASPs  
- ☐ Distributors  
- ☐ Customers  
- ☒ Company Confidential

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**Training Required:** ☒ Yes  ☐ No

**Summary:**

- **Issue:** CSM devices that fall between serial numbers 100000010515 to 100035383815 can present the temperature frame on the display as not present and error condition temperature not functional 03CC00 and 03CA00.

- **Failure Mode:** Upon investigation, it was determined that the rear housing rib (See picture below number 1) can interfere with the Main PCA (See pictures below in number 2). If any of the components (Q432, C419, Q431, R475, R474, L1214, L1213) that are within the rib area are damaged there will be no power to the module and no SureTemp tile on the device UI.
1. Old Rear Housing Pic

2. Detailed area of the main board affected
### Corrections Made:
A new back housing has been created which has a cut out of the area that is causing the issue.

### New Rear Housing Pic
• Service Kit 105923 and the Manufacturing processes have been updated with the new rear housing material.

• **Required Actions:** All devices that were manufactured April 2015 thru October 2015, that fall within the serial number range provided above, will need the rear housing replaced and a detailed visual inspection with a magnifying glass or microscope on the affected area of the main board as defined above in failure mode item 2 on next visit to a product service center.

When any of components (Q432, C419, Q431, R475, R474, L1214, and L1213) are missing, cracked or visually damaged the main board should be replaced as well. The Main PCA can be replaced at bench technician’s discretion but the rear housing must always be replaced.

• For any device where the rear housing is already replaced, this procedure should not be performed. The required action is a one-time item and once completed the failure should not present itself. Hence any failures with the device with the new rear housing would follow normal process in product service.

• Charges for this repair should hit the product warranty account during and after the warranty period of the device.

• Device Loaner and Trial pool devices should also get this update as time permits or failure presents itself.

** Training is required if the document includes information on how to change/repair/fix the product - and only applies to TSBs**

<table>
<thead>
<tr>
<th>Version</th>
<th>Sec, Pg, Para Changed</th>
<th>Change Made</th>
<th>Date Version Created</th>
<th>Version Created By (initials)</th>
</tr>
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<tbody>
<tr>
<td>A</td>
<td>N/A</td>
<td>Initial Release</td>
<td>2015-09-21</td>
<td>KMG</td>
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| B | Summary | Added that this repair should always be done under warranty at request of Marketing | 2018-05-01 | KMG |