# Technical Service Bulletin

**Product:** Connex Spot Monitor (CSM)  
**Date:** 2015-10-26

**Subject:** TSB- Connex Spot Monitor (CSM) -12 Main Board

**HW Version(s) Affected:** All  
**SW Version(s) Affected:** All

**Serial Numbers Affected:**  
- Beginning: 100000011215  
- End: 100011622415  

**Lot or Date Code Affected:** N/A

**Classification:** Mandatory

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

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**Training Required:**  
- ☒ Yes  
- ☐ No

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**Summary:**

- **Issue:** CSM devices that fall between serial numbers 100000011215 to 100011622415 can present a condition where the battery will not charge.

- **Failure Mode:** It has been determined that the 409703-12 Main PCA (See pictures below) when warm and a low battery is plugged in to AC to charge, there is potential for the charge components to become damaged on the main PCA which causes the device to not charge. This issue was resolved with a later release of the Main PCA 409703-14 and above.
1. Detailed area of the main board Part number highlighted in yellow on left and exploded view on right.

- **Corrections Made:** A Main PCA 409703-14 and above.

- Service Kit 105923 and the Manufacturing processes have been updated with the new material effective June 19, 2015.

- **Required Actions:** All devices that were manufactured April 2015 thru June 2015, that fall within the serial number range provided above, will need the 409703-12 Main PCA replaced on next visit to a product service center.

- For any device where the Main PCA is already replaced with 409703-14 or higher, 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 Main PCA 409703-14 or higher would follow normal process in product service.

- Charges for this repair should hit the product warranty account during the warranty period of the device. When the device is outside of the original warranty period this repair becomes billable.

- Device Loaner and Trial pool devices must also get this update.

**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>
</thead>
<tbody>
<tr>
<td>A</td>
<td>N/A</td>
<td>Initial Release</td>
<td>2015-10-26</td>
<td>KMG</td>
</tr>
<tr>
<td>B</td>
<td>Summary Failure Mode</td>
<td>Corrected Part number for Main PCA from 409723-12 &amp; 409723-14 to the correct one 409703-12 &amp; 409703-14</td>
<td>2016-01-15</td>
<td>KMG</td>
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</tbody>
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