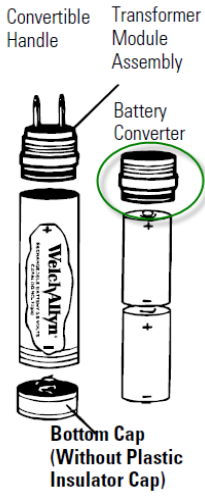


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Customer Care Assist Guide – Battery Power Handle and Desk Charger

Problem	Battery Power Handle Assist Guide
<p>Not working or no power</p>	<p>Do you have another known working head?</p> <ul style="list-style-type: none"> ➤ Yes <ul style="list-style-type: none"> ○ Try another head <ul style="list-style-type: none"> ➤ If spare head works – try a new lamp in your non-working instrument head ➤ No - Does not have another instrument head or the one they try does not work <p>What color is the handle?</p> <ul style="list-style-type: none"> ➤ Stainless <p>How does it charge?</p> <ul style="list-style-type: none"> ➤ Alkaline Battery (AA, C or D batteries used) <ul style="list-style-type: none"> ○ Are you using the converter piece (710168-501) <div style="text-align: center;">  <p>The diagram illustrates the assembly of the battery power handle. It shows a 'Convertible Handle' with a 'Transformer Module Assembly' on top. A 'Battery Converter' is shown being inserted into the handle. Below the handle, a 'Bottom Cap (Without Plastic Insulator Cap)' is shown. The battery converter is highlighted with a green circle.</p> </div> <ul style="list-style-type: none"> ○ Try fresh batteries <ul style="list-style-type: none"> ➤ Wall outlet <ul style="list-style-type: none"> ○ Remove top portion of the handle to reveal the prongs –on the flat part of the plastic near the prongs-can you tell me what the part number is? The part number begins with “7” ○ Have customer remove the battery <ul style="list-style-type: none"> ▪ “Unscrew the bottom cap” (they may have to tap the handle gently on a surface for the battery to come out) ○ Ask customer to read “Catalog” number and date code on the battery ○ Verify if customer is using the correct battery <ul style="list-style-type: none"> ▪ 71050 part number-should have 72200 battery ▪ 71050-C part number=should have 72300 battery ▪ 70750 part number (2.5V handle) should have a 72000 battery <ul style="list-style-type: none"> • If incorrect or Non WA Battery, advise customer to purchase correct WA battery through their Distributor • If correct battery, then discuss expiration date= expiration




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Problem	Battery Power Handle Assist Guide
	<p style="text-align: right;">date is the date the battery warranty expires.</p> <ul style="list-style-type: none"> ▪ <i>If battery within warranty period</i> <ul style="list-style-type: none"> • Ask Customer if handle gets <i>warm</i> while charging <ul style="list-style-type: none"> ➤ <i>Yes-gets warm</i> <ul style="list-style-type: none"> ✓ Handle is probably charging – but connection to instrument head may be compromised-(Top Cap issue) Send entire handle in for service replacement ✓ Have customer check for corrosion or oxidation where battery connects to Top Cap-they may be able to clean the contact with alcohol, allow to dry completely at least 2 minutes and test handle again ➤ <i>No-does not get warm</i> <ul style="list-style-type: none"> ✓ Send replacement battery: This is based on the situation, age of handle, troubleshooting results and customer needs. If battery is new, suggest returning handle or replacing charging module. • <i>If outside warranty period</i> (and handle does not get warm while charging) <ul style="list-style-type: none"> ➤ “It’s most likely the battery, however it could be the part with the on-off switch (top cap assembly), or the charging module” Options: <ul style="list-style-type: none"> ✓ 71000 handles should come in for a flat rate service replacement. ✓ Quickest -Purchase replacement battery through distributor, if the battery does not work it may be the top cap assembly – send for repair or send them the top cap <p>How does it charge?</p> <ul style="list-style-type: none"> ➤ <i>Desk Charger</i> <ul style="list-style-type: none"> ○ What does the bottom look like? <ul style="list-style-type: none"> ▪ Flat/solid or a hole in the bottom <ul style="list-style-type: none"> • Flat/solid <ul style="list-style-type: none"> ○ Options: <ul style="list-style-type: none"> ✓ Incorrect bottom cap being used ✓ Wrong type of handle for desk charger use ✓ Check to see if handle has charging prongs • A hole in the bottom cap is appropriate for the desk charger <ul style="list-style-type: none"> ✓ Check battery catalog number and expiration date



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Problem	Battery Power Handle Assist Guide
	<p style="text-align: right;"> ✓ 3.5V handle requires a 72200 battery ✓ 2.5 V handle requires a 72000 battery ✓ 2.5 V pocketoscope handle requires 72600 battery </p> <p>*Adaptor Sleeve required when charging pocketoscope in Universal desk charger</p> <p style="text-align: right;"> If the expiration date on the battery has passed: ✓ Quickest- Purchase replacement battery through distributor </p> <p>*2.5 volt standard desk charger handle: Replace battery or upgrade by purchasing new handle and heads through their distributor (no flat rate service replacement is available for this item)</p> <p>If battery is still within warranty period, try the handle in the other well</p> <p>Does handle number 2 charge in handle number 1's charging well? If yes, see Desk Charger troubleshooting below.</p> <p>What color is the handle?</p> <ul style="list-style-type: none"> ➤ Black w/green button = Lithium Ion Handle <ul style="list-style-type: none"> ○ <i>Original model (sold till May 2003)= Dots on rheostat or dots with arrow</i> <div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div style="text-align: center;">  <p><u>Old Style 4/01/01 – 4/15/03</u> Dots w/arrow</p> </div> <div style="text-align: center;">  <p><u>Old Style 1999 – 3/31/01</u> Dots</p> </div> </div> <ul style="list-style-type: none"> ➤ <i>Battery tool is needed to remove rheostat section from battery</i> ○ <i>Current model= no dots on Rheostat portion and has Welch Allyn logo near base, above low battery indicator</i> <div style="text-align: center;">  <p><u>NEW STYLE 4/16/03 forward</u> No Dots</p> </div> <ul style="list-style-type: none"> ➤ <i>Rheostat portion unscrews from battery section</i>

