

To: Customer & Technical Service  
From: Cindy Kuiper, Sr. Product Manager, Physical Assessment Products  
Date: 5/1/2006

## **Complaint Handling MacroView Otoscope Fogging**

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### Complaint

- **The view I get from the MacroView is sometimes cloudy**
- **My MacroView sometimes goes out of focus/gets fuzzy during an exam**
- **My MacroView is fogging/I get condensation in/on the otoscope**

### Response:

What you are experiencing is some condensation on the outer surface of the glass lens at the end of your otoscope. This is a rare problem with the MacroView Otoscope, but we have confirmed that this can occur. Fogging is a condition that occurs with many ENT products that have a sealed lens system.

We recommend using an anti-fog coating product called FogTech. Once applied, this should alleviate any clouding or fogging of the otoscope that you are experiencing.

We can send you some samples of FogTech with application instructions (a simple light wipe of the anti-fog solution on the lens) and additional information on the FogTech Product.

### Action – US Based Customers:

Document customer mailing and contact information and complaint. with ZZ Service notification Email information including the **Customer Contact, Facility Name and Address and service Notification number** to **Nancy Henderson**, Customer Support WorkForce Manager at [nancy.henderson@welchallyn.com](mailto:nancy.henderson@welchallyn.com) for fulfillment of FogTech samples and literature to customers.

### Action – International Based Customers:

Samples of the FogTech Product, instructions for application, and purchase information have been provided to international offices and service sites. Have customer contact their local Welch Allyn office for sample fulfillment.

## How to Apply FOGTECH®

Apply the FOGTECH to the small patient side lens of the MacroView™ Otoscope located at the end of the metal cone of the otoscope.

The idea is to “paint” a thin wet coat and let dry.

The lens should be clean and totally dry before applying the FOGTECH coating.

1. Tear open packet and remove towelette - - do not unfold.
2. Quickly wipe the towelette across the lens to cover with a thin wet film (don't continue to rub or touch the lens as it dries).
3. Let FOGTECH dry for a 1 - 3 minutes prior to use.

One towelette will coat multiple surfaces. You can continue to use the towelette until the applicator gets too dry to leave a film.

To completely remove FOGTECH, clean the lens with a moist (not wet) alcohol wipe.

Over time, the FOGTECH coating will wear. If/when fogging begins to reoccur, clean the lens of the otoscope and reapply a thin coating of FOGTECH.

FOGTECH is a MotoSolutions product. Additional information about FOGTECH and reorder information can be found at [www.fogtech.com](http://www.fogtech.com) or by calling 510-799-5100 (USA).

FOGTECH is available in individual packets and in an economical 30ml bottle.

## FogTech Outlets

<u>Country</u>	<u>Company</u>	<u>Address</u>	<u>City/State/Zip</u>	<u>Phone</u>	<u>Contact</u>
USA	MotoSolutions	966 Coral Drive	Rodeo, CA 94572	510-799-5100	www.fogtech.com or www.motosolutions.com
Canada-Alberta	Cycle West	Fairview	Alberta, Canada	780-835-4202	
Canada-Manitoba	Rough Country Sports	1977 Dubriel St	Swan River, Manitoba R0L 1Z0, Canada	204-734-9464	
Canada-Ontario	Carnage Paintball	4382 Gregoire Rd	Marionville, Ontario K4R 1E5, Canada	613-229-320	
Island	API Hockey			1-902-854-3319	www.apihockey.com
Canada-New Brunswick	IATC	435 Main St	Tobique, New Brunswick E7H 5B8, Canada	506-273-3983	
Japan	Fox4 Japan	4-30 Yamichi-cho	Ogaki-shi, Gifu-ken 503-2223	81-584-91-4149	
UK	Optident Limited	Internat.Development Centre Valley Drive	Ilkley, West Yorkshire LS29 8PD, UK	44-1943-605050	
UK	AirsoftScotland.com	253 High St	Burntisland Fife, Scotland KY3 9AQ, UK	44-01592-873333	www.AirsoftScotland.com
Sweden	D-Gear	Torp 5, SE-66195 Varmlands	Nysater, Sweden 0533-300 37		