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Customer Care Assist Guide – Battery Power Handle and Desk Charger

Problem	Battery Power Handle Assist Guide
	<p>History of LI Handle Product Changes:</p> <ol style="list-style-type: none"> 1) May 1999 - Production began. 2) April 2001 - Switched to Paliney 7 type rheostat to be compatible with PanOptic. <ol style="list-style-type: none"> a) Paliney 7 rheostats can be identified by the addition of an arrow in front of the indicator dots. 3) May 2003 - Switched to solid state design rheostat. <ol style="list-style-type: none"> a) Solid state rheostats can be identified by the lack of any indicators printed on the rheostat section. b) Solid state rheostats also have a date code sticker applied to the bottom of the housing by the vendor. <ol style="list-style-type: none"> i) Format is xx/yy representing week/year. 4) October 2003 - Switched to "flashlight" style battery section. <ol style="list-style-type: none"> a) "Flashlight" style battery sections can be identified by the WA logo on the back above the CE mark. b) Battery expiration sticker was also changed to a smaller version to accommodate the new design. <p>How does it charge?</p> <div style="display: flex; align-items: center;"> <div style="margin-right: 20px;"> <p>➤ Wall outlet</p> </div> <div style="border: 1px solid gray; padding: 5px;">  <p style="font-size: small; margin: 0;">Retractable module can be plugged into any 110v outlet.</p> </div> </div> <div style="text-align: right; margin-top: 20px;">  </div> <ul style="list-style-type: none"> ○ Have you tried another AC charging module? #71950 ○ Verify expiration date code on battery <ul style="list-style-type: none"> ➤ White sticker on inner plastic edge or wall <ul style="list-style-type: none"> ▪ If within warranty period <ul style="list-style-type: none"> ● Ask Customer if handle gets slightly warm while charging <ul style="list-style-type: none"> ➤ Yes <ul style="list-style-type: none"> ✓ Handle is probably charging – but connection to instrument head may be compromised-(Rheostat issue) Send it in for product evaluation and possible service replacement ➤ No <ul style="list-style-type: none"> ✓ Send in for product evaluation

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Problem	Battery Power Handle Assist Guide
	<ul style="list-style-type: none"> ▪ <i>If outside warranty period</i> (and handle does not get warm while charging) <ul style="list-style-type: none"> ➢ “It’s most likely the battery, however it could be the part with the on-off switch (rheostat assembly), or the charging module” ➢ Recommend replacing the battery ➢ Also give Customer option of sending handle in for flat rate service replacement <p>How does it charge?</p> <ul style="list-style-type: none"> ➢ <i>Desk Charger</i> <ul style="list-style-type: none"> ○ Does bottom have keyhole slot? ○ Did they try both wells of desk charger ○ Do other handles charge in desk charger? ○ See desk charger troubleshooting- below ○ Verify expiration date on battery- see above <ul style="list-style-type: none"> ➢ If the expiration date on the battery has passed, Quickest- Purchase replacement battery through distributor ➢ If under warranty – send in for product evaluation
	<p>Desk Charger Assist Guide</p> <p>Once you have verified the Desk Charger is plugged in, troubleshoot Power Handles using above guidelines before proceeding with Desk Charger troubleshooting</p>
Not Working or No Power	<p>What color is the Desk Charger?</p> <ul style="list-style-type: none"> ➢ <i>Beige</i> <p>**This Desk Charger is obsolete and cannot be repaired, there currently is minimal troubleshooting</p> <ul style="list-style-type: none"> ○ The material number and date code are found on the bottom of the unit ○ Verify the charger is plugged in <p>If the unit is plugged into a functioning power source and still not charging handles, offer the customer an upgrade to the current Universal Desk Charger model 71140</p>
Not Working or No Power	<p>What color is the Desk Charger?</p> <ul style="list-style-type: none"> ➢ <i>Black</i> <ul style="list-style-type: none"> ○ Verify material number and date code are found on the bottom of the unit, would read 7114X ○ Is the unit plugged in? <ul style="list-style-type: none"> ▪ Yes ○ Is the green power indicator light on? <ul style="list-style-type: none"> ▪ Yes <ul style="list-style-type: none"> • See Power Handle troubleshooting above ▪ No

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Customer Care Assist Guide – Battery Power Handle and Desk Charger

Problem	Battery Power Handle Assist Guide
	<ul style="list-style-type: none"> • Verify power outlet is functioning • Disconnect and re connect power cord from back of Desk Charger • Verify charging well is free of debris • Ask customer if handle works in another Desk Charger <ul style="list-style-type: none"> ○ Yes <ul style="list-style-type: none"> ✓ Offer customer flat rate repair on Desk Charger ○ No <ul style="list-style-type: none"> ✓ Refer to Power Handle troubleshooting ○ Is the Power Handle seated properly in the well? <ul style="list-style-type: none"> • 72600 battery Adaptor Sleeve when charging pocketscope in Universal desk charger <p>➤ If Customer does not have another Desk Charger to check handles, offer option of sending in just the Desk Charger, or sending in Charger and Handles together. Handles will be service replaced; Desk Charger is flat rate repair. If customer sends in handles and charger, the expectation would be to repair/replace all units.</p>